



User Guide for NEA ePortal Website

Version: 1.9

Date: 7 September 2023

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1. Introduction

1.1 Purpose of the Document

This document details the instructions on performing activity/ activities via NEA ePortal.

1.2 About the System

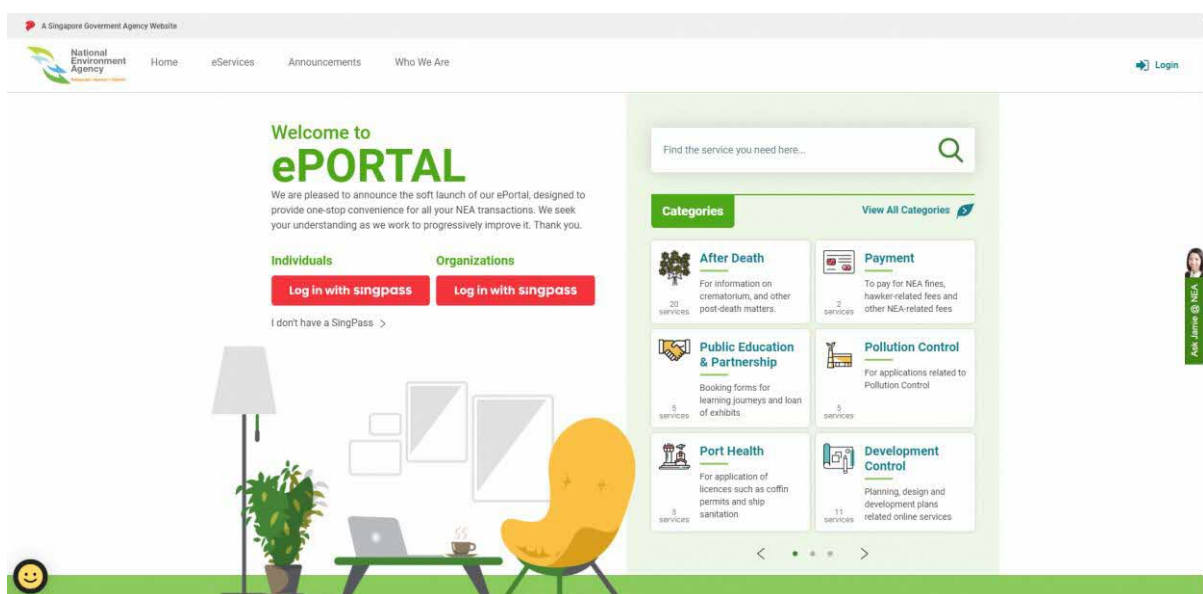
NEA ePortal is a single touchpoint system that delivers customer-centric, user-friendly and efficient experience to NEA customers. The system provides unified online platform to allow the public to transact with NEA anytime, anywhere with any device.

2. Accessing the System

2.1 Accessing the Website

You can access NEA ePortal by using a web browser on any device. The following are the list of web browsers recommended for accessing NEA ePortal:

1. Internet Explorer (IE) 11 and above
2. Google Chrome 56 and above
3. Mozilla Firefox 52 and above
4. Safari 8 and above
5. Opera 43 and above

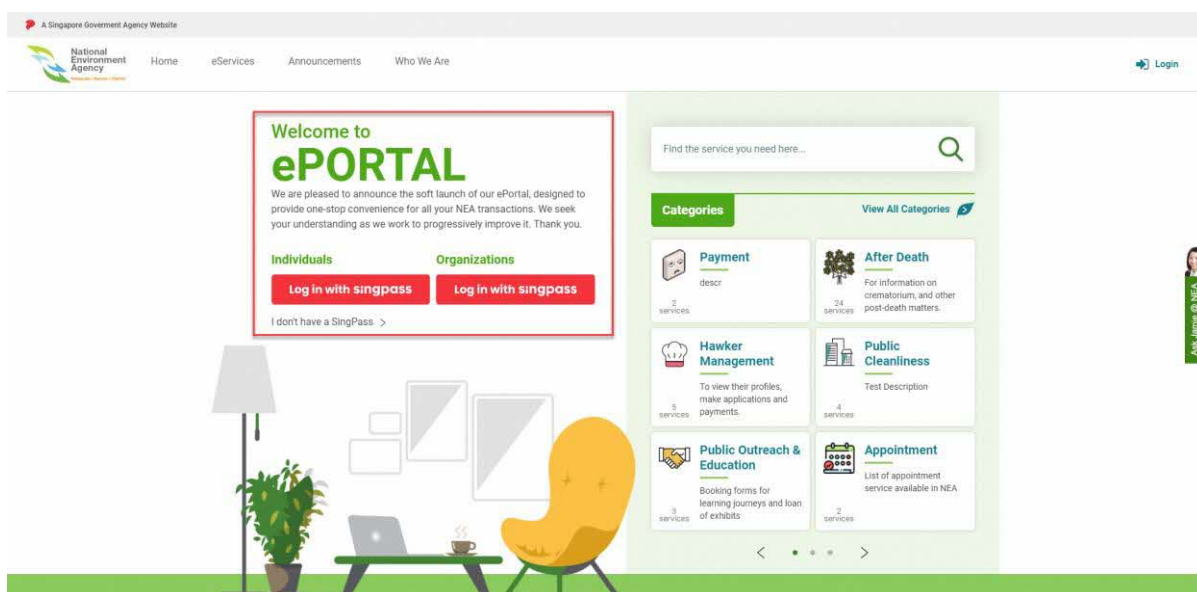


2.2 Login into the System

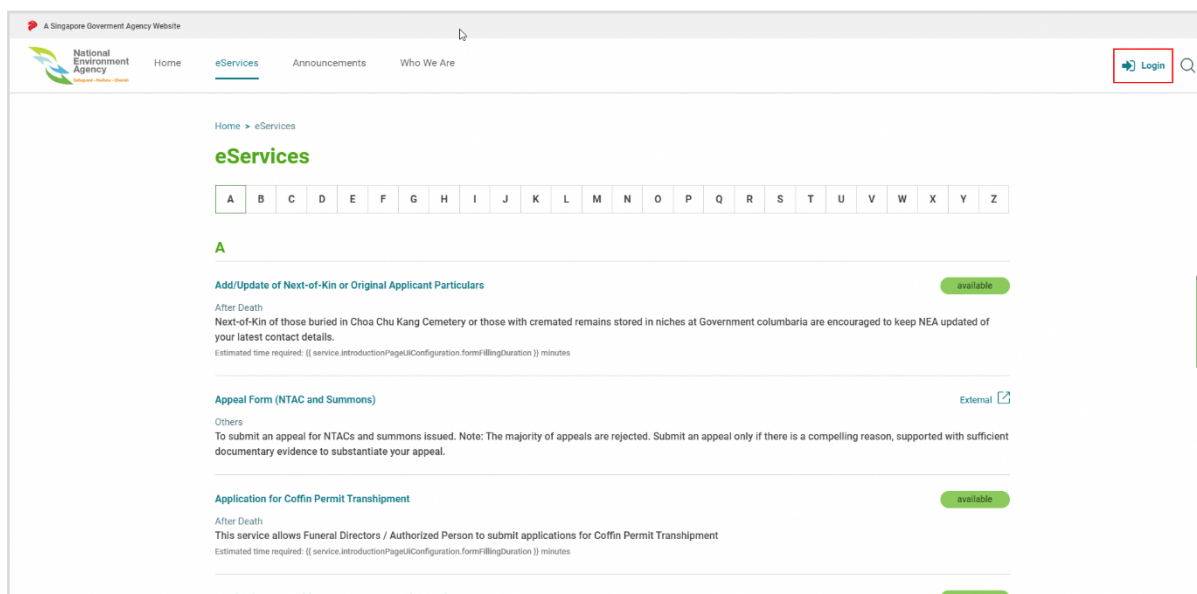
Some of the services available on NEA ePortal require login and some services require a specific login type to access. There are three types of logins required to access the service via ePortal and they are as follows: -

1. SingPass
2. SingPass for Business User
3. NEA Custom Account

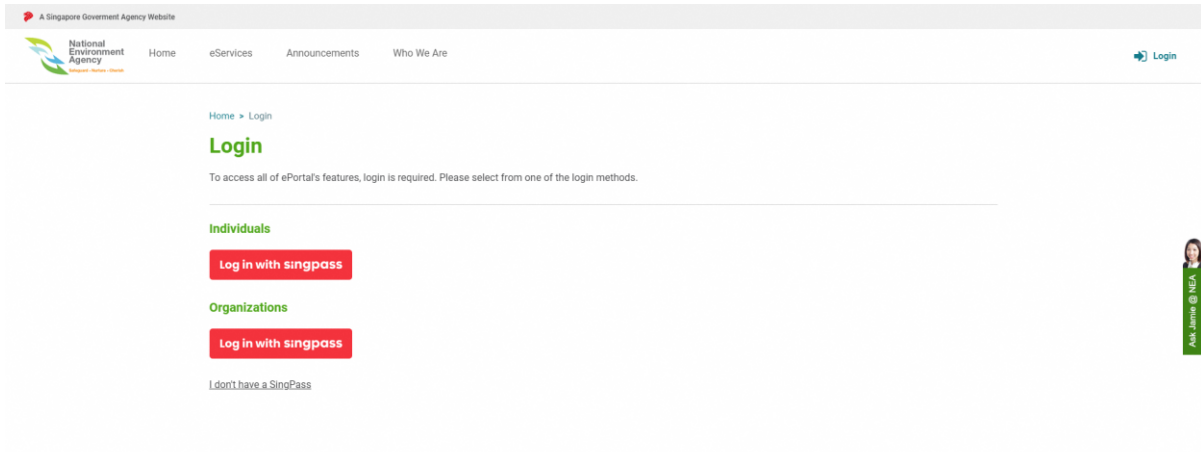
There are two common places for logging in. You can login via the login functions at the Homepage as shown below: -



Alternatively, you can also login via the “Login” icon which is located at the top right corner of every page (except Homepage) as shown below:



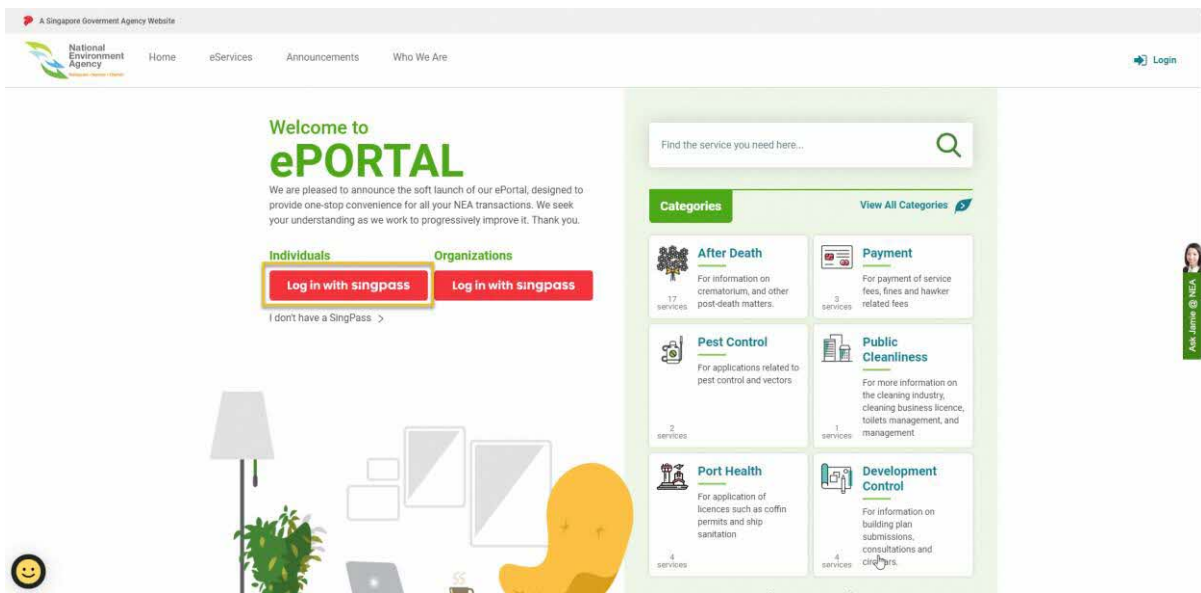
Click on the “Login” icon, you will be redirected to the login page as shown below:



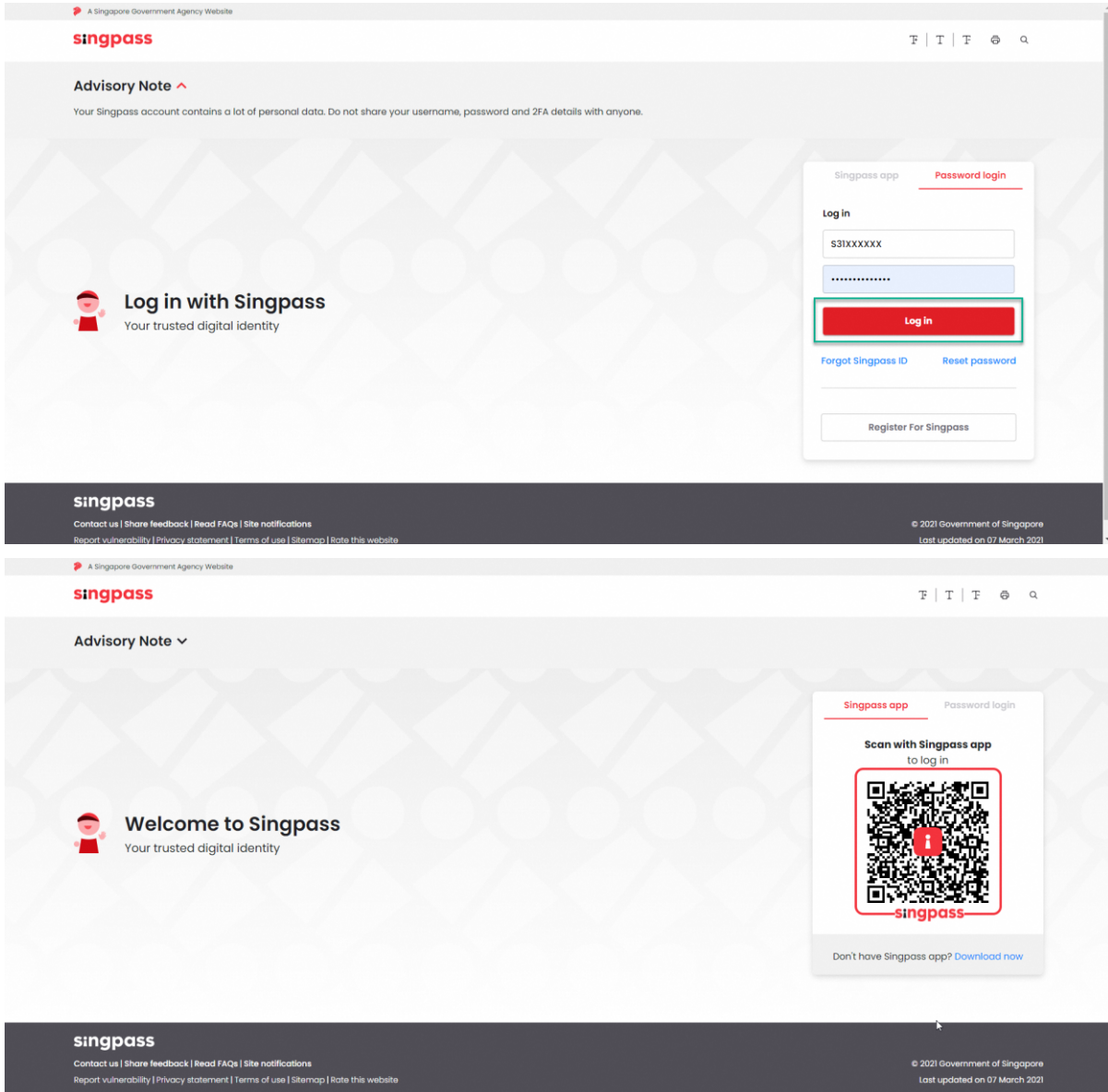
2.2.1 SingPass Login

To login with a SingPass account,

1. Click on the “Login with SingPass” button



2. You will then be redirected to the SingPass login page. Please follow the on-screen instructions and click the “Login” button. You can also login by scanning the QR Code via SingPass application in your mobile phone.



The image shows two screenshots of the SingPass login page. The top screenshot displays the 'Password login' form, which includes a 'Log in' button highlighted with a red box. The bottom screenshot displays the 'Scan with Singpass app to log in' option, featuring a QR code and a 'Download now' link.

Top Screenshot: Password Login

Navigation: A Singapore Government Agency Website | singpass | T | I | F | Search

Advisory Note ^
Your Singpass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.

Log in with Singpass
Your trusted digital identity

Log in options: Singpass app | Password login

Log in form:
Log in
S31XXXXXX
.....
Log In
Forgot Singpass ID | Reset password
Register For Singpass

Footer: singpass | Contact us | Share feedback | Read FAQs | Site notifications | Report vulnerability | Privacy statement | Terms of use | Sitemap | Rate this website | © 2021 Government of Singapore | Last updated on 07 March 2021

Bottom Screenshot: QR Code Login

Navigation: A Singapore Government Agency Website | singpass | T | I | F | Search

Advisory Note v

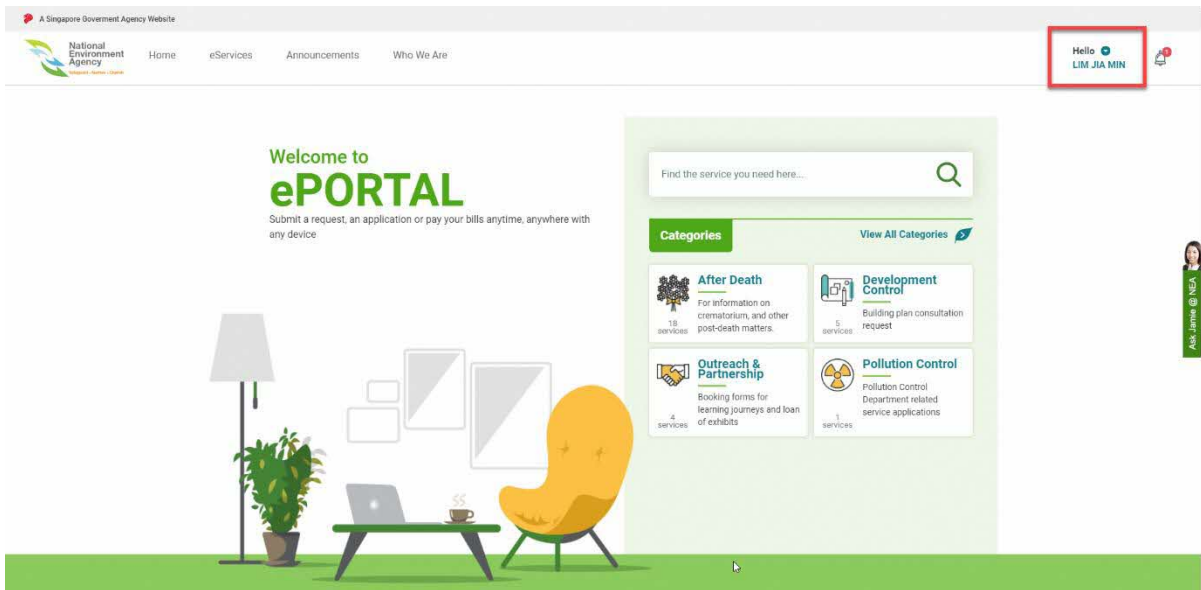
Welcome to Singpass
Your trusted digital identity

Log in options: Singpass app | Password login

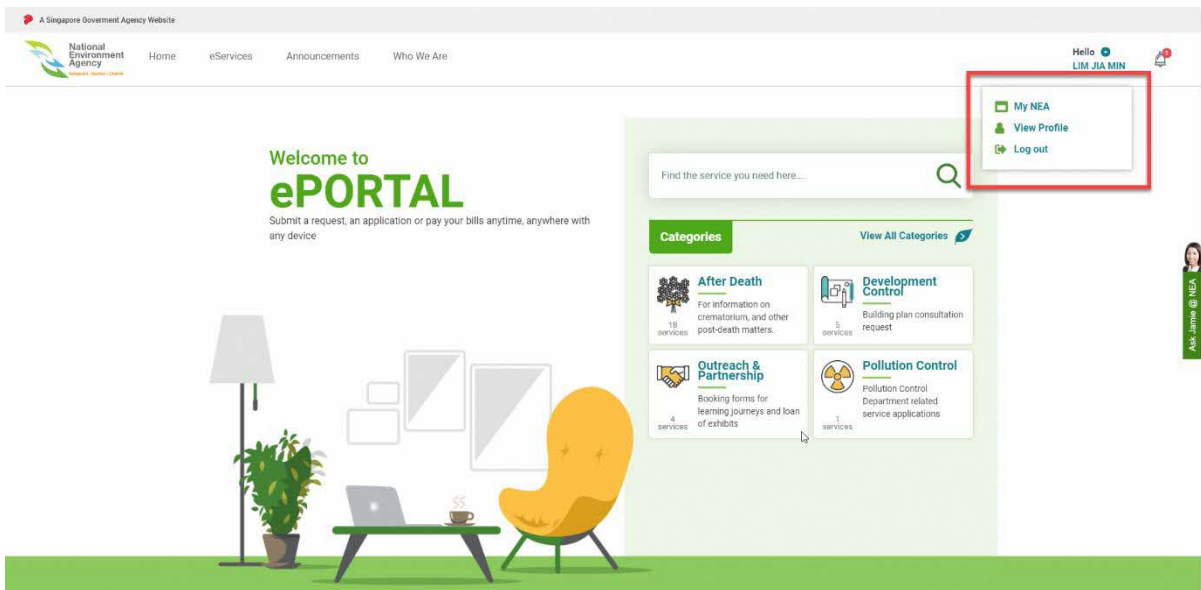
Scan with Singpass app to log in
QR code
singpass
Don't have Singpass app? Download now

Footer: singpass | Contact us | Share feedback | Read FAQs | Site notifications | Report vulnerability | Privacy statement | Terms of use | Sitemap | Rate this website | © 2021 Government of Singapore | Last updated on 07 March 2021

- Upon successful login, you will be redirected to the Homepage and your name will be shown on the top right of the page.



- To logout from ePortal, click on your name at the top right of the page. A dropdown list will appear and click on "Log Out" to logout from ePortal.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are

Hello LIM JIA MIN

My NEA
View Profile
Log out



Welcome to ePORTAL

Submit a request, an application or pay your bills anytime, anywhere with any device

Find the service you need here...

Categories View All Categories

- After Death**
For information on crematorium, and other post-death matters.
services
- Development Control**
Building plan consultation request
services
- Outreach & Partnership**
Booking forms for learning journeys and loan of exhibits
services
- Pollution Control**
Pollution Control Department related service applications
services

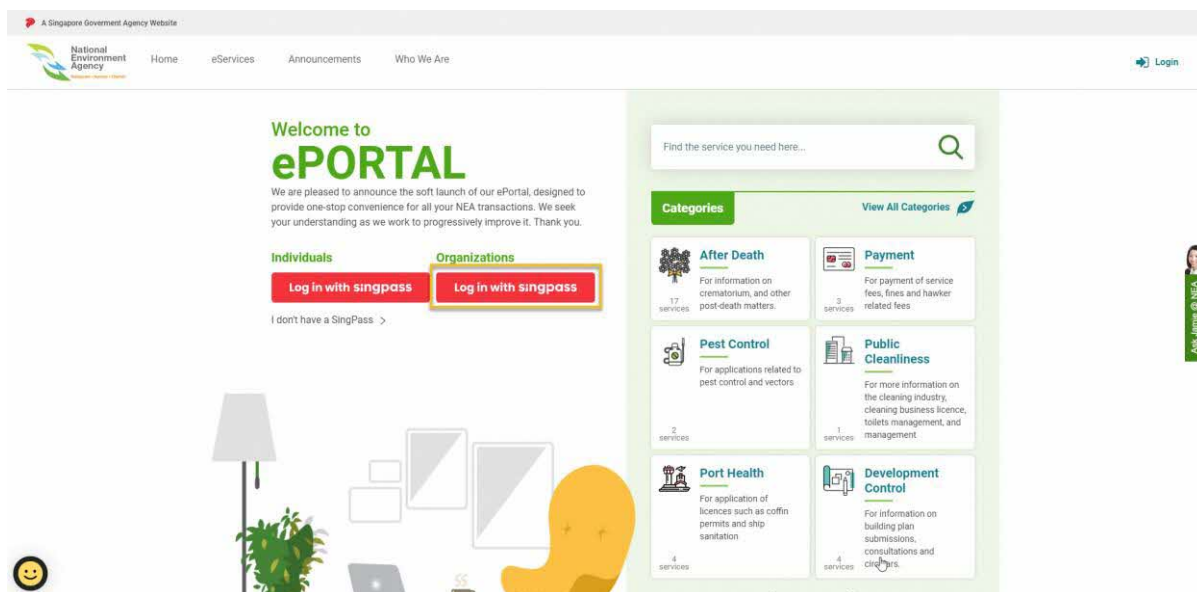


2.2.2 SingPass for Business User Account Login

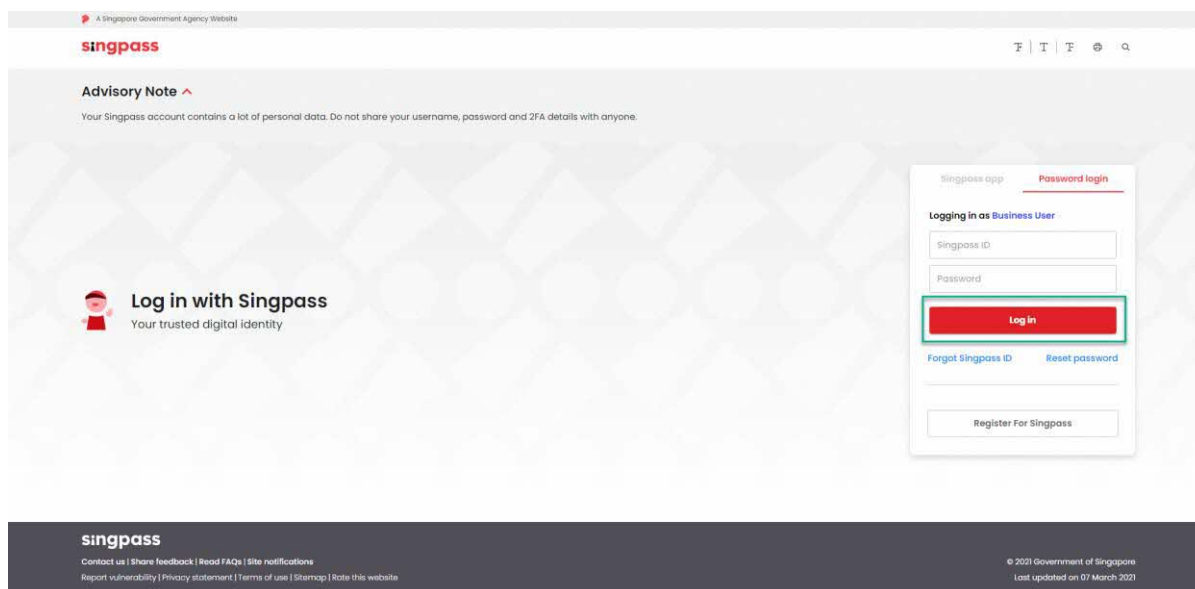
If you are encountering issues with SingPass for Business User login, please refer to **Section 16.1 “I can’t access ePortal with my SingPass for Business User Account.”**

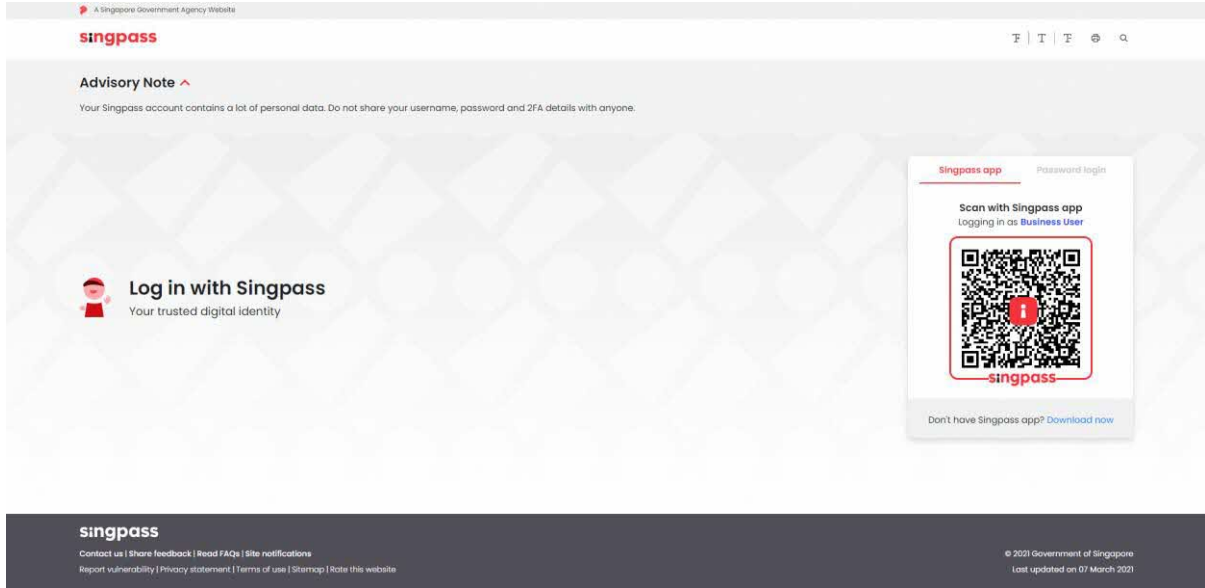
To login with a SingPass for Business User account,

1. Click on the **“Login with SingPass”** button for **Organization**.

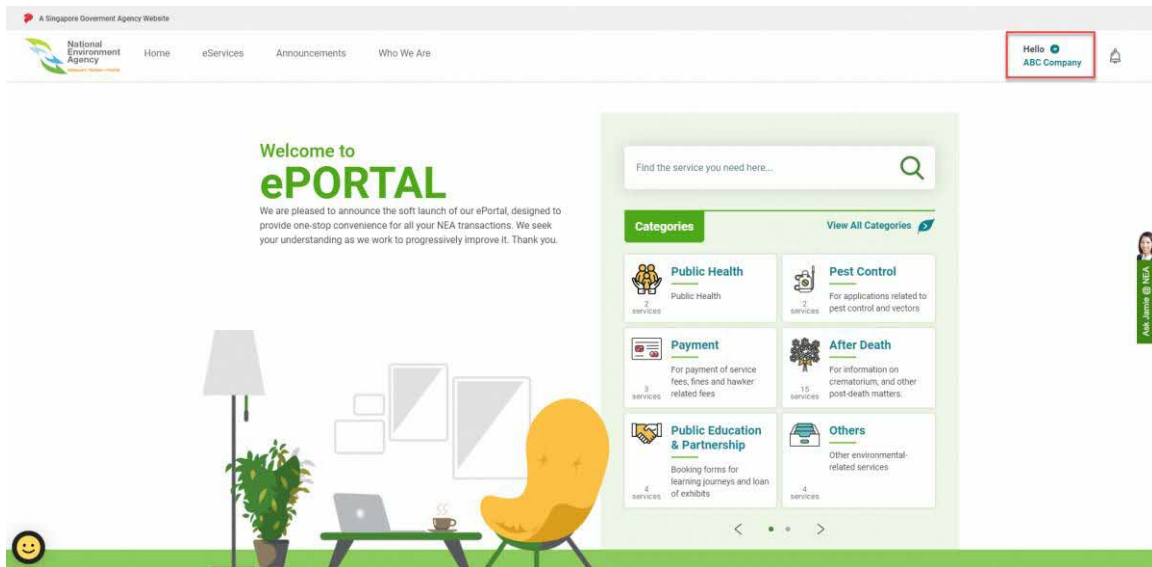


2. You will then be redirected to the SingPass login page. Follow the on-screen instructions and click the **“Login”** button. You can also login by scanning the QR Code via SingPass application in your mobile phone.

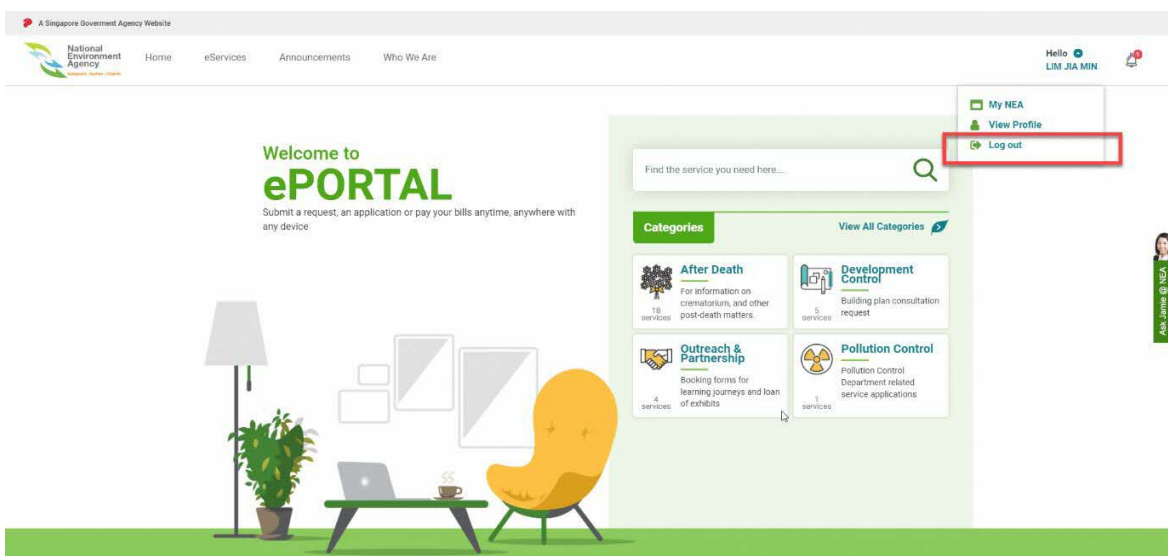
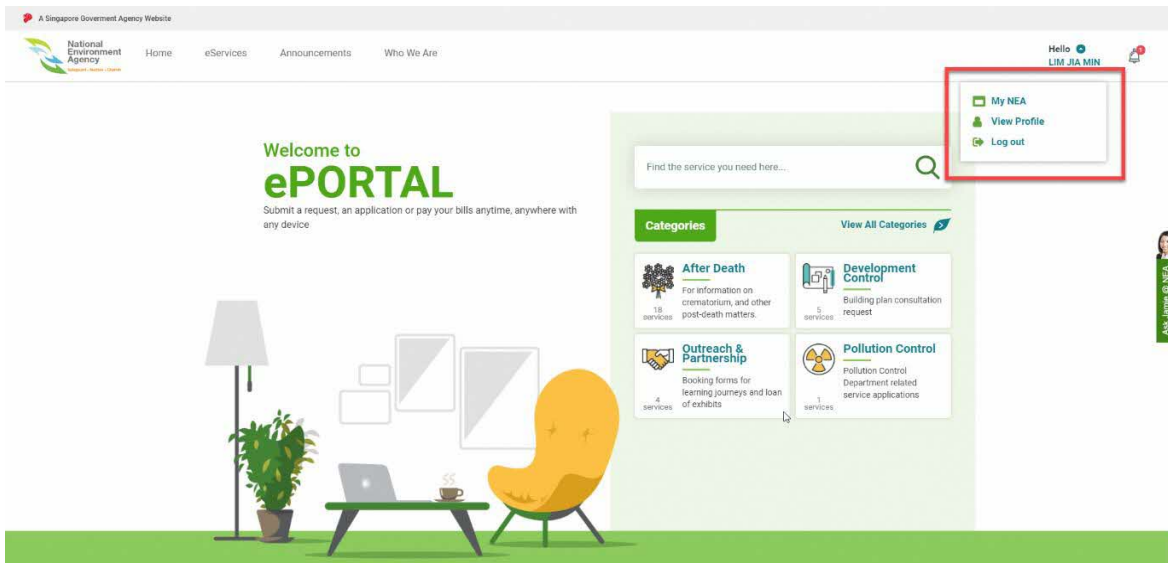




- Upon successful login, the system will redirect you to the ePortal Homepage and your Company Name will be shown on the top right of the page.



- To logout from the portal, click on your Company name at the top right corner of the page. A dropdown list will appear and you can click on **“Log Out”** to logout from ePortal.



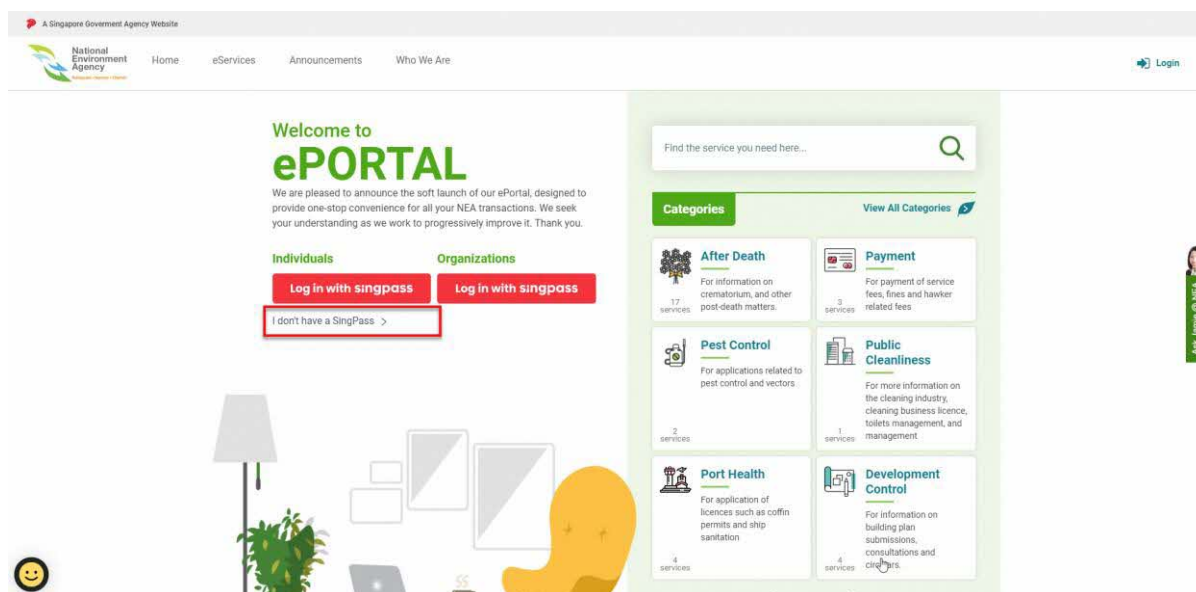
2.2.3 NEA Custom Account Creation and Login

NEA Custom Account is an account specially provided by NEA to support foreigners that do not have a SingPass account. You may use the account to login to ePortal and perform transactions.

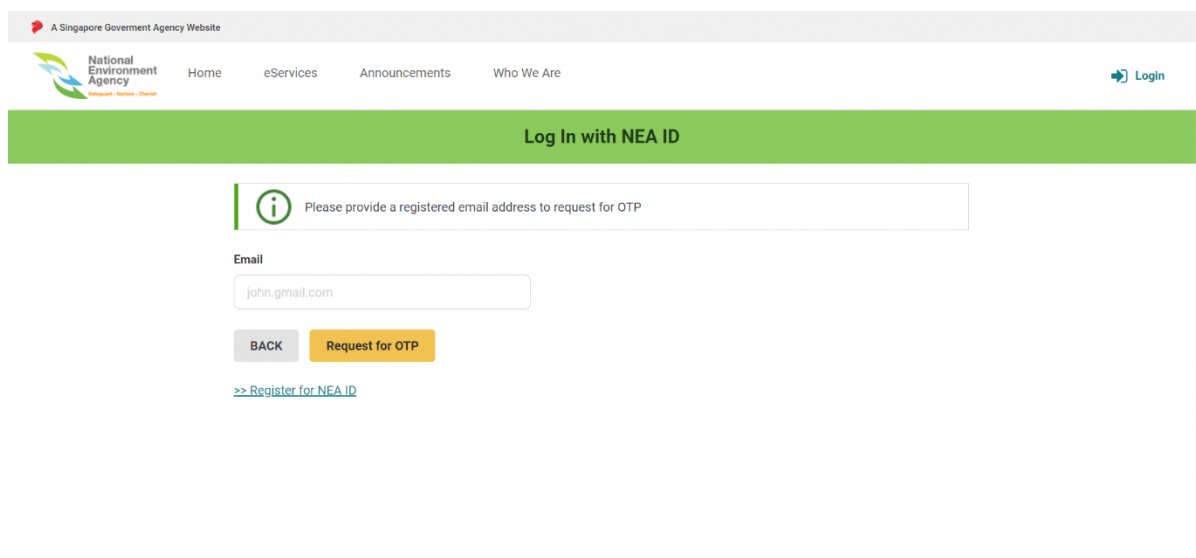
However, **not all services** are available for custom account login. Therefore, you are encouraged to use a SingPass account to perform the transaction with NEA.

To login using a custom account, firstly:

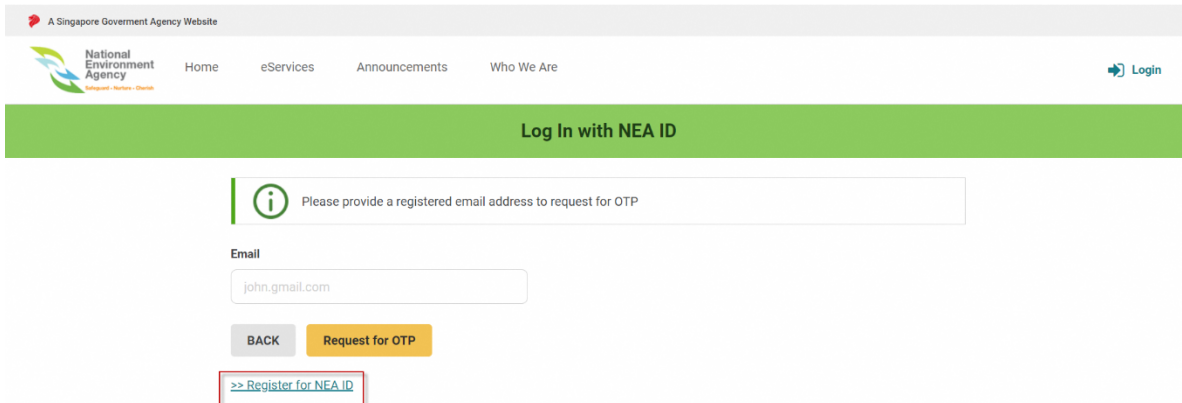
1. Click on the “**I don't have a Singpass**” below the “**Login with SingPass**” button and you will be redirected to the custom account login page.



2. Once you are redirected to the NEA custom account login page, you can choose either to login or create a NEA custom account.



- To create a NEA Custom Account, click on the **“Register for NEA ID”** button (If you have an existing custom account, please go directly to step no 10).



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Login

Log In with NEA ID

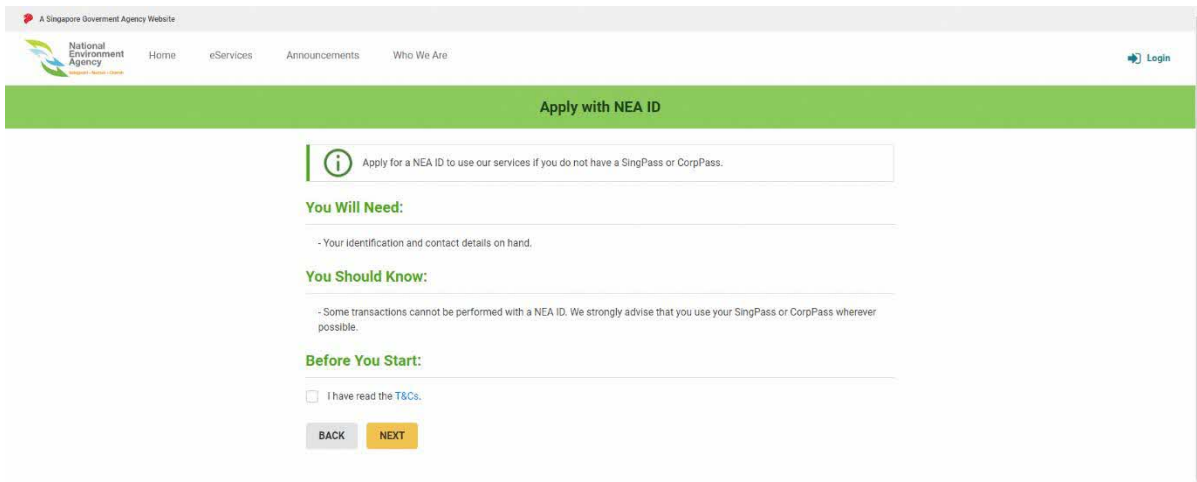
i Please provide a registered email address to request for OTP

Email
john@gmail.com

BACK Request for OTP

[>> Register for NEA ID](#)

- The system will redirect you to **“Apply with NEA ID”** page that contains information related to the custom account.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Login

Apply with NEA ID

i Apply for a NEA ID to use our services if you do not have a SingPass or CorpPass.

You Will Need:

- Your identification and contact details on hand.

You Should Know:

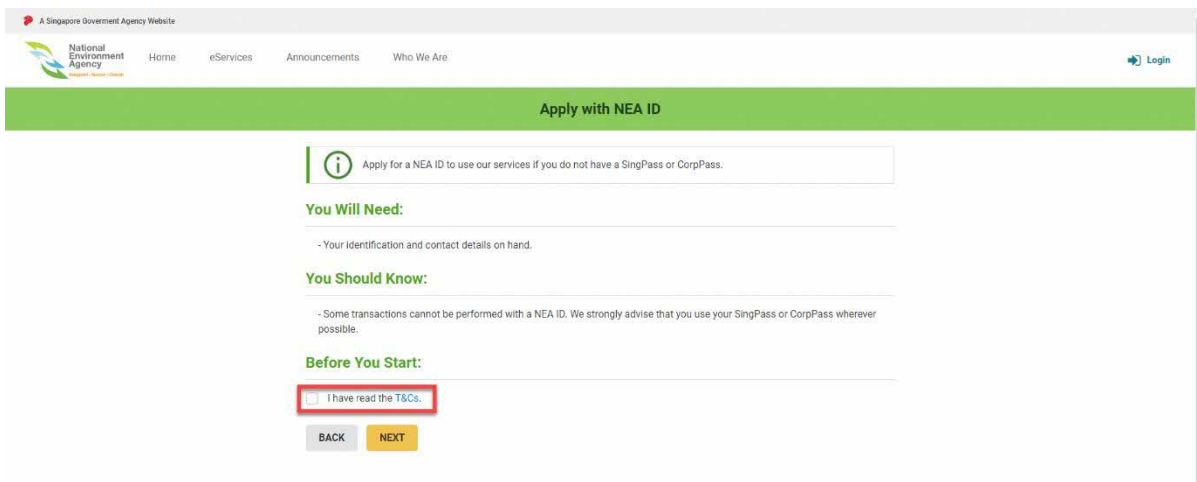
- Some transactions cannot be performed with a NEA ID. We strongly advise that you use your SingPass or CorpPass wherever possible.

Before You Start:

I have read the T&Cs.

BACK NEXT

- Tick on the checkbox after you have read the terms and conditions and click on the **“Next”** button.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Login

Apply with NEA ID

i Apply for a NEA ID to use our services if you do not have a SingPass or CorpPass.

You Will Need:

- Your identification and contact details on hand.

You Should Know:

- Some transactions cannot be performed with a NEA ID. We strongly advise that you use your SingPass or CorpPass wherever possible.

Before You Start:

I have read the T&Cs.

BACK NEXT

i Apply for a NEA ID to use our services if you do not have a SingPass or CorpPass.

You Will Need:

- Your identification and contact details on hand.

You Should Know:

- Some transactions cannot be performed with a NEA ID. We strongly advise that you use your SingPass or CorpPass wherever possible.

Before You Start:

I have read the [T&Cs](#).

6. The system will redirect you to the “**Apply for NEA ID**” page with the following fields to fill:
- Name** - The system will display your name on the system.
 - Email** - The System will use your email to send a One-Time Password (OTP) to login and to send email notifications.
 - Contact No (Optional)** - To indicate the Singapore registered mobile number.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are [Login](#)

Apply for NEA ID

Name

Email

Contact No. (Optional)

+65

7. Fill the fields correctly and click on the “**Create**” button.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are [Login](#)

Apply for NEA ID

Name

Nicholas Posma Nasution

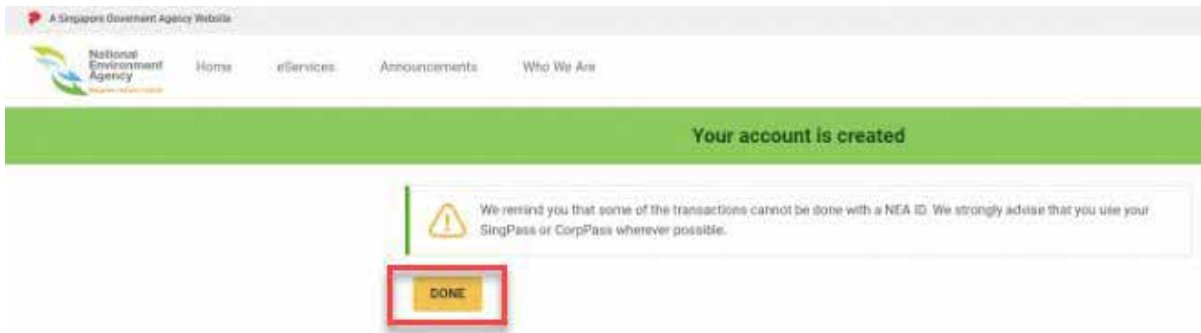
Email

nicholas.posma@xtremax.com

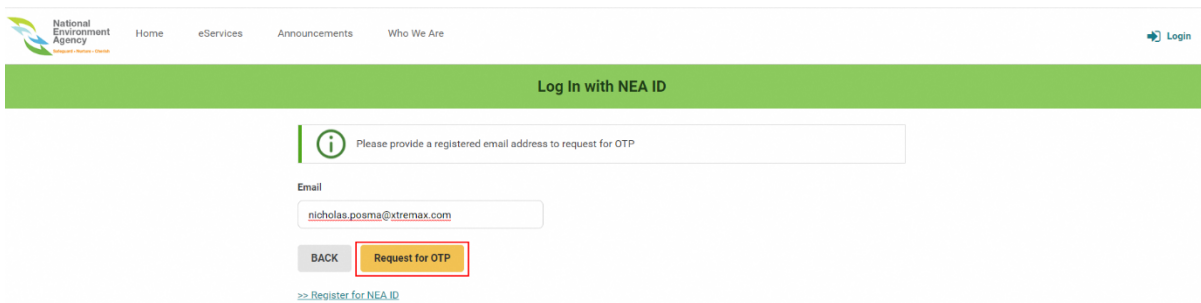
Contact No. (Optional)

+65 84052063

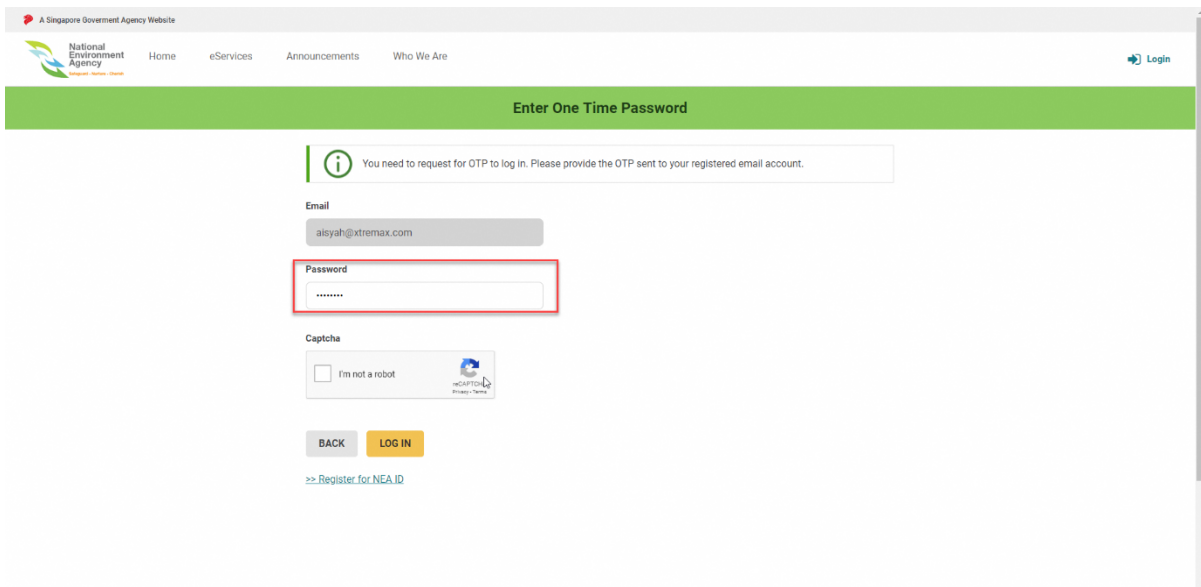
- You will be directed to the acknowledgement page. Click **“Done”** to continue to the login page.



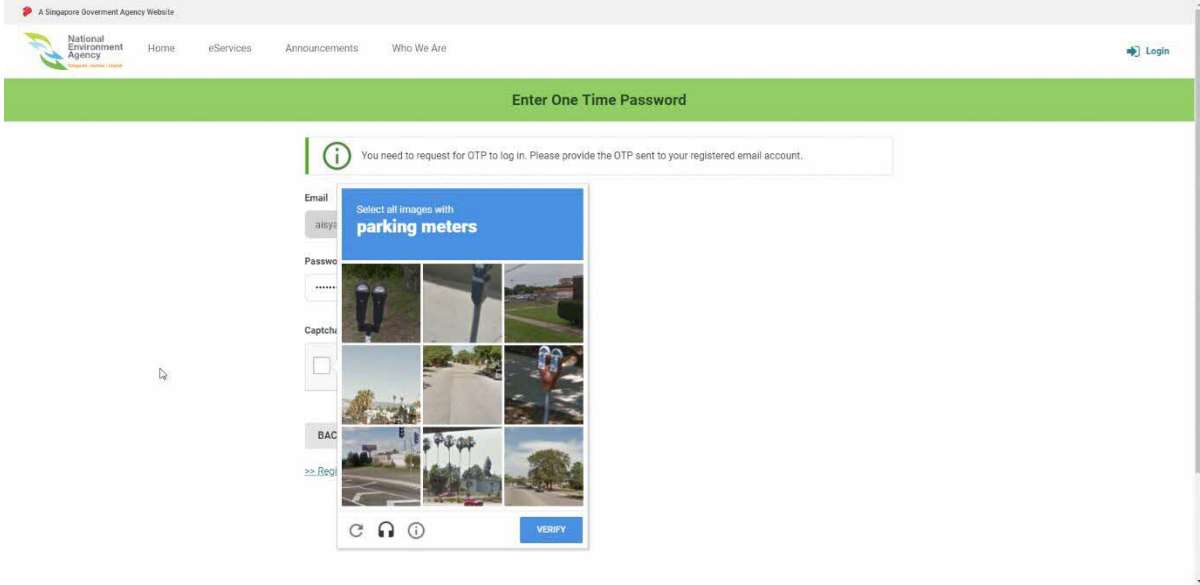
- At the custom account login page, indicate your registered email address and click on **“Request for OTP”** to request for an OTP.



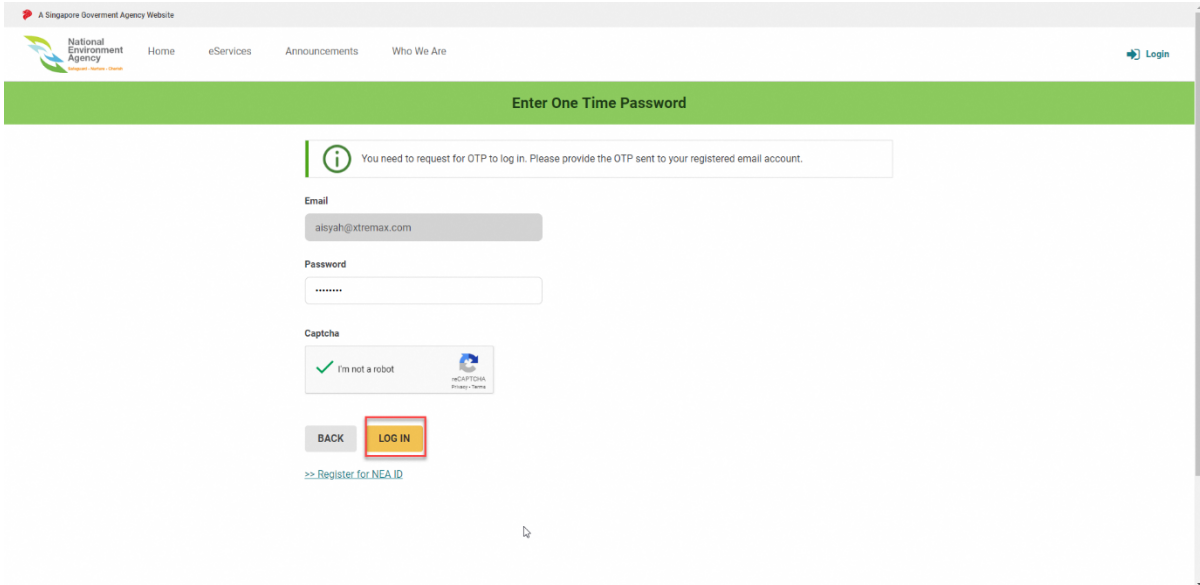
- Within one minute, you will receive an OTP from your registered email address' inbox sent by eportal@nea.gov.sg.
- Copy the OTP number and paste it into the **“Password”** field.



12. Tick on the “I’m not a robot” checkbox and complete the reCaptcha.



13. Click on the “Login” button and the system will redirect you to the NEA Homepage.



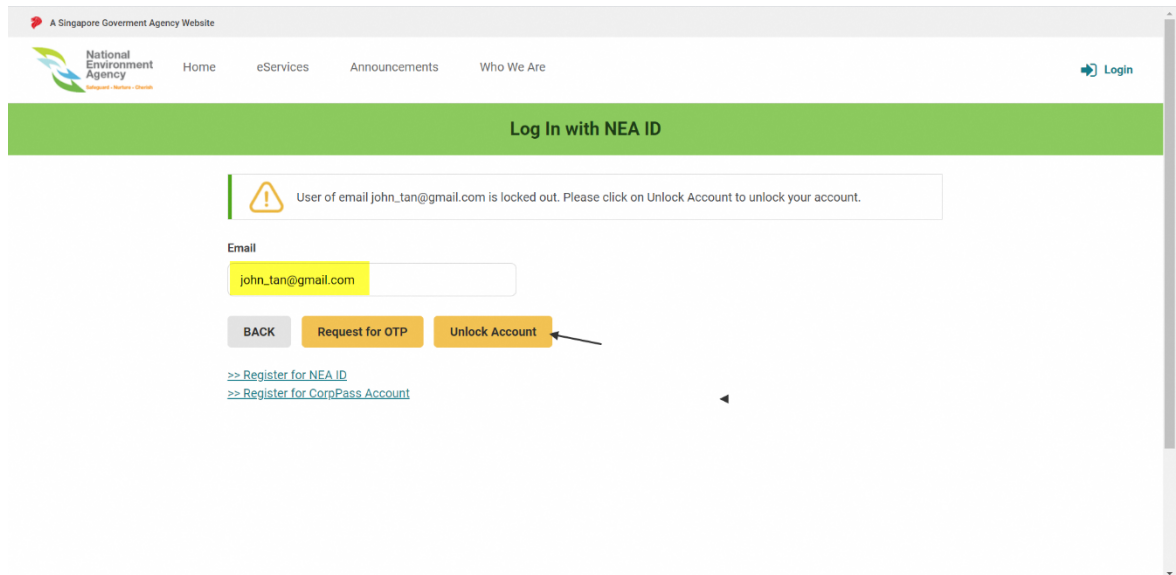
Notes:

1. Any login types will have a login session, hence idling for more than 30 minutes will force you to logout from NEA ePortal.
2. Custom account OTP will expire after three minutes, and you can request for another OTP. However, requesting OTP for more than three times will trigger the system to lock the account. To unlock your account, please refer to **Section 2.2.3.1**
3. Some transactions cannot be performed with NEA custom account. Hence, it is recommended to use SingPass to login.

2.2.3.1 Unlock Account (for Custom Account)

Custom account will be locked if there were three failed login attempts. You may unlock the NEA account with the below steps:

1. On the NEA login page, input your email then click “Unlock Account” Button



2. Email will be sent to the registered email address with the link to unlock your account.

NEA ePortal: Unlock Account



eportal@nea.gov.sg

to me ▾

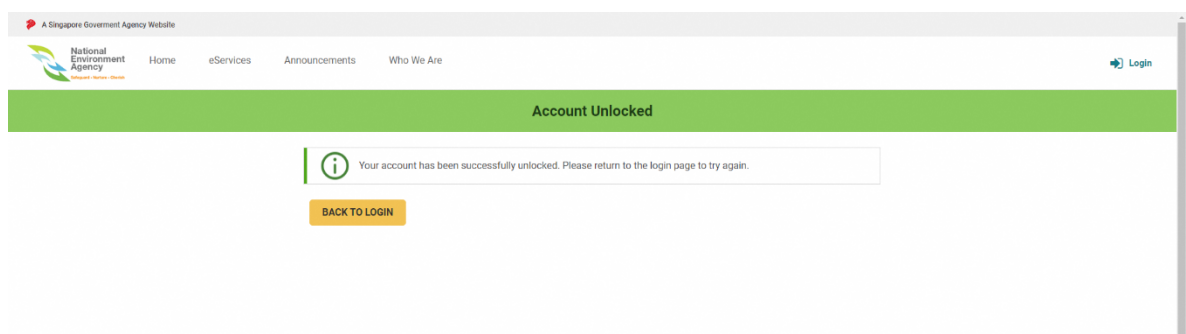
Dear User,

You have requested to unlock your NEA Custom ID.

Please click this [link](#) to unlock your account.

(This is a system generated notification, please do not reply)

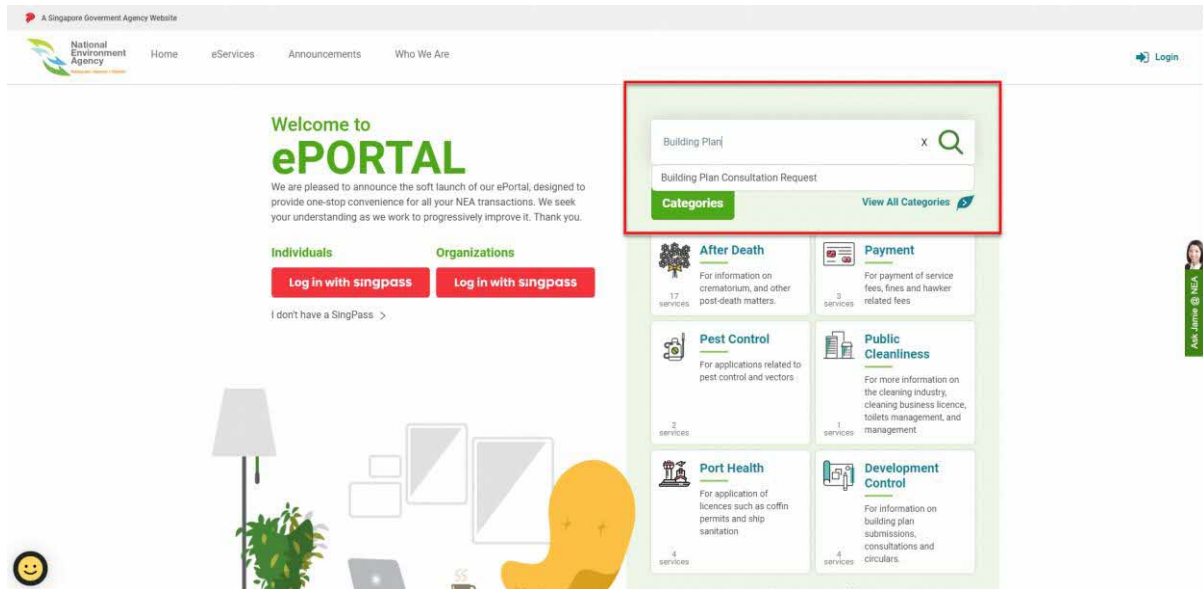
3. User will be redirected to the reset account page and the success message will appear.



3. Homepage

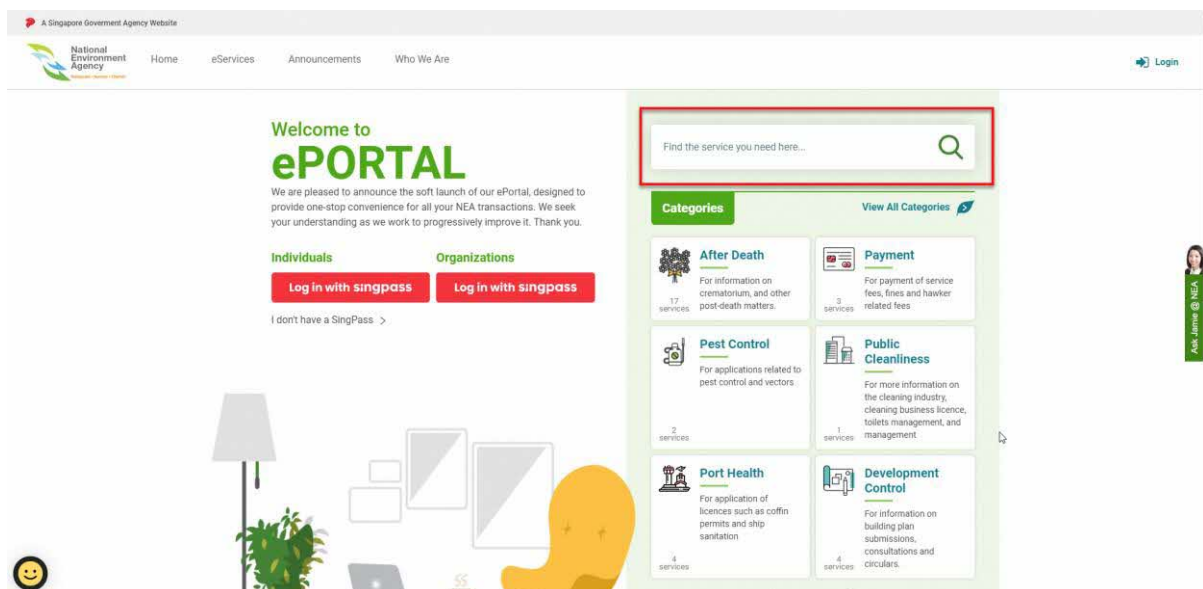
3.1 Search Section

You can search for available services by using the search function provided in the Homepage:

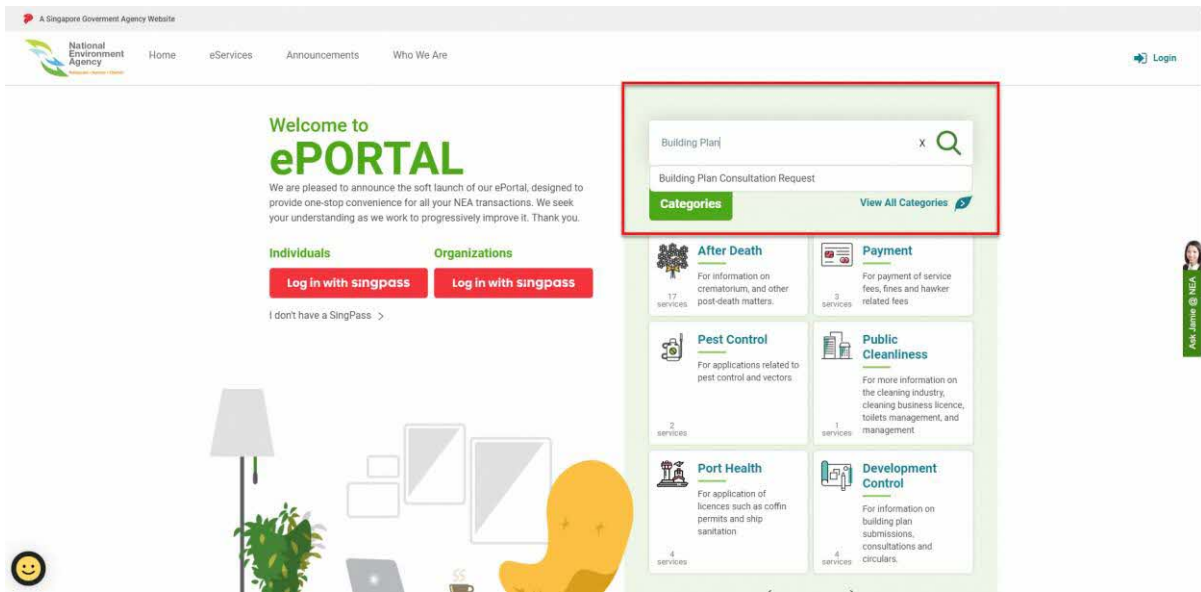


To search for a certain service, you can follow the following steps:

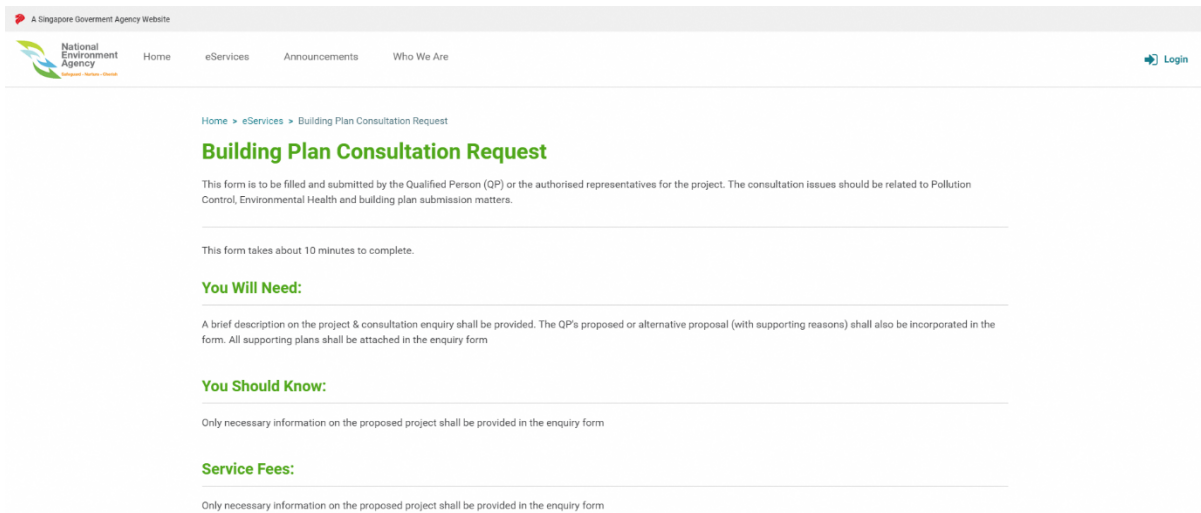
1. First, pick a keyword that will be used to search for a service (**Note:** You can use a **keyword** to search something on ePortal e.g. use “Building plan” to search for “Building Plan Consultation Request” service).
2. Second, fill the search bar by using the keyword that has been selected. In this case, use “Building Plan” as the keyword.



- After filling the search bar with the keyword, the system will provide the suggested service name.

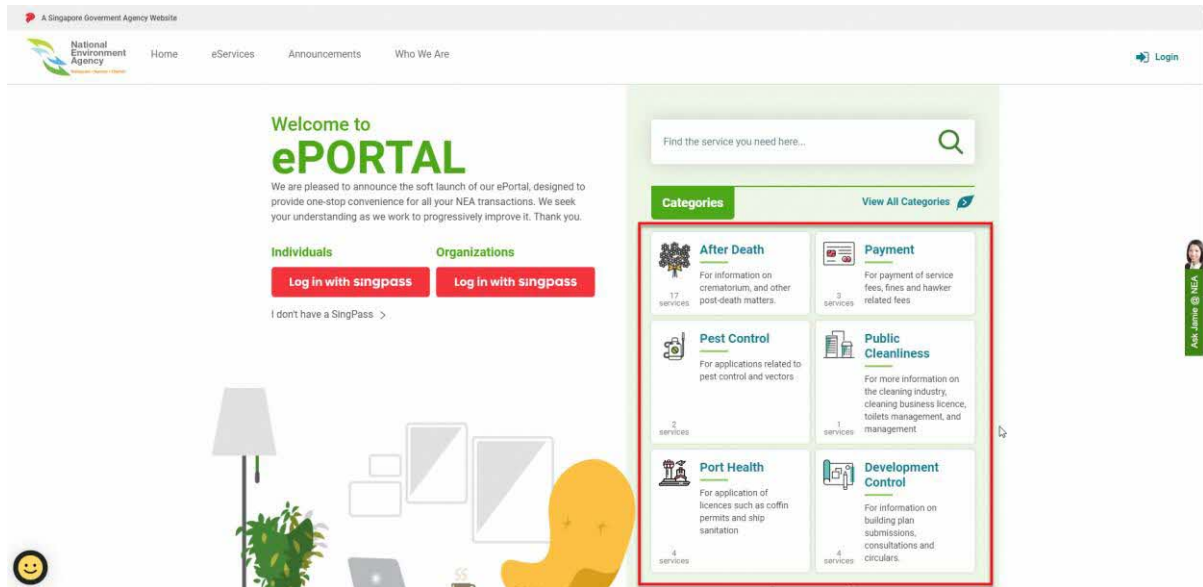


- Clicking on the suggestion will bring you directly to the services page. For more details, please go to Section 4.2.



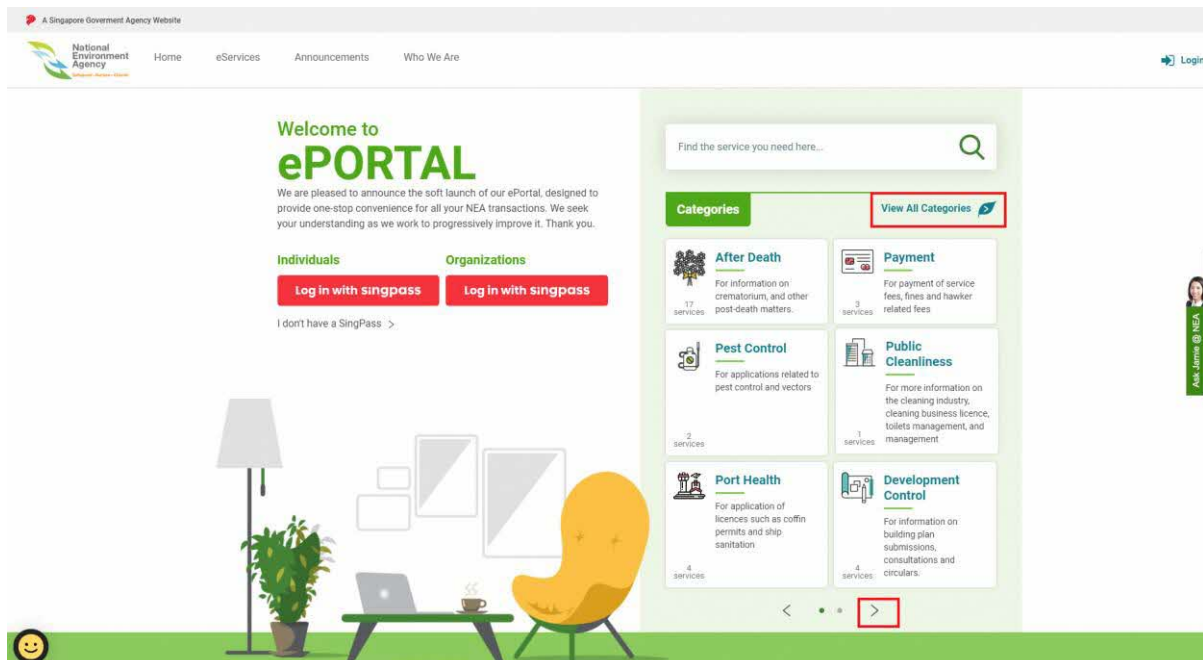
3.2 Categories Section

Every service in NEA ePortal will be categorized under a category and a subcategory. The categories section on the Homepage will list up to six categories on each page as shown in the figure below.



There are two ways for you to view the rest of the categories and as follows: -

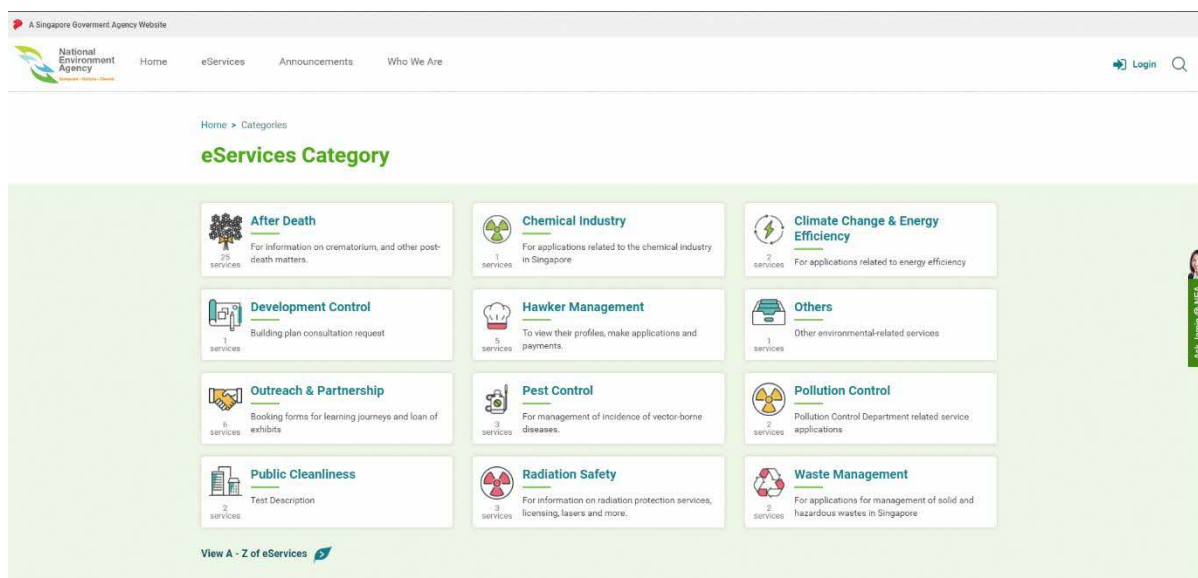
- By clicking on the previous and next button that is located at the bottom of the categories section; or
- By clicking on the “**View All Categories**” button. For more details, please go to **Section 3.2.1**



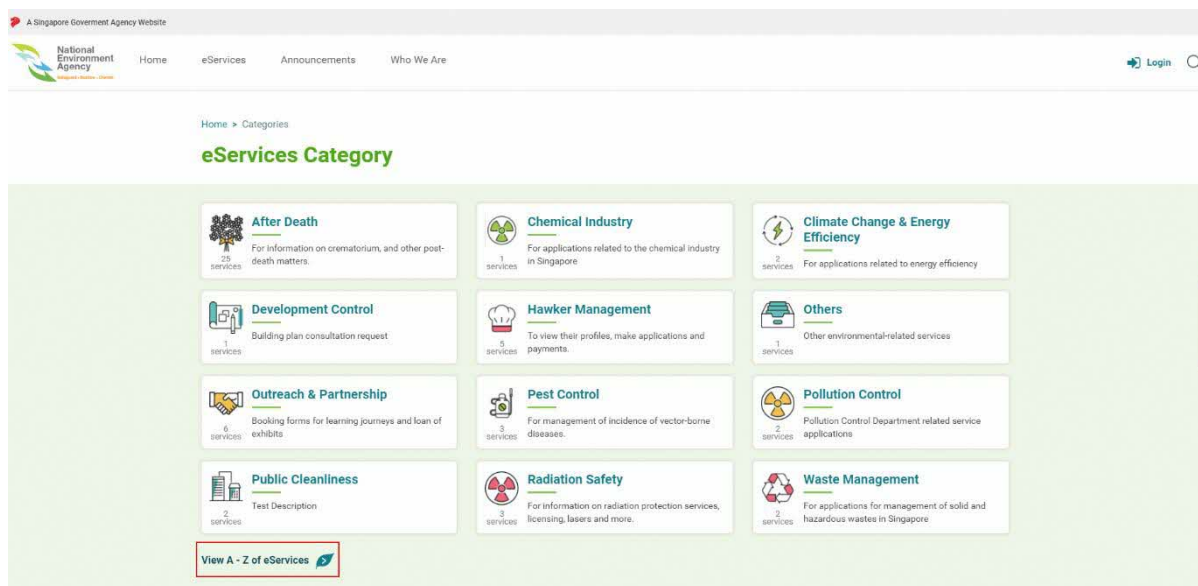
Each category listed under the category section is a clickable icon that can bring you to the particular category page (e.g. clicking on the “**After Death**” category will bring you to the “**After Death**” page. The category page will be explained more under **Section 3.2.2**.

3.2.1 eServices Category Page

Clicking on the “View All Categories” (B) will bring you to the “eServices Category” page as shown below.

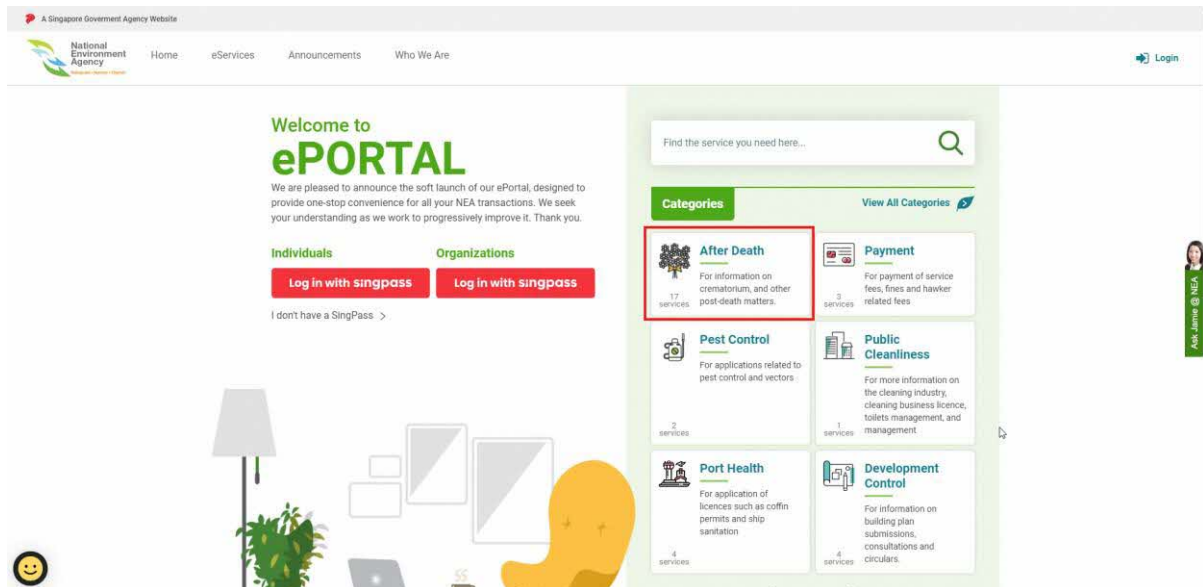


This page provides a list of categories that are available under NEA ePortal. Clicking on ‘[View A - Z of eServices](#)’ will bring you to an alphabetical listing of all eServices in ePortal. For more details, please go to Section 4.



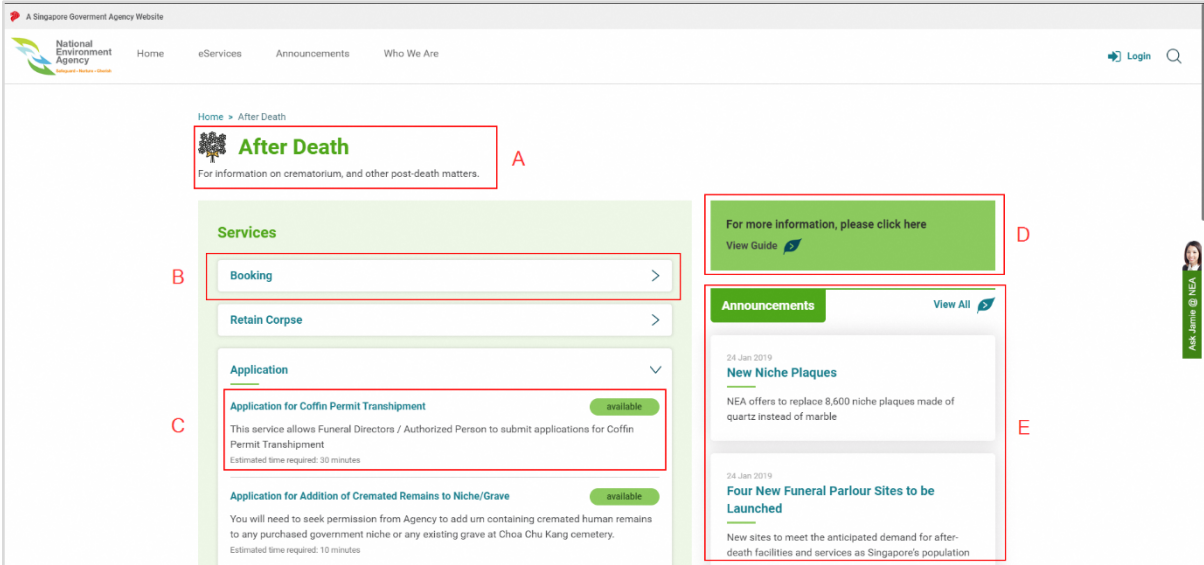
3.2.2 Category Page

Click on any of the category box (either from the homepage or eServices Category page) will bring you to the category page,



The category page contains sections as follows:

- Category name and description
- Sub-category. All subcategory that available under a category.
- Service. All services that available under a sub-category. Clicking on the service title will bring you to the service detail page. (For more information, please see **Section 4.2**)
- Category Guide. Any additional information related to the service or category itself (clicking on the **“View Guide”** button will redirect or allow the public to download a guide document.
- Category Announcement. List of all announcements relevant to the categories. Clicking on the announcement title will bring you to the announcement detail page. (For more information, please see **Section 5.2**).



A Singapore Government Agency Website

Home eServices Announcements Who We Are Login

Home > After Death

After Death
For information on crematorium, and other post-death matters.

Services

- Booking
- Retain Corpse
- Application
 - Application for Coffin Permit Transhipment** available
This service allows Funeral Directors / Authorized Person to submit applications for Coffin Permit Transhipment
Estimated time required: 30 minutes
 - Application for Addition of Cremated Remains to Niche/Grave** available
You will need to seek permission from Agency to add urn containing cremated human remains to any purchased government niche or any existing grave at Choa Chu Kang cemetery.
Estimated time required: 10 minutes

For more information, please click here
View Guide

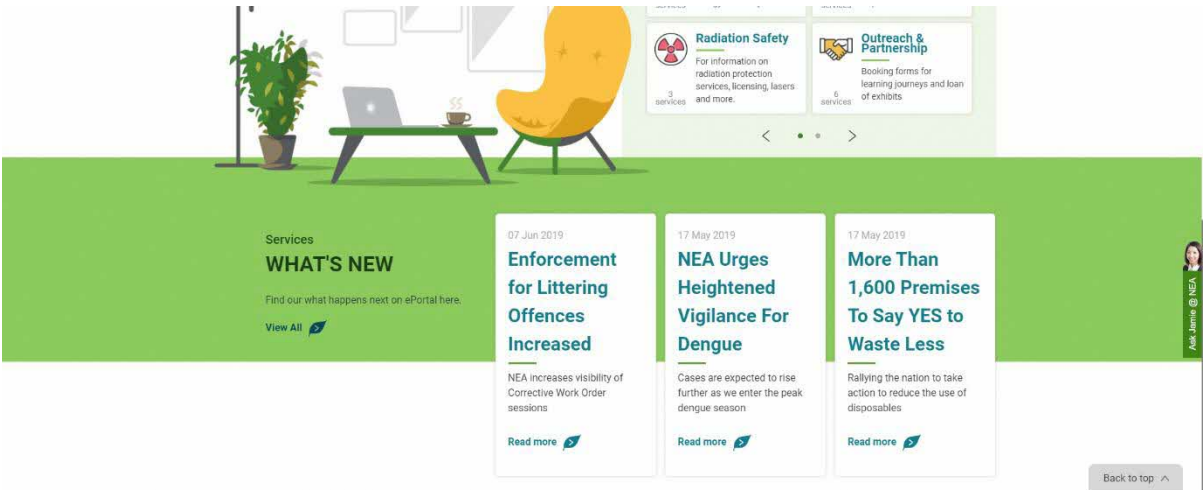
Announcements View All

- 24 Jan 2019
New Niche Plaques
NEA offers to replace 8,600 niche plaques made of quartz instead of marble
- 24 Jan 2019
Four New Funeral Parlour Sites to be Launched
New sites to meet the anticipated demand for after-death facilities and services as Singapore's population

Ask James @ NEA

3.3 What's New (Latest Global Announcement)

Global Announcements are displayed at the bottom of the homepage. To view this section, you need to scroll down to the bottom of the page.



Services

WHAT'S NEW
Find out what happens next on ePortal here.
View All

Radiation Safety
For information on radiation protection services, licensing, lasers and more.
3 services

Outreach & Partnership
Booking forms for learning journeys and loan of exhibits.
6 services

07 Jun 2019
Enforcement for Littering Offences Increased
NEA increases visibility of Corrective Work Order sessions
Read more

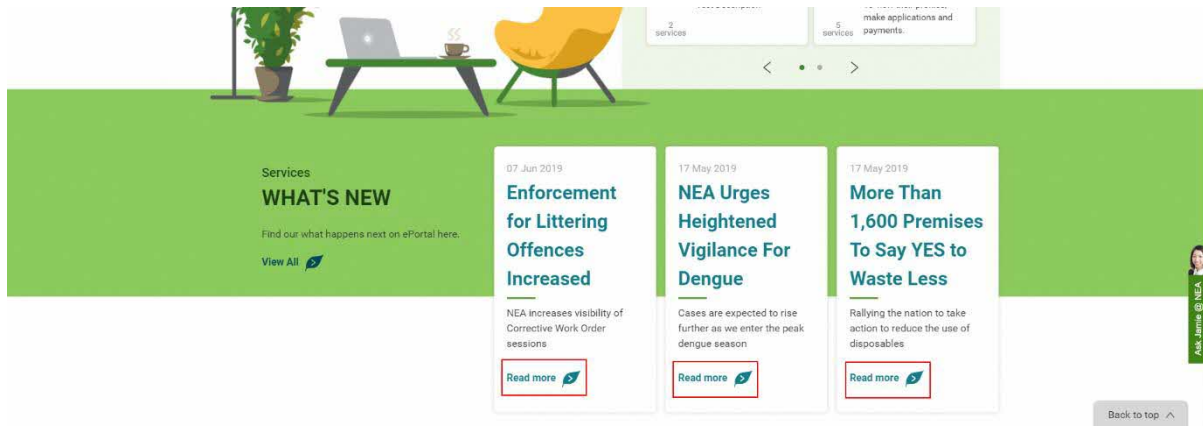
17 May 2019
NEA Urges Heightened Vigilance For Dengue
Cases are expected to rise further as we enter the peak dengue season
Read more

17 May 2019
More Than 1,600 Premises To Say YES to Waste Less
Rallying the nation to take action to reduce the use of disposables
Read more

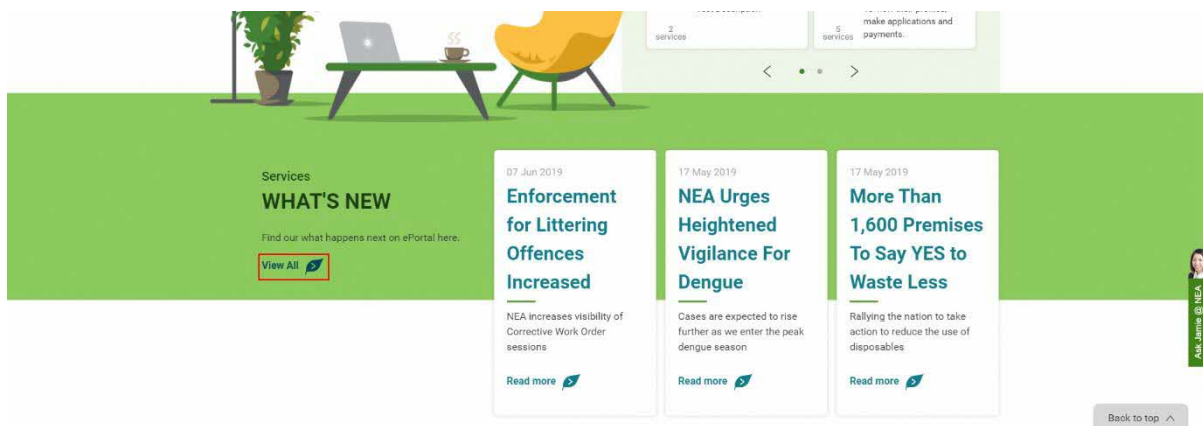
Back to top

Ask James @ NEA

The System will display the latest three announcements on the What’s New section, including the published date, title and a short description about the announcement completed with a “Read more” button that will bring you to the announcement detail page. For more information, please see **Section 5.2**.

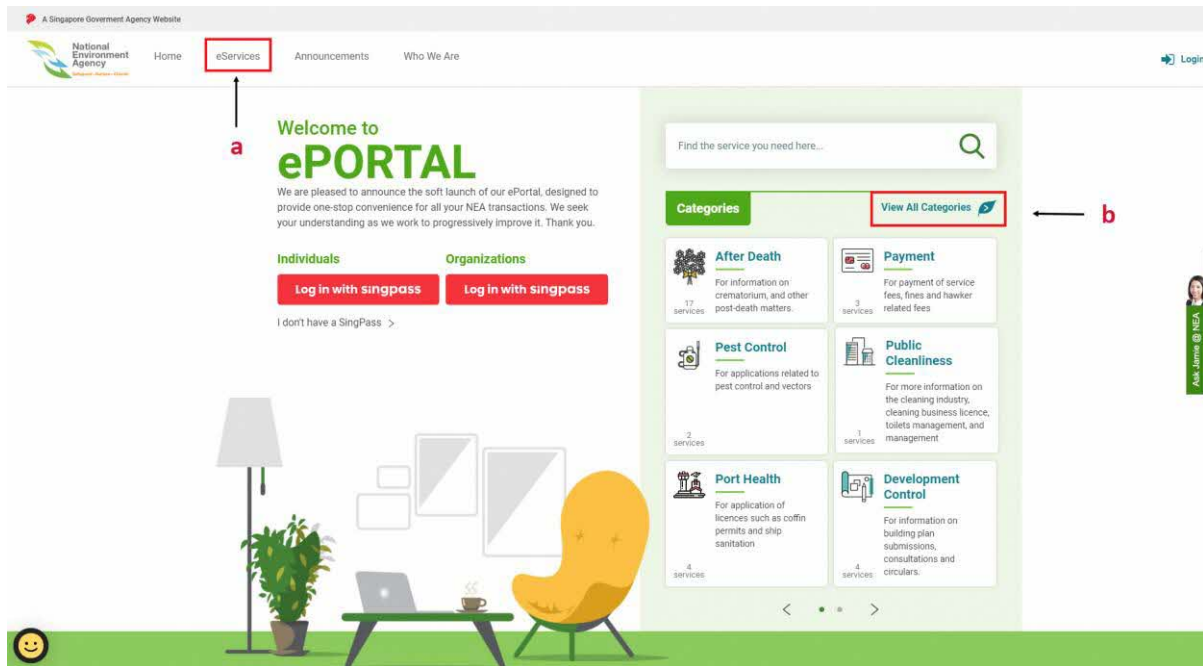


There is also a “View All” button that will bring you to the Announcements Listing page that will be covered under **Section 5**.

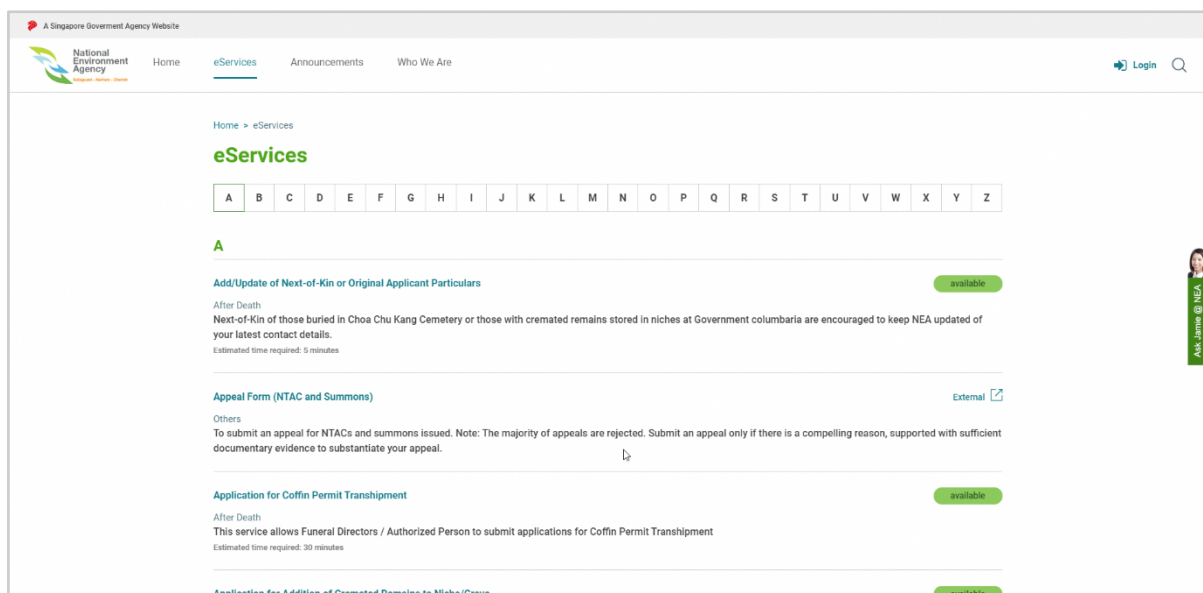


4. eServices

The eServices page shows the lists of application, appointment and external services provided on NEA ePortal. There are two ways to access eServices page, either from the menu bar (a) or by accessing it from eServices categories page (b) as covered under **Section 3.2.1**.



The eServices page lists down all the services based on the alphabetical order.



4.1 Service Status

Every service will have a status to indicate the accessibility of the service. The status are as follows: -

1. **Available** - Indicate that the service is available to allow user to submit the appointment/forms right away after clicking the service

Add/Update of Next-of-Kin or Original Applicant Particulars

available

After Death

Next-of-Kin of those buried in Choa Chu Kang Cemetery or those with cremated remains stored in niches at Government columbaria are encouraged to keep NEA updated of your latest contact details.

Estimated time required: 10 minutes

2. **Maintenance** - Indicate that the service is unavailable for submission.

Appointment for Return of Microwave

maintenance

Radiation Safety

Appointment service to collect microwave oven, TLD card, survey meter and sealed source leakage test

3. **External** - Indicate the service is linked to the external party. Accessing the service will bring you to another system out of NEA ePortal.

Appointment for Inspection

External 

Radiation Safety

Appointment with NEA inspector to conduct inspection on your premise

4.2 Service Detail Page

Clicking on the service with “Available” status will open a new tab that brings you to the service detail page.

There are two types of service detail page: “Form Introduction Page” and “Appointment Booking Page”.

4.2.1 Form Introduction Page

Form introduction page consists of the following sections:

- a. **Service name and description** – The name and general description of the service.
- b. **Form filling duration** - The estimated duration to fill the form.
- c. **You will Need** - The information and documents that required to fill the form.
- d. **You Should Know** - The information and documents that you should know before filling the form.
- e. **Service Fees** - The payment required for using the service
- f. **Login button** - To apply for the form, you will need to login with either SingPass, SingPass for Business Users or Custom Account. If you have already logged in prior to accessing the form introduction page, the login button will be replaced with a ‘Next’ button.

Home > eServices > Building Plan Consultation Request

Building Plan Consultation Request

This form is to be filled and submitted by the Qualified Person (QP) or the authorized representatives for the project. The consultation issues should be related to Pollution Control, Environmental Health and Building Plan submission matters.

A

This form takes about 10 minutes to complete.

B

You Will Need:

A brief description on the project & consultation enquiry shall be provided. The QP's proposal to comply or alternative proposal (with supporting reasons) shall also be incorporated in the form. All supporting plans shall be attached in the enquiry form

C

You Should Know:

Only necessary information on the proposed project shall be provided in the enquiry form

D

Service Fees:

No service fee is required.

E

Continue With:

Individuals

Log in with singpass

Organizations

Log in with singpass

F

4.2.2 Appointment Booking Page

The appointment booking page will be only available after the user logs in with SingPass or Custom Account. The page will contain all the fields required to book an appointment. The fields displayed on this page will be different based on the service required by the user. For more information, please refer to **Section 11**.

Incineration Plant Visit - Booking Form (Keppel Seghers Tuas Waste-to-Energy Plant) ×

NRIC/FIN

S6005040F

Contact No.

+65

84052063

Email

nicholas.posma@xtremax.com

Location

Keppel Seghers Tuas Waste-To-Energy Plant

Resource

Keppel Seghers Tuas Waste-To-Energy Plant ▼

Date

2019-07-31



Time

09:30



Next

5. Announcements

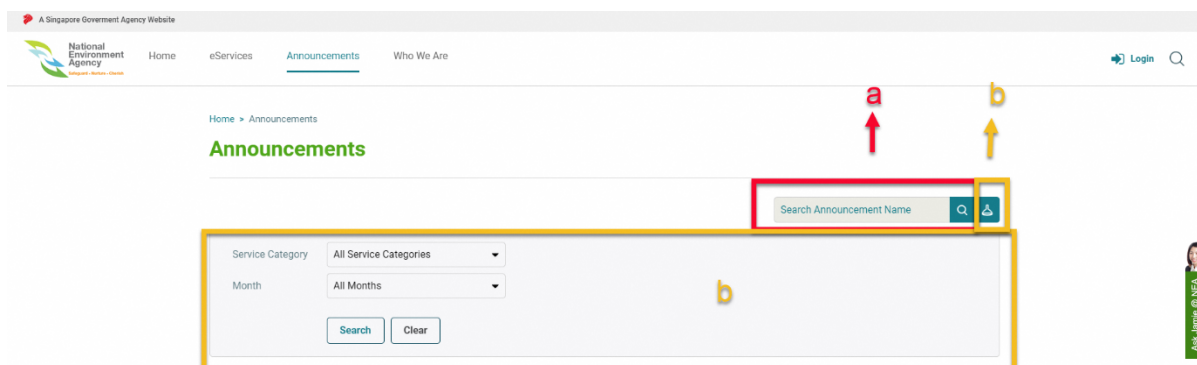
There are two types of announcements:

1. What's New (Global Announcement) - **Section 3.3**
2. Category Announcement - **Section 3.2.2**

Announcements page is a page that list down all the announcements on NEA ePortal, both global and category.

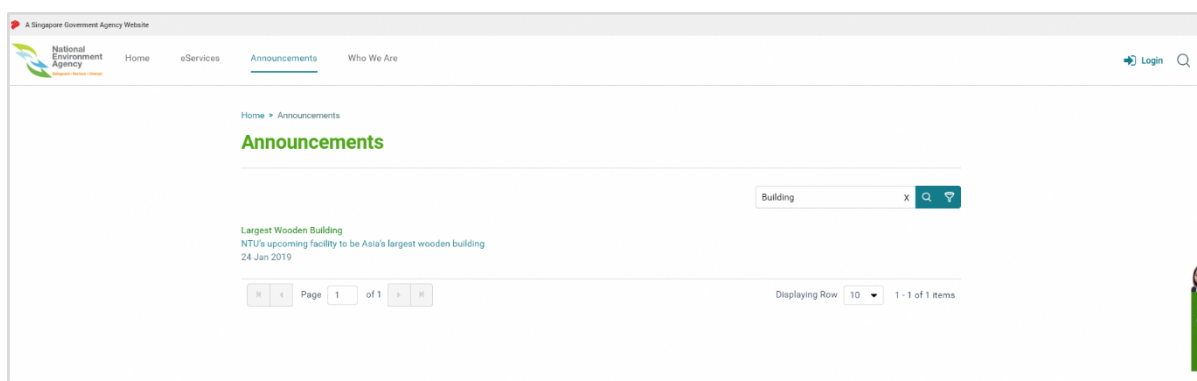
5.1 Announcement Search and Filter

There are two ways to search for an announcement. Either use the quick search bar (a) or the advanced Search feature (b).



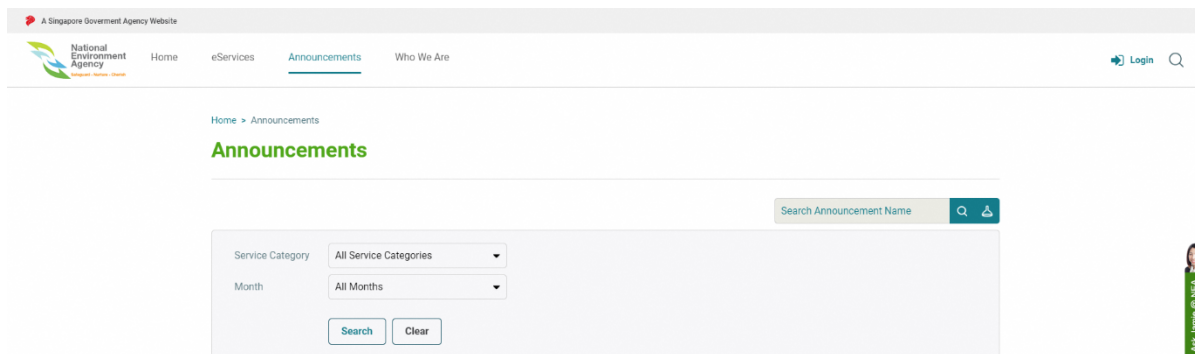
5.1.1 Announcement Quick Search

The announcement quick search allows you to search for announcements by indicating the keyword of the announcement name (e.g. Use “Building” as the keyword to search for announcement with title “Largest Wooden Building”). You are only required to key in the keyword and press “Enter” to run the search function.



5.1.2 Announcement Filter

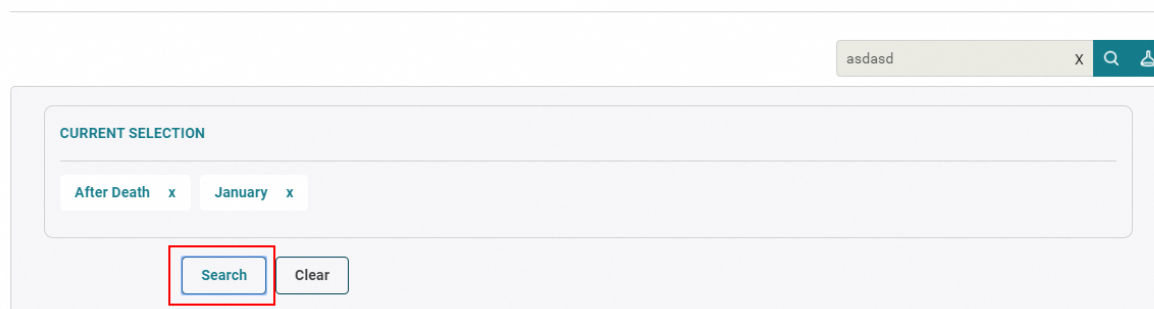
The announcement filter function will help you to filter the announcement by category and/or month of the announcement is published.



Select the service category and the month of the announcement by clicking on the “**Search button**”. The search results will then be displayed.

Home > Announcements

Announcements



New Niche Plaques

NEA offers to replace 8,600 niche plaques made of quartz instead of marble
24 Jan 2019

Four New Funeral Parlour Sites to be Launched

New sites to meet the anticipated demand for after-death facilities and services as Singapore’s population ages
24 Jan 2019



Page 1 of 1

Displaying Row 10 1 - 2 of 2 items

To clear the search results, you can click on the “Close” button beside the current filter or click on the “Clear” button.

[Home](#) > [Announcements](#)

Announcements





X  

CURRENT SELECTION

After Death X January X

New Niche Plaques
NEA offers to replace 8,600 niche plaques made of quartz instead of marble
24 Jan 2019

Four New Funeral Parlour Sites to be Launched
New sites to meet the anticipated demand for after-death facilities and services as Singapore's population ages
24 Jan 2019

  Page of 1  Displaying Row 1 - 2 of 2 items

5.2 Announcement Detail Page

The announcement listing will display three information for each of the announcements. These are the titles (A), short description (B), and published date (C).

Home > Announcements

Announcements



Enforcement for Littering Offences Increased **A**
NEA increases visibility of Corrective Work Order sessions **B**
07 Jun 2019 **C**

NEA Urges Heightened Vigilance For Dengue
Cases are expected to rise further as we enter the peak dengue season
17 May 2019

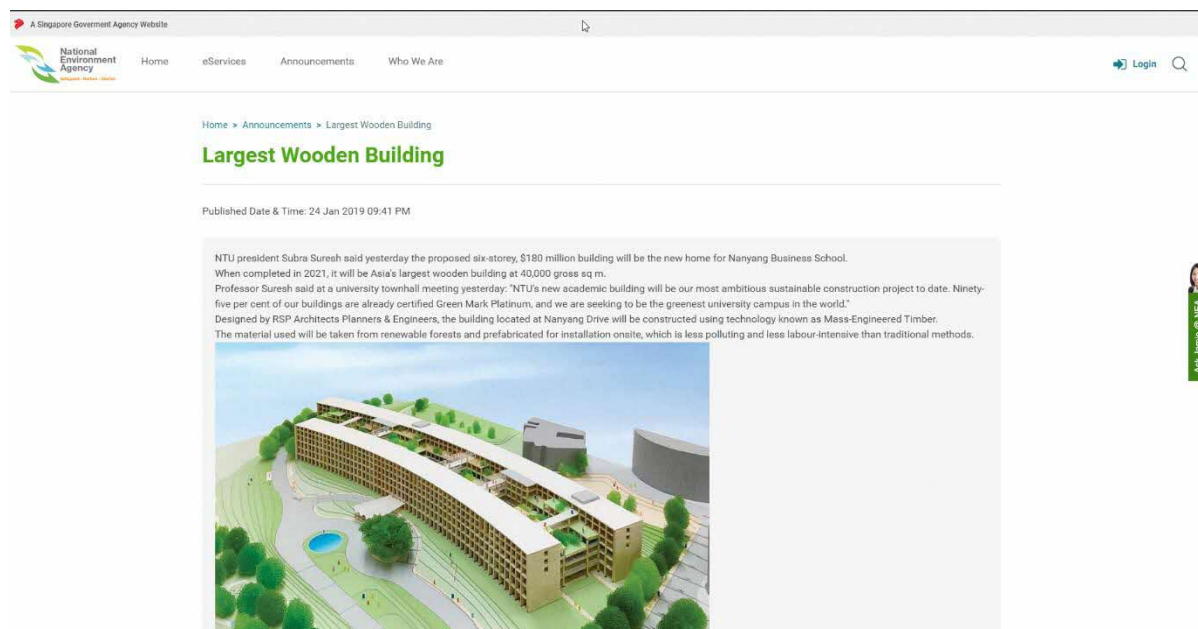
More Than 1,600 Premises To Say YES to Waste Less
Rallying the nation to take action to reduce the use of disposables
17 May 2019

Friday Test MK
test a
17 May 2019


Radiation sensors
Network of radiation sensors to be installed across Singapore to boost nuclear safety
04 Apr 2019

Not just a landfill, but full of life
For many Singaporeans, Pulau Semakau is just an offshore landfill. But at low tide ...
24 Jan 2019

To view the full content of the announcement, you can click on the announcement title to open the detail page of each announcement as shown below.



A Singapore Government Agency Website


[Home](#)
[eServices](#)
[Announcements](#)
[Who We Are](#)
[Login](#)

Home > Announcements > Largest Wooden Building


Largest Wooden Building

Published Date & Time: 24 Jan 2019 09:41 PM

NTU president Subra Suresh said yesterday the proposed six-storey, \$180 million building will be the new home for Nanyang Business School. When completed in 2021, it will be Asia's largest wooden building at 40,000 gross sq m.

Professor Suresh said at a university townhall meeting yesterday: "NTU's new academic building will be our most ambitious sustainable construction project to date. Ninety-five per cent of our buildings are already certified Green Mark Platinum, and we are seeking to be the greenest university campus in the world."

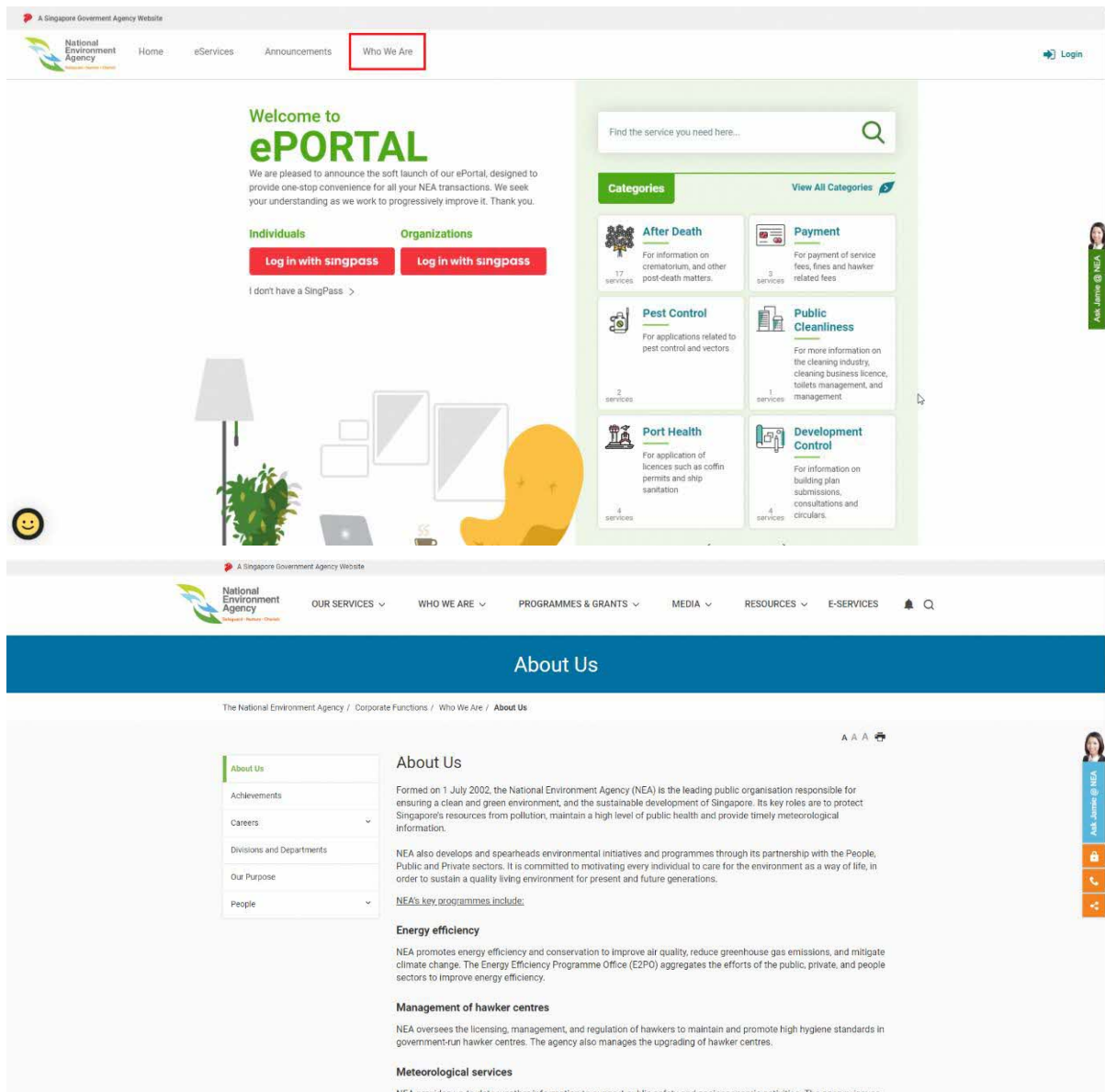
Designed by RSP Architects Planners & Engineers, the building located at Nanyang Drive will be constructed using technology known as Mass-Engineered Timber. The material used will be taken from renewable forests and prefabricated for installation onsite, which is less polluting and less labour-intensive than traditional methods.



Ask Nanyang @ NEA

6 Who We Are

The “Who We Are” page displays NEA Company profile. By clicking on the “Who We Are” on the menu bar, the system will open a new tab and bring you to the NEA Corporate Website as follows.



The image shows two screenshots of the National Environment Agency (NEA) website. The top screenshot is the ePortal home page, and the bottom screenshot is the 'About Us' page.

Top Screenshot: NEA ePortal Home Page

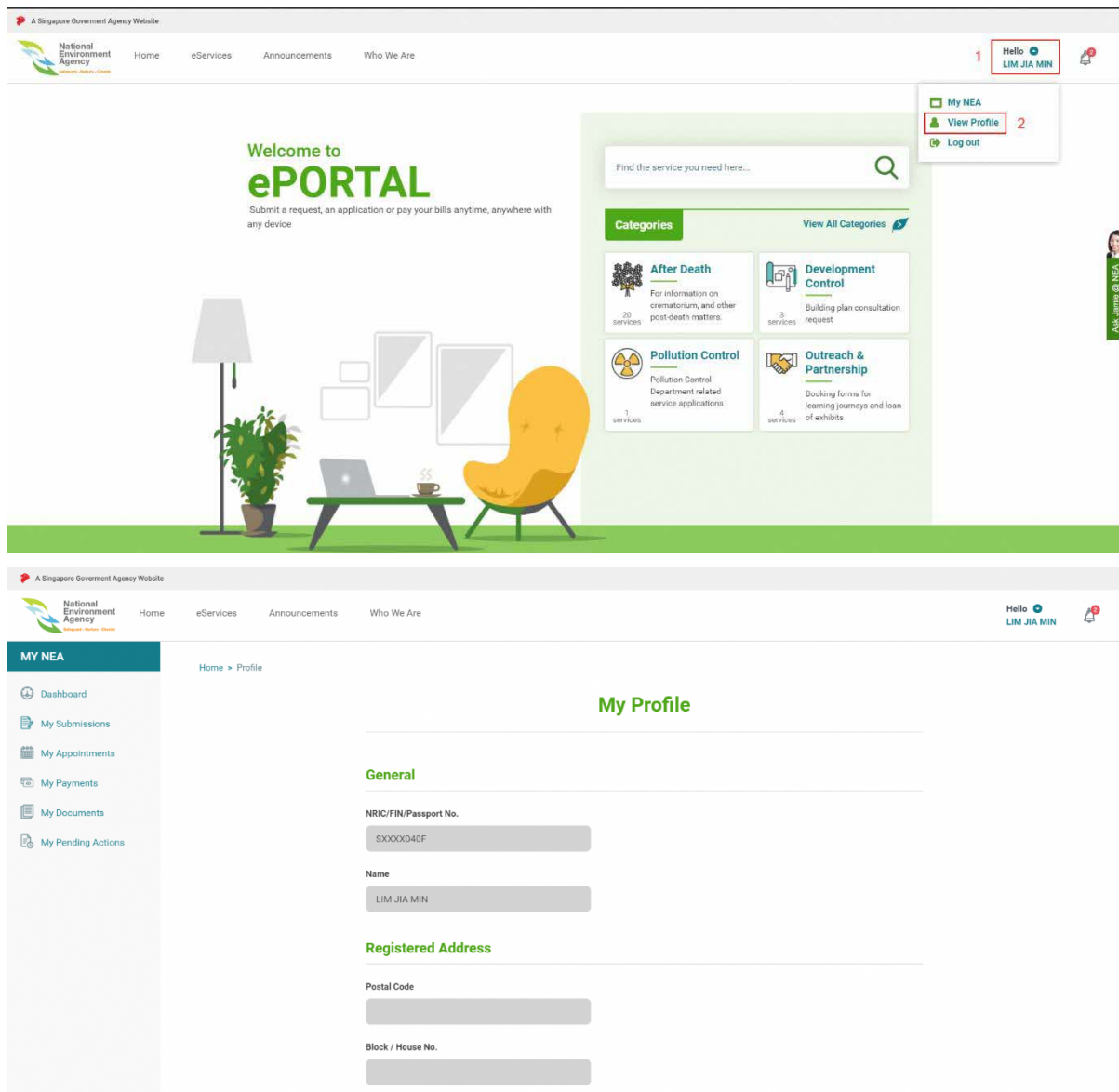
- Header:** Singapore Government Agency Website. Navigation: Home, eServices, Announcements, **Who We Are** (highlighted), Login.
- Main Content:**
 - Welcome to ePORTAL:** Announcement of the soft launch of the ePortal for one-stop convenience.
 - Logins:** Buttons for 'Log in with singpass' for Individuals and Organizations.
 - Service Categories:**
 - After Death:** 17 services. For information on crematorium, and other post-death matters.
 - Payment:** 3 services. For payment of service fees, fines and hawkler related fees.
 - Pest Control:** 2 services. For applications related to pest control and vectors.
 - Public Cleanliness:** 1 services. For more information on the cleaning industry, cleaning business licence, toilets management, and management.
 - Port Health:** 3 services. For application of licences such as coffin permits and ship sanitation.
 - Development Control:** 4 services. For information on building plan submissions, consultations and circulars.

Bottom Screenshot: NEA Corporate Website 'About Us' Page

- Header:** Singapore Government Agency Website. Navigation: OUR SERVICES, WHO WE ARE, PROGRAMMES & GRANTS, MEDIA, RESOURCES, E-SERVICES.
- Section: About Us**
 - Introduction:** Formed on 1 July 2002, the National Environment Agency (NEA) is the leading public organisation responsible for ensuring a clean and green environment and the sustainable development of Singapore. Its key roles are to protect Singapore's resources from pollution, maintain a high level of public health and provide timely meteorological information.
 - Mission:** NEA also develops and spearheads environmental initiatives and programmes through its partnership with the People, Public and Private sectors. It is committed to motivating every individual to care for the environment as a way of life, in order to sustain a quality living environment for present and future generations.
 - Key Programmes:**
 - Energy efficiency:** NEA promotes energy efficiency and conservation to improve air quality, reduce greenhouse gas emissions, and mitigate climate change. The Energy Efficiency Programme Office (E2PO) aggregates the efforts of the public, private, and people sectors to improve energy efficiency.
 - Management of hawkler centres:** NEA oversees the licensing, management, and regulation of hawkers to maintain and promote high hygiene standards in government-run hawkler centres. The agency also manages the upgrading of hawkler centres.
 - Meteorological services:** NEA provides up-to-date weather information to support public safety and socioeconomic activities. The agency issues

7 Profile

After logging in to the ePortal with any account, you can view the account profile by clicking on the user menu on the top right of the page and selecting the “View Profile” button. Each login type (SingPass, SingPass for Business Users and Custom Account) will display different set of information.



The screenshot shows the National Environment Agency ePortal interface. At the top, there is a navigation bar with the agency logo, 'Home', 'eServices', 'Announcements', and 'Who We Are'. A user menu on the right shows 'Hello LIM JIA MIN' and a notification icon. Below the navigation bar, the main content area features a 'Welcome to ePORTAL' message with a search bar and a 'Categories' section. The categories include 'After Death' (20 services), 'Development Control' (3 services), 'Pollution Control' (1 service), and 'Outreach & Partnership' (4 services). A user profile card for 'Lim Jiamin @ NEA' is visible on the right side of the main content area.

The 'My Profile' page is displayed below the main content area. It features a sidebar menu on the left with options: 'MY NEA', 'Dashboard', 'My Submissions', 'My Appointments', 'My Payments', 'My Documents', and 'My Pending Actions'. The main content area shows the 'My Profile' page with the following information:

- General**
 - NRIC/FIN/Passport No. SXXXX040F
 - Name LIM JIA MIN
- Registered Address**
 - Postal Code
 - Block / House No.

7.1 SingPass Profile

Information that are available under the SingPass profile page, are as follows: -

1. NRIC/FIN
2. Name
3. Postal Code
4. Block/House No.
5. Street Name
6. Floor No - Unit No
7. Building Name
8. Mobile No
9. Other Contact No
10. Email Address.

Fields under General and Registered Address are not editable and will be populated from MyInfo. To edit your personal information such as name and address, please update via [ICA eService](#).

7.2 Organisation Profile

Information that are available under the SingPass profile page, are as follows: -

1. UEN
2. Company Name
3. Postal Code
4. Block/House No.
5. Street Name
6. Floor No - Unit No
7. Building Name

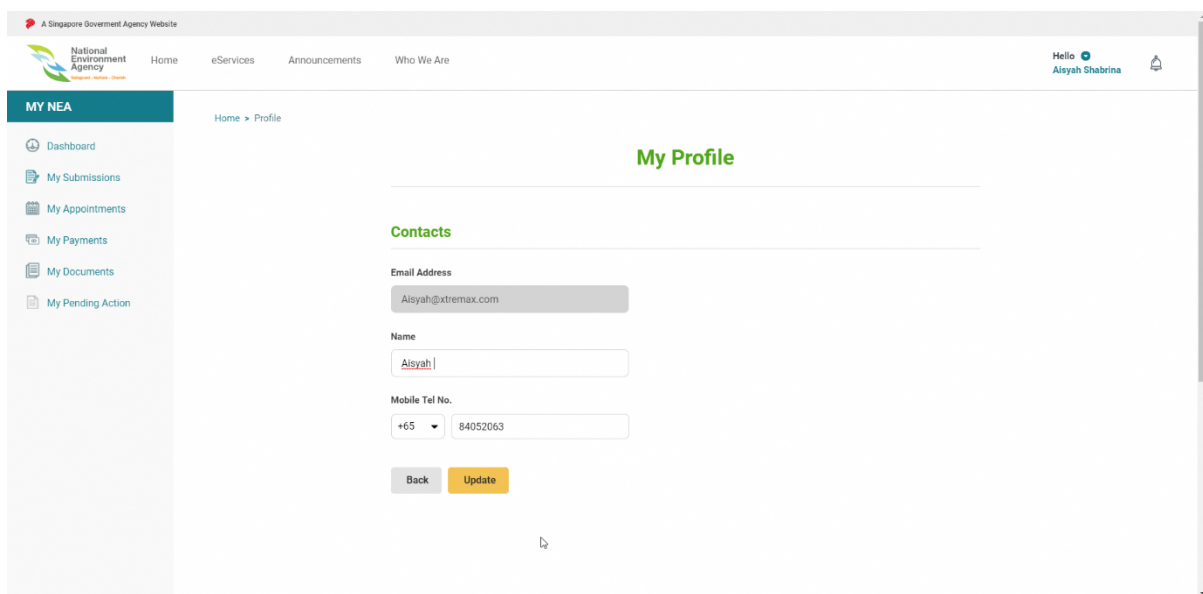
All these fields are not editable and will be populated from MyInfo Business. To edit your organisation/company information such as name and address, please update via [ACRA – BizFile+](#).

7.3 NEA Custom Account Profile

Information that are available under the NEA Custom Account profile page, are as follows: -

1. Email Address
2. Name
3. Mobile No

All these fields are editable except the email address. The email address will be populated based on the email that was used upon registration of custom account. You can update the information simply by clicking on the **“Update”** button.



The screenshot shows the NEA Custom Account Profile page. The page title is "My Profile". Under the "Contacts" section, there are three fields: "Email Address" (Aisyah@xtremax.com), "Name" (Aisyah), and "Mobile Tel No." (+65 84052063). There are "Back" and "Update" buttons at the bottom of the form.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello Aisyah Shabrina

MY NEA Dashboard My Submissions My Appointments My Payments My Documents My Pending Action

Home > Profile

My Profile

Contacts

Email Address
Aisyah@xtremax.com



Name
Aisyah

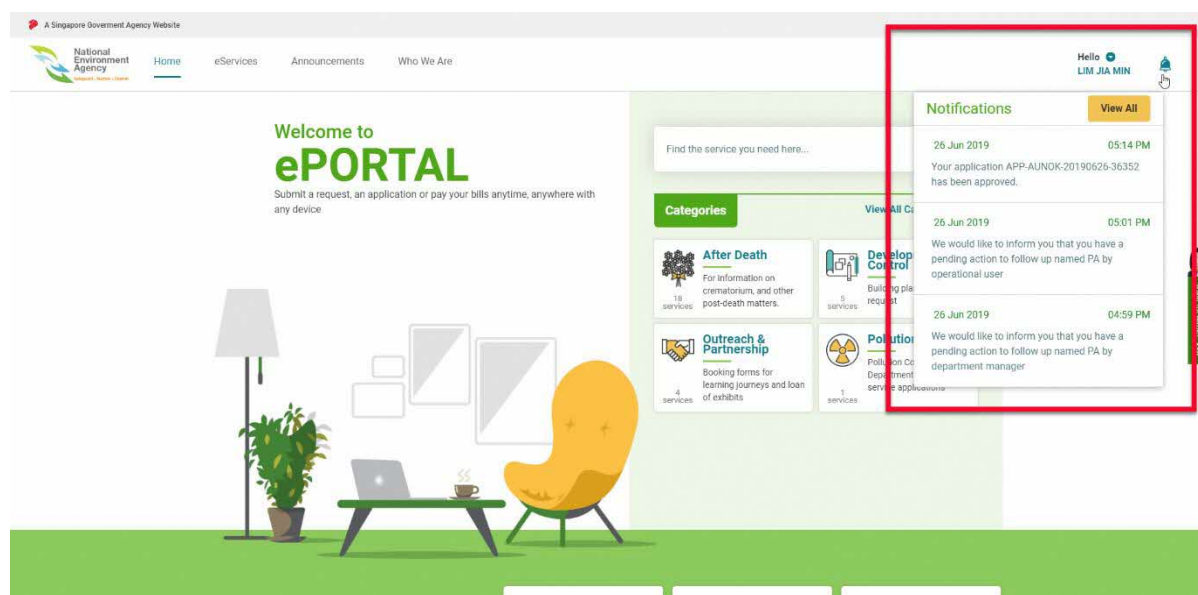
Mobile Tel No.
+65 84052063


Back Update

8. Inbox Notification

Inbox notification is a feature to show all notifications through the systems. All kind of actions that are being provided by NEA officer to you (e.g. approving application, rescheduling appointments, sending documents etc.) will be notified through this module. To access the list of notification, you must login to NEA ePortal.

Once you are logged in, you will see a bell icon () beside the username. By clicking on the bell icon () the system will show the list of notifications.



The bell icon will show the latest three notifications that were sent to the account. When a new notification is received, the system will show a number with red circle next to the bell (). The number indicates the number of new notifications that you have not seen. Once you click on the bell icon, the number and the red indicator will disappear.

Clicking on the “**View All**” button will bring you to the “My Notification” page that contains all the notifications, sorted based on the latest date.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are

Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > Notification

My Notification

26 Jun 2019	05:14 PM	Your application APP-AJNDK-20190626-36352 has been approved.
26 Jun 2019	05:01 PM	We would like to inform you that you have a pending action to follow up named PA by operational user
26 Jun 2019	04:59 PM	We would like to inform you that you have a pending action to follow up named PA by department manager
26 Jun 2019	04:31 PM	We would like to inform you that you have a pending action to follow up named AC1
26 Jun 2019	04:29 PM	We would like to inform you that you have a pending action to follow up named AC1
26 Jun 2019	04:28 PM	We would like to inform you that you have a pending action to follow up named AC1

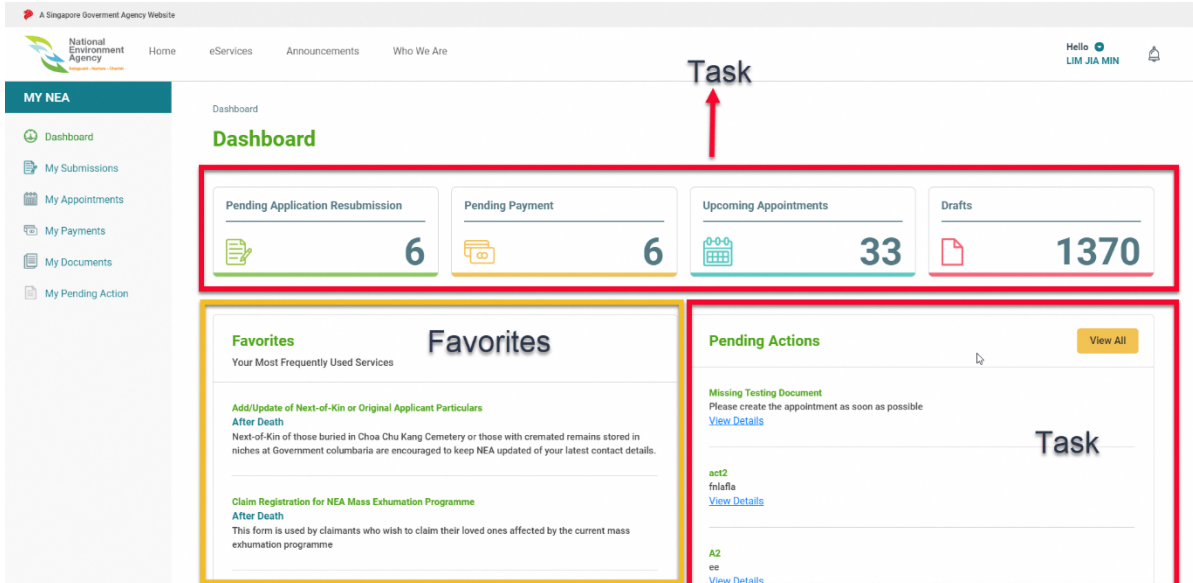
9. Dashboard

9.1 Introduction

Dashboard page is the landing page after successful login to the system. The dashboard consists of two sections, “Task” and “Favorites”.

Task is a section that provides a summary of items which require actions from the user. It lists the number of appointments, applications, payments, pending actions and drafts that require completion by the user. The task will be shown as card on the dashboard page.

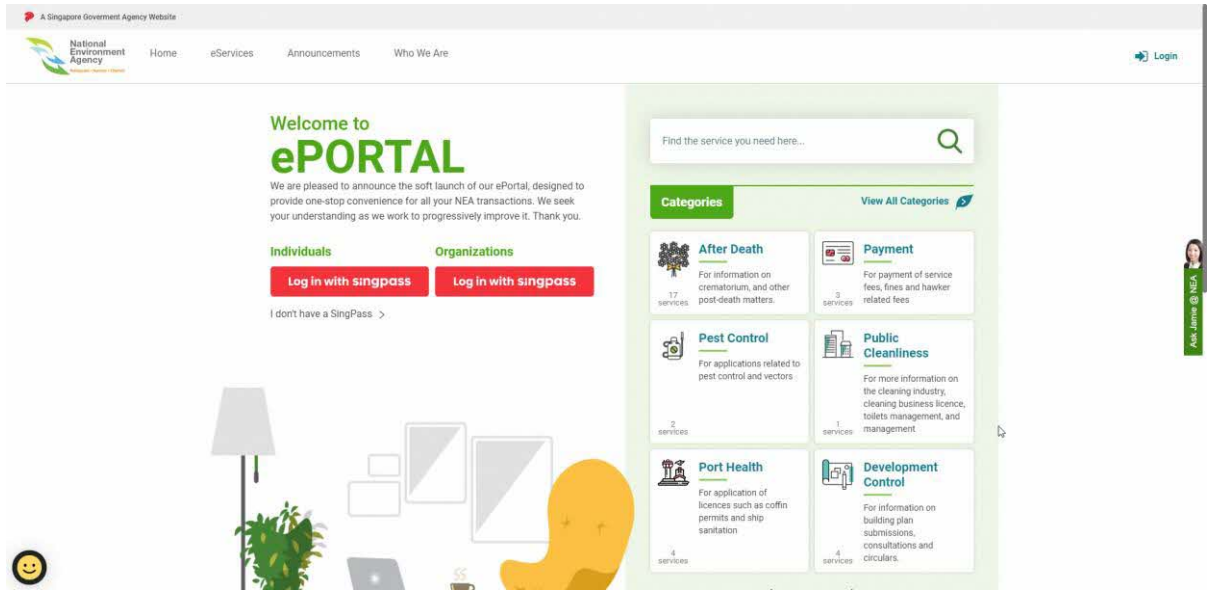
Favorites is a section to show the list of most frequently accessed services on the portal. Favorite service is determined based on the number of times you used the service.



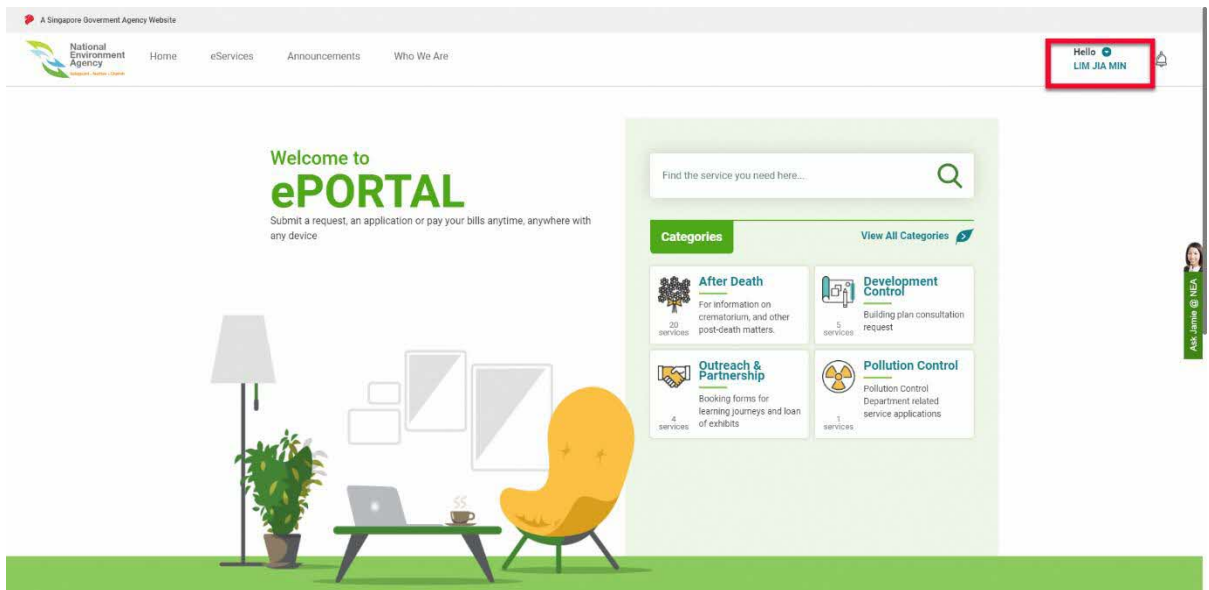
The screenshot shows the National Environment Agency ePortal dashboard. At the top, there is a navigation bar with the NEA logo, 'Home', 'eServices', 'Announcements', and 'Who We Are'. The user is logged in as 'Hello LIM JIA MIN'. The main content area is titled 'Dashboard' and is divided into two main sections: 'Task' and 'Favorites'. The 'Task' section is highlighted with a red box and contains four cards: 'Pending Application Resubmission' (6), 'Pending Payment' (6), 'Upcoming Appointments' (33), and 'Drafts' (1370). The 'Favorites' section is highlighted with a yellow box and lists services like 'Add/Update of Next-of-Kin or Original Applicant Particulars After Death' and 'Claim Registration for NEA Mass Exhumation Programme'. The 'Pending Actions' section is highlighted with a red box and lists items like 'Missing Testing Document' and 'act2 fn1sfa'. A red arrow points to the 'Task' label above the dashboard cards.

To access the dashboard page, follow these steps:

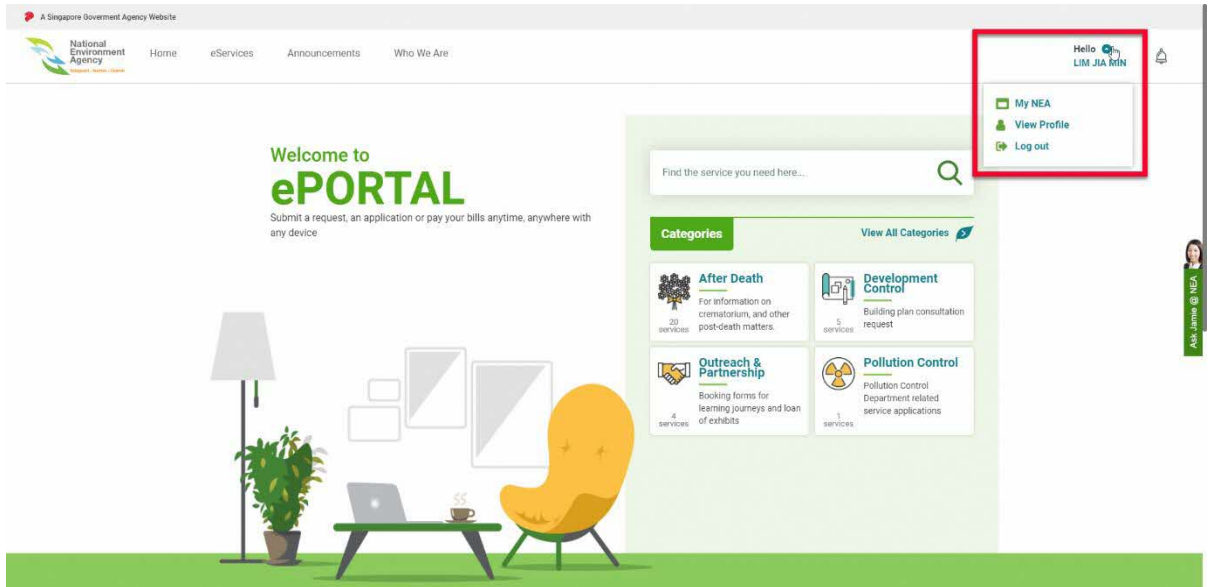
1. Open the internet portal by accessing this URL: <https://www.eportal.nea.gov.sg>. Upon accessing the internet portal, the system will direct you to the ePortal Internet Homepage.



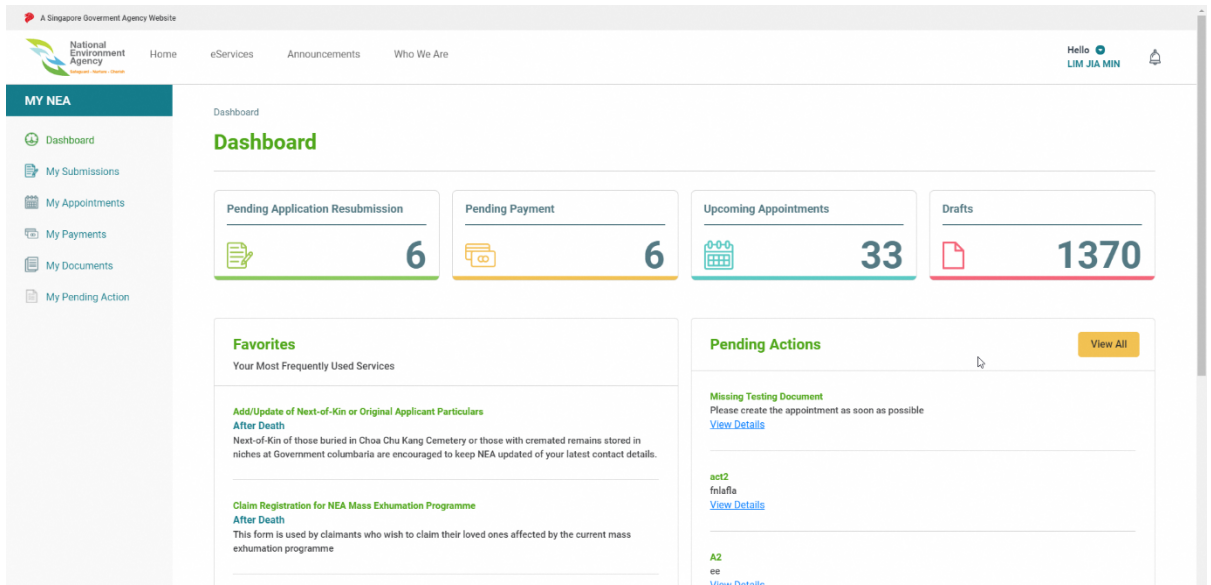
2. Login to the ePortal with SingPass or NEA Account. Upon logging to the ePortal, you will be directed to ePortal Internet Homepage and your username or Company name will appear on the top right of the page.



3. Click on the dropdown icon beside your name then, click on "My NEA".



4. Upon clicking on “My NEA” you will be directed to Dashboard page



9.2 Dashboard Cards

This section explains the action required by the user on the Dashboard.

9.2.1 Pending Application Resubmission


Upon clicking on “Pending Application Resubmission”, user will be directed to My Submission (In Progress Tab) page. The system will display all the pending resubmission application/s.

Dashboard


Dashboard

Note
Kindly be noted that completed transactions will be **archived upon 6 months from the completions date** and all draft will be **removed upon 3 months from the last saved date**. Please refer to the user guide for more information


Pending Application Resubmission

 **3**


Pending Payment

 **6**


Upcoming Appointments

 **0**



Drafts

 **6112**







A Singapore Government Agency Website



Home eServices Announcements Who We Are

Hello  LIM JIA MIN 


MY NEA







-  Dashboard
-  My Submissions
-  My Appointments
-  My Payments
-  My Documents
-  My Pending Action

Home > My Submissions

My Submissions

DRAFT **IN PROGRESS** COMPLETED

Add New Search Reference No. 

Reference No.	Application	Status	Submission Date	Action
APP-CCKME-20190624-61442	Claim Registration for NEA Mass Exhumation Programme	● Pending Resubmission	24/06/2019, 10:32 am	
APP-3PAON-20190621-85269	Letter of Authorisation for Third Party to Apply on Behalf	● Pending Resubmission	21/06/2019, 12:17 pm	
APP-AACRN-20190624-12501	Application for Addition of Cremated Remains to Niche/Grave	● Pending Resubmission	24/06/2019, 7:41 pm	
APP-CCKME-20190614-32113	Claim Registration for NEA Mass Exhumation Programme	● Pending Resubmission	14/06/2019, 8:17 pm	
APP-CCKME-20190613-41354	Claim Registration for NEA Mass Exhumation Programme	● Pending Resubmission	13/06/2019, 11:03 am	
APP-RPOCK-20190601-33088	Request for Prayer Activity - Choa Chu Kang Chinese Cemetery	● Pending Resubmission	01/06/2019, 4:54 pm	

Page 1 of 1
Displaying Row 10 1 - 6 of 6 items

9.2.2 Pending Payment

The number of outstanding due/s are the payment/s which the user is required to make. You can view the number of outstanding dues by clicking on the “Pending Payment” card.

Dashboard

Dashboard

Note
Kindly be noted that completed transactions will be archived upon 6 months from the completions date and all draft will be removed upon 3 months from the last saved date. Please refer to the user guide for more information

Pending Application Resubmission

3

Pending Payment

6

Upcoming Appointments

0

Drafts

6112

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Payments

My Payments

Note
Currently the ePayment Module is Under Maintenance. Please be Patient

OUTSTANDING TRANSACTIONS

Pay for Someone Search...

<input type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input type="checkbox"/>	TE/BTM/071/1510/06	Hawker Stall2	\$ 360 / 360.2	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	
<input type="checkbox"/>	TE/BTM/071/1510/05	Hawker Stall2	\$ 360.2	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	
<input type="checkbox"/>	TE/BTM/071/1510/04	Hawker Stall2	\$ 360.2	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	
<input type="checkbox"/>	TE/BTM/071/1510/03	Hawker Stall2	\$ 360.2	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	
<input type="checkbox"/>	TE/BTM/071/1510/02	Hawker Stall2	\$ 360.2	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	
<input checked="" type="checkbox"/>	TE/BTM/071/1510/01	Hawker Stall	\$ 359.2	51 UPPER BUKIT TIMAH ROAD #071 S(588215)	

9.2.3 Upcoming Appointments

You can view the list of upcoming scheduled appointments by clicking on the “Upcoming Appointments” card.

Dashboard

Dashboard

Note
Kindly be noted that completed transactions will be archived upon 6 months from the completions date and all draft will be removed upon 3 months from the last saved date. Please refer to the user guide for more information

Pending Application Resubmission

3

Pending Payment

6

Upcoming Appointments

33

Drafts

6112

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments**
- My Payments
- My Documents
- My Pending Action

Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

Search

Next Appointment

27 June 2019 (Thursday) 12.00 PM - 01.00 PM	APT-13456-20190613-28670	Appointment Service Data Testing 1	Keppel Seghers Tuas Waste-To-Energy Plant
--	--------------------------	------------------------------------	---

Appointment Date Time	Reference No.	Service Name	Location	Action
27 June 2019 (Thursday) 12.00 PM - 01.00 PM	APT-13456-20190613-28670	Appointment Service Data Testing 12	Keppel Seghers Tuas Waste-To-Energy Plant	
28 June 2019 (Friday) 01.30 PM - 02.30 PM	APT-3PKST-20190607-58804	Incineration Plant Visit - Booking Form (Keppel Seghers Tuas Waste-to-Energy Plant)	Keppel Seghers Tuas Waste-To-Energy Plant	
28 June 2019 (Friday) 02.30 PM - 03.30 PM	APT-UAT3P-20190621-97251	Appointment service data testing	Changi Beach	
28 June 2019 (Friday) 03.00 PM - 04.00 PM	APT-CSLTC-20190621-99159	Registration for Clean Singapore	Changi Beach	

9.2.4 Drafts

These are the number of applications which the user has saved as drafts for all services. Upon clicking on “Drafts”, the user will be directed to My Submission (Draft Tab) page.

Dashboard

Dashboard

Note
Kindly be noted that completed transactions will be **archived upon 6 months from the completions date** and all draft will be **removed upon 3 months from the last saved date**. Please refer to the user guide for more information

Pending Application Resubmission 3	Pending Payment 6	Upcoming Appointments 0	Drafts 6112
--	-----------------------------	-----------------------------------	-----------------------

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National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions**
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

Add New

Search Application Name

Application	Last Modified Date	Action
Add/Update of Next-of-Kin or Original Applicant Particulars	27/06/2019, 10:27 am	
Add/Update of Next-of-Kin or Original Applicant Particulars	26/06/2019, 5:13 pm	
Permit to Cremate	26/06/2019, 4:49 pm	
Permit to Bury	26/06/2019, 4:35 pm	
Cremation Schedule	26/06/2019, 4:21 pm	
Add/Update of Next-of-Kin or Original Applicant Particulars	26/06/2019, 4:15 pm	
Add/Update of Next-of-Kin or Original Applicant Particulars	26/06/2019, 4:15 pm	
Add/Update of Next-of-Kin or Original Applicant Particulars	26/06/2019, 3:59 pm	
Cremation Schedule	26/06/2019, 3:50 pm	





9.2.5 Pending Action

These are the list of pending actions created by the user. You can view the list of the pending action by clicking on the “View All” on the Pending Action section.

Dashboard

Dashboard

Note
Kindly be noted that completed transactions will be **archived upon 6 months from the completions date** and all draft will be **removed upon 3 months from the last saved date**. Please refer to the user guide for more information

Pending Application Resubmission  3	Pending Payment  6	Upcoming Appointments  0	Drafts  6112
---	--	--	--

Favorites
Your Most Frequently Used Services

Application for Burial After Death
This application is meant for Next of Kin who wish to make a booking for burial for a Singaporean deceased.

Pending Actions View All

Missing Testing Document
Please create the appointment as soon as possible
[View Details](#)

act2
fnlfla
[View Details](#)

A2





9.2.6 Data Archival

All completed transactions from the completion date will be **archived upon 6 months** and all draft will be **removed upon 3 months from the last saved date**.

Dashboard

Dashboard

Note
Kindly be noted that completed transactions will be **archived upon 6 months from the completions date** and all draft will be **removed upon 3 months from the last saved date**. Please refer to the user guide for more information

Pending Application Resubmission  3	Pending Payment  6	Upcoming Appointments  0	Drafts  6112
---	--	--	--

Favorites
Your Most Frequently Used Services

Application for Burial After Death
This application is meant for Next of Kin who wish to make a booking for burial for a Singaporean deceased.

Application for Niche at Government Managed Columbaria After Death
This application is meant for Next of Kin who wish to purchase a government niche for a deceased Singaporean.

Pending Actions View All

Missing Testing Document
Please create the appointment as soon as possible
[View Details](#)

act2
fnlfla
[View Details](#)

A2

Completed transactions are defined as the following:

1. **My Appointments** - All attended, missed and cancelled appointments.
2. **My Submissions** - All submissions that are Withdrawn, Approved, Rejected and Cancelled.
3. **My Documents** - All inbound and outbound documents.
4. **My Pending Actions** - All completed Pending Actions.
5. **My Payments** - All successful, failed and cancelled payment transactions.

10. My Submissions

10.1 Introduction

My Submissions is a module that lists your application submissions for all appointment services available in ePortal.

The submissions listing is separated into three different groups:

1. **Draft** - All draft submissions submitted by you. You can continue where you left off by clicking on the respective draft application.
2. **In Progress** - All submissions that are pending NEA's review and processing or your resubmission.
3. **Completed** - All submissions that have been approved, rejected, cancelled or withdrawn by you.

10.1.1 Status

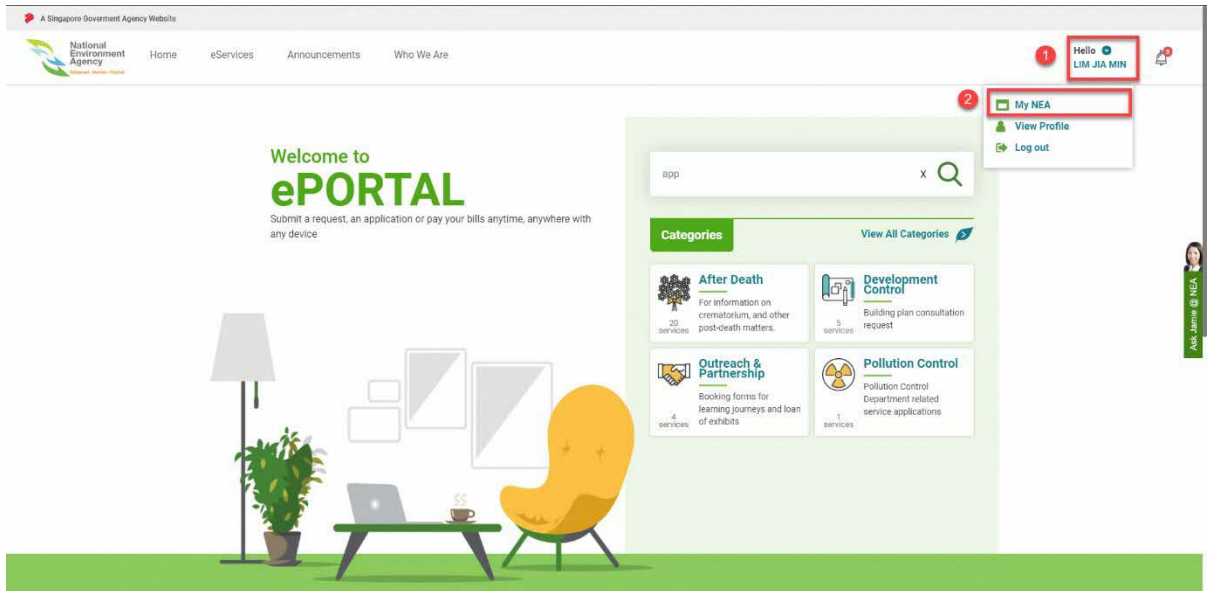
The submission statuses are defined as follows:

1. **Submitted** - Submissions submitted by you and requires no further action from NEA.
2. **In Progress** - Submissions which pending for NEA's review
3. **Withdrawn** - Submissions withdrawn by you
4. **Approved** - Submissions approved by NEA. You can cancel the submission if required
5. **Rejected** - Submissions rejected by NEA. No further action from you and NEA.
6. **Pending Resubmission** - Submissions rerouted to you for further action
7. **Pending Cancellation** - Submissions that you have requested to cancel but requires NEA's approval to confirm
8. **Cancelled** - Submissions successfully cancelled by you or NEA.

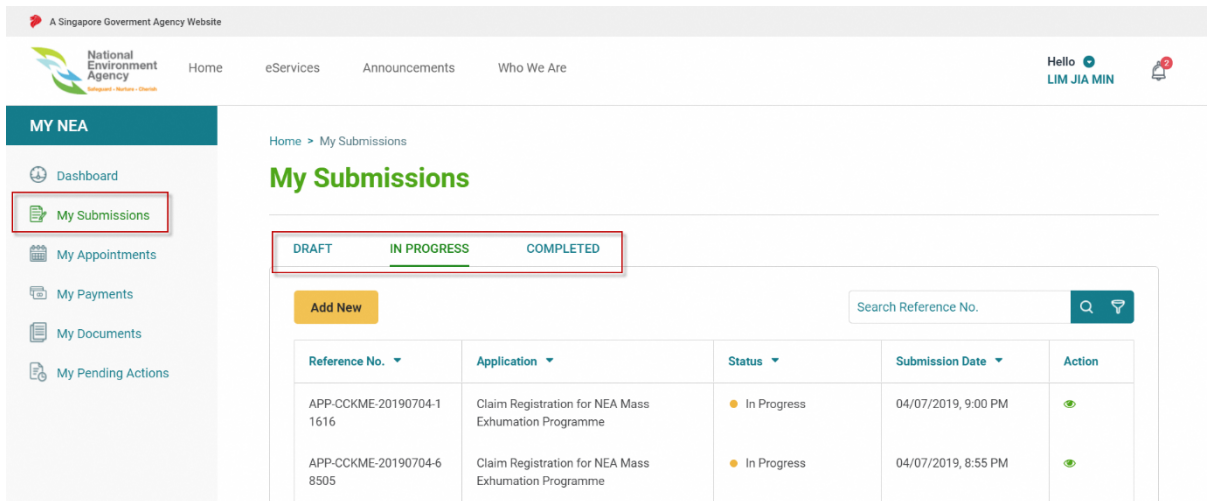
10.2 Accessing My Submissions

To access My Submissions module, please refer to the following steps:

1. Click the "**Hello <Name>**" on the top right beside the bell button and click **My NEA**



2. Click **My Submissions** in the side menu. You may toggle between the various submission groups via the respective tabs.

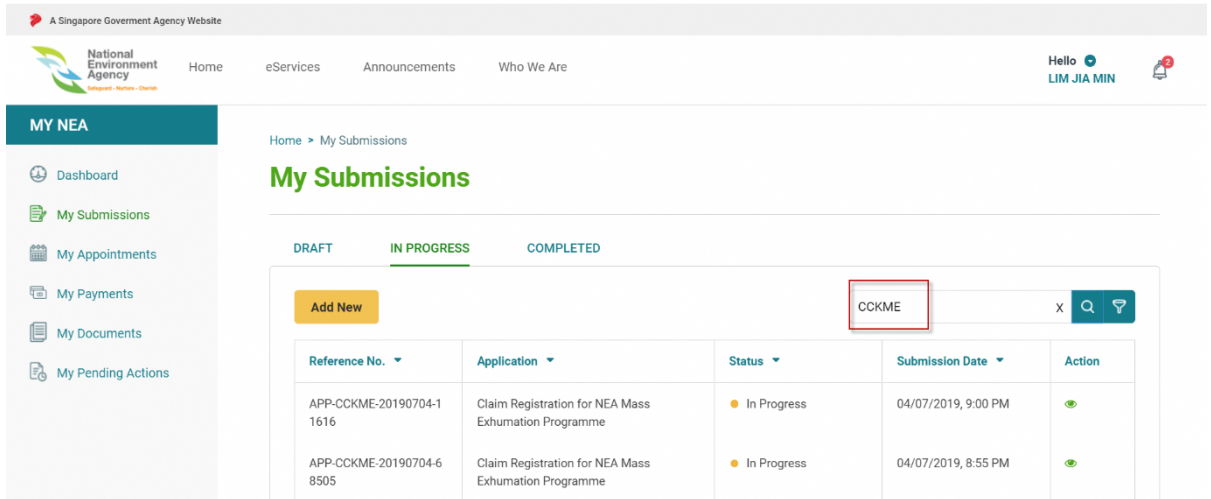


10.3 Search Submission

There are two options to search the application, through the search bar and advanced search.

To search the application by using the search bar, follow these steps:

1. Search for submissions by filling the **Application Reference No.** in the search bar. Please note that you can search using keywords instead of the exact input e.g CCKME



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Safeguard · Nurture · Cherish

Home eServices Announcements Who We Are

Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

Add New

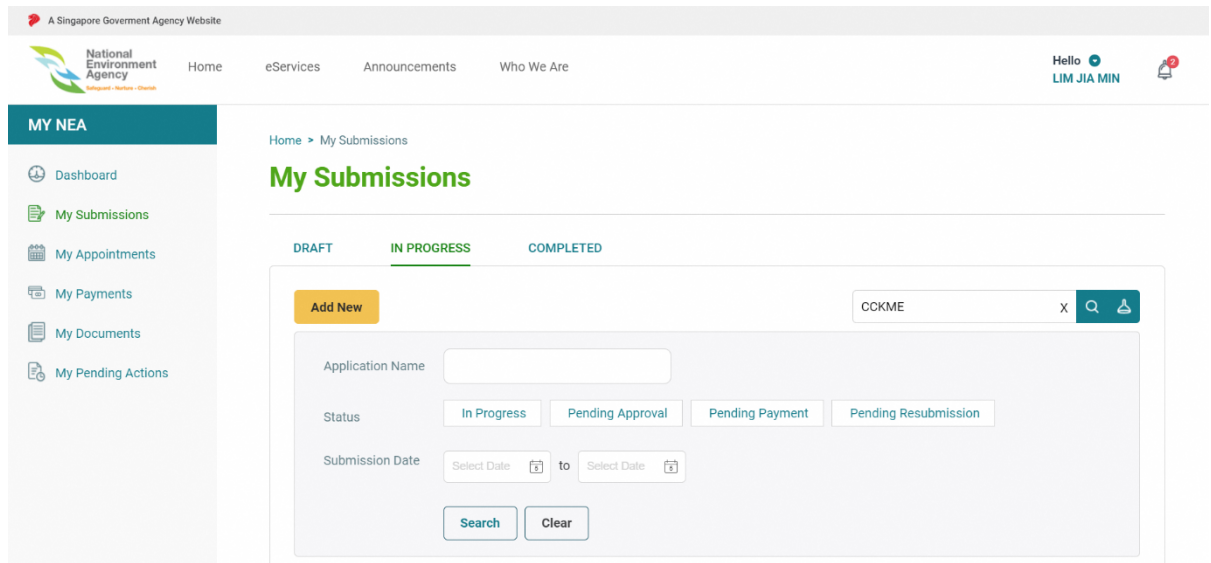
CCKME X

Reference No.	Application	Status	Submission Date	Action
APP-CCKME-20190704-1616	Claim Registration for NEA Mass Exhumation Programme	In Progress	04/07/2019, 9:00 PM	
APP-CCKME-20190704-68505	Claim Registration for NEA Mass Exhumation Programme	In Progress	04/07/2019, 8:55 PM	

2. Upon searching, the results will be filtered based on the keyword.

To search the application by using the advanced search feature, follow these steps:

1. Click on the advanced search icon beside the search bar
2. You may filter by **application name, status or submission date range** according to your desired input



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MY NEA

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- My Payments
- My Documents
- My Pending Actions

Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

Add New

CCKME X

Application Name

Status

Submission Date to

3. Click on **Search** to filter the list based on the input

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MY NEA

- Dashboard
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- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Submissions

My Submissions

DRAFT **IN PROGRESS** COMPLETED

Add New CCKME X Q

Application Name

Status

Submission Date to

4. Click the **Clear** button to return the default list

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MY NEA

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Home > My Submissions

My Submissions

DRAFT **IN PROGRESS** COMPLETED

Add New CCKME X Q

Application Name

Status

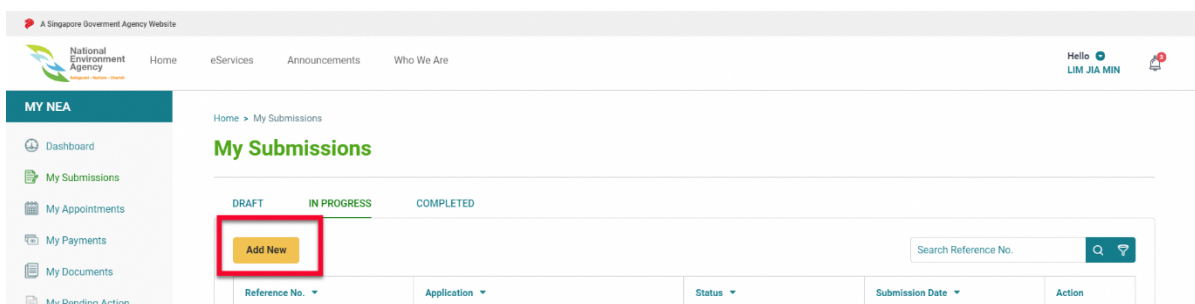
Submission Date to

10.4 Submitting Applications

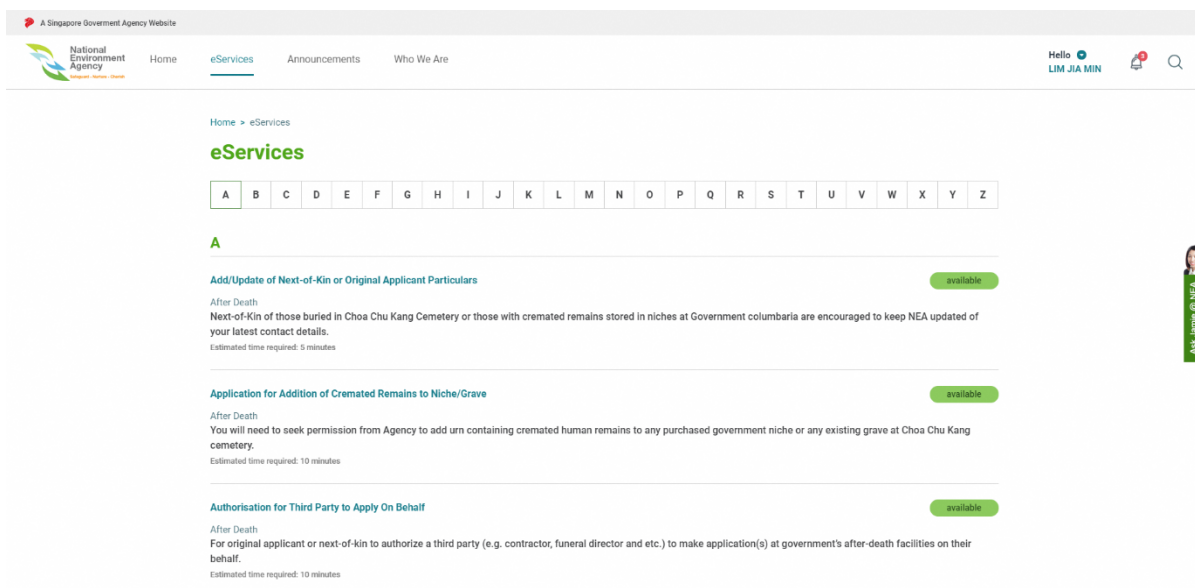
This section will elaborate further on how to submit an application to NEA.

10.4.1 Add New (My Submission Module)

1. On the My Submission page, click the **Add New** button above the list.

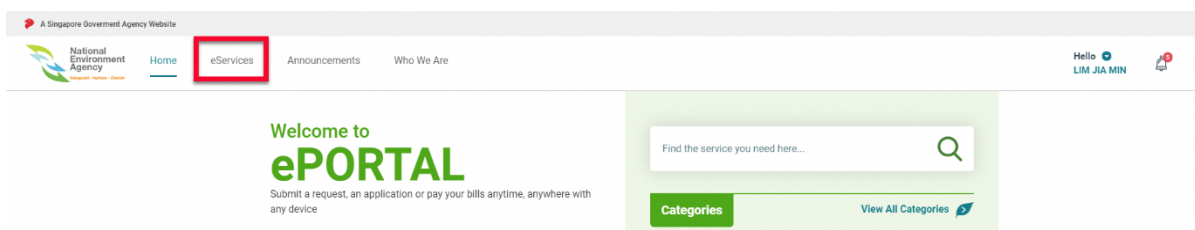


2. You will be directed to the eServices page to choose the service that you wish to apply for.

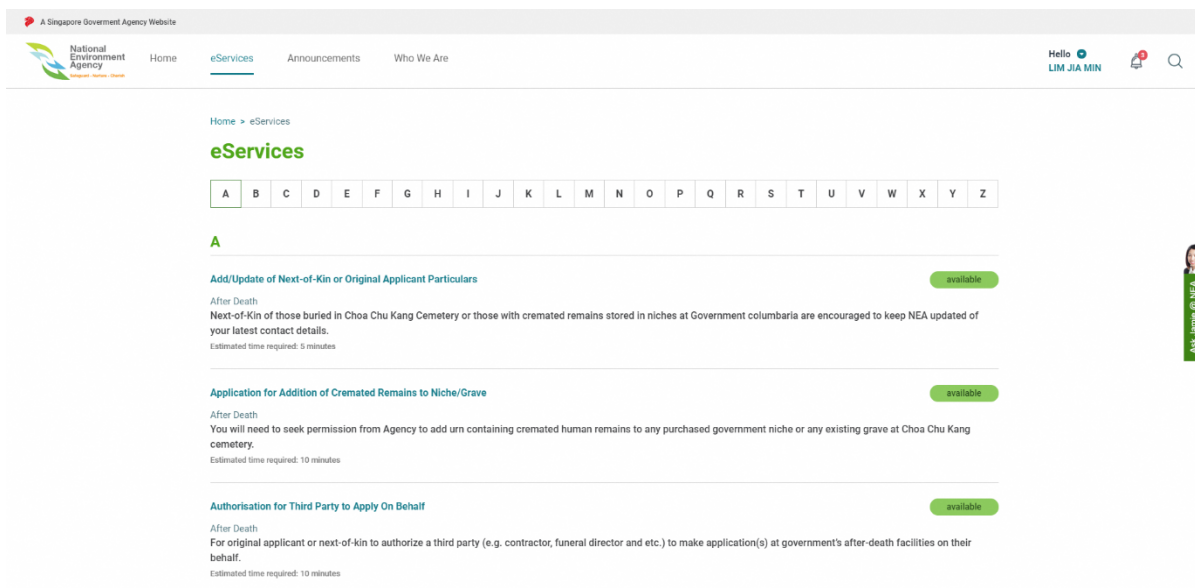


10.4.2 eServices Page

1. On the ePortal Internet Homepage, click the **eServices** at the menu bar.



2. Upon clicking the **"eServices"**, you will be directed to eServices page.



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Home eServices Announcements Who We Are Hello LIM JIA MIN

Home > eServices

eServices

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

Add/Update of Next-of-Kin or Original Applicant Particulars available

After Death
Next-of-Kin of those buried in Choa Chu Kang Cemetery or those with cremated remains stored in niches at Government columbaria are encouraged to keep NEA updated of your latest contact details.
Estimated time required: 5 minutes

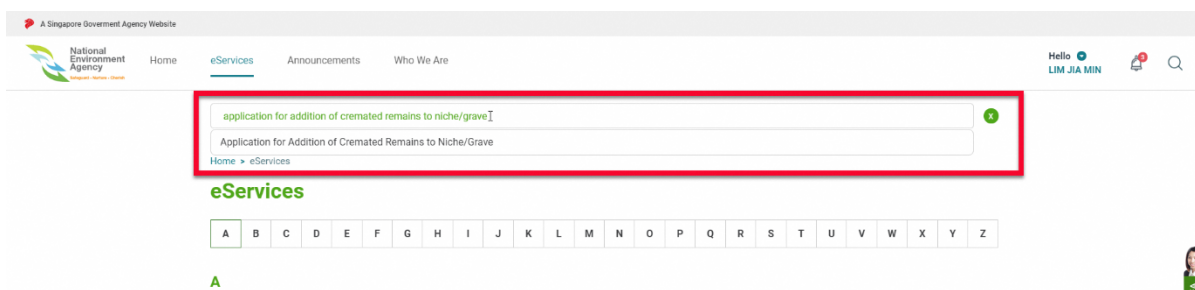
Application for Addition of Cremated Remains to Niche/Grave available

After Death
You will need to seek permission from Agency to add urn containing cremated human remains to any purchased government niche or any existing grave at Choa Chu Kang cemetery.
Estimated time required: 10 minutes

Authorisation for Third Party to Apply On Behalf available

After Death
For original applicant or next-of-kin to authorize a third party (e.g. contractor, funeral director and etc.) to make application(s) at government's after-death facilities on their behalf.
Estimated time required: 10 minutes

3. Choose the service that you wish to apply.



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Home eServices Announcements Who We Are Hello LIM JIA MIN

application for addition of cremated remains to niche/grave

Application for Addition of Cremated Remains to Niche/Grave

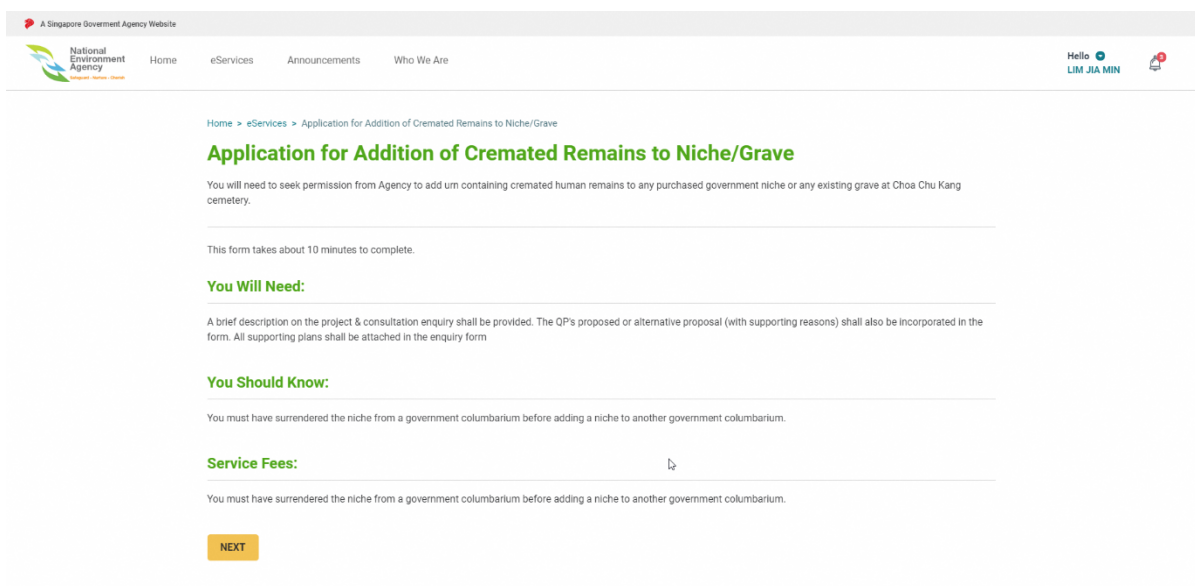
Home > eServices

eServices

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

4. Thereafter, , click on the corresponding service and you will be directed to the service introduction page



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Home eServices Announcements Who We Are Hello LIM JIA MIN

Home > eServices > Application for Addition of Cremated Remains to Niche/Grave

Application for Addition of Cremated Remains to Niche/Grave

You will need to seek permission from Agency to add urn containing cremated human remains to any purchased government niche or any existing grave at Choa Chu Kang cemetery.

This form takes about 10 minutes to complete.

You Will Need:

A brief description on the project & consultation enquiry shall be provided. The QP's proposed or alternative proposal (with supporting reasons) shall also be incorporated in the form. All supporting plans shall be attached in the enquiry form

You Should Know:

You must have surrendered the niche from a government columbarium before adding a niche to another government columbarium.

Service Fees:

You must have surrendered the niche from a government columbarium before adding a niche to another government columbarium.

NEXT

5. Click the "Next" button and the system will direct you to the first page of the application form. Please note that you must log in with either SingPass, SingPass for Business User or NEA Custom Account (where applicable) to proceed with the application.

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National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

Home > eServices > Application for Addition of Cremated Remains to Niche/Grave

Application for Addition of Cremated Remains to Niche/Grave

You will need to seek permission from Agency to add urn containing cremated human remains to any purchased government niche or any existing grave at Choa Chu Kang cemetery.

This form takes about 10 minutes to complete.

You Will Need:

A brief description on the project & consultation enquiry shall be provided. The QP's proposed or alternative proposal (with supporting reasons) shall also be incorporated in the form. All supporting plans shall be attached in the enquiry form

You Should Know:

You must have surrendered the niche from a government columbarium before adding a niche to another government columbarium.

Service Fees:

You must have surrendered the niche from a government columbarium before adding a niche to another government columbarium.

NEXT

10.4.3 Save as Draft

You can save your application as draft before submitting the application. All current changes on the application will be saved. To save application as draft, follow these steps:

1. Search for the desired application that you wish to submit for

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Welcome to **ePORTAL**
Submit a request, an application or pay your bills anytime, anywhere with any device

Building plan | x

Building Plan Consultation Request

Categories View All Categories

 <p>After Death For information on crematorium, and other post-death matters. 20 services</p>	 <p>Development Control Building plan consultation request 6 services</p>
 <p>Outreach & Partnership Booking forms for learning journeys and loan of exhibits 4 services</p>	 <p>Pollution Control Pollution Control Department related service applications 1 services</p>

Ask James @ NEA

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Home > eServices > Building Plan Consultation Request

Building Plan Consultation Request

This form is to be filled and submitted by the Qualified Person (QP) or the authorised representatives for the project. The consultation issues should be related to Pollution Control, Environmental Health and building plan submission matters.

This form takes about 10 minutes to complete.

You Will Need:

A brief description on the project & consultation enquiry shall be provided. The QP's proposed or alternative proposal (with supporting reasons) shall also be incorporated in the form. All supporting plans shall be attached in the enquiry form

You Should Know:

Only necessary information on the proposed project shall be provided in the enquiry form

Service Fees:

Only necessary information on the proposed project shall be provided in the enquiry form

NEXT

- After applying the service, you will be directed to the application form. Click on the **“Save as Draft”** button to save the application as draft. The button will be available on all pages except the confirmation page.

ENVIRONMENT BUILDING

Contact

Mobile No.

+65

Other Contact No. (Optional)

Code

Email Address

Profession Information

I am the

Save as Draft **Next**

- Upon clicking on the **“Save as Draft”**, the system will direct you to the My Submission page (**Draft** tab) and the draft will be as shown in the listing

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- My Pending Action

Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

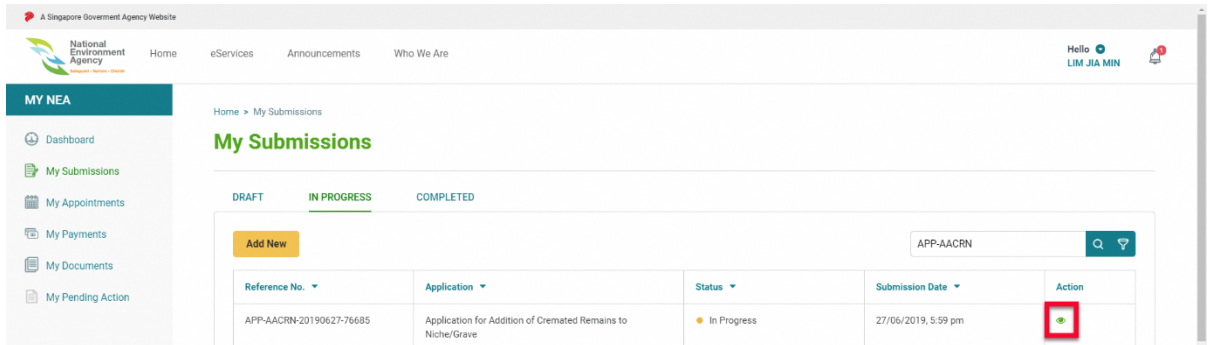
Add New Search Application Name

Application	Last Modified Date	Action
Building Plan Consultation Request	27/06/2019, 6:11 pm	

10.5 View Submissions

You can view the details of your submissions in the My Submissions page. To view the application details, follow these steps:

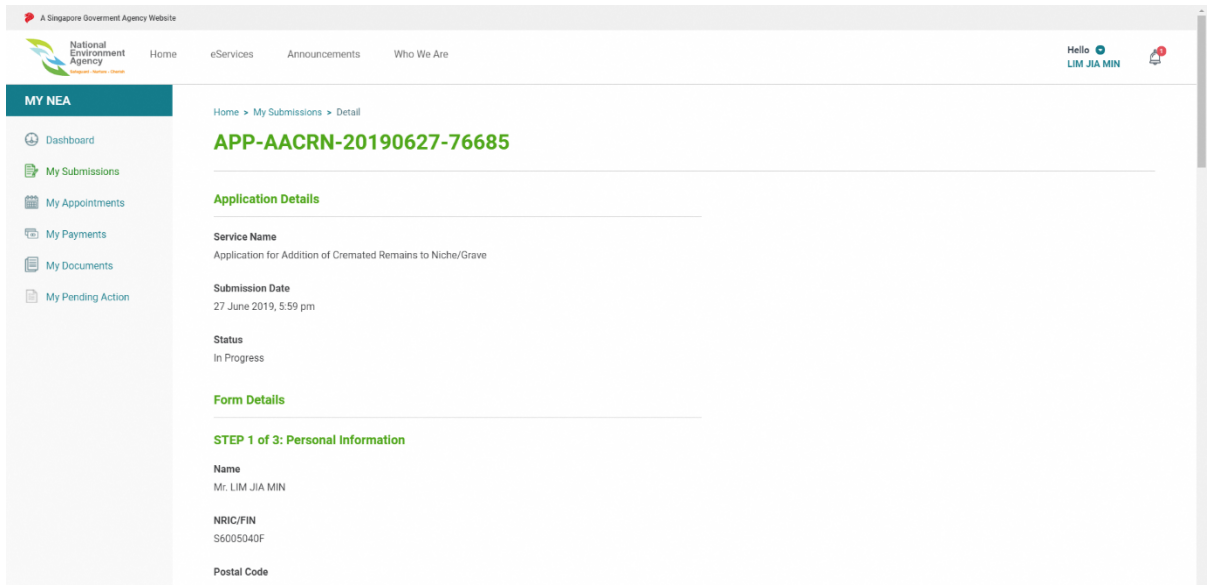
1. Find the application that you wish to view and click the view icon (👁️) on the action column.



The screenshot shows the 'My Submissions' page. The left sidebar contains a 'MY NEA' menu with options: Dashboard, My Submissions, My Appointments, My Payments, My Documents, and My Pending Action. The main content area has a breadcrumb 'Home > My Submissions' and a title 'My Submissions'. Below the title are tabs for 'DRAFT', 'IN PROGRESS', and 'COMPLETED'. An 'Add New' button is visible. A search bar contains 'APP-AACRN'. A table lists submissions with the following data:

Reference No.	Application	Status	Submission Date	Action
APP-AACRN-20190627-76685	Application for Addition of Cremated Remains to Niche/Grave	In Progress	27/06/2019, 5:59 pm	👁️

2. Upon clicking the view icon (👁️), the system will direct you to the Application detail page.



The screenshot shows the 'Application Detail' page. The breadcrumb is 'Home > My Submissions > Detail'. The title is 'APP-AACRN-20190627-76685'. The page is divided into sections: 'Application Details', 'Service Name', 'Submission Date', 'Status', and 'Form Details'. The 'Form Details' section is titled 'STEP 1 of 3: Personal Information' and contains the following information:

Name
Mr. LIM JIA MIN

NRIC/FIN
S6005040F

Postal Code
778231

3. Click the **Back** button to access the My Submission Listing page.


Type of Add-On
Columbarium

Deceased Location
Choa Chu Kang Columbarium

Block No.
A

Room No.
11

Niche No.
12



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www.nea.gov.sg

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10.6 Edit Draft

You can edit the drafts from where you left off. After editing, you can choose to submit the application or continue to save it again as draft. To edit the draft, follow these steps:

1. Find the draft you want to edit and click the view icon (👁️) on the action column.

Singapore Government Agency Website



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Hello ● LIM JIA MIN

MY NEA

- [Dashboard](#)
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- [My Appointments](#)
- [My Payments](#)
- [My Documents](#)
- [My Pending Action](#)

Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

Application	Last Modified Date	Action
Building Plan Consultation Request	27/06/2019, 6:11 pm	<input style="border: 2px solid red;" type="button" value="👁️"/>

2. Upon clicking the view icon (👁️), you will be directed to the application detail page. To continue, click

Edit

Building Name
ENVIRONMENT BUILDING

STEP 2 of 4: QP Firm information

STEP 3 of 4: Project Details

I have applied for BCA building plan approval
No

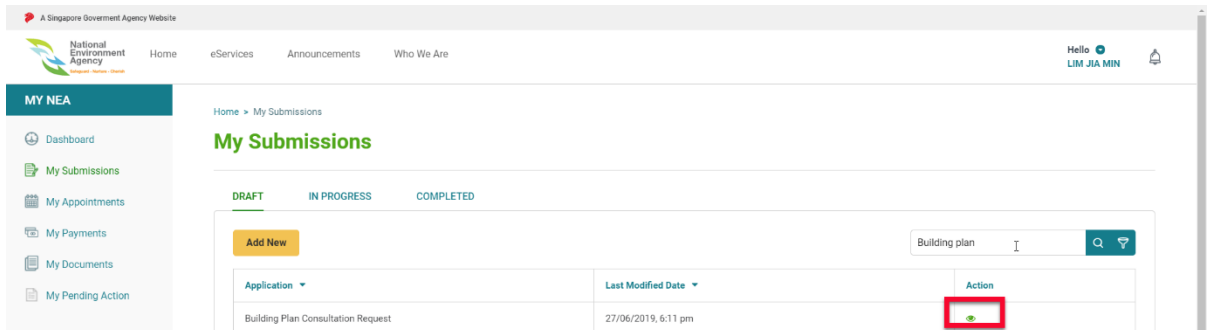
STEP 4 of 4: Consultation Details

Consultation 1

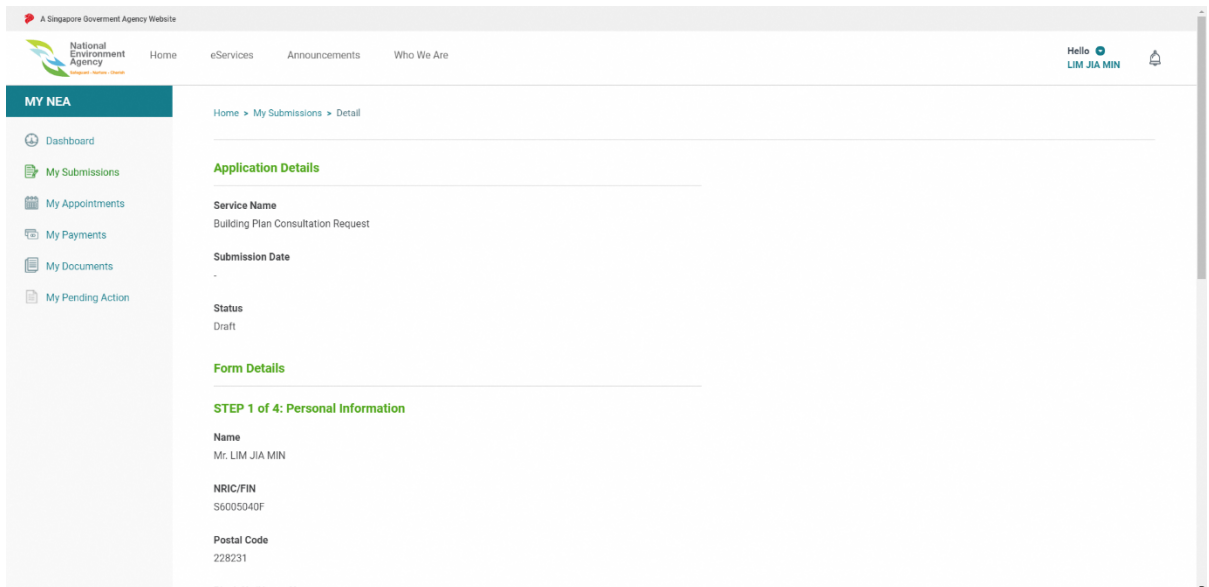
10.7 Delete Draft

You can delete drafts from your draft listing page. To delete the application, follow these steps:

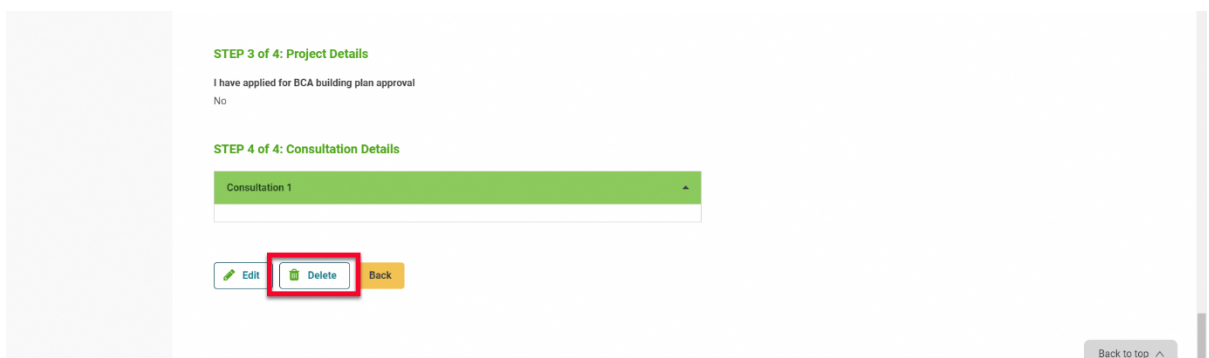
1. Find the draft that you wish to delete and click the view icon (👁️) on the action column.



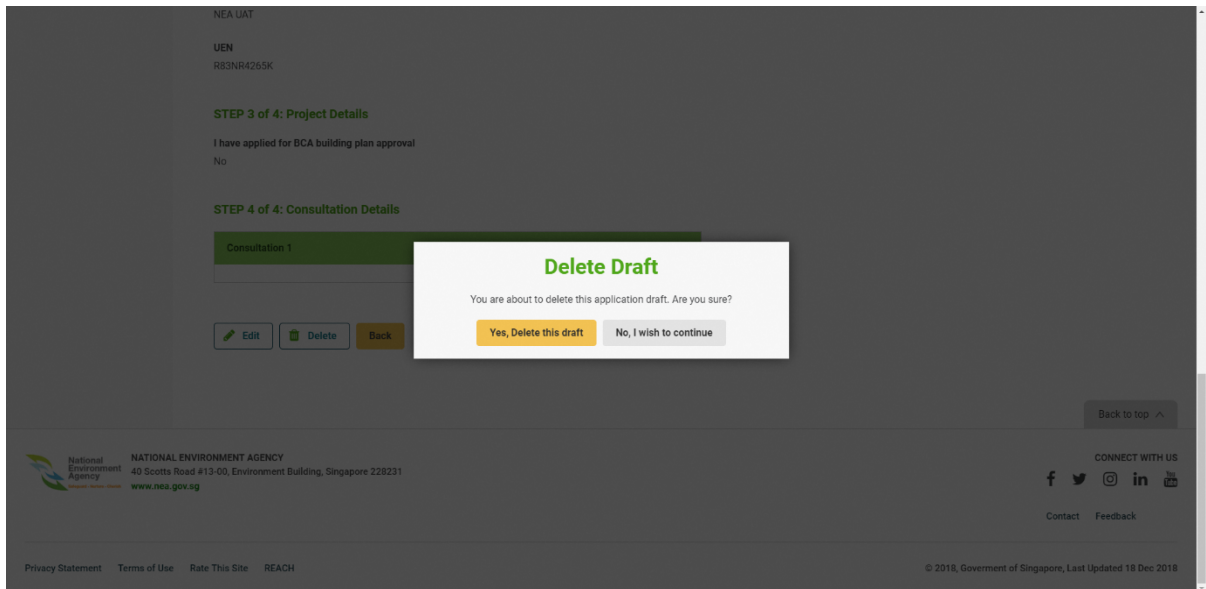
2. Upon clicking the view icon (👁️), the system will direct you to the Application detail page.



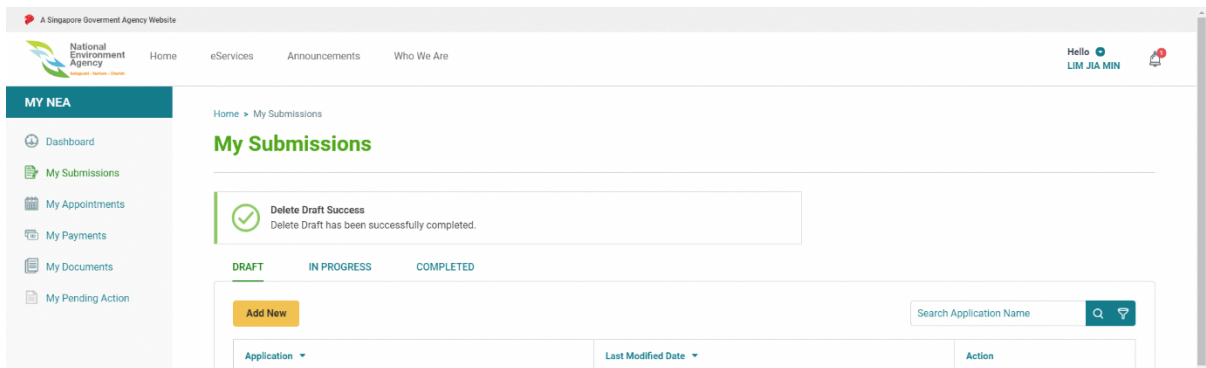
3. Scroll to the bottom of the page and click the **Delete** button.



4. Upon clicking the **Delete** button, there will be a pop-up prompt to confirm the deletion



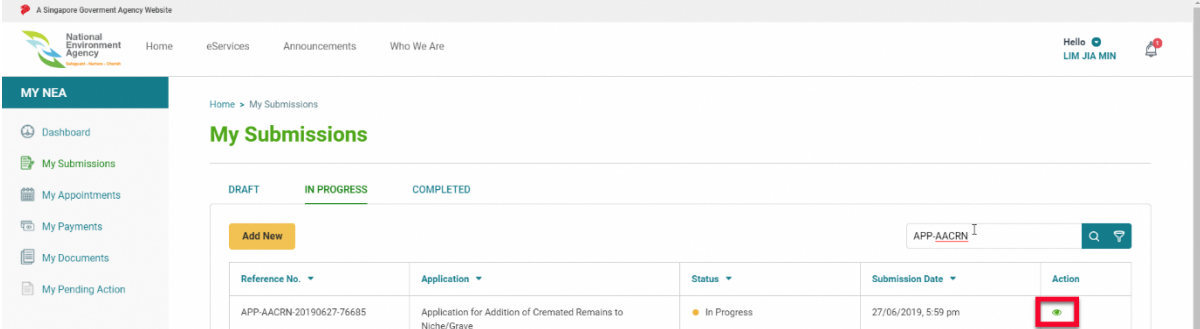
- Click the **Yes, Delete this draft** button to confirm the deletion of the application draft. It will be removed from the My Submission listing page (Draft Tab)



10.8 Withdraw Submission

The following steps will guide you on how to withdraw the submission:

1. Find the application in **In Progress** status and click the view icon (👁️) on the action column. Upon clicking the view icon (👁️), the system will direct you to the application detail page.



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MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Submissions

My Submissions

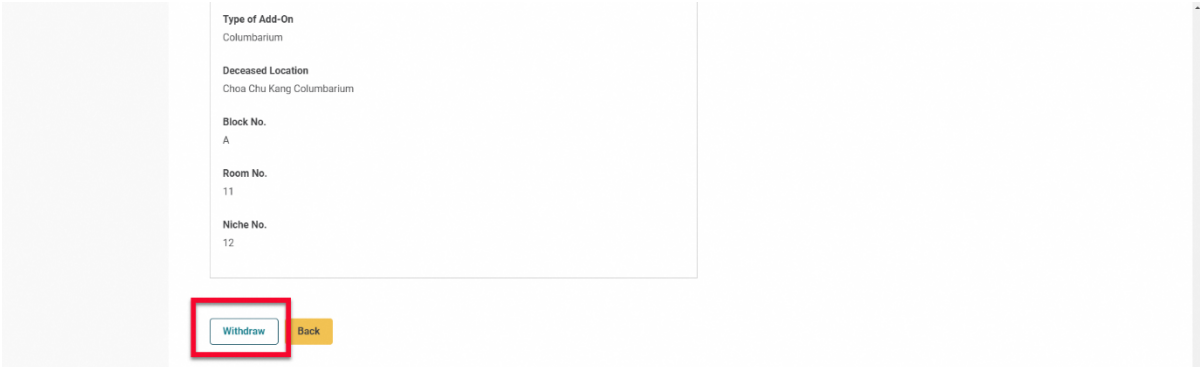
DRAFT IN PROGRESS COMPLETED

Add New

APP-AACRN

Reference No.	Application	Status	Submission Date	Action
APP-AACRN-20190627-76685	Application for Addition of Cremated Remains to Niche/Grave	In Progress	27/06/2019, 5:59 pm	👁️

2. Scroll to the bottom of the page and click the **Withdraw** button



Type of Add-On
Columbarium

Deceased Location
Choa Chu Kang Columbarium

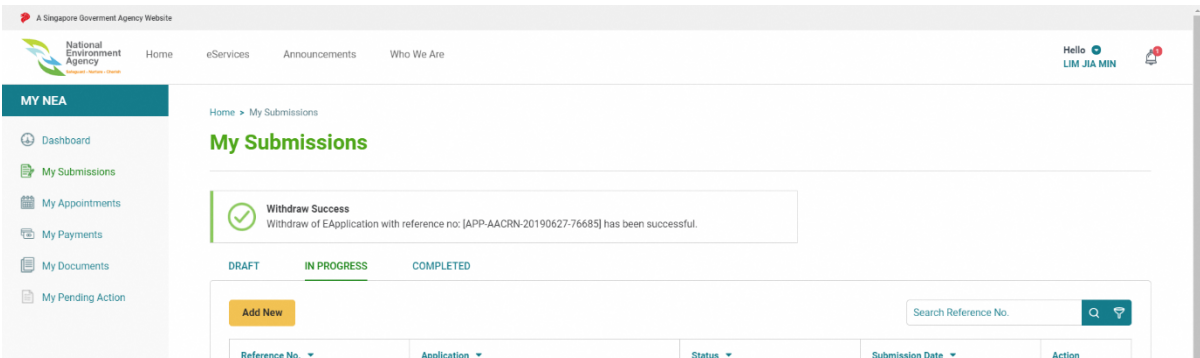
Block No.
A

Room No.
11

Niche No.
12

Withdraw Back

3. Upon clicking the **Withdraw** button, the application status will be changed to withdrawn and it will be moved to completed tab on the My Submission listing page.



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Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

Add New

Search Reference No.

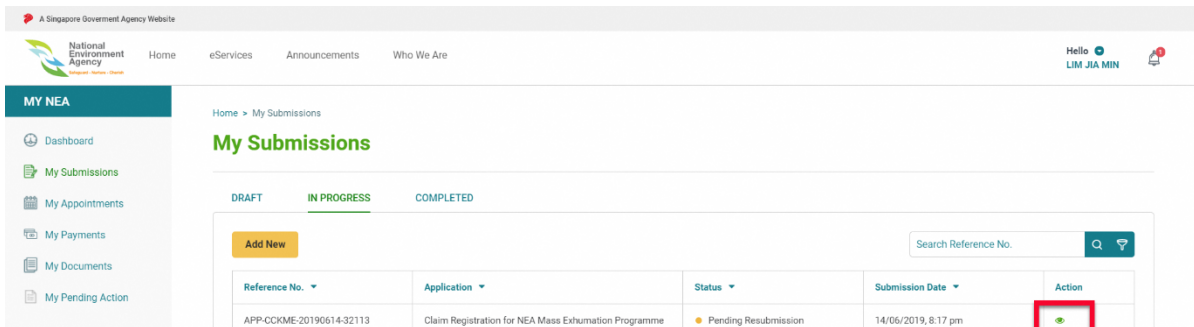
Reference No.	Application	Status	Submission Date	Action
---------------	-------------	--------	-----------------	--------

Withdraw Success
Withdraw of EApplication with reference no: [APP-AACRN-20190627-76685] has been successful.

10.9 Resubmit Application

NEA can reroute the application to you for resubmission. This could be due to incomplete information in the application submission. The following steps will guide you on how to resubmit the application:

1. Find the submission in **Pending Resubmission** status and click the view icon (👁️) on the action column. Upon clicking the view icon (👁️), the system will direct you to the application detail page.



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- My Documents
- My Pending Action

Home > My Submissions

My Submissions

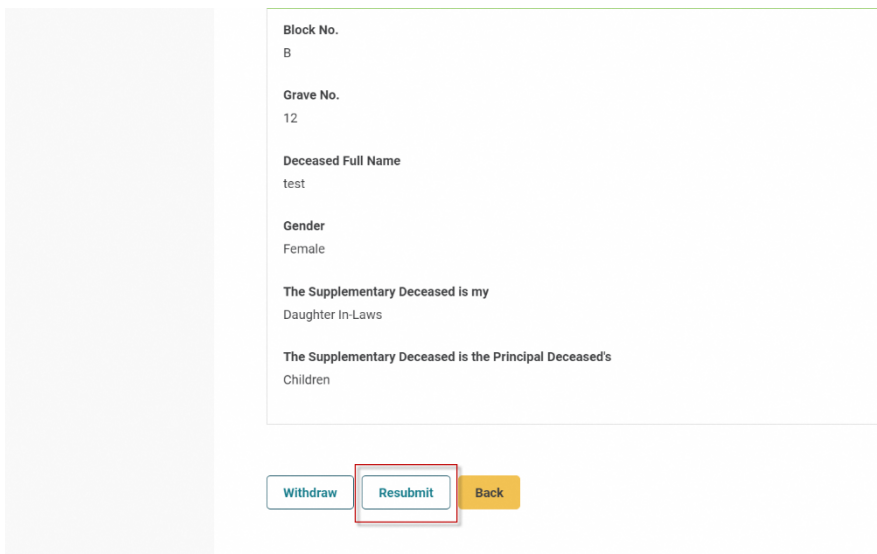
DRAFT IN PROGRESS COMPLETED

Add New

Search Reference No. 🔍

Reference No.	Application	Status	Submission Date	Action
APP-CCKME-20190614-32113	Claim Registration for NEA Mass Exhumation Programme	Pending Resubmission	14/06/2019, 8:17 pm	👁️

2. Scroll down the page and click the **Resubmit** button. Upon clicking the “Resubmit” button, the system will open the corresponding application.



Block No.
B

Grave No.
12

Deceased Full Name
test

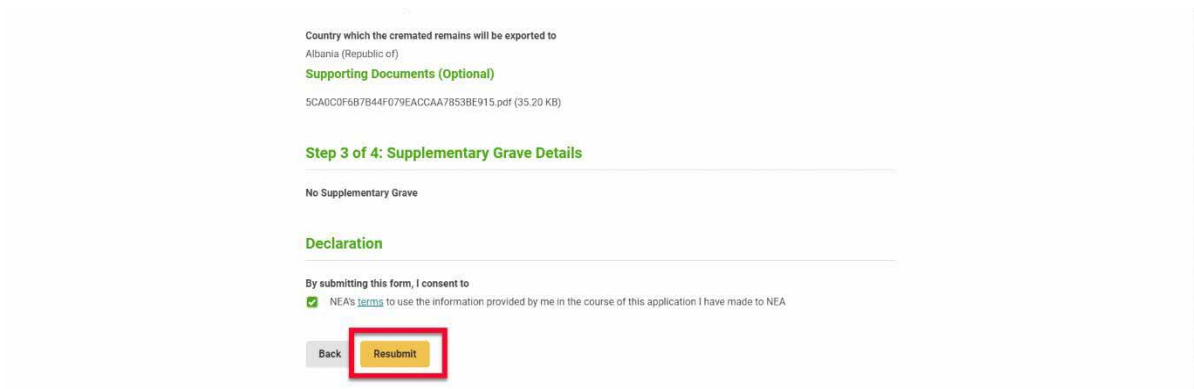
Gender
Female

The Supplementary Deceased is my
Daughter In-Laws

The Supplementary Deceased is the Principal Deceased's
Children

Withdraw Resubmit Back

4. Edit the application fields and resubmit the application



Country which the cremated remains will be exported to
Albania (Republic of)

Supporting Documents (Optional)

SCA0C0F6B7B44F079EACCAA7853BE915.pdf (35.20 KB)

Step 3 of 4: Supplementary Grave Details

No Supplementary Grave

Declaration

By submitting this form, I consent to

NEA's terms to use the information provided by me in the course of this application I have made to NEA

Back Resubmit

5. Upon submitting the application, the application status will be changed to **In Progress**



SUCCESS

Claim Registration for NEA Mass Exhumation Programme

You have successfully completed the form.

The particulars given are true to the best of my knowledge. I hereby agree to indemnify and hold harmless to NEA against any legal suit, claims, damages, losses, expenses or costs (including those asserted by third parties) arising directly or indirectly from the after-death services (e.g. burial/ cremation/ storage/ removal of the deceased person/ cremated remains).

Please note that the National Environment Agency (NEA) collects personal information to carry out its various functions and duties under the National Environment Agency Act (Cap 195) including the implementation of environmental and public health policies in Singapore and any other related purposes. I hereby consent to NEA's use of the information provided by me in the course of any application I have made to the NEA, to facilitate the processing of such application for such purposes. I hereby further consent to NEA sharing the information in such application with other Government agencies, or non-government


MY NEA


- Dashboard
- My Submissions**
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Submissions

My Submissions

DRAFT **IN PROGRESS** COMPLETED

[Add New](#) 

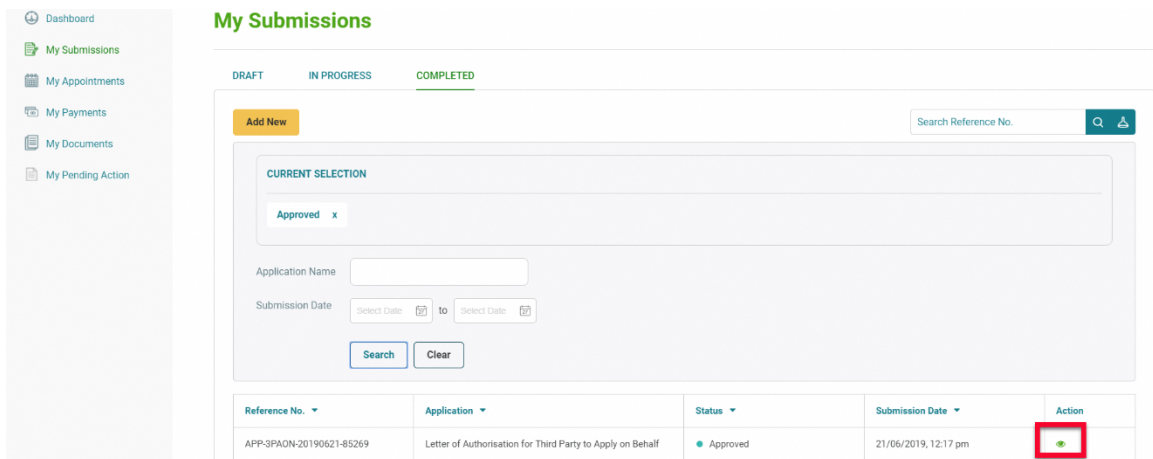
Reference No.	Application	Status	Submission Date	Action
APP-CCKME-20190614-32113	Claim Registration for NEA Mass Exhumation Programme	In Progress	14/06/2019, 8:17 pm	

Page 1 of 1 Displaying Row 10 1 - 1 of 1 Items

10.10 Cancel Submission

You can cancel **approved** submissions via the My Submissions module. Please note that certain applications require approval from NEA for cancellation. These applications will have a **Pending Cancellation** status in the listing page. To cancel the submission, please follow these steps:

1. Find the submission that you wish to cancel in **Approved** status and click the view icon (👁️) on the action column. Upon clicking the view icon (👁️), the system will direct you to the application detail page.



My Submissions

DRAFT IN PROGRESS COMPLETED

Search Reference No. [input] 🔍

CURRENT SELECTION

Approved x

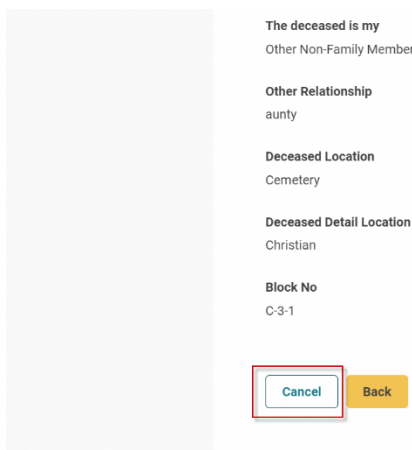
Application Name [input]

Submission Date [Select Date] to [Select Date]

Search Clear

Reference No.	Application	Status	Submission Date	Action
APP-3PAON-20190621-85269	Letter of Authorisation for Third Party to Apply on Behalf	Approved	21/06/2019, 12:17 pm	👁️

2. Scroll down to the bottom of the page and click the **Cancel** button.



The deceased is my
Other Non-Family Member

Other Relationship
aunt

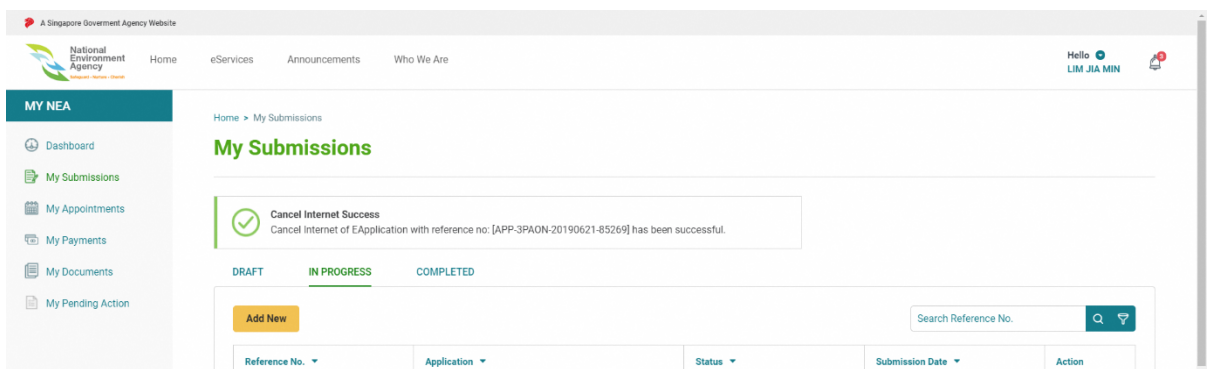
Deceased Location
Cemetery

Deceased Detail Location
Christian

Block No
C-3-1

Cancel Back

3. Upon clicking the **Cancel** button, the application status will be changed to either **Cancelled** or **Pending Cancellation**. The application status will be reflected in the listing page.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA Dashboard My Submissions My Appointments My Payments My Documents My Pending Action

Home > My Submissions

My Submissions

Cancel Internet Success
Cancel Internet of EApplication with reference no: [APP-3PAON-20190621-85269] has been successful.

DRAFT IN PROGRESS COMPLETED

Search Reference No. [input] 🔍

Reference No.	Application	Status	Submission Date	Action
APP-3PAON-20190621-85269	Letter of Authorisation for Third Party to Apply on Behalf	Cancelled	21/06/2019, 12:17 pm	👁️

11 My Appointments

11.1 Introduction

My Appointments is a module that lists all appointments scheduled with NEA.

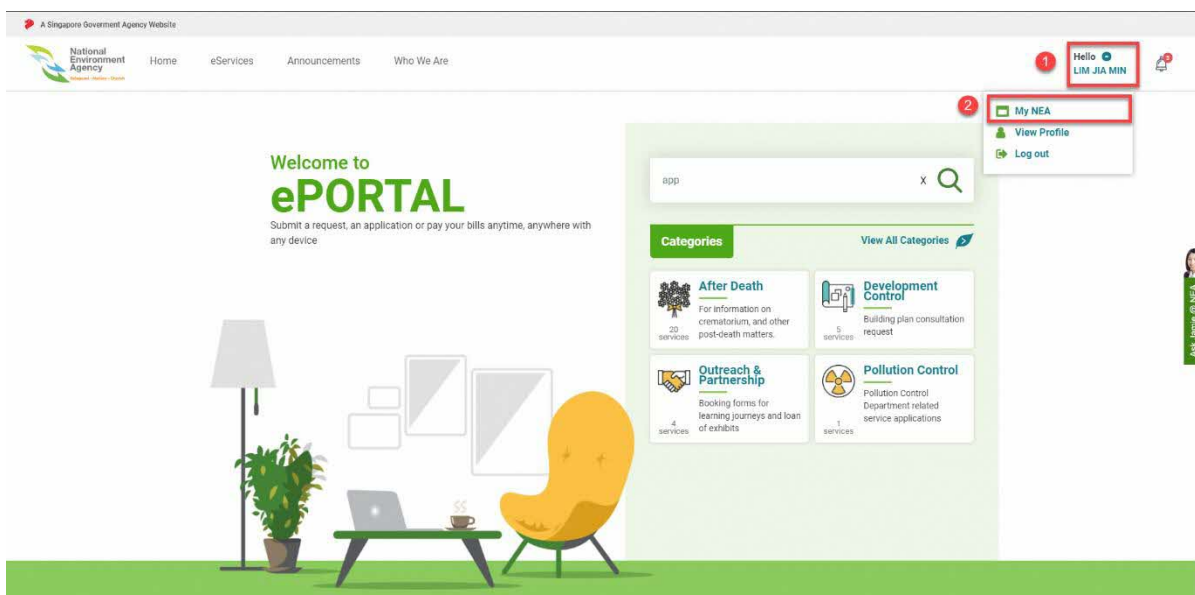
The appointment listing is separated into four different groups:

1. **Upcoming** - All upcoming appointments with NEA
2. **Attended** - All attended appointments with NEA
3. **Cancelled** - All cancelled appointments by you or NEA
4. **Missed** - All missed appointments with NEA

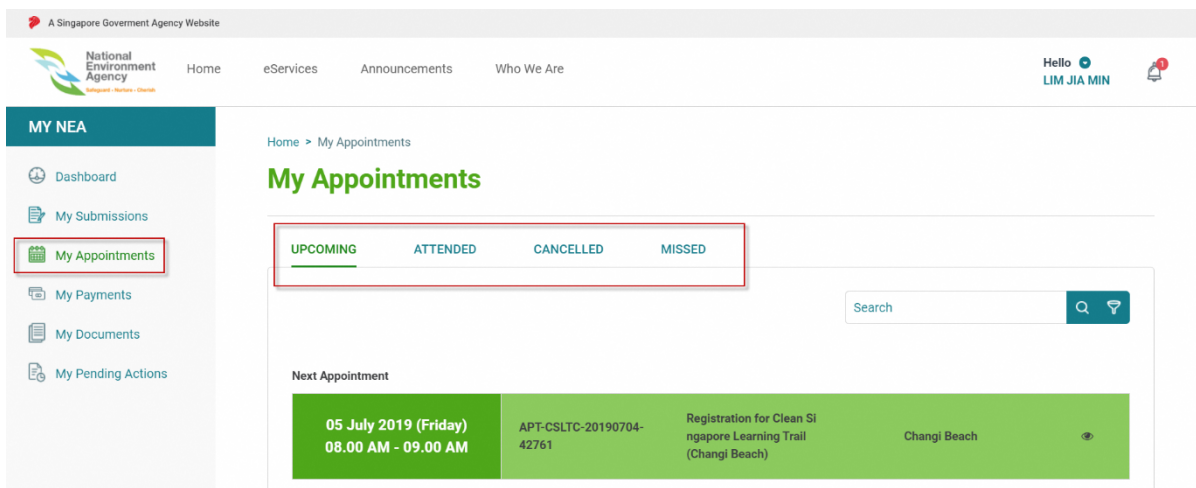
You can create reschedule, cancel and acknowledge appointments in this module. It will be elaborated in the sections below.

11.2 Accessing My Appointments

1. To access My Appointments module, please refer to the following steps: Click the "**Hello <Name>**" on the top right beside the bell button and click "**My NEA**"



2. Click **My Appointments** in the side menu. You may toggle between the various appointment groups via the respective tabs.



Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

Search

Next Appointment

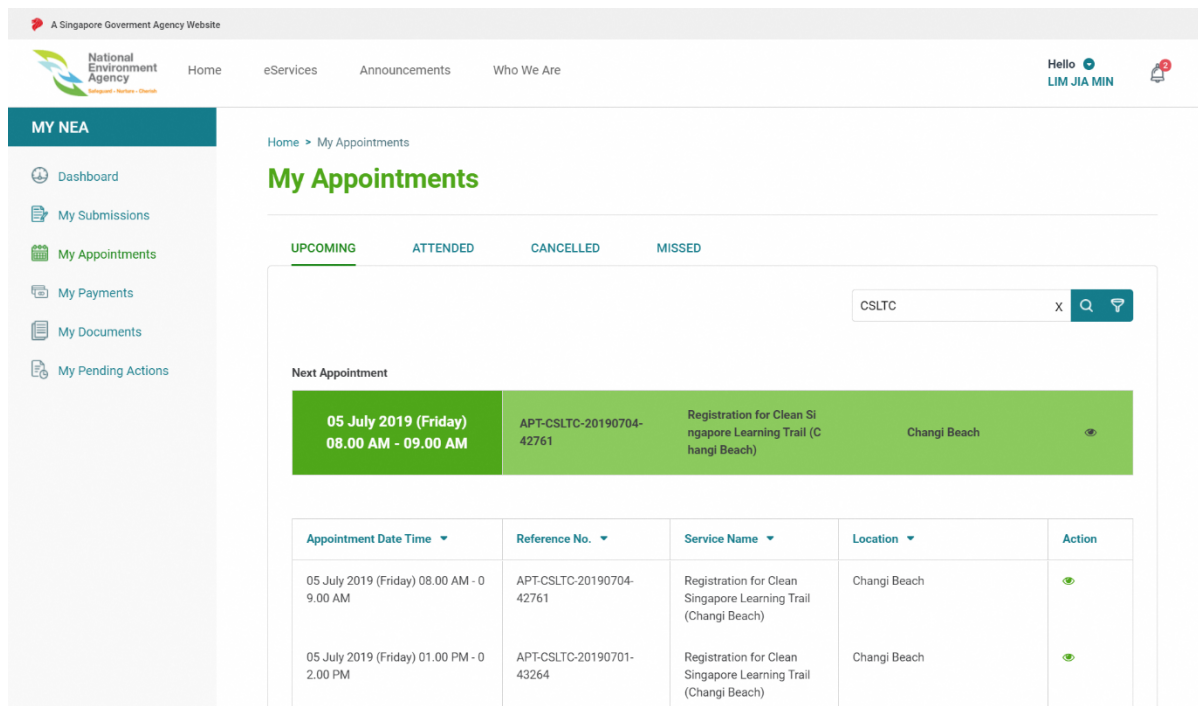
05 July 2019 (Friday) 08.00 AM - 09.00 AM	APT-CSLTC-20190704-42761	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	
---	--------------------------	--	--------------	--

Please note that the appointment date and time shown in ePortal is in GMT+8.

11.3 Search Appointments

There are two options to search for appointments through the search bar and advanced search.

To use the quick search bar, input and search by the **Appointment Reference No.** e.g APT-CSLTC-20190704-42761. Please note that you can use keywords to search instead of the exact input e.g CSLTC.



Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

CSLTC

Next Appointment

05 July 2019 (Friday) 08.00 AM - 09.00 AM	APT-CSLTC-20190704-42761	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	
---	--------------------------	--	--------------	--

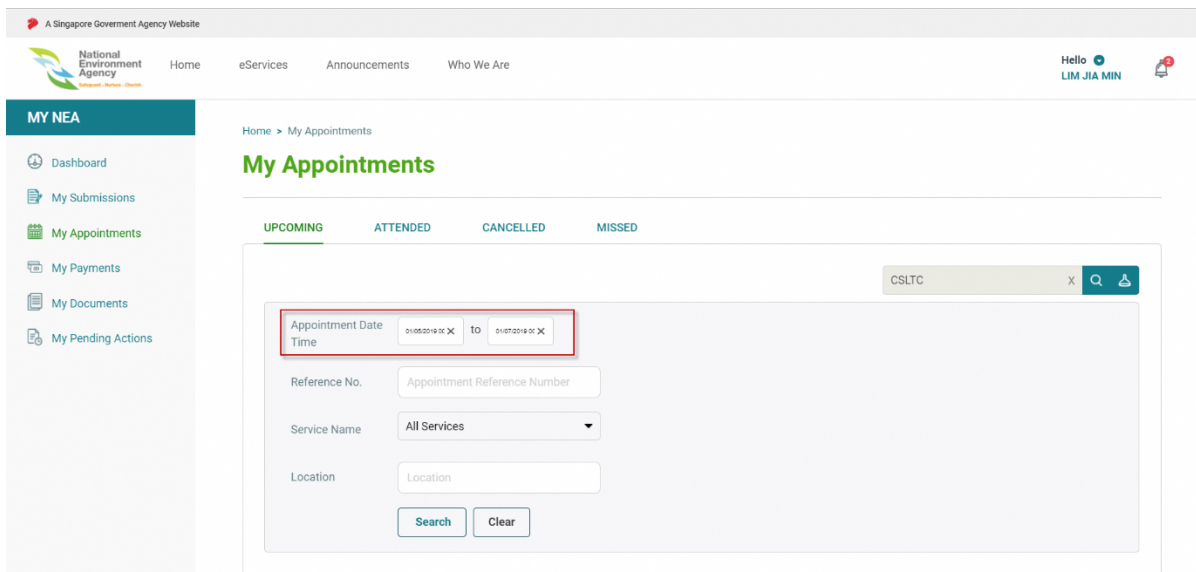
Appointment Date Time	Reference No.	Service Name	Location	Action
05 July 2019 (Friday) 08.00 AM - 09.00 AM	APT-CSLTC-20190704-42761	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	
05 July 2019 (Friday) 01.00 PM - 02.00 PM	APT-CSLTC-20190701-43264	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	

Please note that the appointment date and time shown in ePortal is in GMT+8.

To search using the advanced search Bar, please follow these steps:

1. Click the advanced search icon beside the search bar

- You may filter by appointment date and time range, reference no., service name or location according to your desired input



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments**
- My Payments
- My Documents
- My Pending Actions

Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

CSLTC X Q

Appointment Date Time: 01/05/2019 00:00 to 01/07/2019 00:00

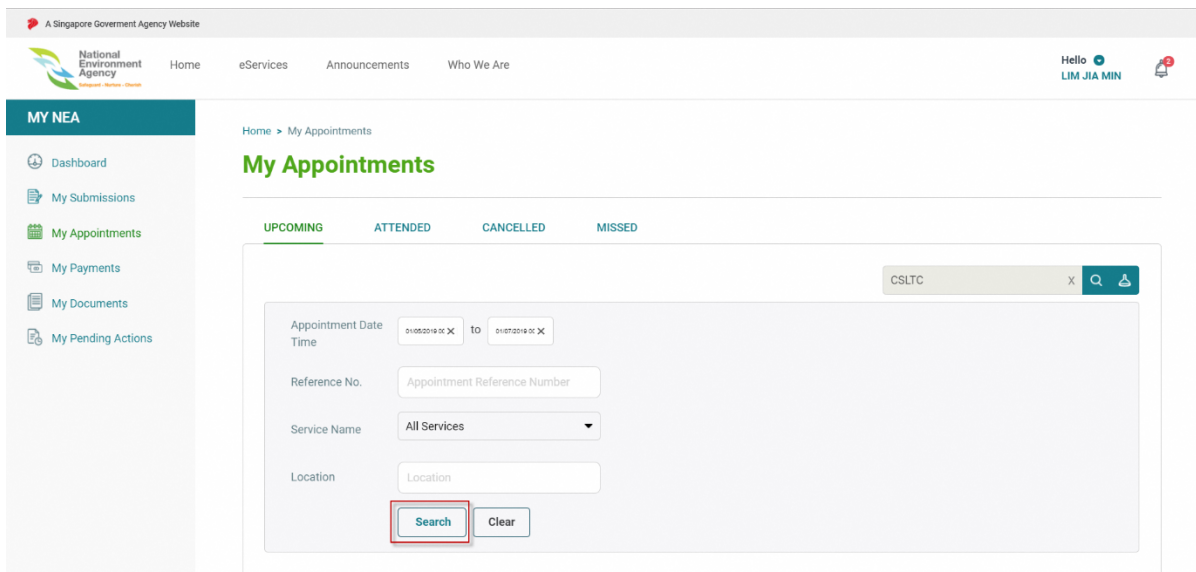
Reference No.: Appointment Reference Number

Service Name: All Services

Location: Location

Search Clear

- Click on the **“Search”** button to filter and the search result will appear.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments**
- My Payments
- My Documents
- My Pending Actions

Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

CSLTC X Q

Appointment Date Time: 01/05/2019 00:00 to 01/07/2019 00:00

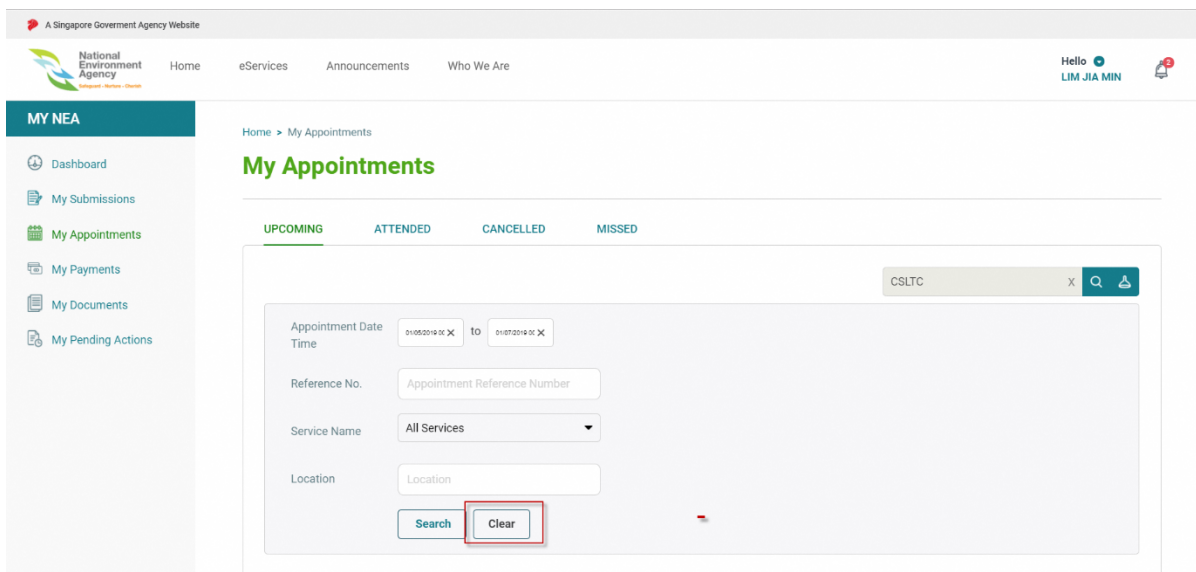
Reference No.: Appointment Reference Number

Service Name: All Services

Location: Location

Search Clear

- Click the **“Clear”** button to return to the default list.

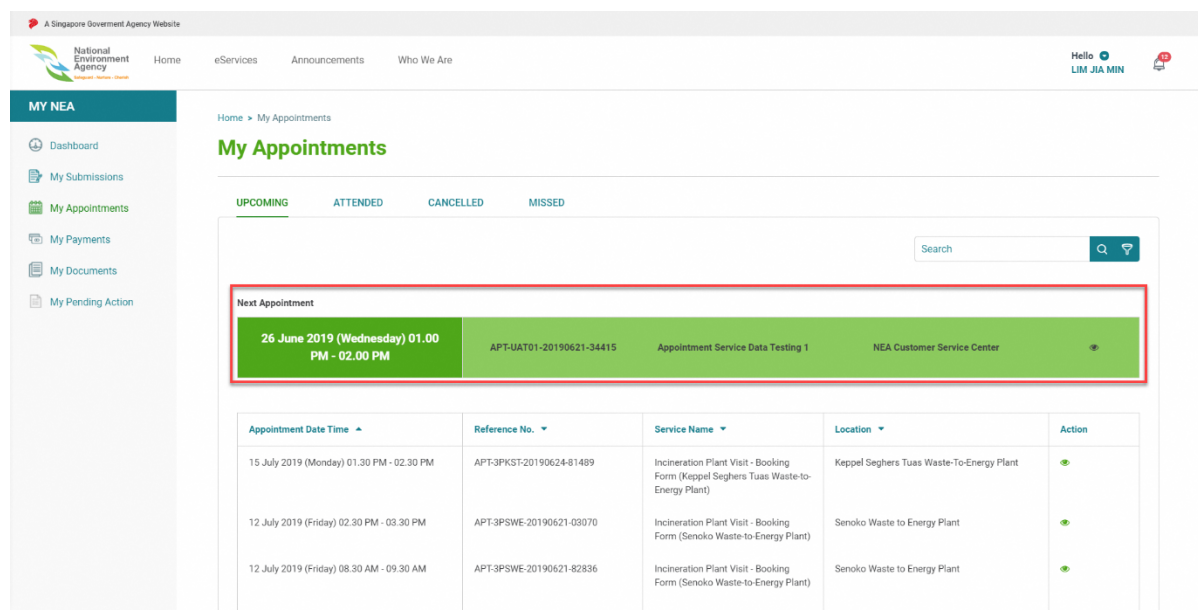


11.4 Upcoming Appointments

Under “Upcoming” appointments tab, appointments are displayed in **two (2) sections** (as shown in the screenshot):

1. Next Appointment
2. Other Upcoming Appointments

Next appointment highlights the nearest upcoming appointment you need to attend. For other upcoming appointments, it will be listed below.




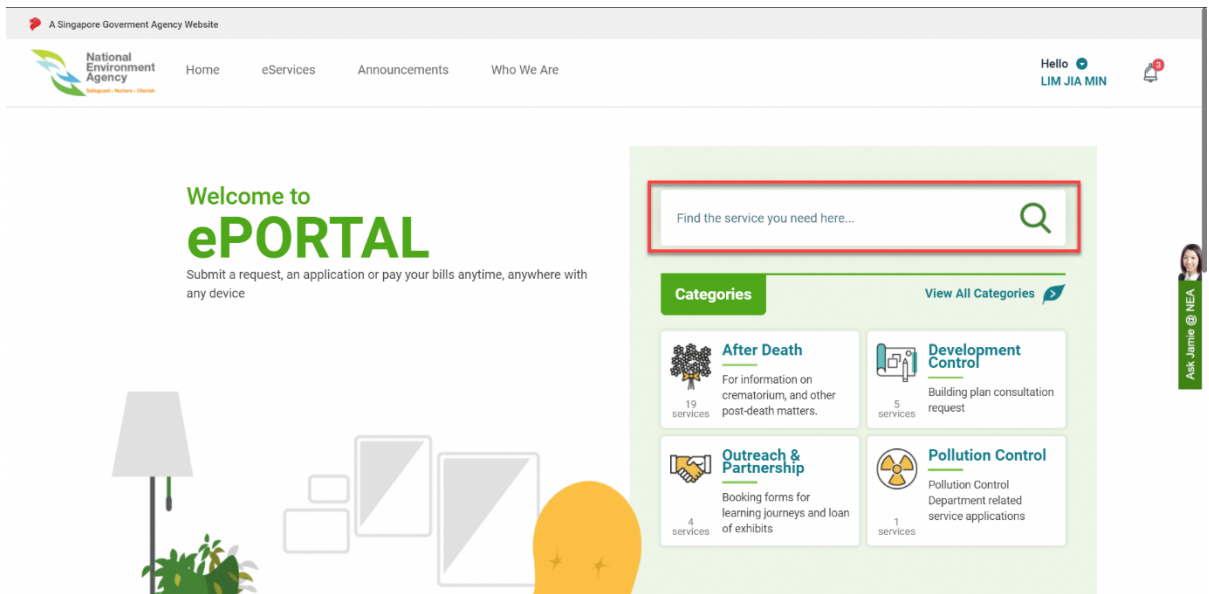
Appointment Date Time	Reference No.	Service Name	Location	Action
26 June 2019 (Wednesday) 01.00 PM - 02.00 PM	APT-UAT01-20190621-34415	Appointment Service Data Testing 1	NEA Customer Service Center	
15 July 2019 (Monday) 01.30 PM - 02.30 PM	APT-3PKST-20190624-81489	Incineration Plant Visit - Booking Form (Keppel Seghers Tuas Waste-to-Energy Plant)	Keppel Seghers Tuas Waste-To-Energy Plant	
12 July 2019 (Friday) 02.30 PM - 03.30 PM	APT-3PSWE-20190621-03070	Incineration Plant Visit - Booking Form (Senoko Waste-to-Energy Plant)	Senoko Waste to Energy Plant	
12 July 2019 (Friday) 08.30 AM - 09.30 AM	APT-3PSWE-20190621-82836	Incineration Plant Visit - Booking Form (Senoko Waste-to-Energy Plant)	Senoko Waste to Energy Plant	
12 July 2019 (Friday) 08.30 AM - 09.30 AM	APT-3PKST-20190620-13548	Incineration Plant Visit - Booking Form	Keppel Seghers Tuas Waste-To-Energy Plant	

Please note that the appointment date and time shown in ePortal is in GMT+8.

11.5 Book Appointment

To book an appointment with NEA, please log in with either SingPass or SingPass for Business User before you proceed.

1. Use the search function on the home page to search for the desired appointment service then click the  icon to search.



1. Once you have selected the appointment service, you will be directed the booking form to input your details. Your personal information such as name and NRIC/FIN/UEN will be populated from MyInfo.
2. Please key in the following mandatory inputs:
 - a. **Contact No** - Singapore mobile number. SMS notification will be sent to this mobile number.
 - b. **Email** - Email address. Email notification will be sent to this email address
 - c. **Location** - Indicate the location of the appointment.
 - d. **Resource** - Indicate the resource for the appointment. Upon selecting the resource, the available date and time will be displayed.
3. Once all the mandatory fields have been filled, click on “**Submit**” to review your booking details
4. Once booking is successful, the system will direct you to the confirmation page to review your inputs before completion of the request. Please read the terms and conditions before acknowledgement. Please note that the appointment date and time shown in ePortal is in GMT+8.

Appointment Service Data Testing 1

Appointment Information

ID Number
S6005040F

Contact No
+6590193878

Appointment Reference Number
AARON.ALEXANDER.LIM@ACCENTURE.COM

Appointment Location
NEA Customer Service Center

Appointment Resource
Testing Officer 1

Appointment Date & Time
28/06/2019 03:00 PM

Licence No
213913




Declaration


By submitting this form, I consent to

NEA's [terms](#) to use the information provided by me in the course of this application I have made to NEA

- Once the booking is successful, you will be directed to an acknowledgment page.




A Singapore Government Agency Website





[Home](#)
[eServices](#)
[Announcements](#)
[Who We Are](#)
Hello  LIM JIA MIN 



SUCCESS

Thank you for your submission

Transaction No. APT-UAT3P-20190711-19125	Submission Time 11/07/2019 07:31 PM	A  B  C 
--	---	--

- Click the download button (A) () to download the acknowledgement page.
- Click the email button (B) () to retrigger an email notification
- Click the view button (C) () to view the details of your pending action.
- Click **[Back to my Dashboard](#)** to go back to your dashboard.

A Singapore Government Agency Website

Home eServices Announcements Who We Are

Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

Search

Next Appointment

27 June 2019 (Thursday) 10.00 AM - 11.00 AM	APT-13456-20190613-15793	Appointment Service Data Testing 12	Keppel Seghers Tuas Waste-To-Energy Plant	
--	--------------------------	-------------------------------------	---	--

Appointment Date Time	Reference No.	Service Name	Location	Action
27 June 2019 (Thursday) 10.00 AM - 11.00 AM	APT-13456-20190613-15793	Appointment Service Data Testing 12	Keppel Seghers Tuas Waste-To-Energy Plant	
27 June 2019 (Thursday) 12.00 PM - 01.00 PM	APT-13456-20190613-28670	Appointment Service Data Testing 12	Keppel Seghers Tuas Waste-To-Energy Plant	
28 June 2019 (Friday) 01.30 PM - 02.30 PM	APT-SPKST-20190607-58804	Incineration Plant Visit - Booking Form (Keppel Seghers Tuas Waste-to-Energy Plant)	Keppel Seghers Tuas Waste-To-Energy Plant	
28 June 2019 (Friday) 02.30 PM - 03.30 PM	APT-UATSP-20190621-97251	Appointment service data testing	Changi Beach	
28 June 2019 (Friday) 03.00 PM - 04.00 PM	APT-CSLTC-20190621-99159	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	

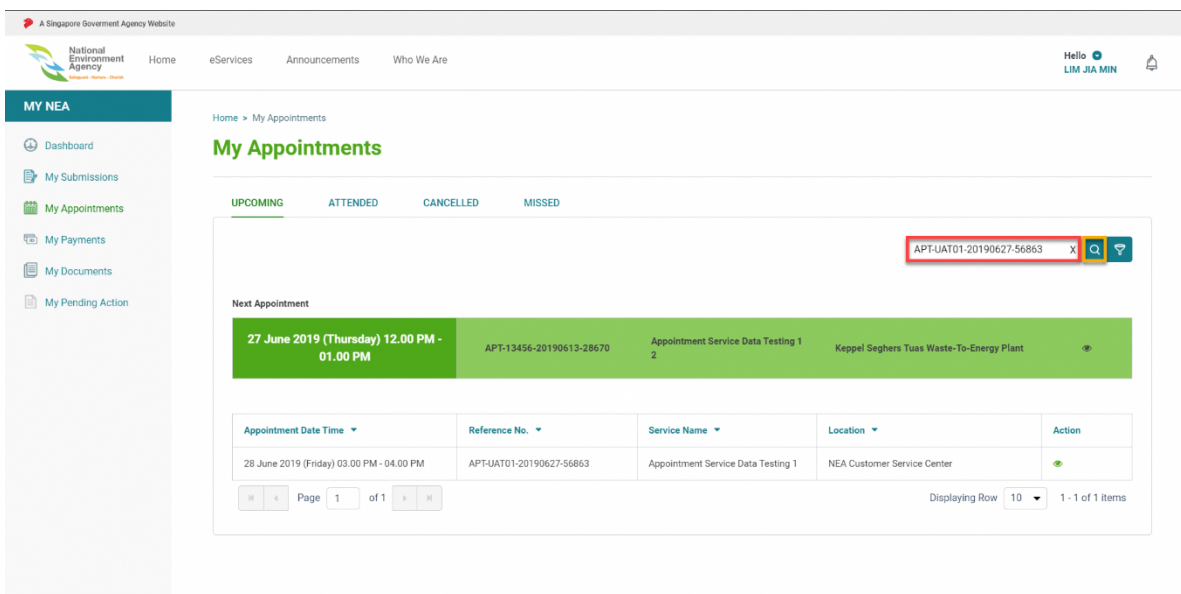
11.6 Reschedule Appointment

You can reschedule upcoming appointments with NEA via the My Appointments module. Please note that confirmation of reschedule appointment is subjected to NEA's approval. Once the appointment has been rescheduled, a notification will be sent to you and reflected on your upcoming appointment listing page.

Please note that if you are unable to reschedule your appointment, it could mean that you have exceeded the maximum allowable reschedule limit.

To reschedule your appointment, follow these steps:

1. Find the appointment that you want to reschedule and click the view icon (👁️) on the action column.



Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

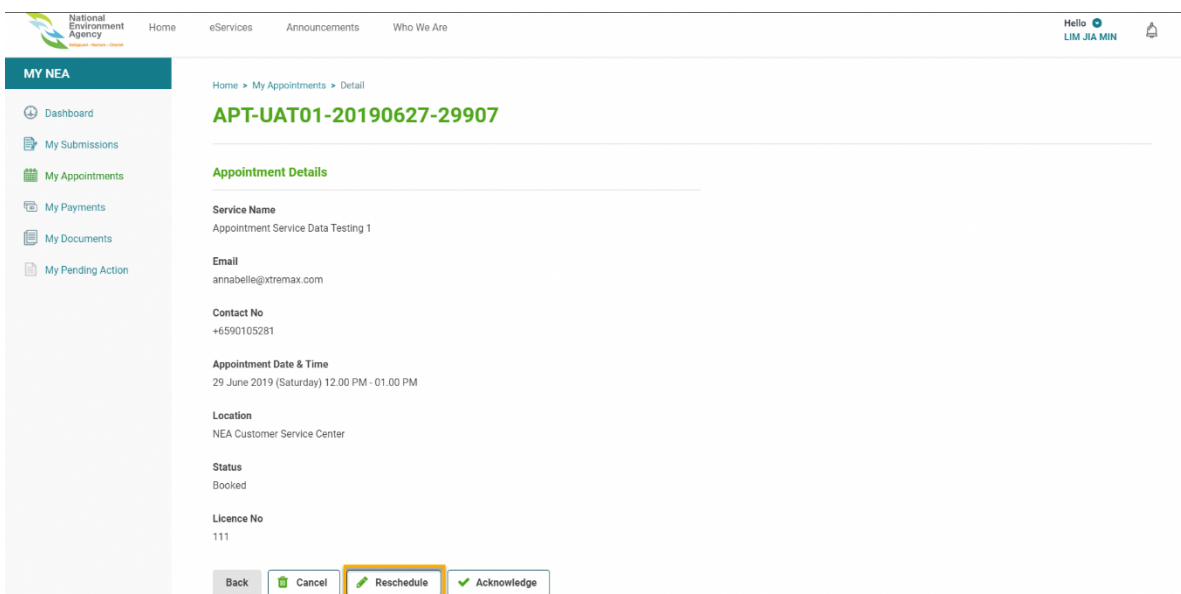
Next Appointment

Appointment Date Time	Reference No.	Service Name	Location	Action
27 June 2019 (Thursday) 12.00 PM - 01.00 PM	APT-13456-20190613-28670	Appointment Service Data Testing 1	Keppel Seghers Tuas Waste-To-Energy Plant	👁️
28 June 2019 (Friday) 03.00 PM - 04.00 PM	APT-UAT01-20190627-56863	Appointment Service Data Testing 1	NEA Customer Service Center	👁️

Page 1 of 1

Displaying Row 10 1 - 1 of 1 items

2. Click the “Reschedule” button at the bottom of the page



Home > My Appointments > Detail

APT-UAT01-20190627-29907

Appointment Details

Service Name
Appointment Service Data Testing 1

Email
annabelle@xtremax.com

Contact No
+6590105281

Appointment Date & Time
29 June 2019 (Saturday) 12.00 PM - 01.00 PM

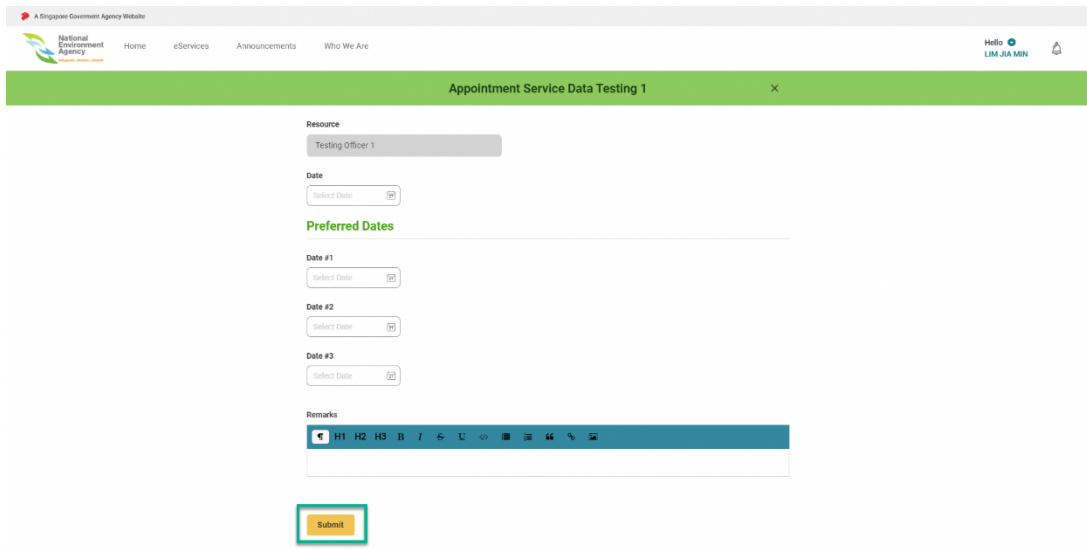
Location
NEA Customer Service Center

Status
Booked

Licence No
111

Back Cancel **Reschedule** Acknowledge

3. You will be directed to the reschedule form page with the following fields:



The screenshot shows a web form titled "Appointment Service Data Testing 1". At the top, there is a navigation bar with "Home", "eServices", "Announcements", and "Who We Are". A user profile "Hello LIM JIA MIN" is visible in the top right. The form itself has a green header bar. Below it, the "Resource" field is set to "Testing Officer 1". The "Date" field has a "Select Date" button. The "Preferred Dates" section contains three "Date #1", "Date #2", and "Date #3" fields, each with a "Select Date" button. The "Remarks" field is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and image. A yellow "Submit" button is located at the bottom of the form.

Date - Select the date to reschedule your appointment.

Preferred Dates - If the first date provided is unavailable, you can indicate alternative preferred dates for NEA's review. Please note that the appointment date and time shown in ePortal is in GMT+8.

Remarks - You can indicate remarks before submitting the request to reschedule your appointment.

4. Once the request is successful, you will be notified via email, SMS and inbox notification.

11.7 Cancel Appointment

You can cancel upcoming appointments via the My Appointments module. Once the appointment has been cancelled, you cannot reschedule the same appointment.

To cancel your appointment, follow these steps:

1. Find the appointment that you want to cancel and click the view icon (👁️) on the action column. Please note that the appointment date and time shown in ePortal is in GMT+8.

A Singapore Government Agency Website

Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Appointments

My Appointments

UPCOMING ATTENDED CANCELLED MISSED

Search: CSLTC X

Next Appointment

05 July 2019 (Friday) 08.00 AM - 09.00 AM	APT-CSLTC-20190704-42761	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	
---	--------------------------	--	--------------	--

Appointment Date Time	Reference No.	Service Name	Location	Action
05 July 2019 (Friday) 08.00 AM - 09.00 AM	APT-CSLTC-20190704-42761	Registration for Clean Singapore Learning Trail (Changi Beach)	Changi Beach	

2. Click **"Cancel"** to cancel the appointment.

Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Appointments > Detail

APT-UAT01-20190627-29907

Appointment Details

Service Name
Appointment Service Data Testing 1

Email
annabelle@xtremax.com

Contact No
+6590105281

Appointment Date & Time
29 June 2019 (Saturday) 12.00 PM - 01.00 PM

Location
NEA Customer Service Center

Status
Booked

Licence No
111


Back **Cancel** Reschedule Acknowledge

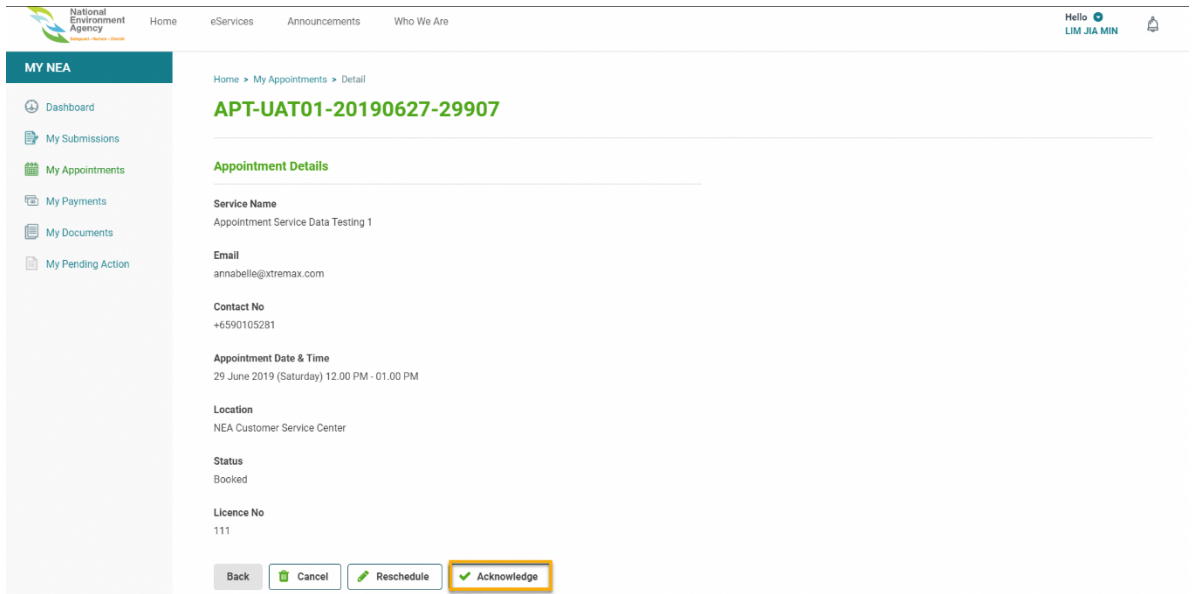
3. Once cancellation is successful, you will be notified via email, SMS and inbox notification.

11.8 Acknowledge Appointment

For appointments initiated by NEA, you are required to acknowledge the appointment from My Appointment module.

To acknowledge the appointment, please follow these steps:

1. Find the appointment that you want to acknowledge and click the view icon () on the action column
2. Click **Acknowledge** button to acknowledge the appointment from NEA. Please note that the appointment date and time shown in ePortal is in GMT+8.



The screenshot displays the NEA My NEA portal. The top navigation bar includes 'Home', 'eServices', 'Announcements', and 'Who We Are'. The user is identified as 'Hello LIM JIA MIN'. The left sidebar lists various services: Dashboard, My Submissions, My Appointments, My Payments, My Documents, and My Pending Action. The main content area shows the appointment ID 'APT-UAT01-20190627-29907' and the following details:

- Appointment Details**
- Service Name:** Appointment Service Data Testing 1
- Email:** annabelle@xtremax.com
- Contact No:** +6590105281
- Appointment Date & Time:** 29 June 2019 (Saturday) 12.00 PM - 01.00 PM
- Location:** NEA Customer Service Center
- Status:** Booked
- Licence No:** 111

At the bottom of the details section, there are four buttons: 'Back', 'Cancel', 'Reschedule', and 'Acknowledge'. The 'Acknowledge' button is highlighted with a yellow border.

3. Once the acknowledgement is successful, NEA will be notified.

12. My Documents

12.1 Introduction

My Documents is a module that displays listings of documents uploaded by you and by NEA.

There are two types of documents on My Documents module:

12.1.1 Inbound Documents

Inbound documents is a listing of all documents that have been uploaded to your various application submissions to NEA. Please note that the inbound documents page do not allow you to download or view the document details. To view the details, please go to your respective application form detail.

12.1.2 Outbound Documents

Outbound documents is a listing of all documents that have been issued to you by NEA.

There are three statuses available for outbound documents:

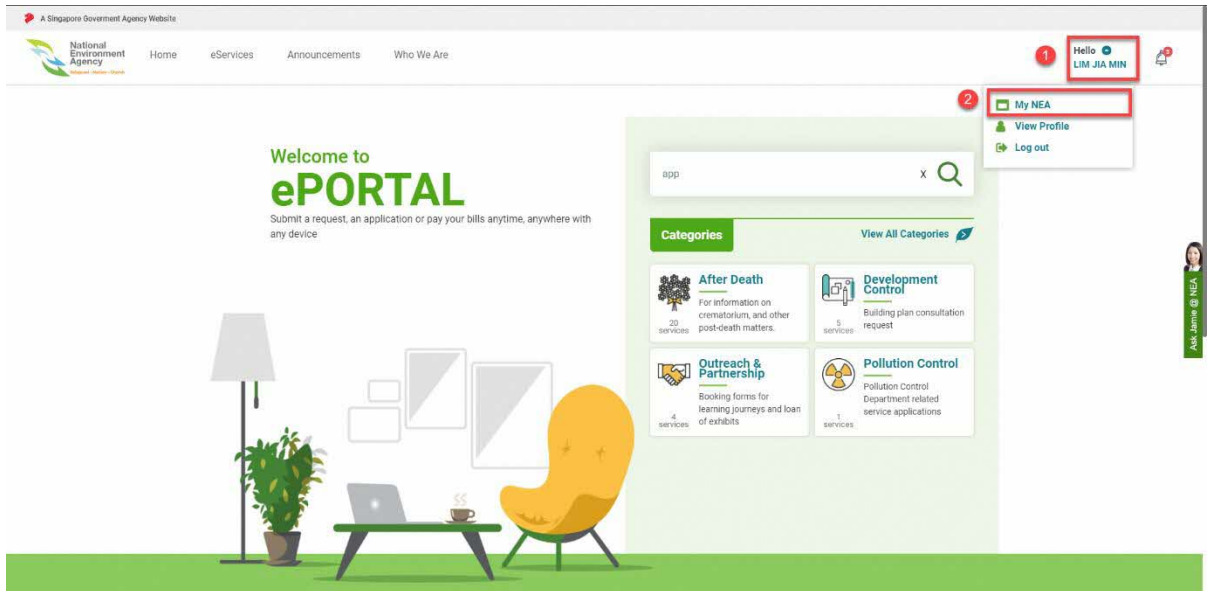
1. **Ready to Request** - Document have been uploaded by NEA and is ready for you to download.
2. **Requesting** - Document is currently being loaded from the server. Retrieval of files may take some time, depending on the file size.
3. **Ready to Download** - Document have been successfully transferred from the server and is ready to be downloaded. An email notification will be sent to you when it is ready for download.

All documents will be archived from the portal after six months. You will not be able to view or download the documents thereafter.

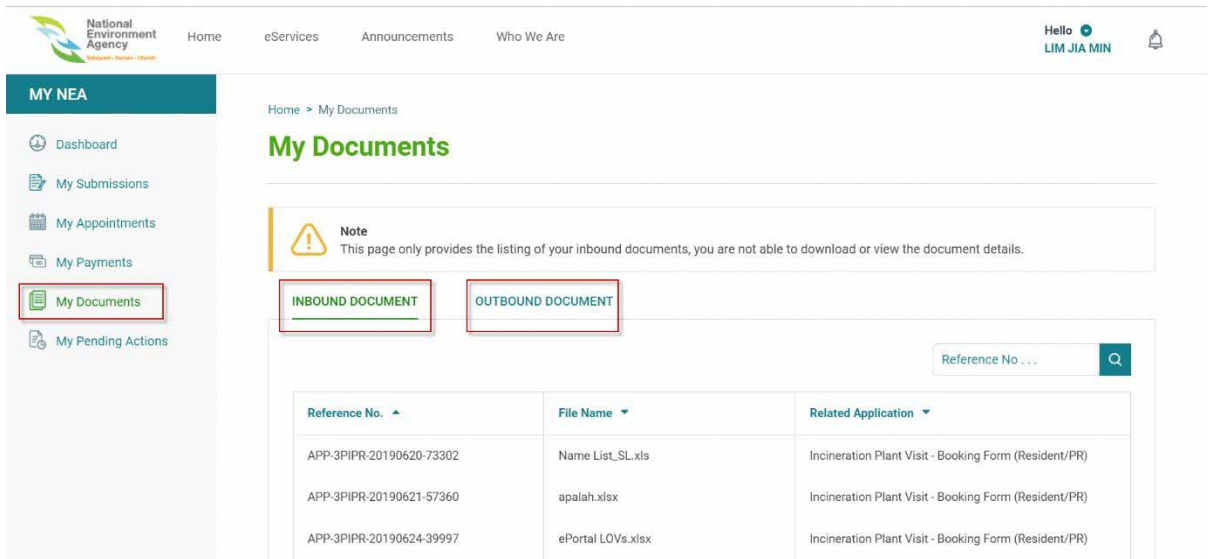
12.2 Accessing My Documents

To access My Documents module, please refer to the following steps:

- Click the "**Hello <Name>**" on the top right beside the bell button and click on "**My NEA**"

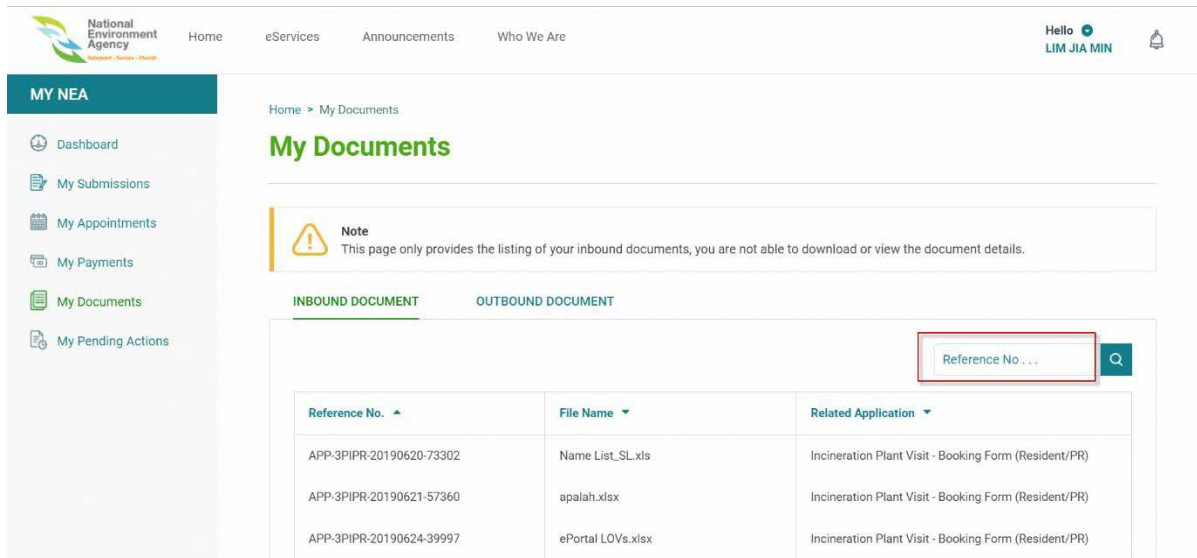


- Click "**My Documents**" at the side menu. You may toggle between inbound and outbound document by selecting the respective tab.



12.3 Search Documents

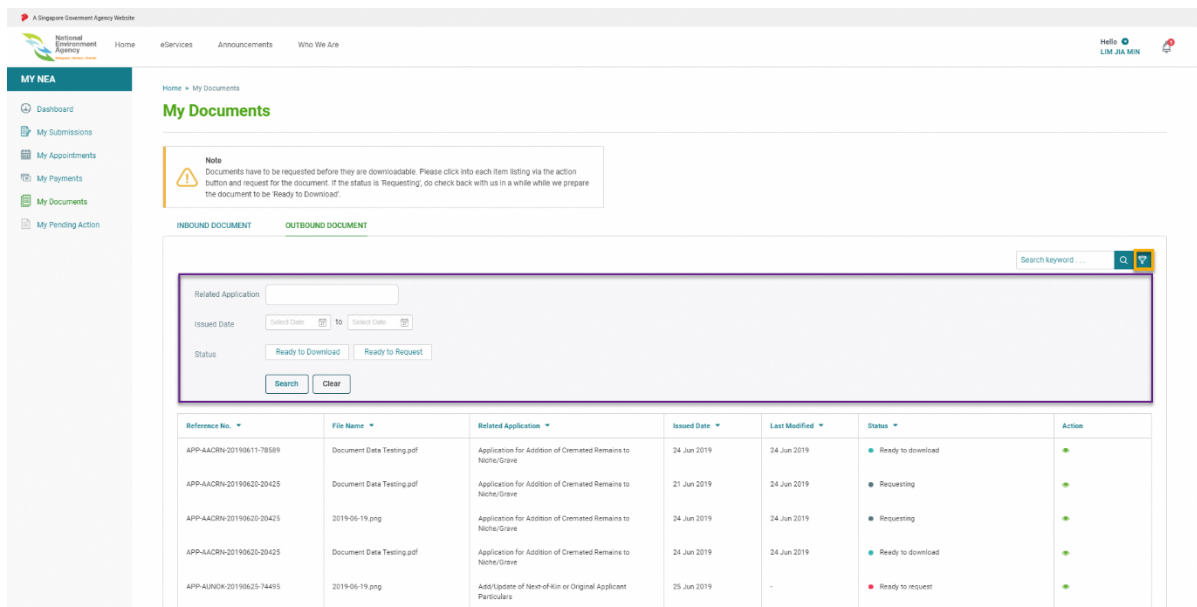
You can use the search bar to search for documents using **Reference No.** The reference number refers to your related application reference number e.g APP-3PIPR-20190620-8. Please note that you can use keyword search instead of the exact input. This is the same behaviour for inbound and outbound documents.



The screenshot shows the 'My Documents' page with a sidebar on the left containing navigation options: Dashboard, My Submissions, My Appointments, My Payments, My Documents, and My Pending Actions. The main content area has a breadcrumb 'Home > My Documents' and a heading 'My Documents'. A note states: 'This page only provides the listing of your inbound documents, you are not able to download or view the document details.' Below this, there are tabs for 'INBOUND DOCUMENT' and 'OUTBOUND DOCUMENT'. A search bar labeled 'Reference No...' is highlighted with a red box. The table below lists three inbound documents:

Reference No.	File Name	Related Application
APP-3PIPR-20190620-73302	Name List_SL.xlsx	Incineration Plant Visit - Booking Form (Resident/PR)
APP-3PIPR-20190621-57360	apalah.xlsx	Incineration Plant Visit - Booking Form (Resident/PR)
APP-3PIPR-20190624-39997	ePortal LOVs.xlsx	Incineration Plant Visit - Booking Form (Resident/PR)

You can only use the advanced search feature in Outbound Documents. You can filter by the application name, issued date range and status of the document.



The screenshot shows the 'My Documents' page with the 'OUTBOUND DOCUMENT' tab selected. A note states: 'Documents have to be requested before they are downloadable. Please click into each item listing via the action button and request for the document. If the status is 'Requesting', do check back with us in a while while we prepare the document to be 'Ready to Download'.' Below this, there is an advanced search filter box with the following fields:

- Related Application: [Text Input]
- Issued Date: [Select Date] [No] [Select Date]
- Status: [Ready to Download] [Ready to Request]
- [Search] [Clear] buttons

The table below lists several outbound documents with their status and action options:

Reference No.	File Name	Related Application	Issued Date	Last Modified	Status	Action
APP-4ACRN-20190611-78589	Document Data Testing.pdf	Application for Addition of Cremated Remains to Niche/Grave	24 Jun 2019	24 Jun 2019	Ready to download	Download
APP-4ACRN-20190620-20425	Document Data Testing.pdf	Application for Addition of Cremated Remains to Niche/Grave	21 Jun 2019	24 Jun 2019	Requesting	Request
APP-4ACRN-20190620-20425	2019-06-19.png	Application for Addition of Cremated Remains to Niche/Grave	24 Jun 2019	24 Jun 2019	Requesting	Request
APP-4ACRN-20190620-20425	Document Data Testing.pdf	Application for Addition of Cremated Remains to Niche/Grave	24 Jun 2019	24 Jun 2019	Ready to download	Download
APP-AUNOK-20190625-74495	2019-06-19.png	Add/Update of Next-of-Kin or Original Applicant Particulars	25 Jun 2019	-	Ready to request	Request

12.4 View Outbound Document

- To view details of the outbound document, click the “View” Icon (👁)

Home > My Documents

My Documents

INBOUND DOCUMENT **OUTBOUND DOCUMENT**


APP-AACRN-20190611-7859 🔍 🔔

Reference No. ▾	File Name ▾	Related Application ▾	Issued Date ▾	Last Modified ▾	Status ▾	Action
APP-AACRN-20190611-78589	Document Data Testing.pdf	Application for Addition of Cremated Remains to Niche/Grave	24 Jun 2019	24 Jun 2019	● Ready to download	👁

Page 1 of 1 Displaying Row 5 1 - 1 of 1 Items

- You will be redirected to the My Documents Detail page.

A Singapore Government Agency Website

 Home eServices Announcements Who We Are Hello LIM JIA MIN 🔔

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents**
- My Pending Actions

Home > My Documents > Detail

NEA-MCC_Approval Letter_78589.pdf

Submission Information

Application Reference No
APP-AACRN-20190611-78589

Related Application
Application for Addition of Cremated Remains to Niche/Grave

Document Information

Issued Date & Time
24 Jun 2019 09:51:50

Last Modified
24 Jun 2019 10:10:00

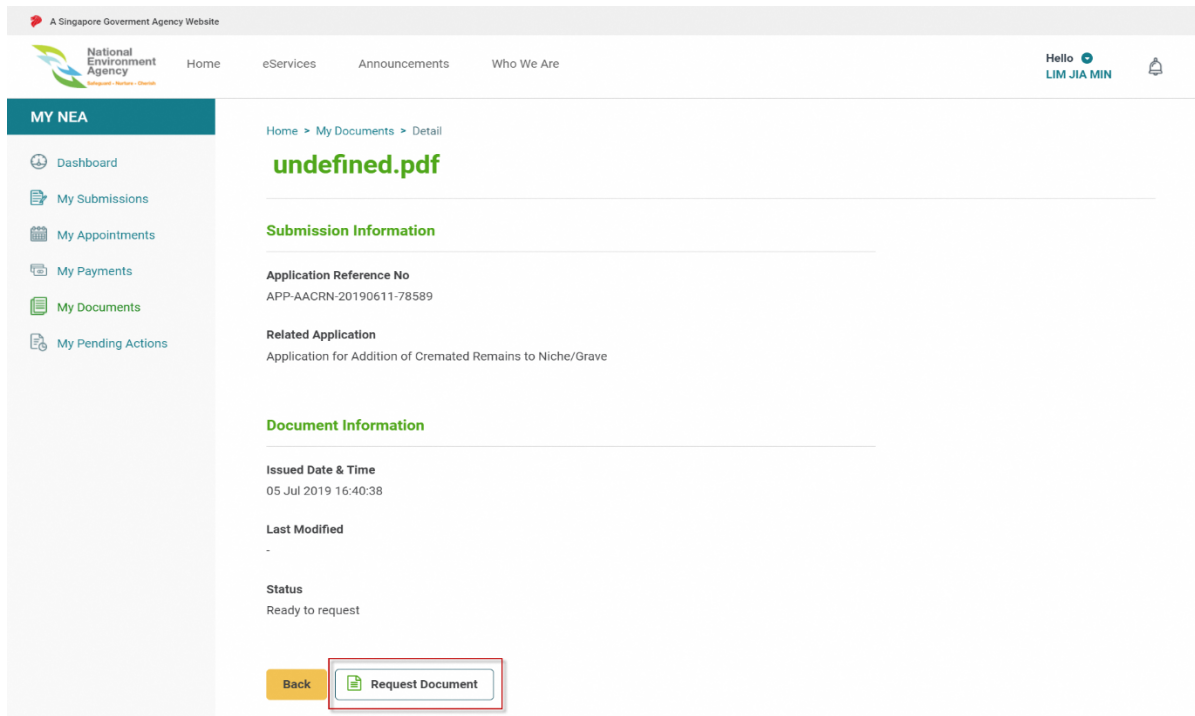
Status
Ready to download

[Back](#) [Download Document](#)

12.5 Request Document

To request for downloading documents, look out for documents with **Ready to Request** status. You may use the advanced search feature to filter out the listing.

1. Click the view icon (👁️) of the document listing.
2. Click **Request Document** button to begin the retrieval



A Singapore Government Agency Website

National Environment Agency
Safeguard · Nurture · Cherish

Home eServices Announcements Who We Are

Hello LIM JIA MIN

MY NEA

- Dashboard
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- My Payments
- My Documents
- My Pending Actions

Home > My Documents > Detail

undefined.pdf

Submission Information

Application Reference No
APP-AACRN-20190611-78589

Related Application
Application for Addition of Cremated Remains to Niche/Grave

Document Information

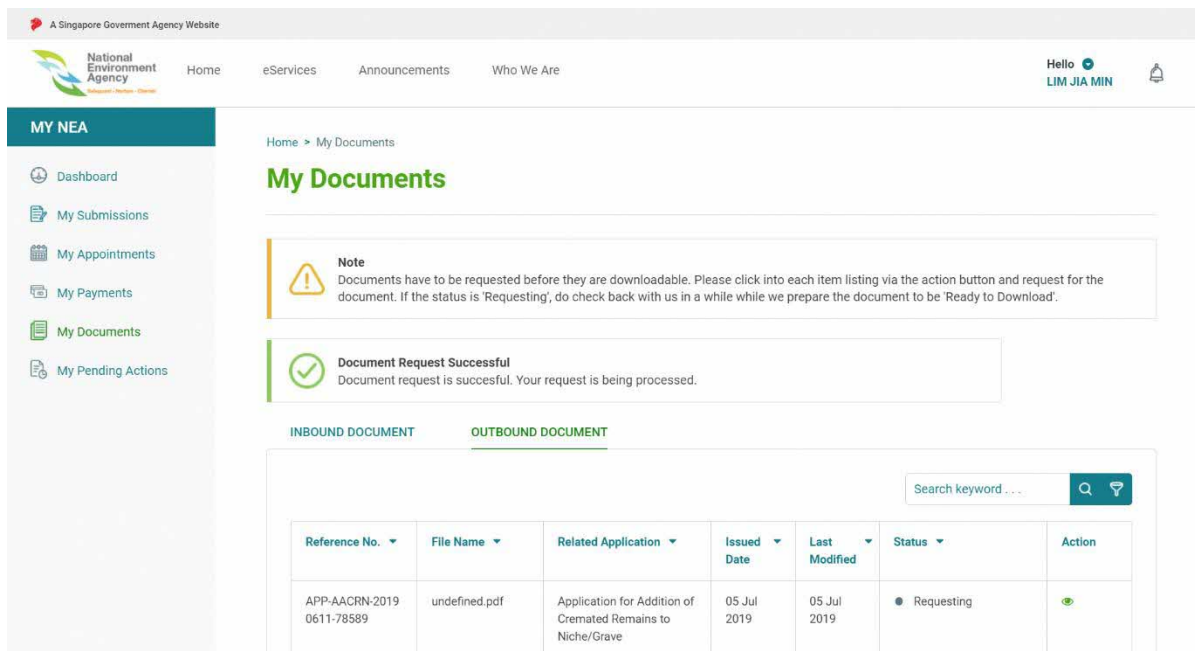
Issued Date & Time
05 Jul 2019 16:40:38

Last Modified
-

Status
Ready to request

Back Request Document

Once the request is successful, you will be directed to the listing page indicating document request is successful at the top of the page. The document listing will then change to **Requesting**. Please wait for approximately 10 – 15 minutes for your document to be ready for download.



A Singapore Government Agency Website

National Environment Agency
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Home eServices Announcements Who We Are

Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Documents

My Documents

Note
Documents have to be requested before they are downloadable. Please click into each item listing via the action button and request for the document. If the status is 'Requesting', do check back with us in a while while we prepare the document to be 'Ready to Download'.

Document Request Successful
Document request is successful. Your request is being processed.

INBOUND DOCUMENT **OUTBOUND DOCUMENT**

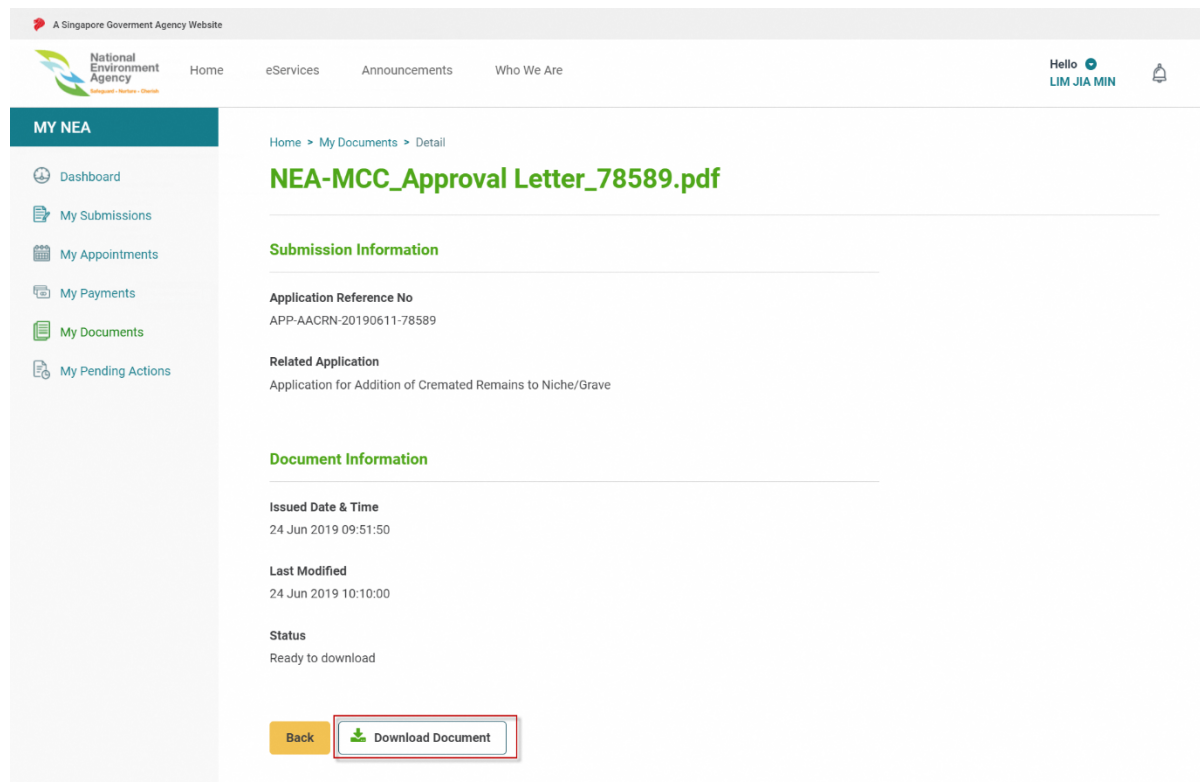
Search keyword ...

Reference No.	File Name	Related Application	Issued Date	Last Modified	Status	Action
APP-AACRN-2019-0611-78589	undefined.pdf	Application for Addition of Cremated Remains to Niche/Grave	05 Jul 2019	05 Jul 2019	Requesting	👁️

12.6 Download Document

Once the document is ready for download, you can download the document from the detail page.

1. Click the view icon (👁️) where the status shows Ready to download.
2. Click **Download Document** button to start the download.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents**
- My Pending Actions

Home > My Documents > Detail

NEA-MCC_Approval Letter_78589.pdf

Submission Information

Application Reference No
APP-AACRN-20190611-78589

Related Application
Application for Addition of Cremated Remains to Niche/Grave

Document Information

Issued Date & Time
24 Jun 2019 09:51:50

Last Modified
24 Jun 2019 10:10:00

Status
Ready to download

[Back](#) [Download Document](#)

13 My Pending Action

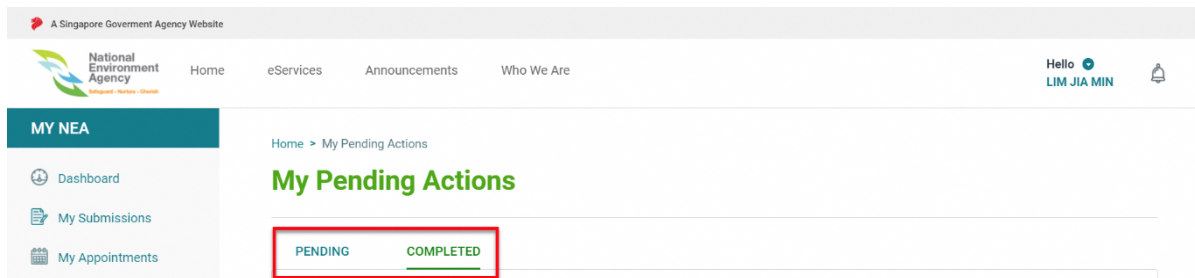
13.1 Introduction

Pending action is a module that will display the pending action items created by NEA to you. You will be notified via email and SMS when new pending action items have been created.

There are **two** types of pending action:

1. **Request for Information** - Denotes that NEA requests additional information or documents from you.
2. **Create Appointment** - Denotes that NEA invites you to create an appointment with them.

Pending action's status is divided into two tabs, pending and completed.



A Singapore Government Agency Website

National Environment Agency
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Home eServices Announcements Who We Are

Hello LIM JIA MIN

MY NEA

Dashboard
My Submissions
My Appointments

Home > My Pending Actions

My Pending Actions

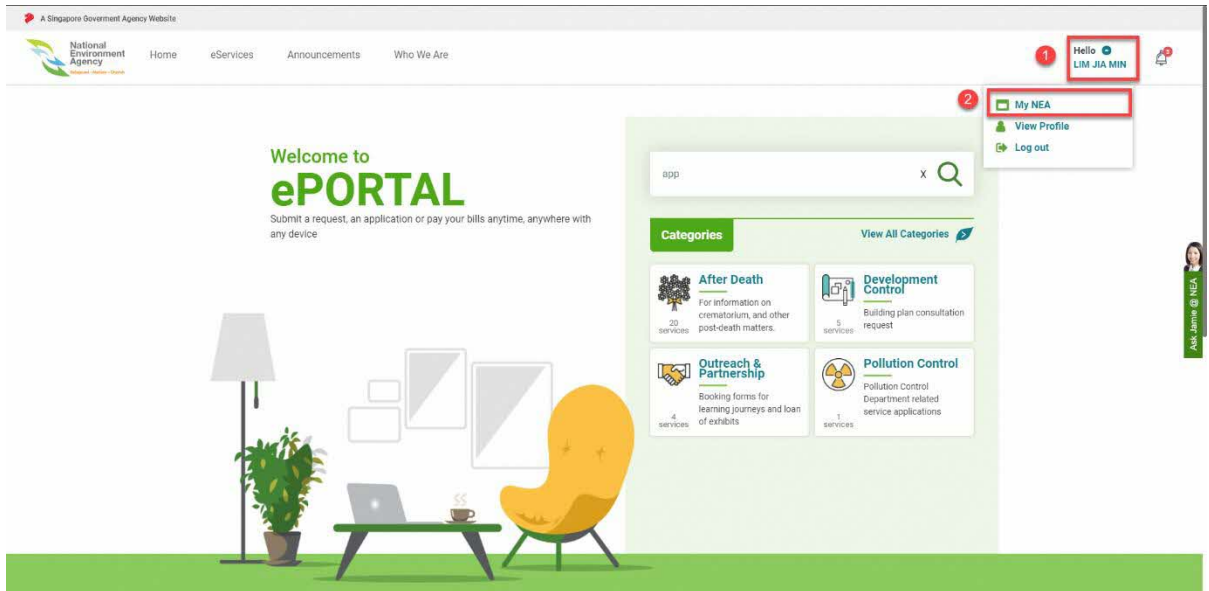
PENDING COMPLETED

- a. **Pending** - Indicates the Pending action which will need NEA officer to mark as complete.
- b. **Completed** - Indicates the Pending Action is acknowledged by the NEA officer and has been marked as completed.

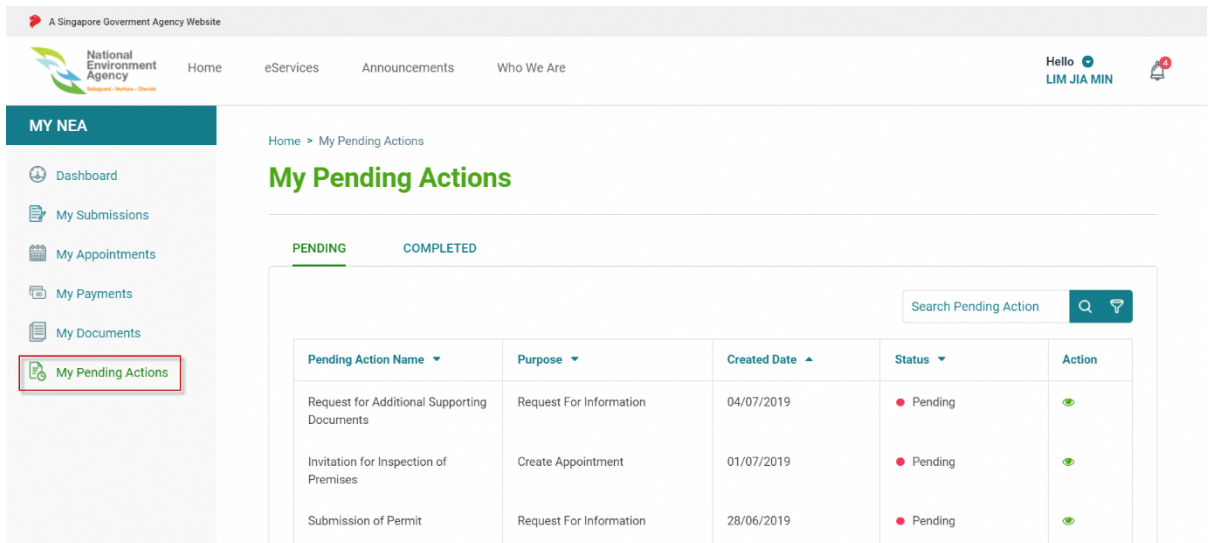
13.2 Access Pending Action

To access Pending Action module, please refer to the following steps:

- Click the **"Hello <Name>"** on the top right beside the bell button and click **"My NEA"**.






- Click **"My Pending Action"** at the side menu.









- To view details about your pending action item, click the view icon ()

A Singapore Government Agency Website

 Home eServices Announcements Who We Are

Hello  LIM JIA MIN 

MY NEA

-  Dashboard
-  My Submissions
-  My Appointments
-  My Payments
-  My Documents
-  My Pending Actions

Home > My Pending Actions > Detail

Request for Additional Supporting Documents

Pending Action Information

Created Date & Time
04 Jul 2019, 9:43 PM

Status
Pending

Purpose
Request For Information

Related Reference No

Message
Please submit a copy of your certificate for processing purposes. Thank you.

[Follow Up](#) [Back](#)

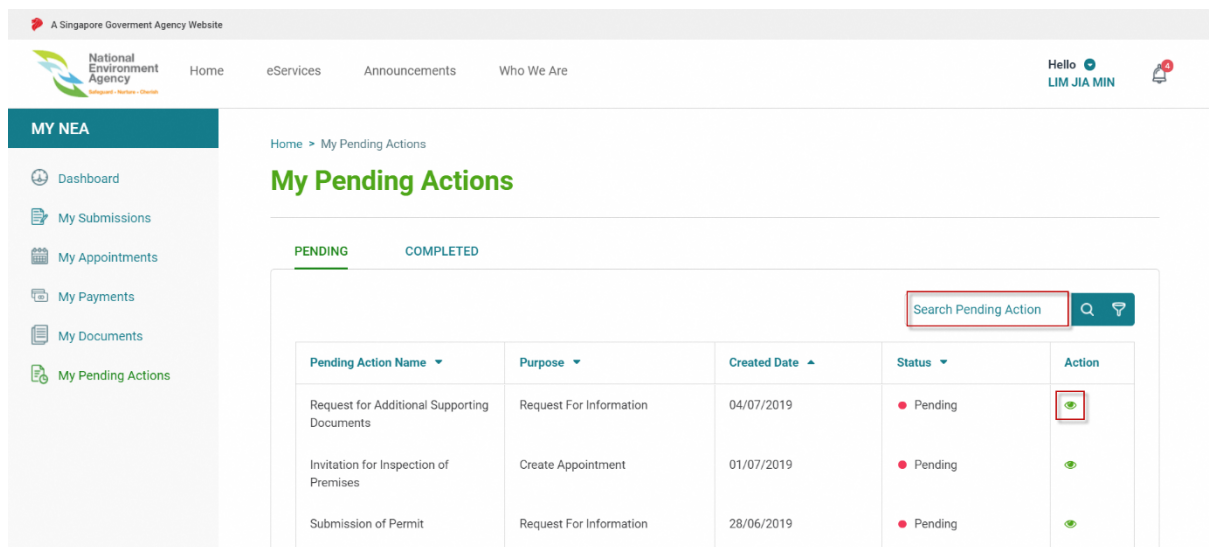
13.3 Search Pending Action

There are two options to search for pending action through the search bar and advanced search.

For the search bar, please note that it searches by Pending Action Name.

To search the application by using the search bar, follow these steps:

1. Search the application by using keywords e.g request.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Pending Actions

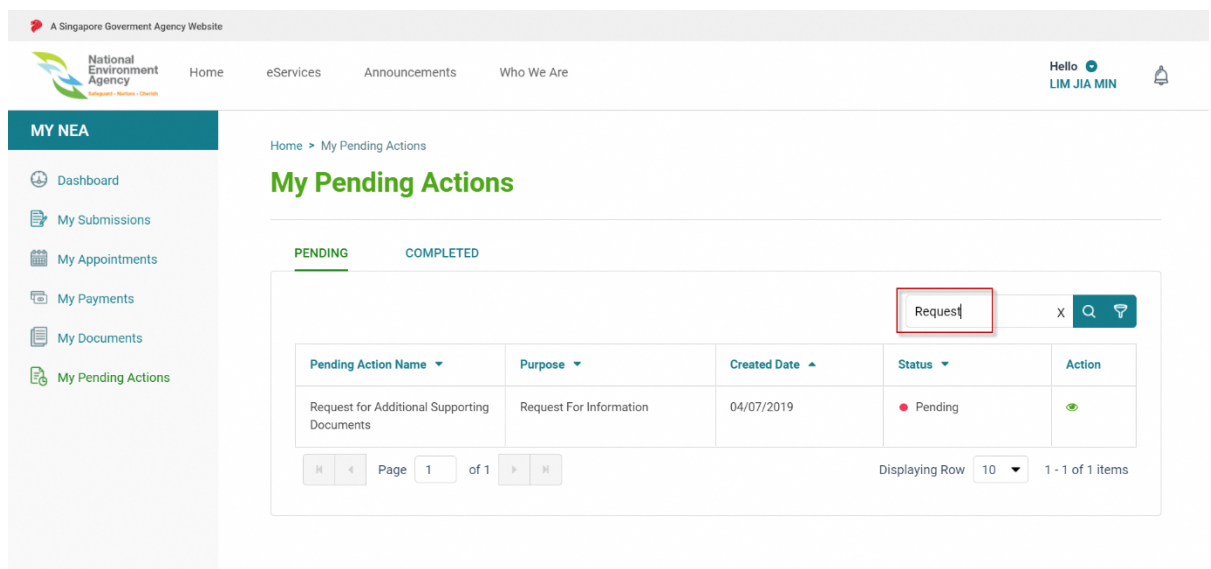
My Pending Actions

PENDING COMPLETED

Search Pending Action

Pending Action Name	Purpose	Created Date	Status	Action
Request for Additional Supporting Documents	Request For Information	04/07/2019	Pending	
Invitation for Inspection of Premises	Create Appointment	01/07/2019	Pending	
Submission of Permit	Request For Information	28/06/2019	Pending	

3. Click the search icon or press the 'enter' button on your keyboard and the search result will appear.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Pending Actions

My Pending Actions

PENDING COMPLETED

Request

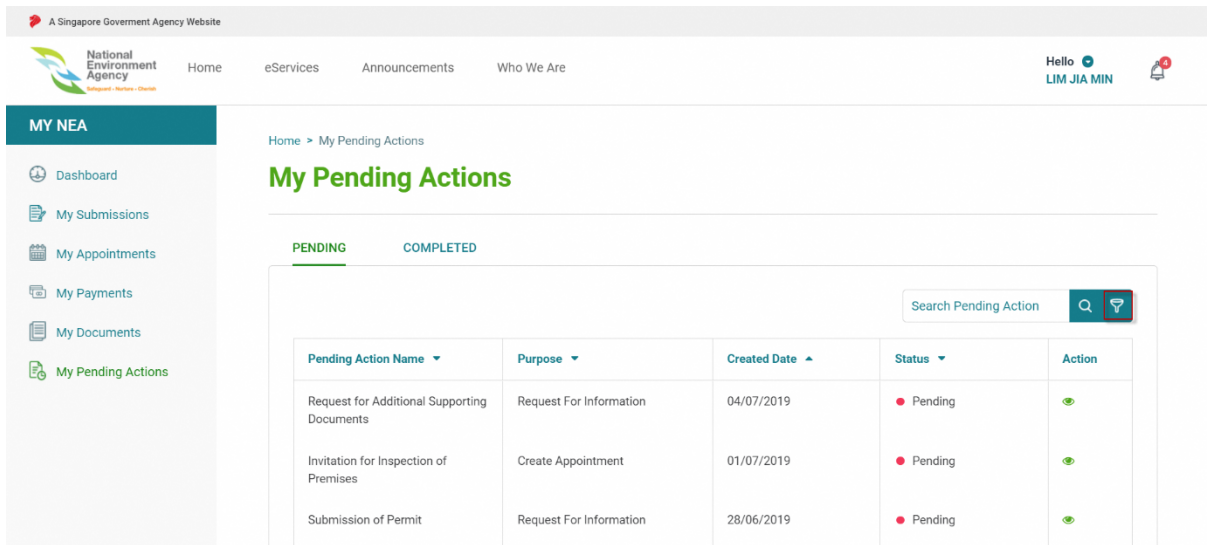
Pending Action Name	Purpose	Created Date	Status	Action
Request for Additional Supporting Documents	Request For Information	04/07/2019	Pending	

Page 1 of 1

Displaying Row 10 1 - 1 of 1 items

To search using the advanced search feature, follow these steps:

1. Click the **filter** icon beside the search bar.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions**

Home > My Pending Actions

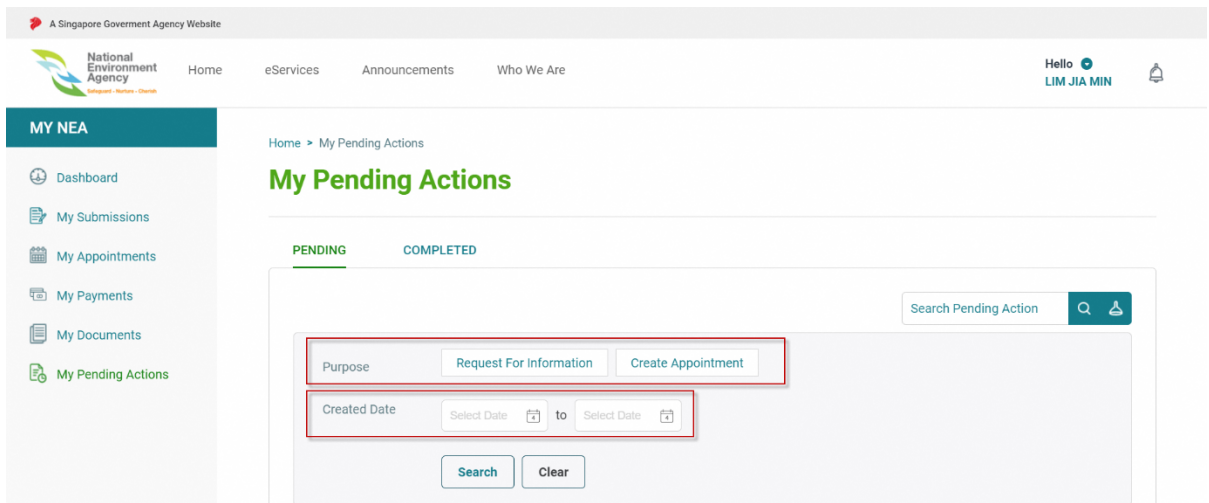
My Pending Actions

PENDING COMPLETED

Search Pending Action [Filter Icon]

Pending Action Name	Purpose	Created Date	Status	Action
Request for Additional Supporting Documents	Request For Information	04/07/2019	Pending	Eye Icon
Invitation for Inspection of Premises	Create Appointment	01/07/2019	Pending	Eye Icon
Submission of Permit	Request For Information	28/06/2019	Pending	Eye Icon

5. You may filter by **purpose** or **created date according to your** desired input.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions**

Home > My Pending Actions

My Pending Actions

PENDING COMPLETED

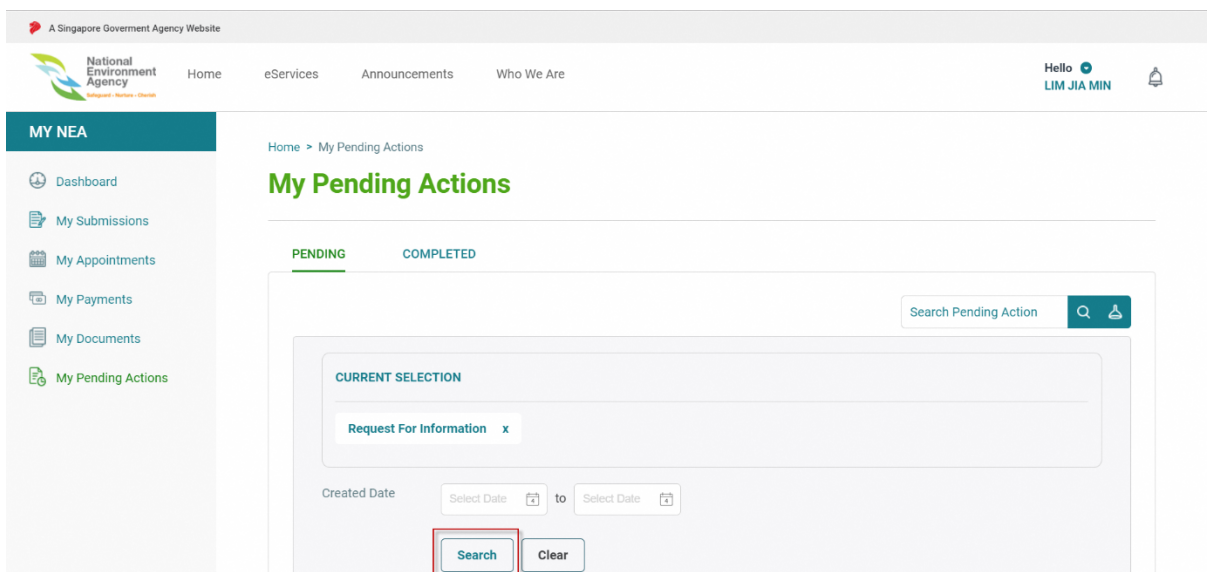
Search Pending Action [Filter Icon]

Purpose: Request For Information Create Appointment

Created Date: Select Date to Select Date

Search Clear

6. Click the **search** button to filter and the search result will appear.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions**

Home > My Pending Actions

My Pending Actions

PENDING COMPLETED

Search Pending Action [Filter Icon]

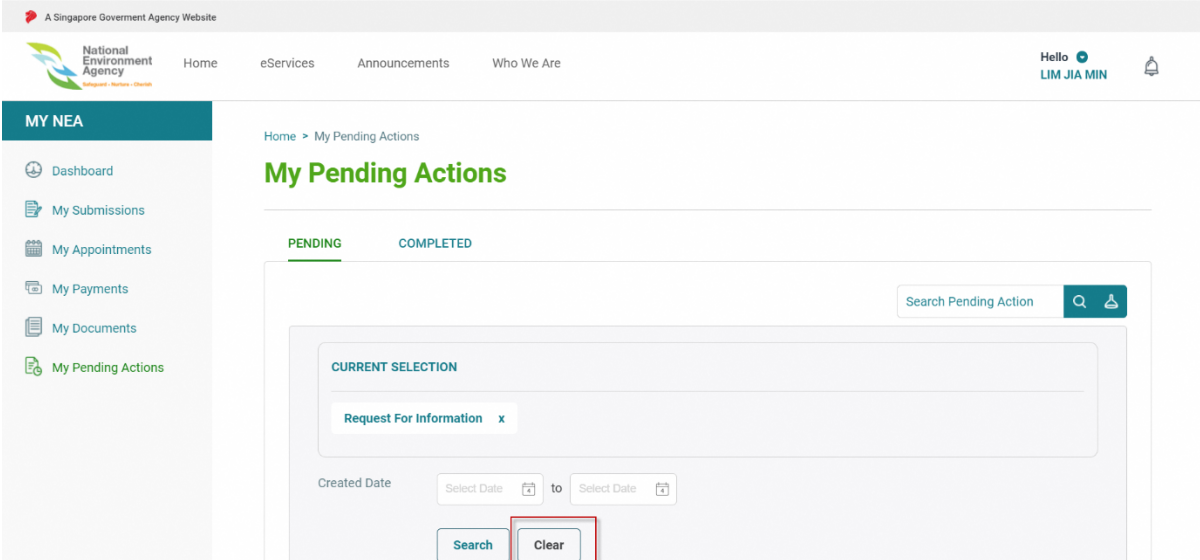
CURRENT SELECTION

Request For Information x

Created Date: Select Date to Select Date

Search Clear

- Click the **Clear** button to return to the default list.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions**

Home > My Pending Actions

My Pending Actions

PENDING COMPLETED

Search Pending Action

CURRENT SELECTION

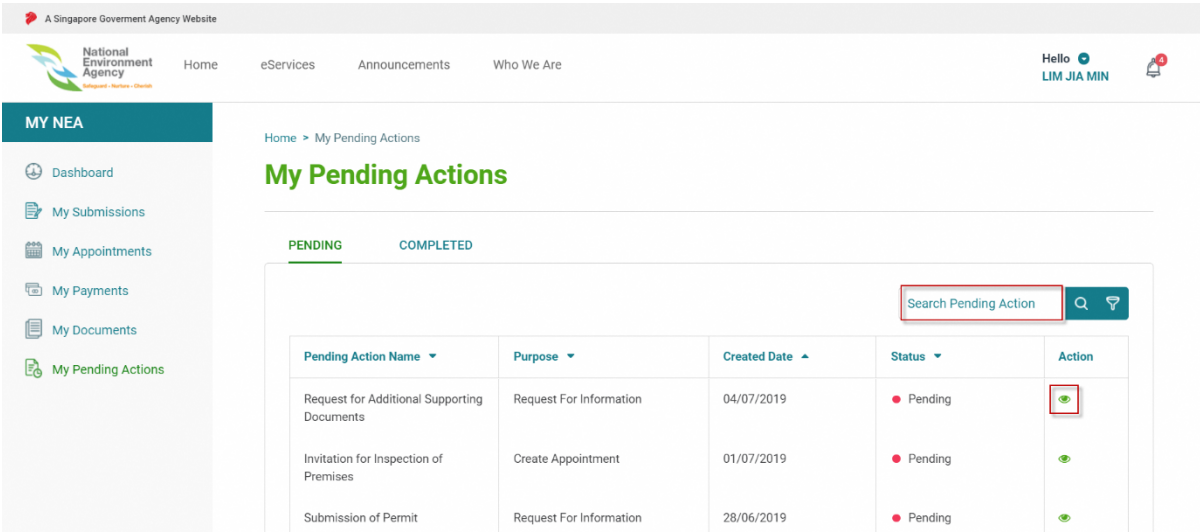
Request For Information x

Created Date Select Date to Select Date

Search Clear

13.4 Following Up Pending Action

- Click the view icon (👁️) of any pending action item that you wish to follow up.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
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- My Documents
- My Pending Actions**

Home > My Pending Actions

My Pending Actions

PENDING COMPLETED

Search Pending Action

Pending Action Name	Purpose	Created Date	Status	Action
Request for Additional Supporting Documents	Request For Information	04/07/2019	Pending	👁️
Invitation for Inspection of Premises	Create Appointment	01/07/2019	Pending	👁️
Submission of Permit	Request For Information	28/06/2019	Pending	👁️

- Click **Follow Up** button at the bottom of the page.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Pending Actions > Detail

Request for Additional Supporting Documents

Pending Action Information

Created Date & Time
04 Jul 2019, 9:43 PM

Status
Pending

Purpose
Request For Information

Related Reference No

Message
Please submit a copy of your certificate for processing purposes. Thank you.

[Follow Up](#) [Back](#)

- You will be directed to a follow up form. Please fill in all the mandatory fields to complete your submission.

13.4.1 Request for Information

1. Fill in your contact details. Your personal information and address will be pre-filled from MyInfo.

A Singapore Government Agency Website

National Environment Agency Safeguard · Nurture · Cherish

Hello LIM JIA MIN

Pending Action | Request For Information

Personal Information

General

Name
Mr LIM JIA MIN

NRIC / FIN
S6005040F

Registered Address

Postal Code
530920 [Retrieve](#)

Block / House No
920

Street Name
HOUGANG STREET 91

Floor No (Optional) - Unit No (Optional)

Building Name (Optional)
HDB-HOUGANG

Contact

Mobile No.
+65

Other Contact No. (Optional)
Code

Email Address

[Save](#) [Next](#)

[Back to top](#)

2. You may be required to upload relevant documents if requested by NEA. Though it is an optional field, however, you must indicate remarks in order to proceed with the follow up.

Submission Information

● ● ●

Submission Information

Requested Documents (Optional)

Add Files

Remarks

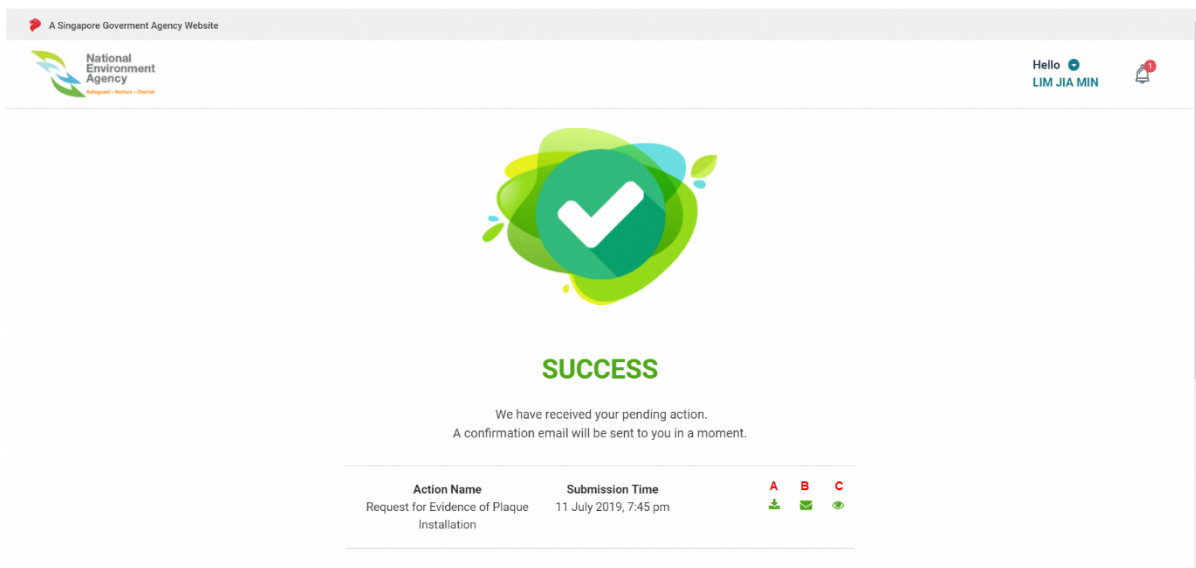
Remarks for the message

Back


Save



Next


- Once follow up is successful, you will be brought to an acknowledgement page.



A Singapore Government Agency Website









Hello  LIM JIA MIN 



SUCCESS

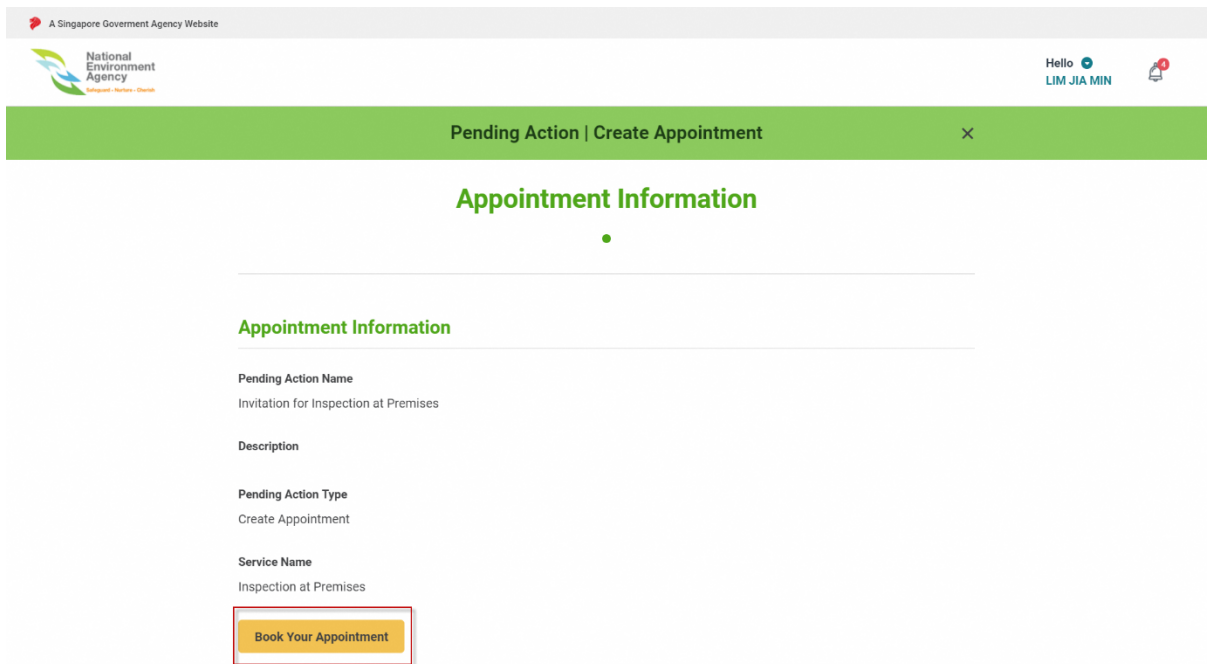
We have received your pending action.
A confirmation email will be sent to you in a moment.

Action Name	Submission Time	A	B	C
Request for Evidence of Plaque Installation	11 July 2019, 7:45 pm			

- Click the download button (A) () to download the acknowledgement page.
- Click the email button (B) () to retrigger an email notification.
- Click the view button (C) () to view the details of your pending action.

13.4.2 Create Appointment

1. Click **Book Your Appointment** to select a date and time slot.



The screenshot shows the National Environment Agency website interface. At the top, there is a navigation bar with the agency logo and the text "A Singapore Government Agency Website". Below this, a green banner displays "Pending Action | Create Appointment" with a close button (X). The main content area is titled "Appointment Information" and contains the following details:

- Appointment Information**
- Pending Action Name:** Invitation for Inspection at Premises
- Description:**
- Pending Action Type:** Create Appointment
- Service Name:** Inspection at Premises

A yellow button labeled "Book Your Appointment" is highlighted with a red border.

2. Select the desired appointment date and time slot, as well as other relevant fields as required to complete the booking.

Inspection at Premises×

NRIC/FIN

S6005040F

Contact No.

+65

Email

lim_jia_min@mailnator.com

Location

NEA Environment Building

Date

2019-11-07📅

Time

13:00📅

Remarks


Required documents will not be ready by that date

Next

- Once booking is successful, a message will be displayed at the top of the form with the confirmed details shown.

Appointment Information

Appointment Information

 Appointment successfully made

Pending Action Name
Invitation for Inspection at Premises

Description

Pending Action Type
Create Appointment

Service Name
Inspection at Premises

Appointment Reference Number
APT-CWOAP-20190705-23610

Appointment Date
07/11/2019

Appointment Time
01:00 PM

[Back to My Dashboard](#)

4. You will be notified via email, SMS and inbox that your appointment with NEA has been scheduled successfully.

A Singapore Government Agency Website

National Environment Agency

Hello LIM JIA MIN

Pending Action | Create Appointment

Appointment Information

Notifications [View All](#)

05 Jul 2019 12:10 AM

An appointment with NEA has been scheduled for you on Thursday, November 7, 2019 1:00 PM (APT-CWOAP-20190705-23610).

14 My Payments

14.1 Introduction

My Payments is a module that lists all payment created by NEA or upon the user applying for services.

The payment listing is separated into two different groups:

1. **Outstanding** – All outstanding payment with NEA (e.g Dues, Rental Fee, Application fee, etc.).
2. **Transactions** – All payment transaction done with NEA via ePortal.

14.1.1 Status

The transaction statuses are defined as follows:

1. **In Progress** – transaction paid and waiting for confirmation from NEA/eNets.
2. **Success** – transaction is completed.
3. **Failed** – transaction failed to process. The reasons could be due to unsuccessful payment.
4. **Cancelled** – transaction is cancelled by NEA/eNets.

You can make repayment of a transaction under your name or pay for someone in this module. It will be elaborated in the sections below.

14.1.2 Filter List

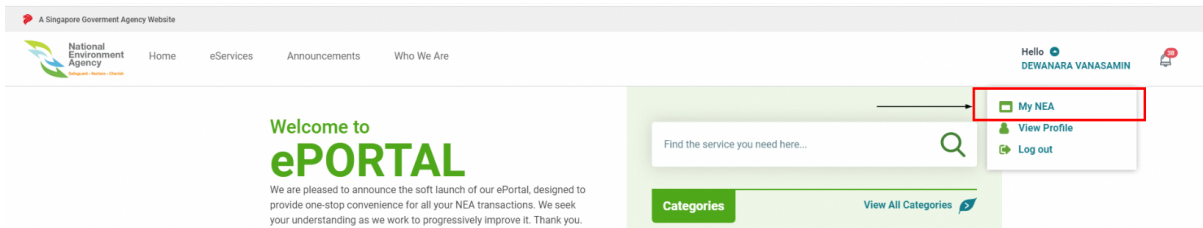
The filter list is defined as follows:

1. **Fee type** - Type of the payment can be the name of service or anything from NEA ePayment.
2. **Amount due** – the amount of the due that need to be paid.
3. **Description** - the due short description, can be the application service name.
4. **Status** – the status of the transaction.
5. **Payment Date** - the payment date of transaction.

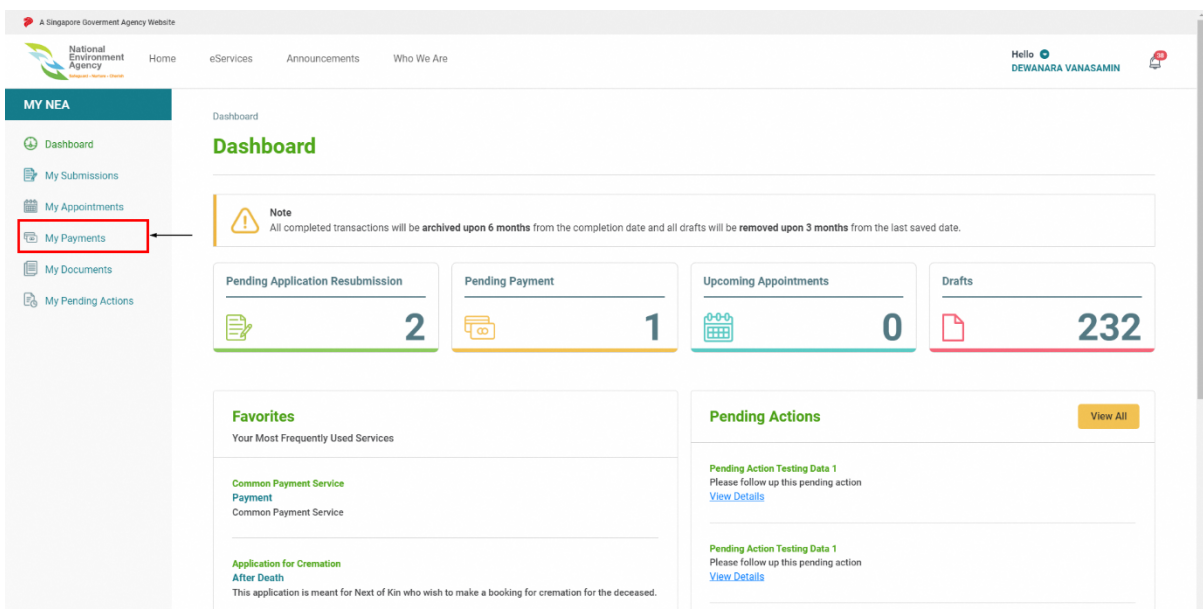
14.2 Accessing My Payments

To access My Payment module, please refer to the following steps:

1. Click the **“Hello <Name>”** on the top of the right beside the bell button and click **“My NEA”**.



2. Click on **My Payment** in the side menu. You may toggle between the various payment groups via the side menu.



14.3 Search Payment

There are two options to search for Dues and Transaction, through the search bar and advanced search.

To use the search bar, input, and search by the **Due Reference No.** e.g *APP-WPTEC-20190816-49010* (for outstanding dues) or **Transaction No** e.g *OSM-20190904-97981* (for transaction). Please note that you can use keywords to search instead of the exact input e.g *WPTEC*.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>
APP-RPSMC-20210329-24134	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>
APP-RPSMC-20210329-17054	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>

Add and Proceed to Summary

Page 1 of 1

Displaying Row 10 1 - 3 of 3 items

To search using the advanced search bar, please follow these steps: -

1. Click the advanced search icon beside the search bar.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>

2. You may filter by **Fee Type**, **Amount Due**, **Description**, **Status**, or **Payment Date** according to your desired input.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone

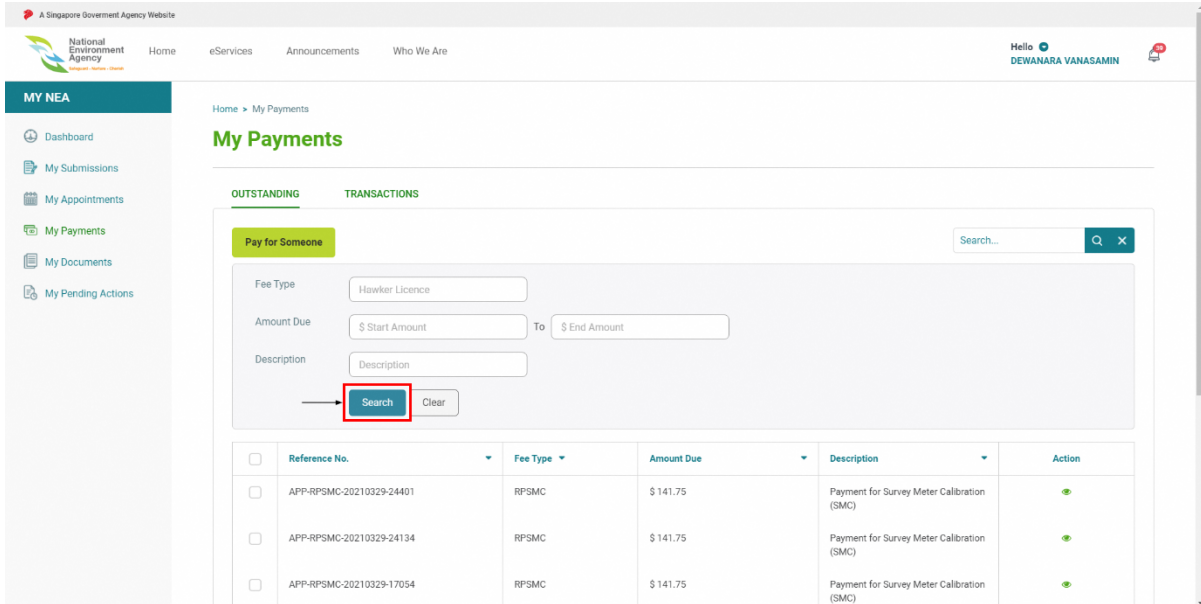
Fee Type

Amount Due To

Description

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>
APP-RPSMC-20210329-24134	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>
APP-RPSMC-20210329-17054	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	<input type="button" value="Eye"/>

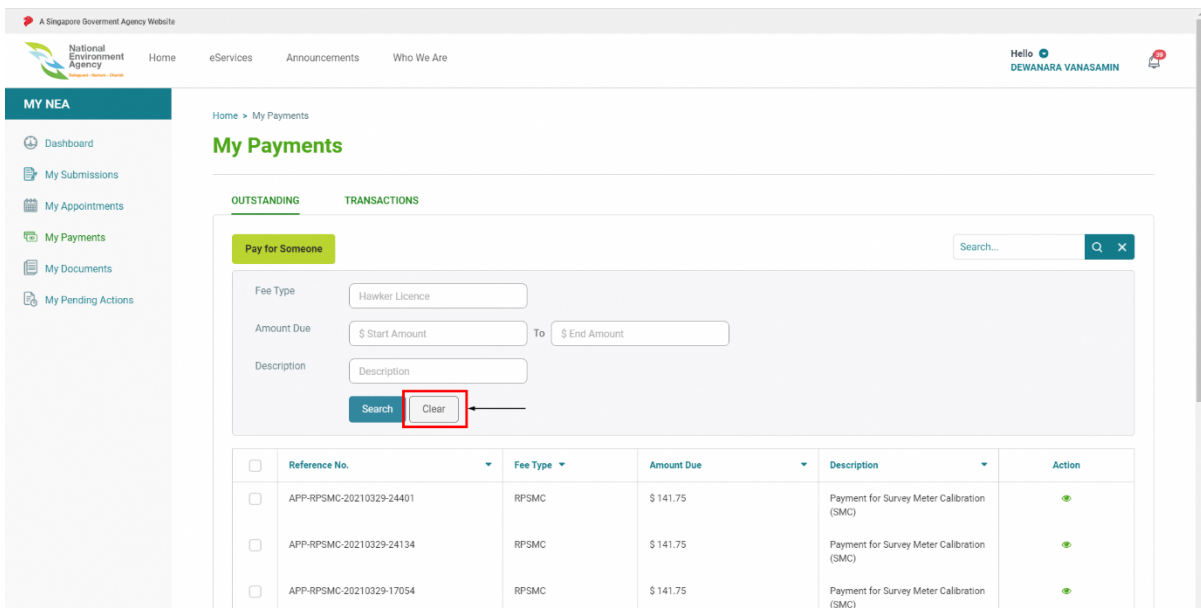
3. Click the **“Search”** button to filter and the search result will be displayed.



The screenshot shows the 'My Payments' page on the National Environment Agency website. The page is titled 'My Payments' and has a sub-header 'OUTSTANDING TRANSACTIONS'. Below this, there is a 'Pay for Someone' section with a search bar and several input fields: 'Fee Type' (set to 'Hawker Licence'), 'Amount Due' (with '\$ Start Amount' and '\$ End Amount' fields), and 'Description'. A red box highlights the 'Search' button, which is next to a 'Clear' button. Below the search section is a table with the following data:

<input type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input type="checkbox"/>	APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	
<input type="checkbox"/>	APP-RPSMC-20210329-24134	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	
<input type="checkbox"/>	APP-RPSMC-20210329-17054	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

4. Click the **“Clear”** button to return to the default list.



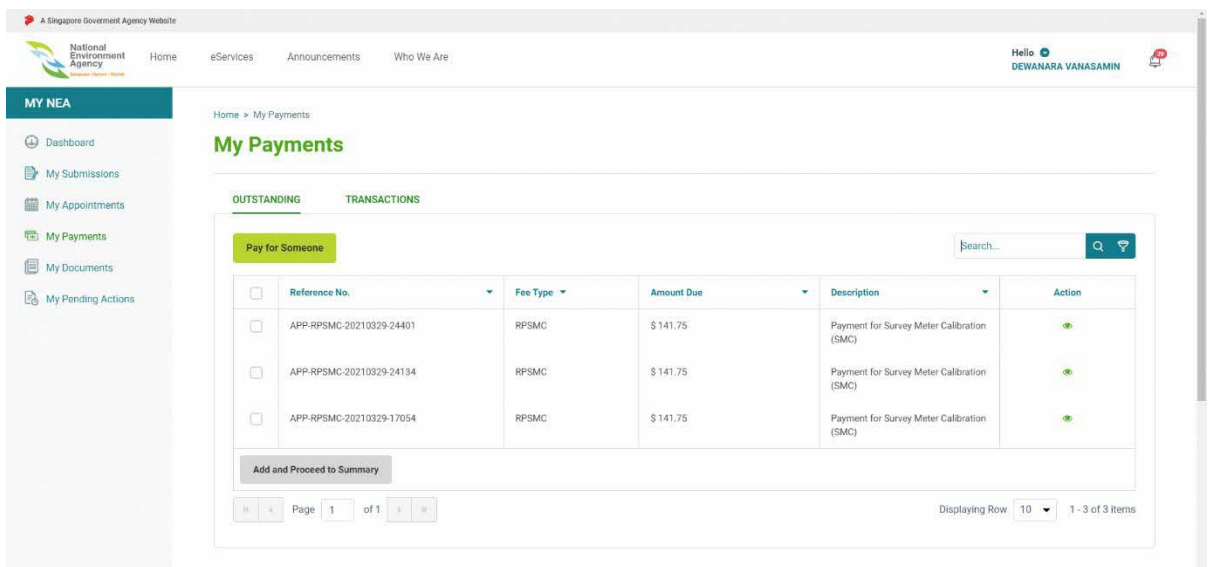
The screenshot shows the 'My Payments' page on the National Environment Agency website. The page is titled 'My Payments' and has a sub-header 'OUTSTANDING TRANSACTIONS'. Below this, there is a 'Pay for Someone' section with a search bar and several input fields: 'Fee Type' (set to 'Hawker Licence'), 'Amount Due' (with '\$ Start Amount' and '\$ End Amount' fields), and 'Description'. A red box highlights the 'Clear' button, which is next to a 'Search' button. Below the search section is a table with the following data:

<input type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input type="checkbox"/>	APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	
<input type="checkbox"/>	APP-RPSMC-20210329-24134	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	
<input type="checkbox"/>	APP-RPSMC-20210329-17054	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

14.4 View Payment

You can view the details of the Outstanding dues under your name or another person's name. Please note that the view payment is only allowed for certain due that provided from NEA ePayment. Therefore, for due that created from ePortal intranet application by NEA officers, you would not be able to view them in the payment details page. To view the payment details, follow these steps:

1. Find the outstanding dues that you wish to view. For easier way, you can search it by eApplication Reference Number.

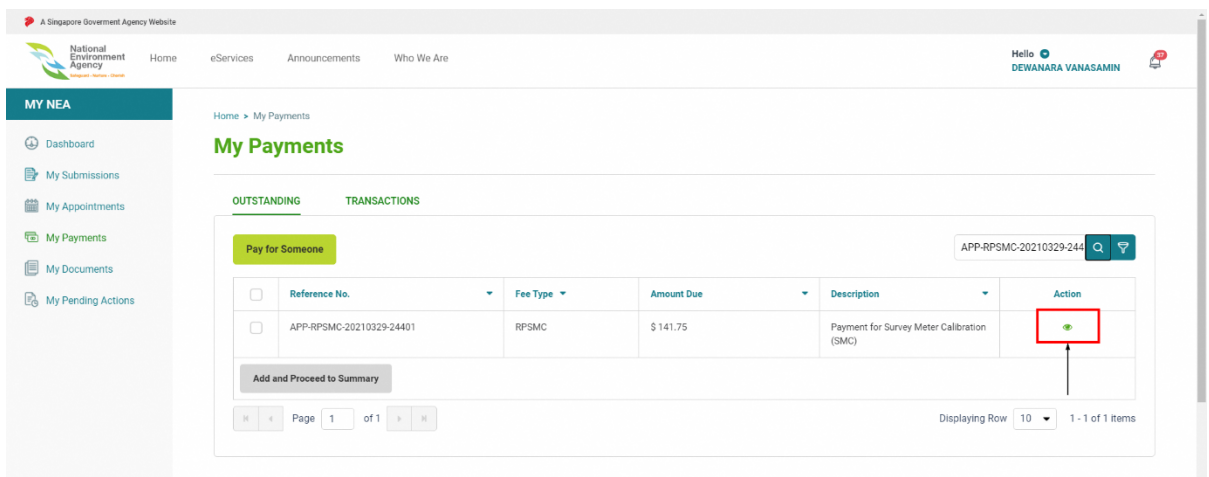


The screenshot shows the NEA My Payments page. The left sidebar contains navigation options: Dashboard, My Submissions, My Appointments, My Payments, My Documents, and My Pending Actions. The main content area is titled "My Payments" and has tabs for "OUTSTANDING" and "TRANSACTIONS". A search bar is present with the text "Pay for Someone". Below the search bar is a table with the following data:

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	
APP-RPSMC-20210329-24134	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	
APP-RPSMC-20210329-17054	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

At the bottom of the table, there is a button "Add and Proceed to Summary" and pagination information: "Page 1 of 1" and "Displaying Row 10 1 - 3 of 3 Items".


2. To view the Due details page, click on the eye icon () on the action column.

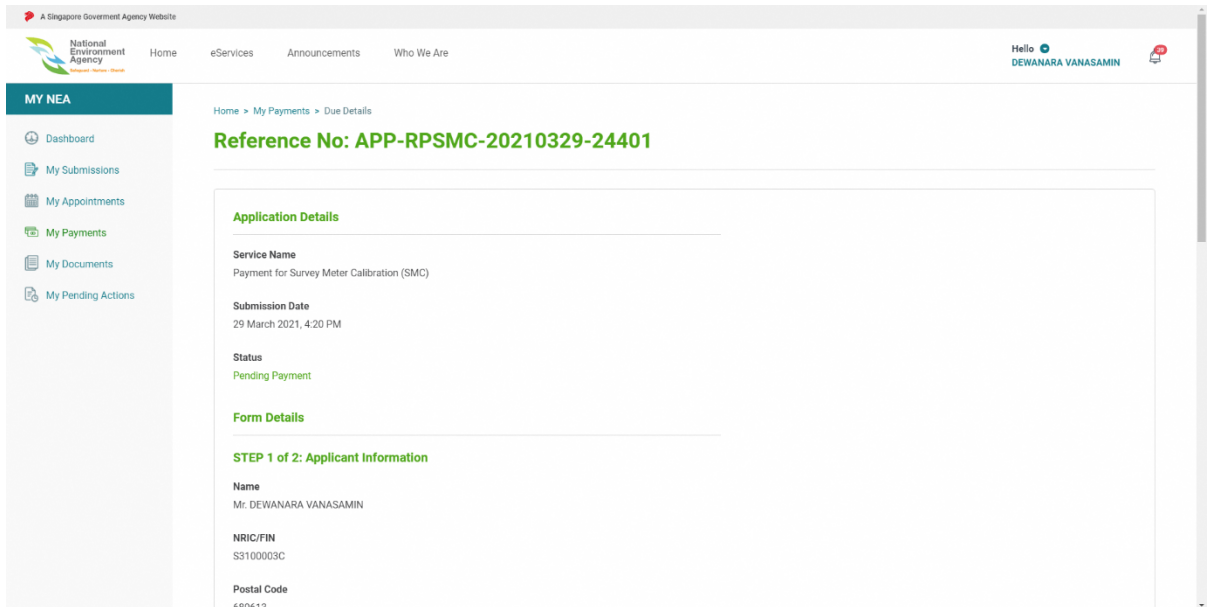


The screenshot shows the NEA My Payments page with the search bar containing "APP-RPSMC-20210329-244". The table now displays only one row:

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

The eye icon in the Action column is highlighted with a red box and an arrow pointing to it. Below the table, there is a button "Add and Proceed to Summary" and pagination information: "Page 1 of 1" and "Displaying Row 10 1 - 1 of 1 Items".

3. Upon clicking the view icon (), the system will direct you to the Due detail page.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are

Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Due Details

Reference No: APP-RPSMC-20210329-24401

Application Details

Service Name
Payment for Survey Meter Calibration (SMC)

Submission Date
29 March 2021, 4:20 PM

Status
Pending Payment

Form Details

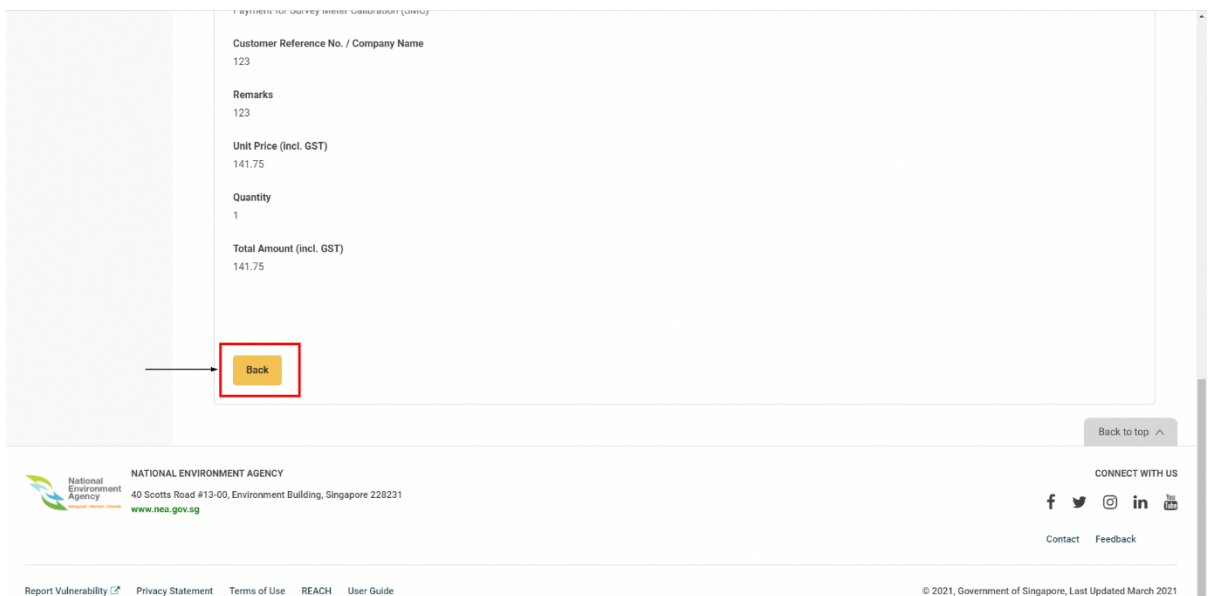
STEP 1 of 2: Applicant Information

Name
Mr. DEWANARA VANASAMIN

NRIC/FIN
SS100003C

Postal Code
680613

4. Click the **Back** button to access the My Payment listing page.



Customer Reference No. / Company Name
123

Remarks
123

Unit Price (incl. GST)
141.75

Quantity
1

Total Amount (incl. GST)
141.75

Back

Back to top

NATIONAL ENVIRONMENT AGENCY
40 Scotts Road #13-00, Environment Building, Singapore 228231
www.nea.gov.sg

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Report Vulnerability Privacy Statement Terms of Use REACH User Guide

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14.5 Make a Transaction

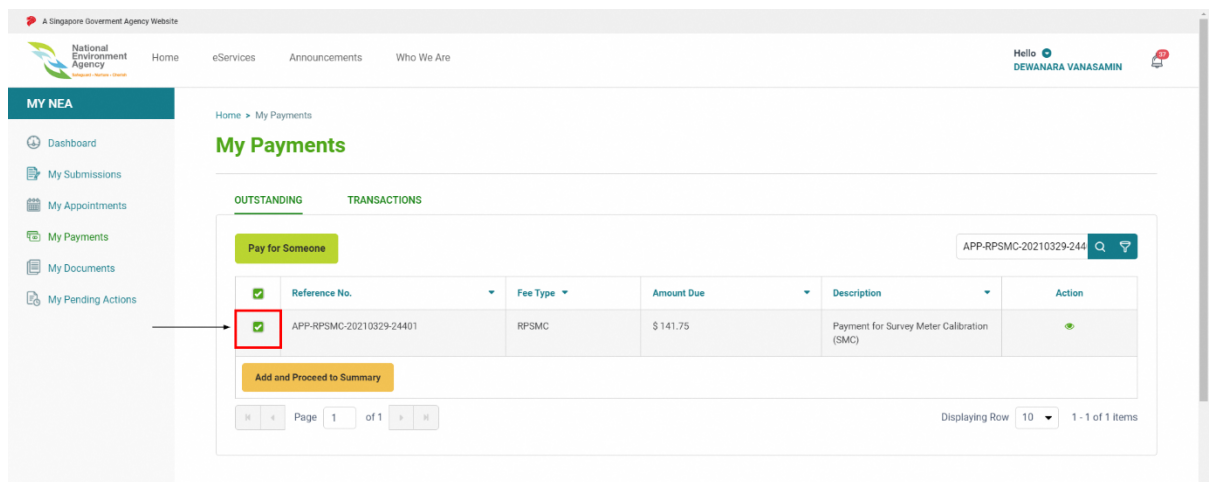
You can make a transaction to pay your outstanding dues. Payment can be made via Internet Banking/eNETS or Credit Card.

14.5.1 Make a Transaction via Internet Banking/eNETS

Please note that eNETS supports only Consumer Banking Account and not Corporate Banking Account for this payment method.

Please refer to these steps to make a transaction:

1. Find the Outstanding due item that you would like to make the payment for and click on the checkbox to select the due.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA Dashboard My Submissions My Appointments My Payments My Documents My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone APP-RPSMC-20210329-244

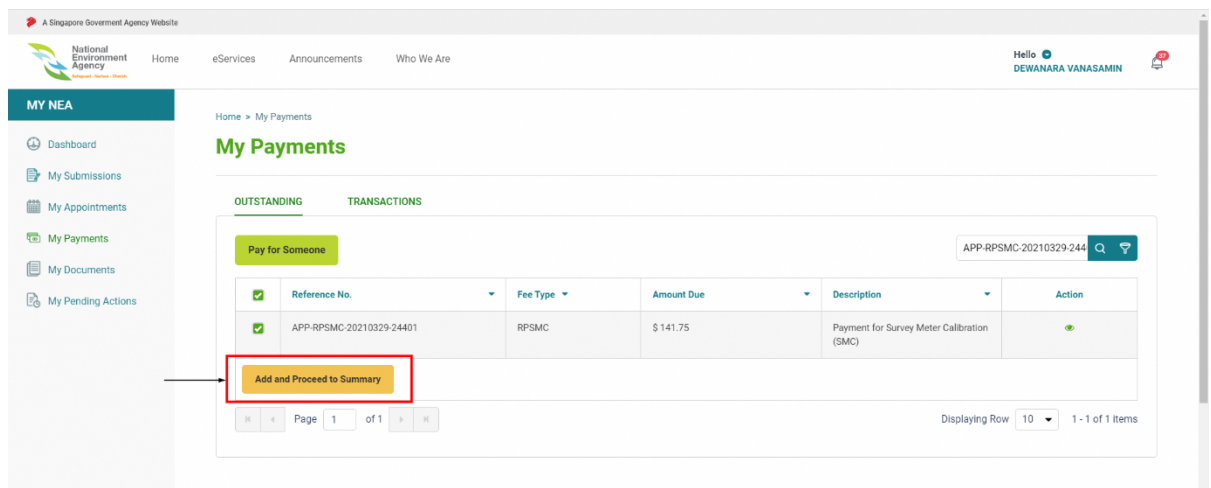
<input checked="" type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input checked="" type="checkbox"/>	APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

Add and Proceed to Summary

Page 1 of 1

Displaying Row 10 1 - 1 of 1 Items

2. Click on the “Add and Proceed to Summary” button to go to the payment summary page.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA Dashboard My Submissions My Appointments My Payments My Documents My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone APP-RPSMC-20210329-244

<input checked="" type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input checked="" type="checkbox"/>	APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

Add and Proceed to Summary

Page 1 of 1

Displaying Row 10 1 - 1 of 1 Items

A Singapore Government Agency Website

Home eServices Announcements Who We Are

Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

3. Tick on **I have read and agreed to the terms & conditions**, after reading the terms & conditions.

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

4. Click the "Proceed to Payment" button.

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

5. Upon clicking the **“Proceed to Payment”** button, the system will open eNETS payment gateway in the same page.

Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-51101
Nets Reference Code	20210329162301272
Amount	SGD 141.75

Payment Methods

eNETS
 VISA

Next >

6. Click on the eNETs as payment methods, then click on **Next** button to go to the Payment Methods page for eNETS.

Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-51101
Nets Reference Code	20210329162301272
Amount	SGD 141.75

Payment Methods

eNETS
 VISA

Next >

7. Choose your preferred bank and click on **“Submit”** button to go to Bank Website page.
8. Proceed your payment on the bank website. Once the payment transaction on the eNETS is completed, the system will redirect to either successful or failed acknowledgement page depending on the transaction status.

14.5.2 Make a Transaction via VISA

Please refer to these steps to make a transaction:

1. Find the Outstanding due item that you want to pay and click on the checkbox to select the due.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone APP-RPSMC-20210329-244

<input checked="" type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input checked="" type="checkbox"/>	APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

Add and Proceed to Summary

Page 1 of 1

Displaying Row 10 1 - 1 of 1 Items

2. Click the “Add and Proceed to Summary” button to go to the payment summary page.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone APP-RPSMC-20210329-244

<input checked="" type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input checked="" type="checkbox"/>	APP-RPSMC-20210329-24401	RPSMC	\$ 141.75	Payment for Survey Meter Calibration (SMC)	

Add and Proceed to Summary

Page 1 of 1

Displaying Row 10 1 - 1 of 1 Items

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the “Back” button.

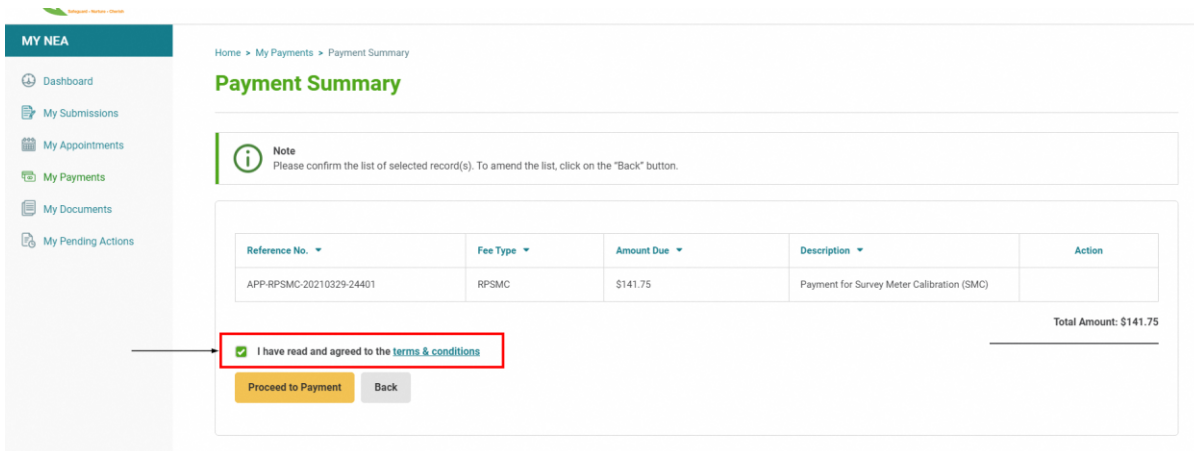
Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

3. Tick on **I have read and agreed to the terms & conditions**, after you have read the terms and conditions.



MY NEA

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

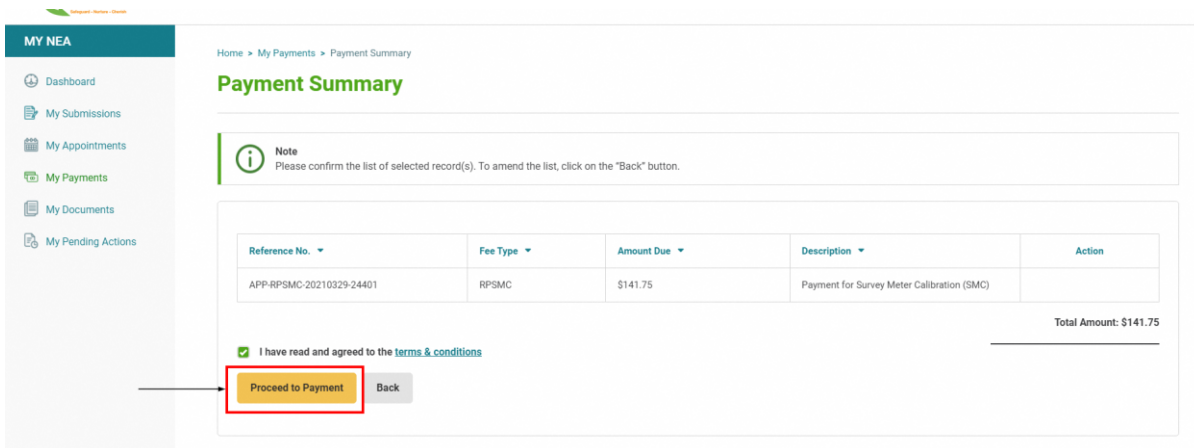
Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

4. Click the **"Proceed to Payment"** button.



MY NEA

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75


I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

5. Upon clicking the **"Proceed to Payment"** button, the system will open eNETS payment gateway in the same page.

Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-51101
Nets Reference Code	20210329162301272
Amount	SGD 141.75

Payment Methods

eNETS
 

Next >

6. Click on the VISA/MasterCard as payment methods, then click on **"Next"** button to go to the Payment Methods page for VISA/Mastercard Payment.

Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-19084
Nets Reference Code	20210329163544277
Amount	SGD 141.75



Payment Methods

eNETS
  



Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-19084
Nets Reference Code	20210329163544277
Amount	SGD 141.75

Payment Methods

Name on Card

Card Number

CVV/CVV2

Expiry Date Month Year

Email (Optional)


7. Proceed to make your payment on the page. Once the payment transaction on the VISA is completed, the system will redirect to either successful or failed acknowledgement page depending on the transaction status.

14.6 Repay a Transaction

You can repay a transaction via the My Payments module. Please note that repay transaction is allowed for failed transaction tied to your SingPass accounts. NEA Custom Accounts or failed transactions paid on behalf of someone cannot be repaid.

You can repay a transaction with two ways, directly on the acknowledgement page after the transaction failed or through the transaction tab.

To repay a transaction through the “**Transaction**” tab, follow these steps:

1. Find the failed transaction that you wish to repay and click on the view icon () on the action column.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN


MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OSM-20210329-51101

Transaction No.	Status	Amount	Payment Date	Action
OSM-20210329-51101	Failed	\$141.75	29/03/2021, 4:22 pm	

Page 1 of 1

Displaying Row 10 1 - 1 of 1 Items

2. Click the “Retry Payment” button to repay the transaction.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Transaction Details

Transaction ID: OSM-20210329-51101

Status : Unsuccessful

eNETS Remarks : "3099-01033: System issue - try later." For more information on the error code, please click [here](#)

eNETS Transaction No. : 20210329162301272

Payment Mode : Internet Banking

Amount : \$141.75

Retry Payment

Details:

Reference No.	Fee Type	Amount Due	Description
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)

Back

3. Upon clicking the “Retry Payment” button, and you will be directed to the Payment Summary page.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

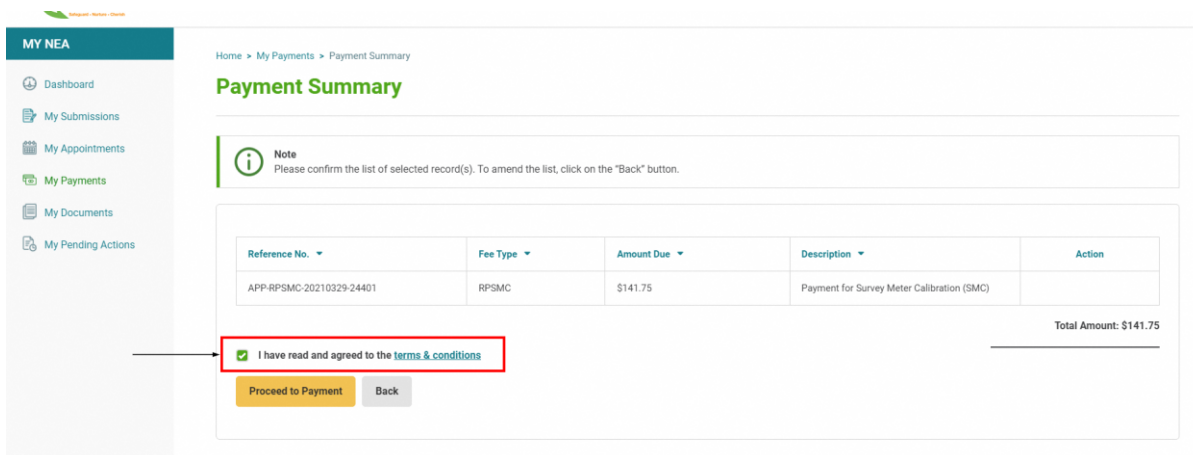
Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

4. Tick on I have read and agreed to the terms & conditions, after you have read the terms and conditons.



Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

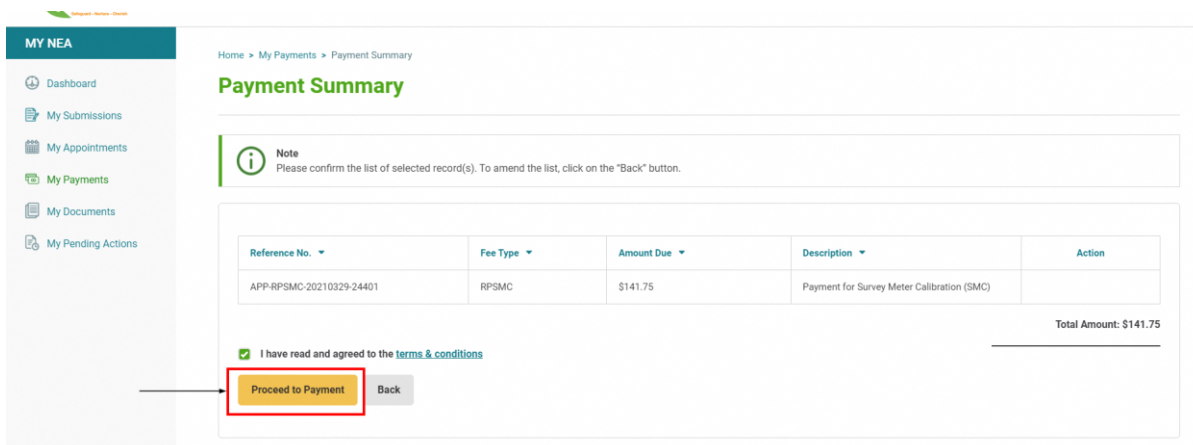
Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

5. Click the "Proceed to Payment" button



Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75


I have read and agreed to the [terms & conditions](#)

Proceed to Payment **Back**

6. Upon clicking the "Proceed to Payment" button, the system will open the eNETS payment gateway screen on the same page. User can choose to pay via eNETS or VISA.

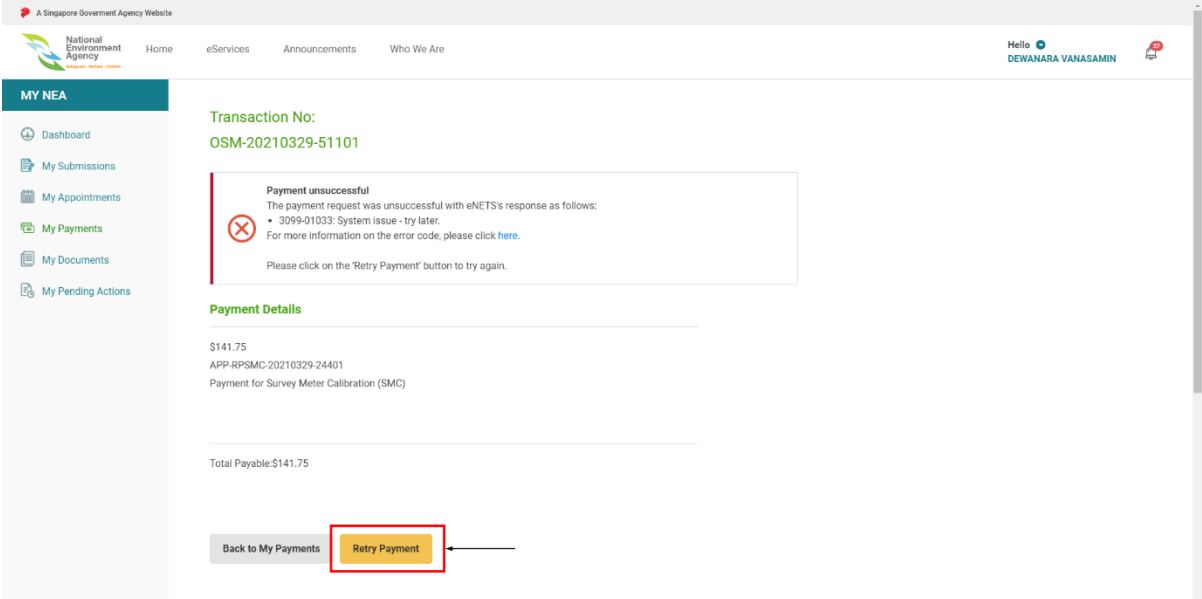
Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-51101
Nets Reference Code	20210329162301272
Amount	SGD 141.75

Payment Methods

eNETS
 VISA 

Next >

Once the payment transaction is completed, the system will redirect to either successful or failed acknowledgement page, depending on the transaction status.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Transaction No:
OSM-20210329-51101

Payment unsuccessful
The payment request was unsuccessful with eNETS's response as follows:
• 3099-01033: System issue - try later.
For more information on the error code, please click [here](#).
Please click on the 'Retry Payment' button to try again.

Payment Details

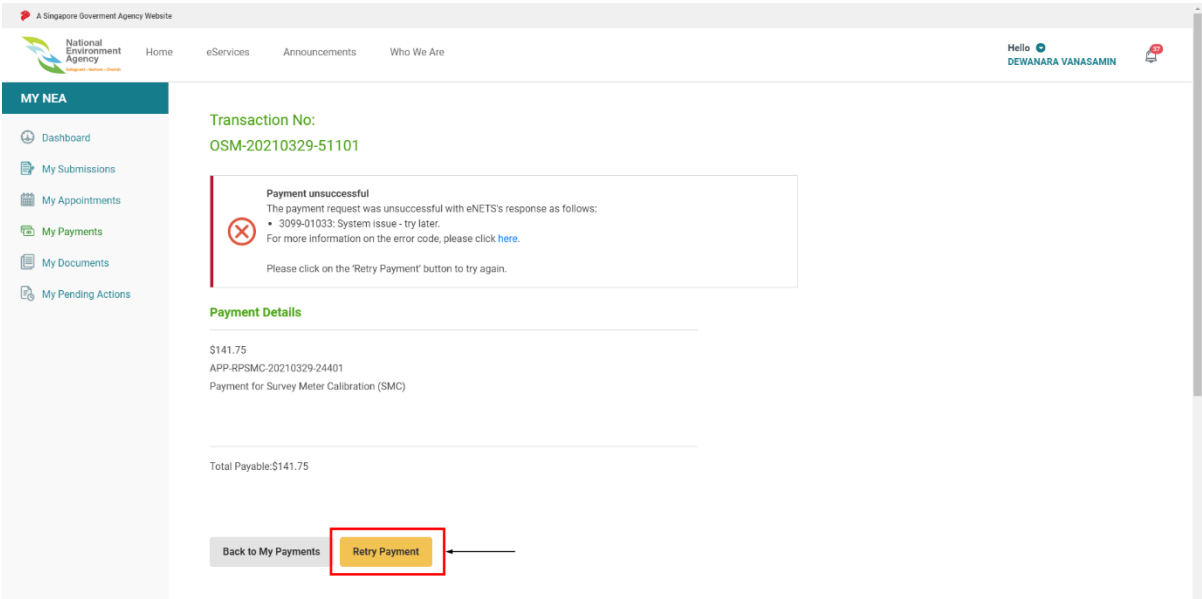
\$141.75
APP-RPSMC-20210329-24401
Payment for Survey Meter Calibration (SMC)

Total Payable:\$141.75

Back to My Payments **Retry Payment**

To repay a transaction through the **failed transaction acknowledgement** page, follow these steps:

1. Upon receiving the failed transaction, click on the “**Retry Payment**” button.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Transaction No:
OSM-20210329-51101

Payment unsuccessful
The payment request was unsuccessful with eNETS's response as follows:
• 3099-01033: System issue - try later.
For more information on the error code, please click [here](#).
Please click on the 'Retry Payment' button to try again.

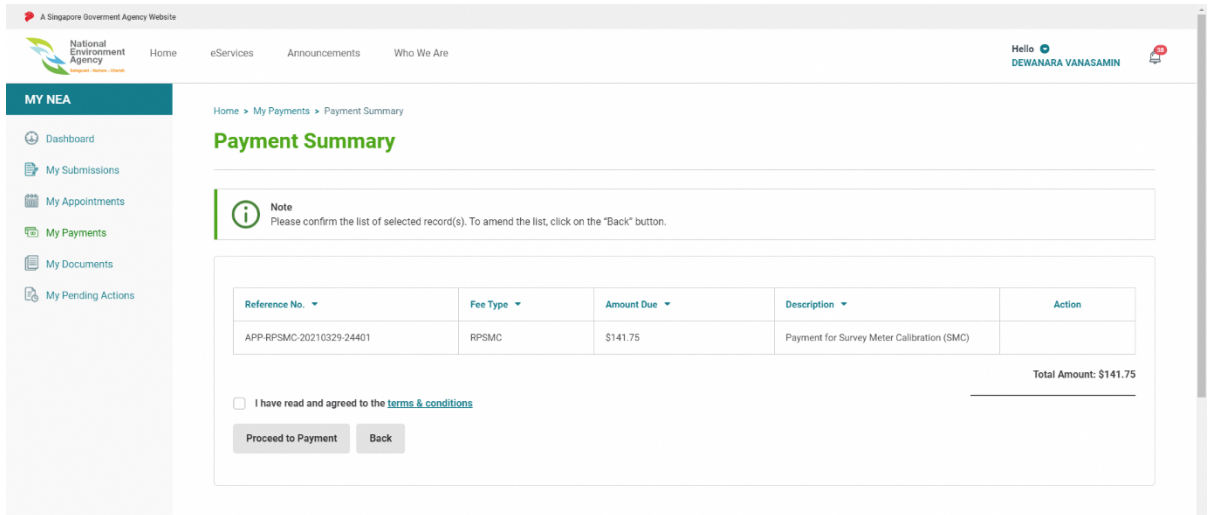
Payment Details

\$141.75
APP-RPSMC-20210329-24401
Payment for Survey Meter Calibration (SMC)

Total Payable:\$141.75

Back to My Payments **Retry Payment**

2. You will be directed to the payment summary page to proceed with the payment.



A Singapore Government Agency Website

Home eServices Announcements Who We Are

Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

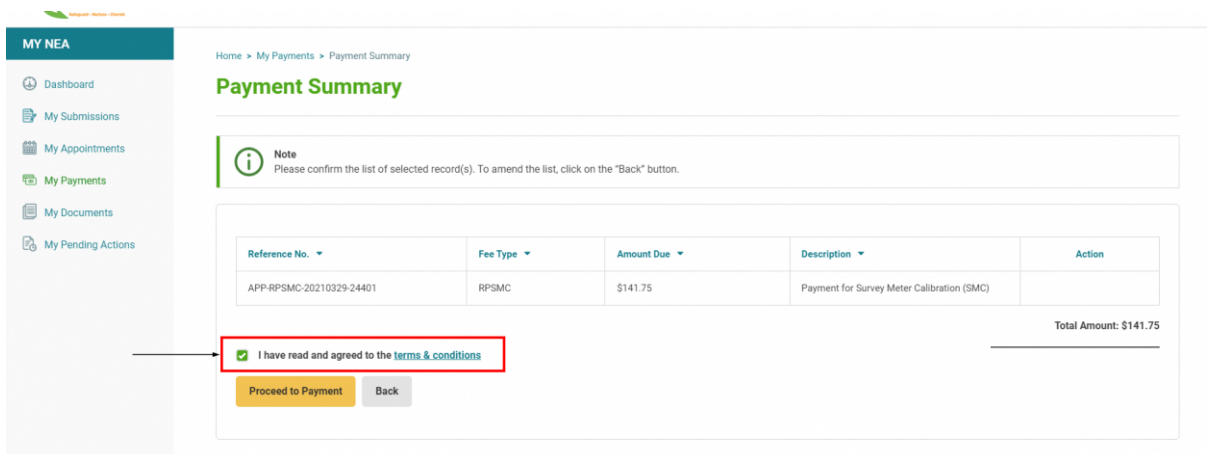
Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

3. Tick on **I have read and agreed to the terms & conditions, after you have read the terms and conditions.**



A Singapore Government Agency Website

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

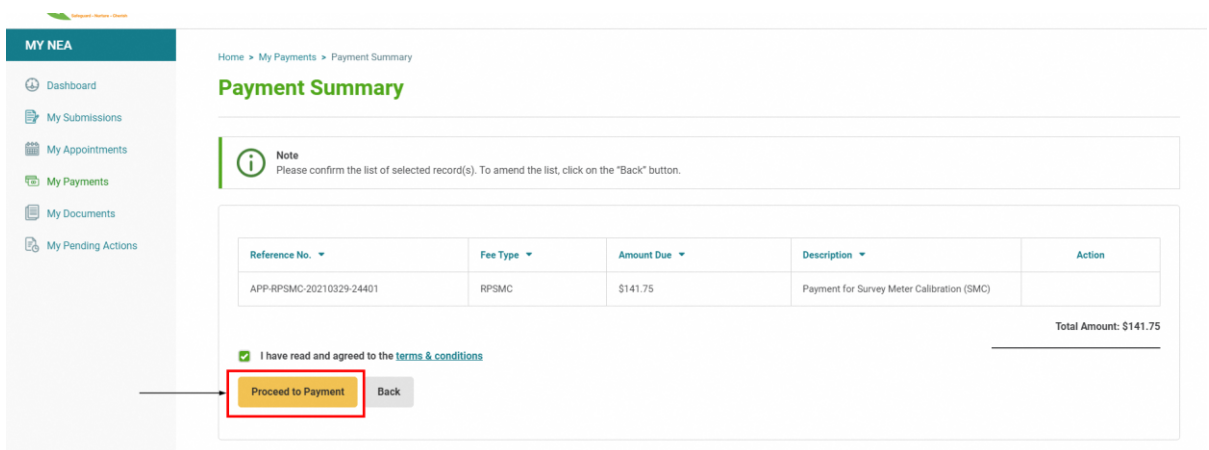
Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

4. Click the **"Proceed to Payment"** button



A Singapore Government Agency Website

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
APP-RPSMC-20210329-24401	RPSMC	\$141.75	Payment for Survey Meter Calibration (SMC)	

Total Amount: \$141.75

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

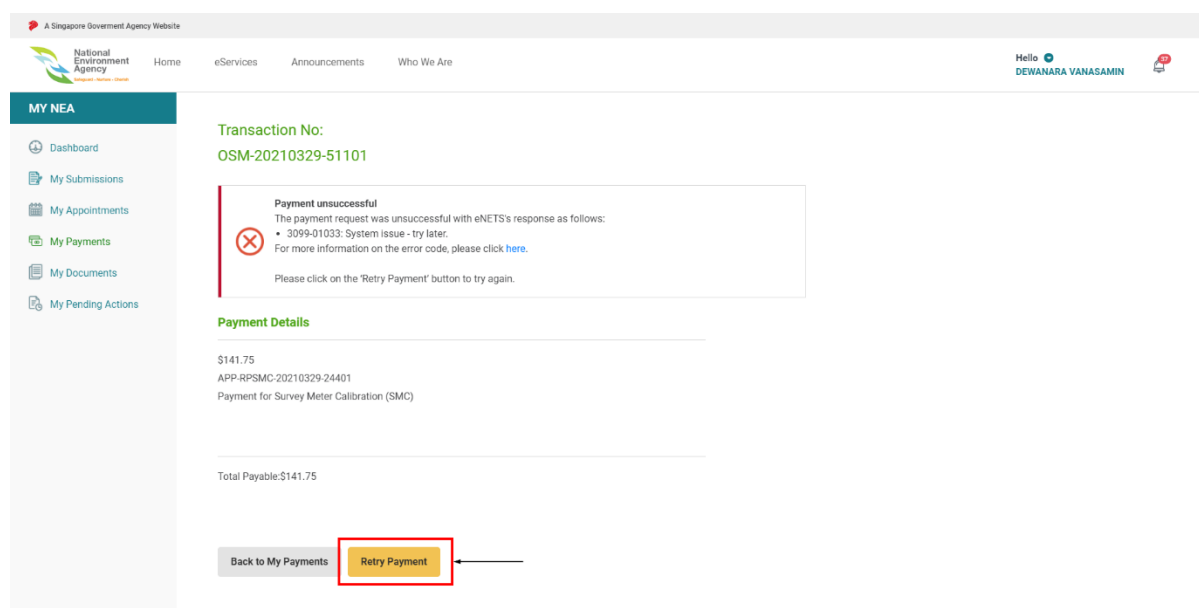
7. Upon clicking the **"Proceed to Payment"** button, the system will open the eNETS payment gateway screen on the same page. User can choose to pay via eNETS or VISA.

Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-51101
Nets Reference Code	20210329162301272
Amount	SGD 141.75

Payment Methods

eNETS
 

Once the payment transaction is completed, the system will redirect to either successful or failed acknowledgement page, depending on the transaction status.



The screenshot shows the 'MY NEA' dashboard with a sidebar menu containing: Dashboard, My Submissions, My Appointments, My Payments, My Documents, and My Pending Actions. The main content area displays a 'Transaction No: OSM-20210329-51101'. A red-bordered box contains the following error message:

Payment unsuccessful
The payment request was unsuccessful with eNETS's response as follows:

- 3099-01033: System issue - try later.

For more information on the error code, please click [here](#).
Please click on the 'Retry Payment' button to try again.

Payment Details

\$141.75
APP-RPSMC 20210329-24401
Payment for Survey Meter Calibration (SMC)

Total Payable: \$141.75

At the bottom, there are two buttons: 'Back to My Payments' and 'Retry Payment'. The 'Retry Payment' button is highlighted with a red box and an arrow pointing to it.

14.7 Make a Partial Payment Transaction

You can make a partial payment transaction via the My Payment module. Please note that partial payment is only allowed for certain due that allows partial payment. The partial payment is indicated by the editable due amount. To make a partial payment, follow these steps:

1. Find the outstanding due that have an editable amount and fill in the amount of the due that you wish to pay.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone TE/BTM/071/1510/06

<input type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input type="checkbox"/>	TE/BTM/071/1510/06	Hawker Stall2	\$ 360.20 / 360.2	S2 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Add and Proceed to Summary

Page 1 of 1 Displaying Row 10 1 - 1 of 1 Items

2. Tick on the due checkbox to select the due and click the **“Add and Proceed to Summary”** button.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

My Payments

OUTSTANDING TRANSACTIONS

Pay for Someone TE/BTM/071/1510/06

<input type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input checked="" type="checkbox"/>	TE/BTM/071/1510/06	Hawker Stall2	\$ 360.20 / 360.2	S2 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Add and Proceed to Summary

Page 1 of 1 Displaying Row 10 1 - 1 of 1 Items

3. Upon clicking the **“Add and Proceed to Summary”** button, the system will direct you to the Payment Summary page.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

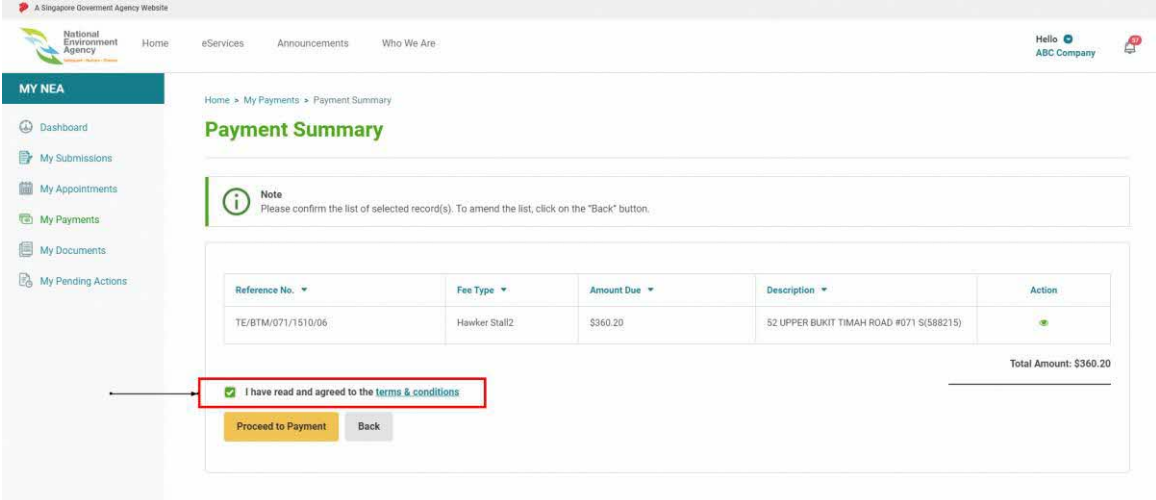
Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	S2 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

4. Tick on I have read and agreed to the terms & conditions, after you have read the terms and conditions.



A Singapore Government Agency Website

Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

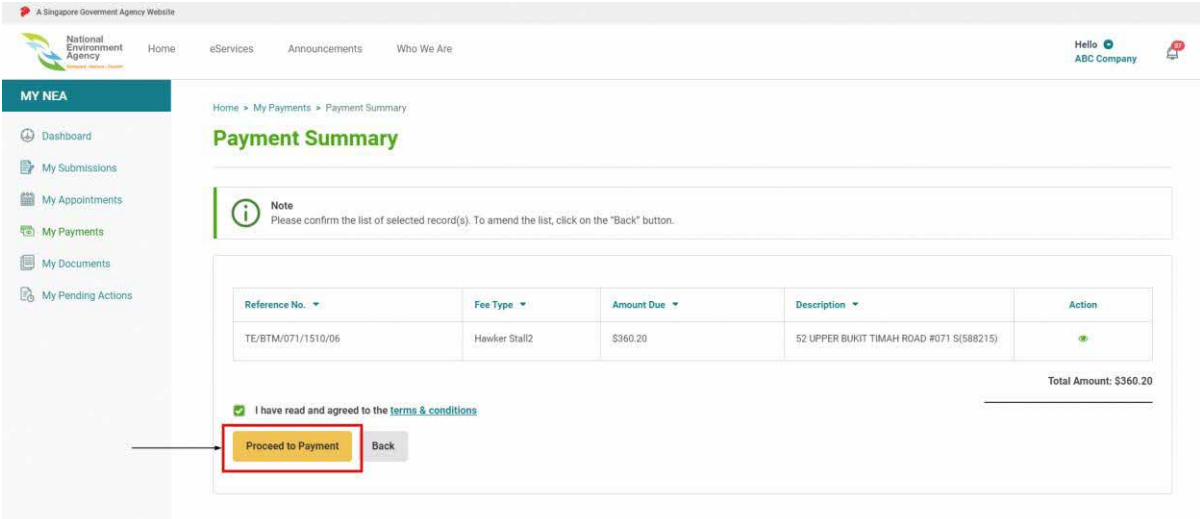
Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

- Click the **"Proceed to Payment"** button.



A Singapore Government Agency Website

Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

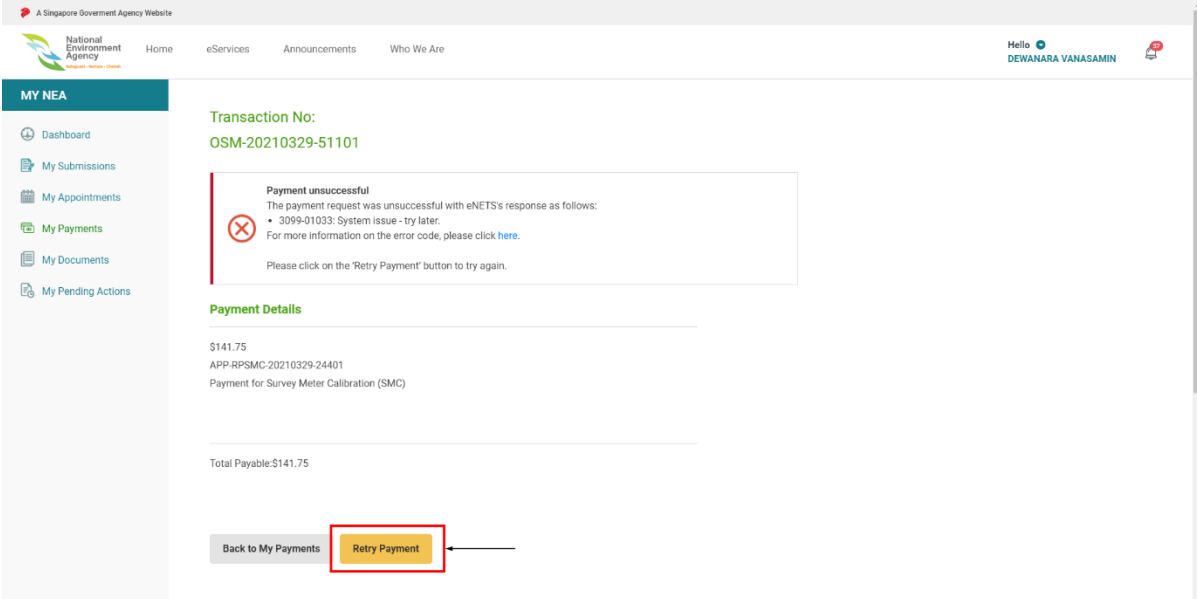
- Upon clicking the **"Proceed to Payment"** button, the system will open the eNETS payment gateway screen on the same page. User can choose to pay via eNETS or VISA.

Display Name	TEST: NATIONAL ENVIRONMENT AGENCY
Merchant Reference Code	OSM-20210329-51101
Nets Reference Code	20210329162301272
Amount	SGD 141.75

Payment Methods

eNETS
 VISA 

Once the payment transaction on the eNETS is completed, the system will redirect to either successful or failed acknowledgement page, depending on the transaction status.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello DEWANARA VANASAMIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Transaction No:
OSM-20210329-51101

Payment unsuccessful
The payment request was unsuccessful with eNETS's response as follows:

- 3099-01033: System issue - try later.

For more information on the error code, please click [here](#).
Please click on the 'Retry Payment' button to try again.

Payment Details

\$141.75
APP-RPSMC-20210329-24401
Payment for Survey Meter Calibration (SMC)

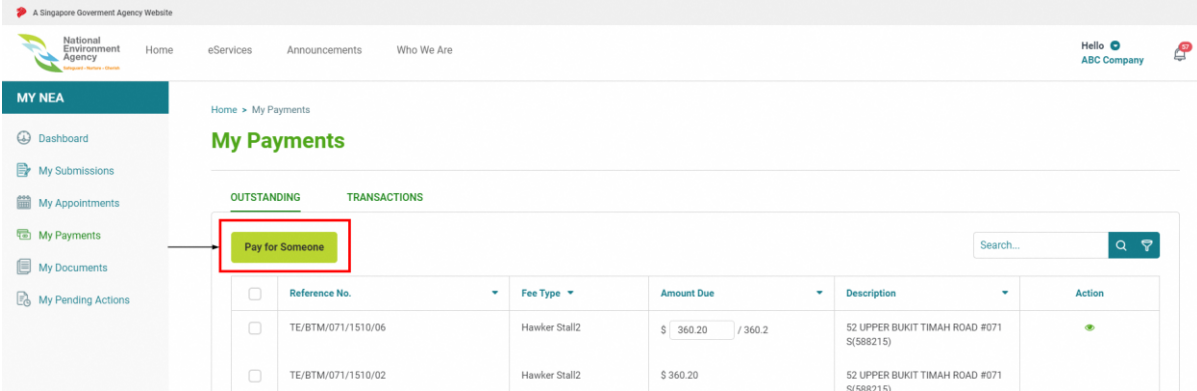
Total Payable:\$141.75

Back to My Payments **Retry Payment**

14.8 Pay for Someone

Pay for someone is a feature to allow you to pay on behalf of another person/company by providing either identification number or Reference Number or both values. Please note that for **pay a fine** you need to provide both identification **number and the reference number**, for **pay a due** you just need either **identification number or reference number**. To pay for someone, follow these steps:

1. On My Payment page, click the **"Pay for Someone"** button above the list.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

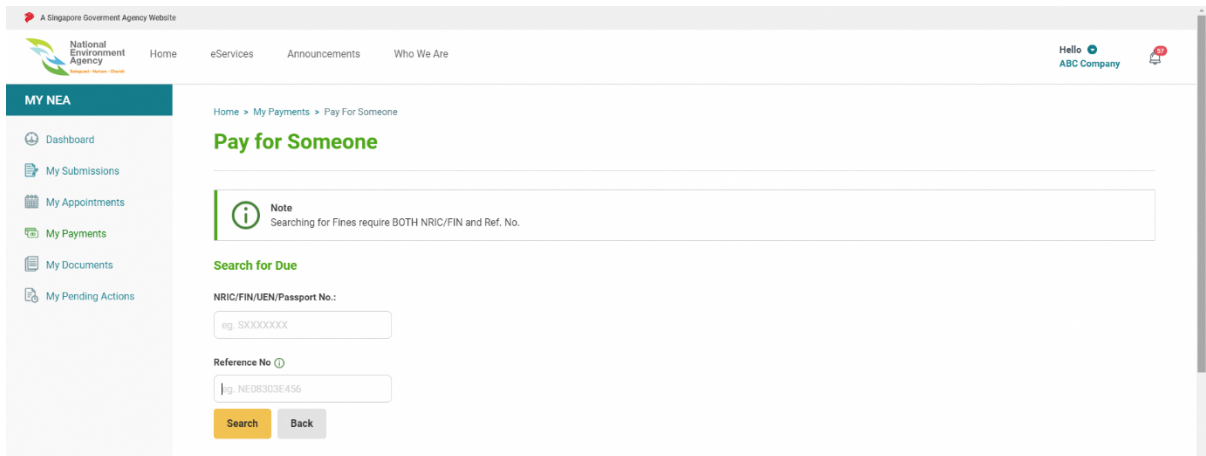
My Payments

OUTSTANDING TRANSACTIONS

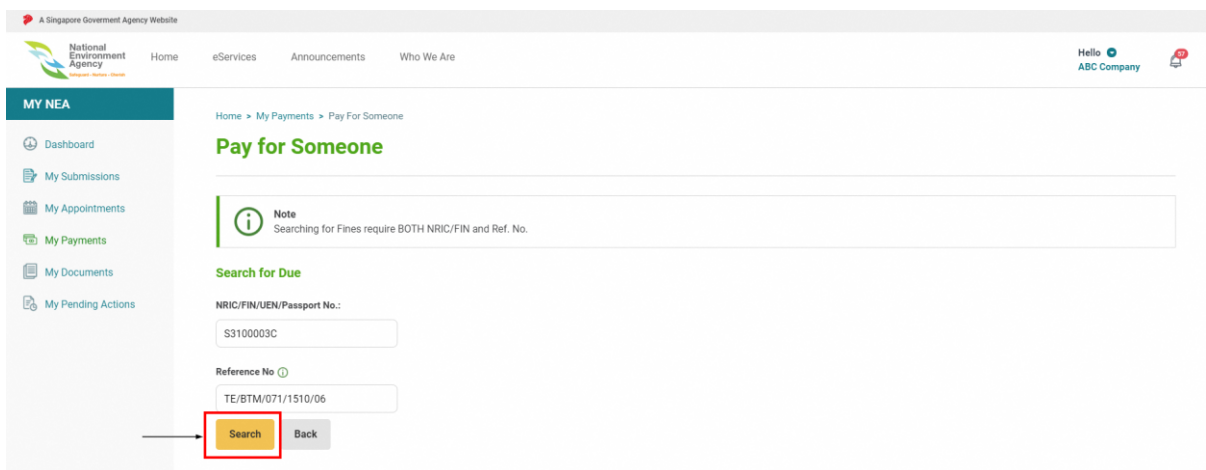
Pay for Someone Search...

	Reference No.	Fee Type	Amount Due	Description	Action
<input type="checkbox"/>	TE/BTM/071/1510/06	Hawker Stall2	\$ 360.20 / 360.2	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	
<input type="checkbox"/>	TE/BTM/071/1510/02	Hawker Stall2	\$ 360.20	52 UPPER BUKIT TIMAH ROAD #071 S(588215)	

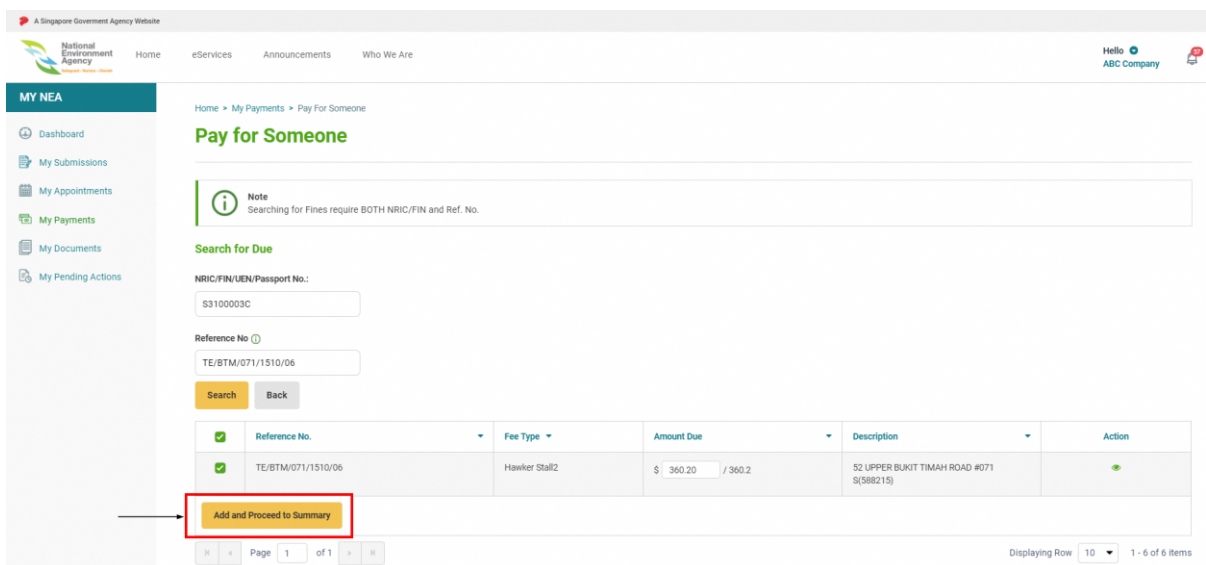
2. You will be directed to Pay for Someone page to search for due.



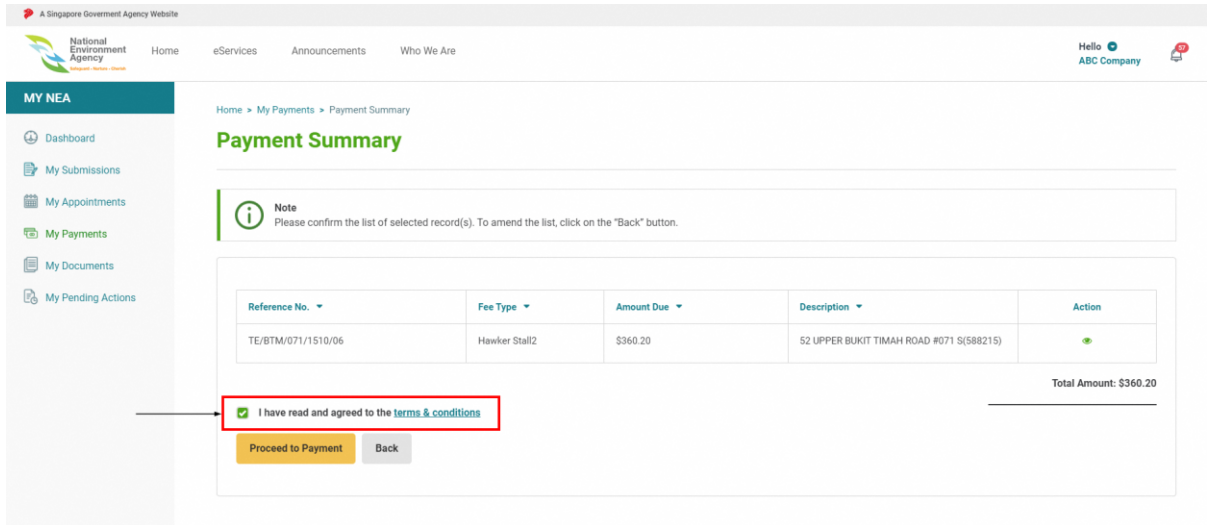
- Fill in the **NRIC/FIN/UEN/Passport** and **Reference Number** that you want to pay and click the **“Search”** button.



- Check the due item and click on **“Add and Proceed to Summary”** button.



5. Tick on I have read and agreed to the terms & conditions, after you have read the terms and conditions.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

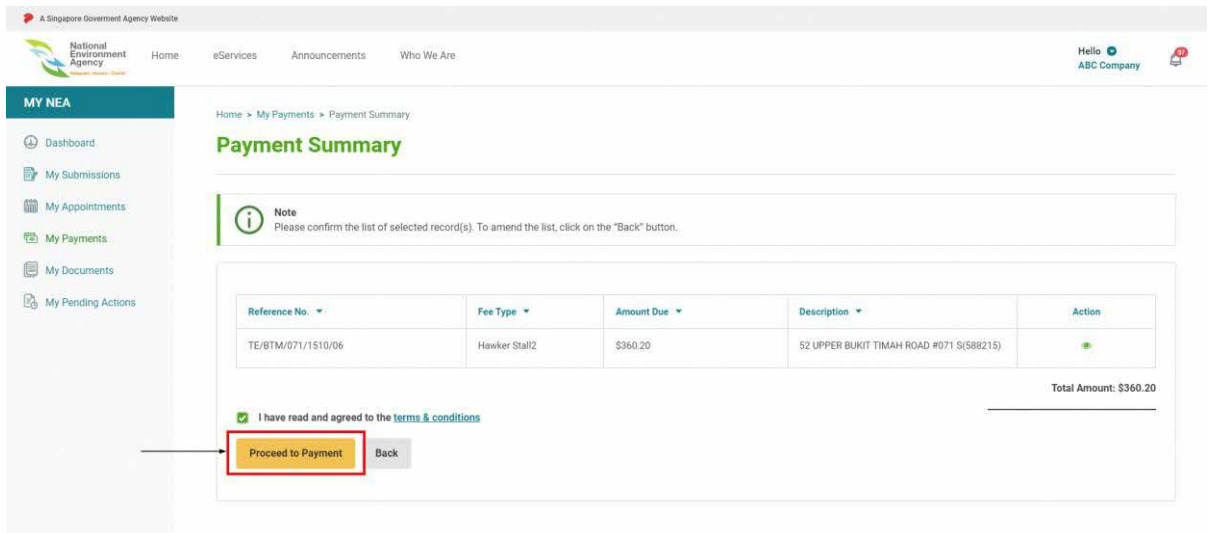
Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	S2 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

Proceed to Payment Back

6. Click on the "Proceed to Payment" button.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello ABC Company

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	S2 UPPER BUKIT TIMAH ROAD #071 S(588215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

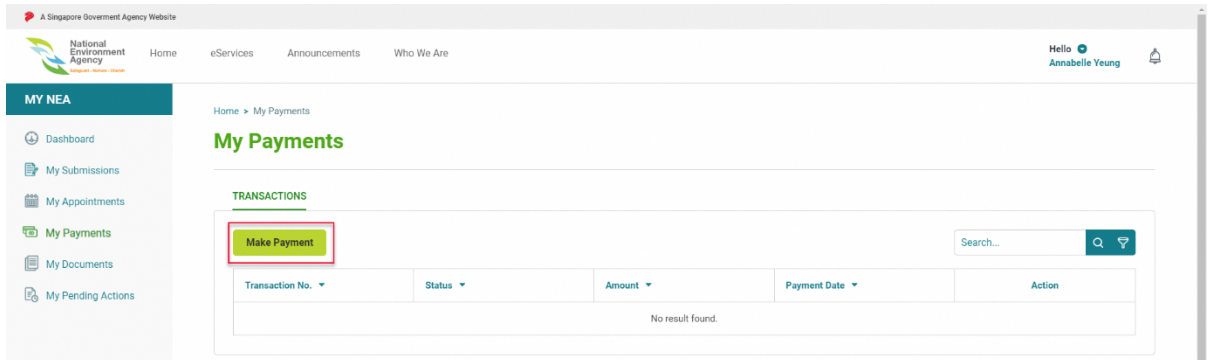
Proceed to Payment Back

7. Upon clicking the "Proceed to Payment" button, the system will open the eNETS payment gateway on the same page. Once the payment transaction on the eNETS is completed, the system will redirect to either successful or failed acknowledgement page, depending on the transaction status.

14.9 Custom Account Payment

To make a payment for custom account, please refer to these steps :

1. Go to the My Payment Module.
2. Click the **Make Payment** button above the list.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello Annabelle Yeung

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments

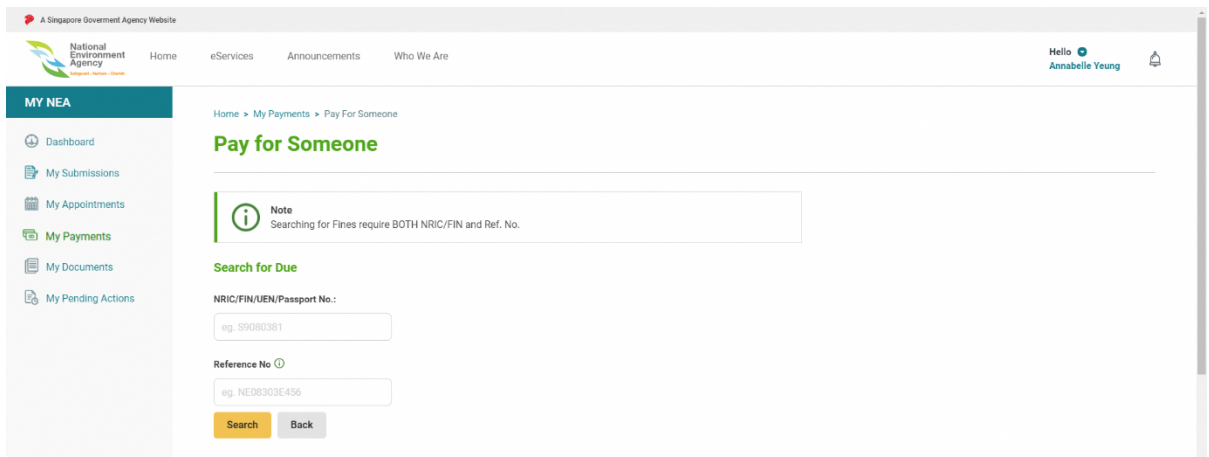
My Payments

TRANSACTIONS

Make Payment Search...

Transaction No.	Status	Amount	Payment Date	Action
No result found.				

3. You will be directed to Pay for Someone page to search for due.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello Annabelle Yeung

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Pay For Someone

Pay for Someone

Note
Searching for Fines require BOTH NRIC/FIN and Ref. No.

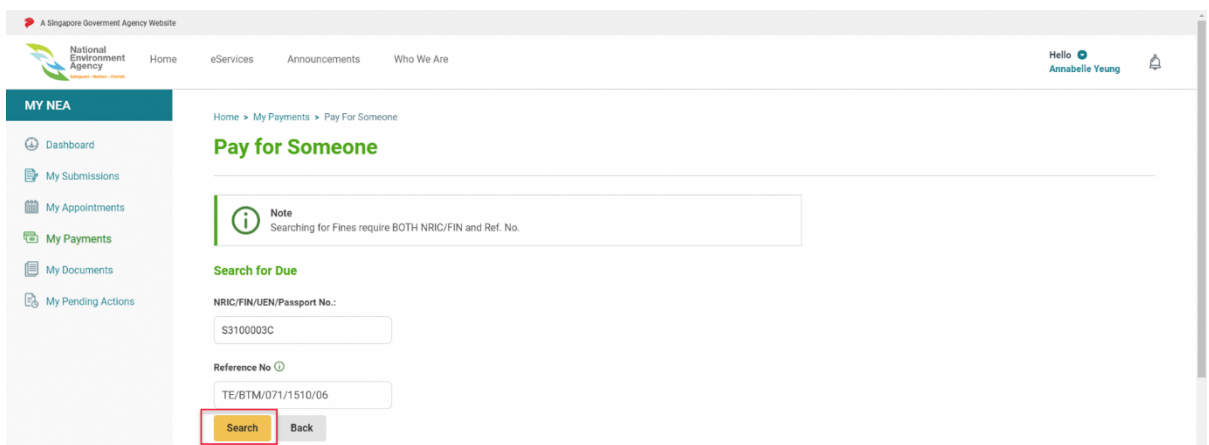
Search for Due

NRIC/FIN/UEN/Passport No.:

Reference No.:

Search Back

4. Fill in the **NRIC/FIN/UEN/Passport** and **Reference Number** that you want to pay and click the **Search** button.



A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello Annabelle Yeung

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Actions

Home > My Payments > Pay For Someone

Pay for Someone

Note
Searching for Fines require BOTH NRIC/FIN and Ref. No.

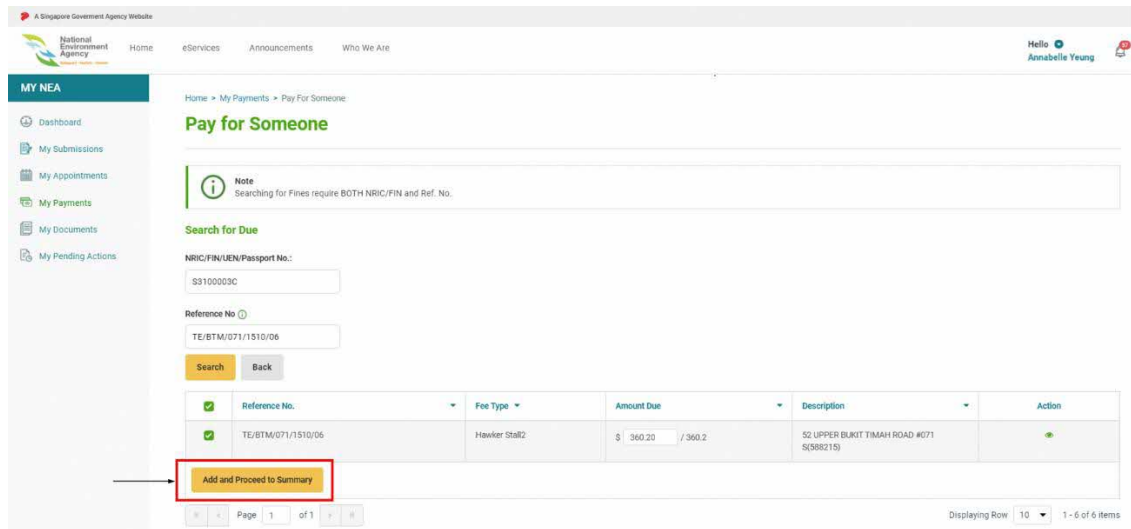
Search for Due

NRIC/FIN/UEN/Passport No.:

Reference No.:

Search Back

5. Check the due item and click on **Add and Proceed to Summary** button



Home > My Payments > Pay For Someone

Pay for Someone

Note
Searching for Fines require BOTH NRIC/FIN and Ref. No.

Search for Due

NRIC/FIN/LEI/Passport No.:
S3100003C

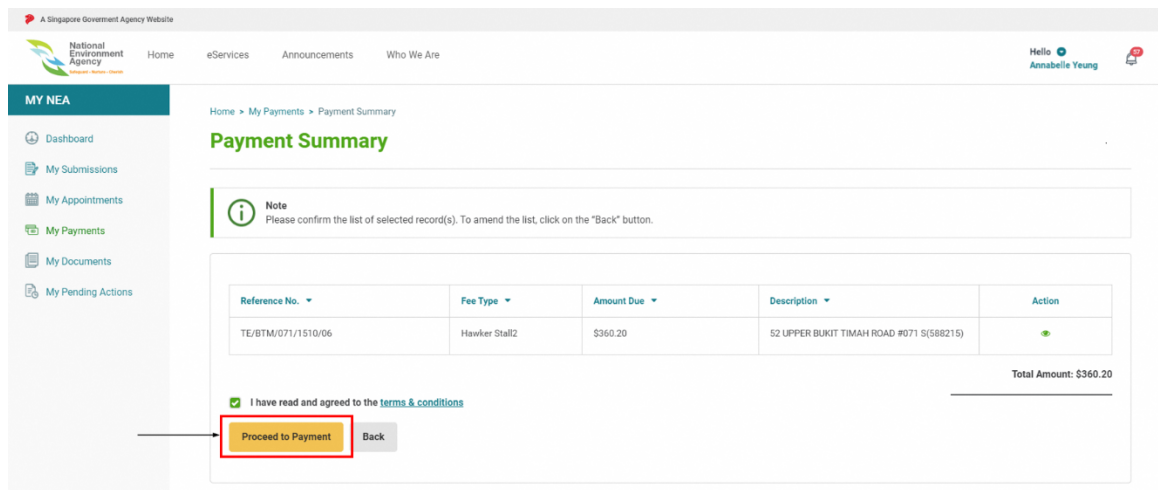
Reference No (i):
TE/BTM/071/1510/06

<input checked="" type="checkbox"/>	Reference No.	Fee Type	Amount Due	Description	Action
<input checked="" type="checkbox"/>	TE/BTM/071/1510/06	Hawker Stall2	\$ 360.20 / 360.2	S2 UPPER BUKIT TIMAH ROAD #071 S(S88215)	

Page 1 of 1

Displaying Row 10 1 - 6 of 6 Items

6. Tick on **I have read and agreed to the terms & conditions.**



Home > My Payments > Payment Summary

Payment Summary

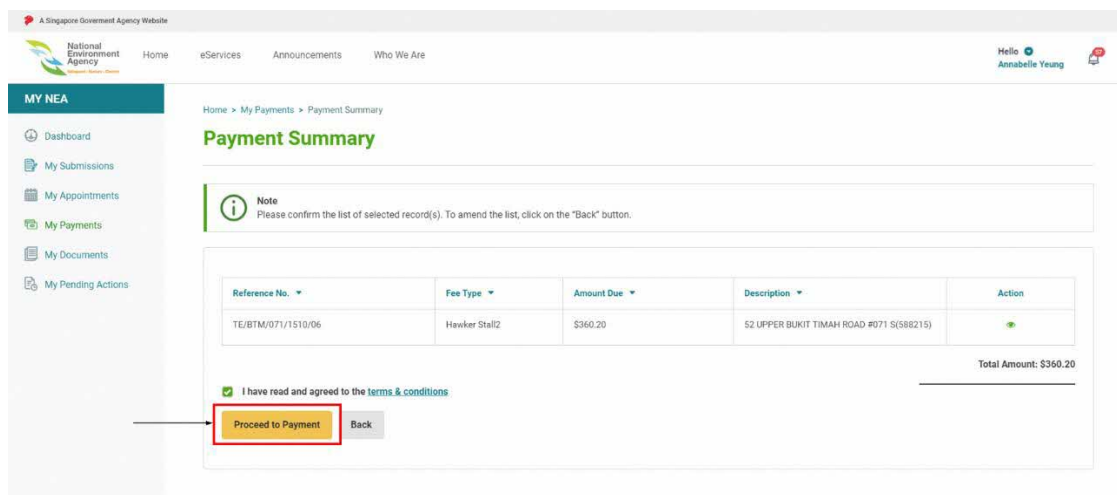
Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	S2 UPPER BUKIT TIMAH ROAD #071 S(S88215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

7. Click on the **Proceed to Payment** button



Home > My Payments > Payment Summary

Payment Summary

Note
Please confirm the list of selected record(s). To amend the list, click on the "Back" button.

Reference No.	Fee Type	Amount Due	Description	Action
TE/BTM/071/1510/06	Hawker Stall2	\$360.20	S2 UPPER BUKIT TIMAH ROAD #071 S(S88215)	

Total Amount: \$360.20

I have read and agreed to the [terms & conditions](#)

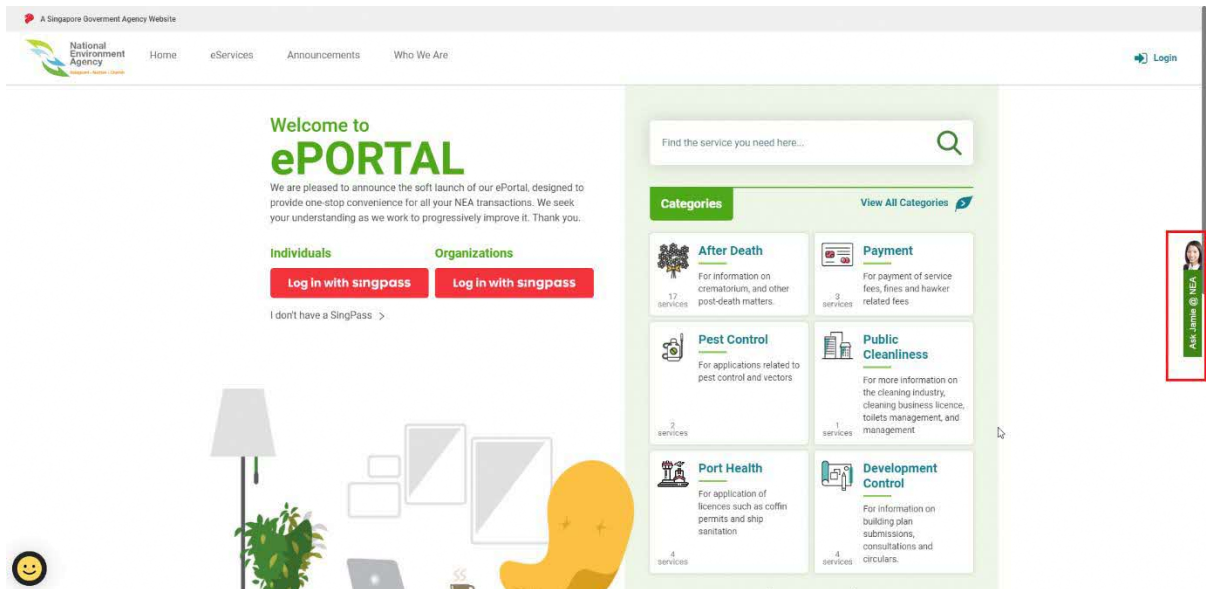
8. Upon clicking the **Proceed to Payment** button, the system will open the eNETS payment gateway in the same page. Once the payment transaction on the eNETS is completed, the system will redirect to either successful or failed acknowledgement page depending on the transaction status.

15 Additional Module and Functions

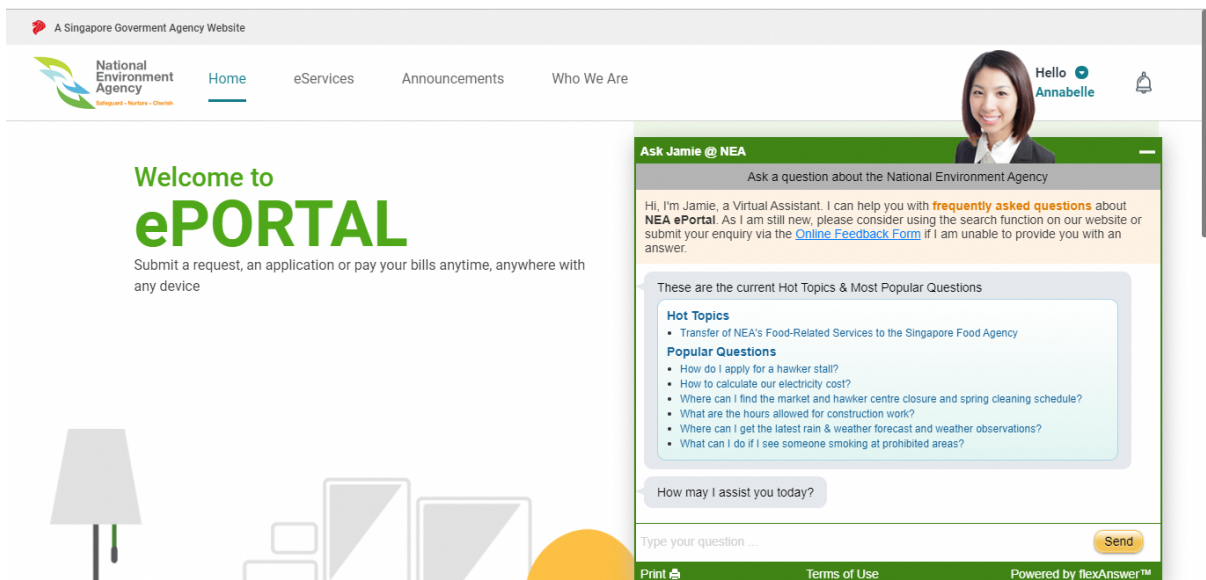
15.1. Ask Jamie

Ask Jamie is NEA's virtual assistant that will help you to answer your questions related to ePortal. The following steps will show you how to use Ask Jamie:

1. On the ePortal Internet Homepage, click on "Ask Jamie" tab at the right side of the web page.



2. Upon clicking on "Ask Jamie", a pop-up window will appear.



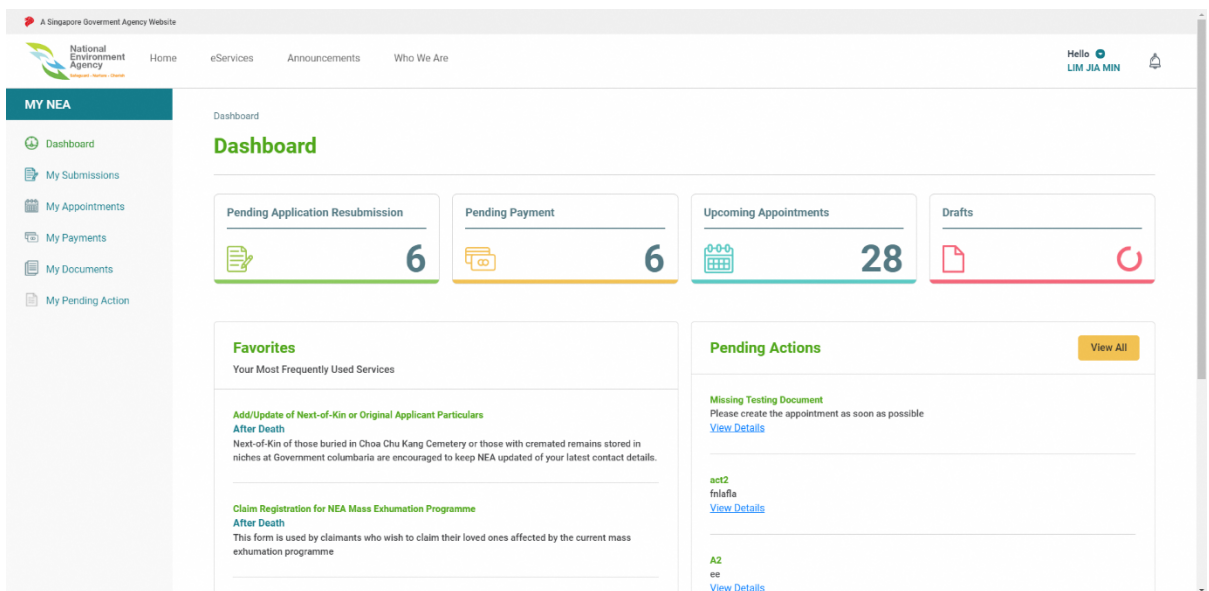
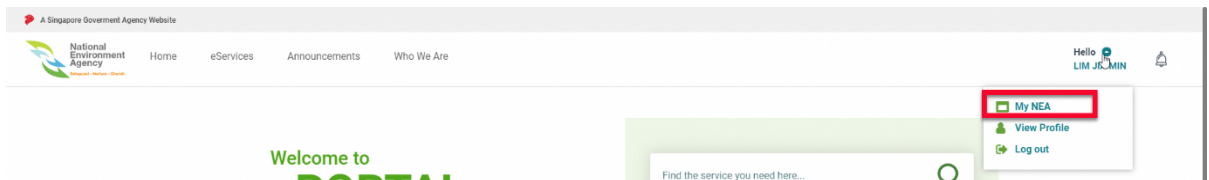
3. Type your question in the text box, then click on the "Send" button. The Ask Jamie will reply to your question.

Please note that Ask Jamie is not a live chat window and she is trained to answer specific questions related to NEA. If you are unable to obtain an answer from Ask Jamie, please consider submitting your enquiry to the [Online Feedback Form](#).

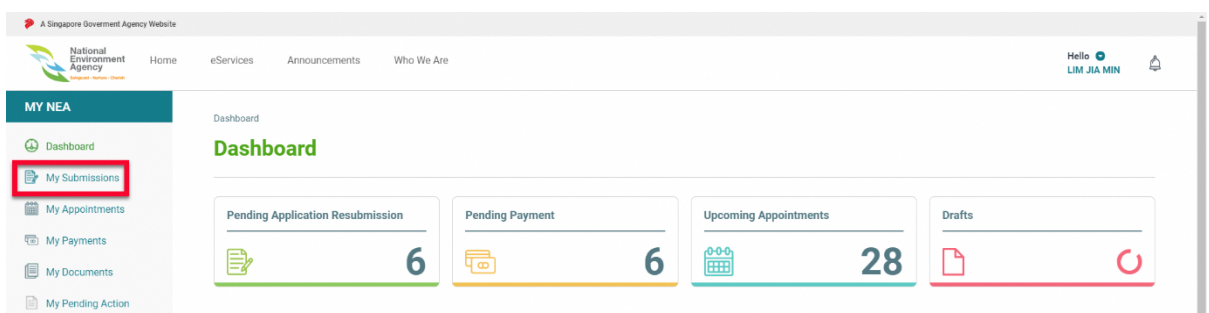
15.2 Pagination

This section will explain how to use the pagination feature, includes setting the row display on the page, access the next or previous page, and direct access to the last page or certain page. To perform all items mentioned, follow these steps:

1. On the ePortal Homepage, click the dropdown beside the username and click **My NEA** to be directed to your dashboard.



2. Choose one of the pages that you want to access by clicking the sidebar menu (e.g My Submission), then the system will direct you to the corresponding page.



3. Select Displaying row: "5" on the dropdown menu. Upon selecting 5 on the dropdown menu, the page will show only 5 items on the list.

My Submissions

DRAFT **IN PROGRESS** COMPLETED

[Add New](#) Search Reference No.

Reference No.	Application	Status	Submission Date	Action
APP-AACRN-20190624-15761	Application for Addition of Cremated Remains to Niche/Grave	In Progress	24/06/2019, 8:04 pm	
APP-CCKME-20190624-61442	Claim Registration for NEA Mass Exhumation Programme	Pending Resubmission	24/06/2019, 10:32 am	
APP-DEV01-20190626-74992	Booking of Niche	In Progress	26/06/2019, 11:37 am	
APP-PHCEV-20190626-66491	Application for Coffin Permit Transhipment	In Progress	26/06/2019, 11:20 am	
APP-DEV01-20190626-11379	Booking of Niche	In Progress	26/06/2019, 11:11 am	
APP-DEV01-20190626-64872	Booking of Niche	In Progress	26/06/2019, 11:10 am	
APP-DEV01-20190626-84115	Booking of Niche	In Progress	26/06/2019, 11:05 am	
APP-DEV01-20190626-62551	Booking of Niche	In Progress	26/06/2019, 10:57 am	
APP-DEV01-20190626-54205	Booking of Niche	In Progress	26/06/2019, 10:56 am	
APP-3PADN-20190621-85269	Letter of Authorisation for Third Party to Apply on Behalf	Pending Resubmission	21/06/2019, 12:17 pm	

Page 1 of 9 Displaying Row 10 1 - 10 of 86 items

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

Dashboard My Submissions My Appointments My Payments My Documents My Pending Action

Home > My Submissions

My Submissions

DRAFT **IN PROGRESS** COMPLETED

[Add New](#) Search Reference No.

Reference No.	Application	Status	Submission Date	Action
APP-AACRN-20190624-15761	Application for Addition of Cremated Remains to Niche/Grave	In Progress	24/06/2019, 8:04 pm	
APP-CCKME-20190624-61442	Claim Registration for NEA Mass Exhumation Programme	Pending Resubmission	24/06/2019, 10:32 am	
APP-DEV01-20190626-74992	Booking of Niche	In Progress	26/06/2019, 11:37 am	
APP-PHCEV-20190626-66491	Application for Coffin Permit Transhipment	In Progress	26/06/2019, 11:20 am	
APP-DEV01-20190626-11379	Booking of Niche	In Progress	26/06/2019, 11:11 am	

Page 1 of 18 Displaying Row 5 1 - 5 of 86 items

- You can directly access a certain page by typing the page number on the pagination text box. Upon typing the page number on the pagination text box, the system will direct you to the page according to your desired input.

A Singapore Government Agency Website

National Environment Agency Home eServices Announcements Who We Are Hello LIM JIA MIN

MY NEA

- Dashboard
- My Submissions
- My Appointments
- My Payments
- My Documents
- My Pending Action

Home > My Submissions

My Submissions

DRAFT IN PROGRESS COMPLETED

[Add New](#) Search Reference No.

Reference No.	Application	Status	Submission Date	Action
APP-AACRN-20190624-15761	Application for Addition of Cremated Remains to Niche/Grave	In Progress	24/06/2019, 8:04 pm	
APP-CCKME-20190624-61442	Claim Registration for NEA Mass Exhumation Programme	Pending Resubmission	24/06/2019, 10:32 am	
APP-DEV01-20190626-74992	Booking of Niche	In Progress	26/06/2019, 11:37 am	
APP-PHCEV-20190626-66491	Application for Coffin Permit Transhipment	In Progress	26/06/2019, 11:20 am	
APP-DEV01-20190626-11379	Booking of Niche	In Progress	26/06/2019, 11:11 am	

Page 2 of 18

Displaying Row 5 1 - 5 of 86 items

- Click "> (Next)" button to go to the next page
- Click "< (Previous)" button to go to the previous page
- Click ">> (Last)" button to go to the last page
- Click "<< (First)" button to go to the first page

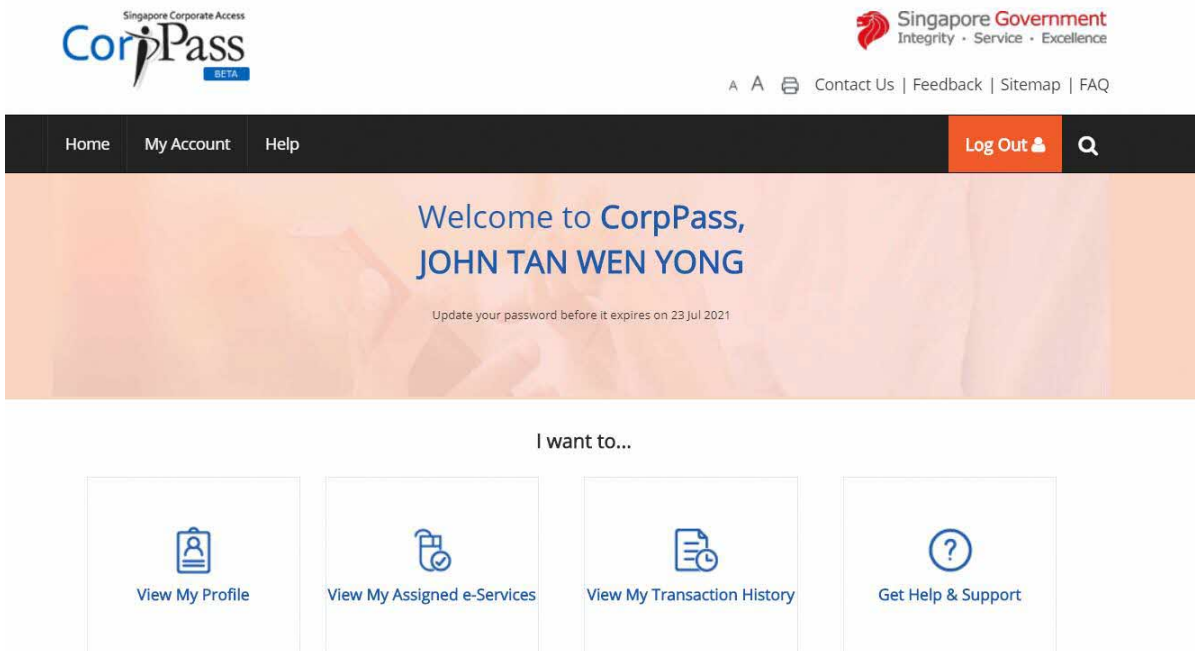
16 Common FAQs

16.1. I can't access ePortal with my SingPass for Business User Account.

To transact with NEA, the SingPass for Business User account must be assigned to **NEA-ESERVICES** digital service.

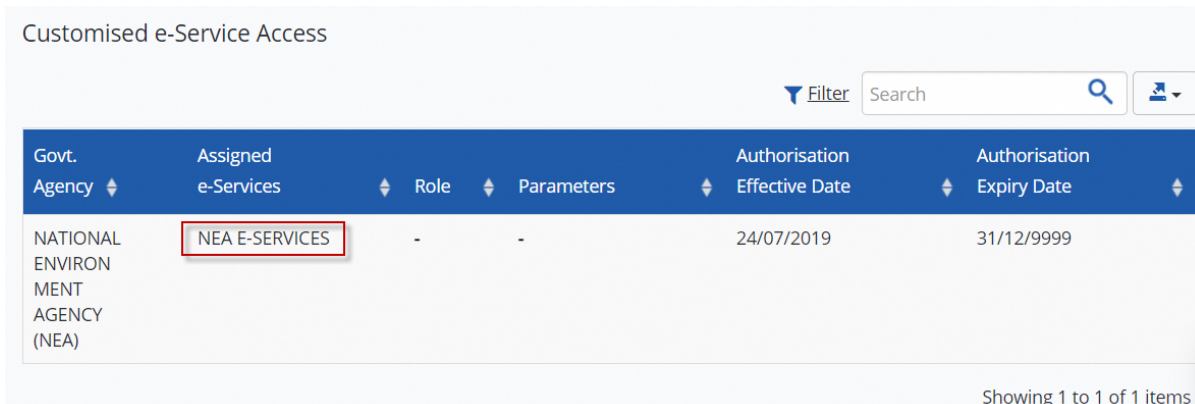
To check if you are given access, perform the below steps:

1. Login to <https://www.corppass.gov.sg>
2. After successful login, click on 'View My Assigned e-Services'



The screenshot shows the CorpPass portal interface. At the top left is the CorpPass logo with 'Singapore Corporate Access' and 'BETA' below it. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and a utility bar containing 'Contact Us | Feedback | Sitemap | FAQ'. Below the navigation bar, a welcome message reads 'Welcome to CorpPass, JOHN TAN WEN YONG' with a password expiration notice: 'Update your password before it expires on 23 Jul 2021'. Under the heading 'I want to...', there are four service tiles: 'View My Profile', 'View My Assigned e-Services' (which is highlighted), 'View My Transaction History', and 'Get Help & Support'.

3. Check if you are assigned to **NEA-ESERVICES**



The screenshot shows the 'Customised e-Service Access' section of the CorpPass portal. It features a table with columns for 'Govt. Agency', 'Assigned e-Services', 'Role', 'Parameters', 'Authorisation Effective Date', and 'Authorisation Expiry Date'. A search bar and a filter icon are located above the table. The table contains one row where 'NEA E-SERVICES' is assigned to 'NATIONAL ENVIRONMENT AGENCY (NEA)'. The 'Assigned e-Services' cell is highlighted with a red box.

Govt. Agency	Assigned e-Services	Role	Parameters	Authorisation Effective Date	Authorisation Expiry Date
NATIONAL ENVIRONMENT AGENCY (NEA)	NEA E-SERVICES	-	-	24/07/2019	31/12/9999

Showing 1 to 1 of 1 items

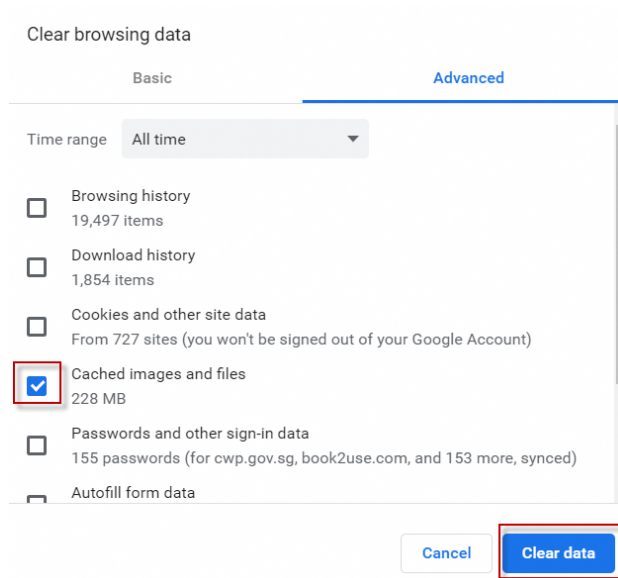
4. If you are not assigned, please inform your organisation's SingPass for Business User administrator for assistance.

16.2. Unable to view pages after logging in

If you are unable to view pages after logging in , please clear the browser's cache. Please see the steps below to clear cache for respective browsers. If you are still unable to view the pages after clearing cache, please let us know through the [feedback form](#).

Google Chrome

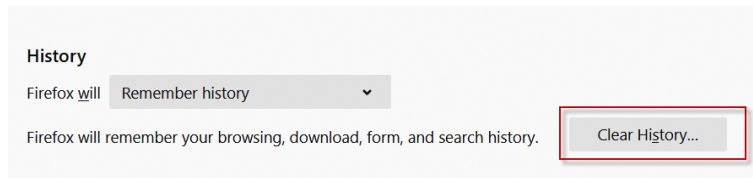
1. Type in this URL in your browser - **chrome://settings/clearBrowserData**
2. Check **Cached images and files**
3. Click **Clear Data**



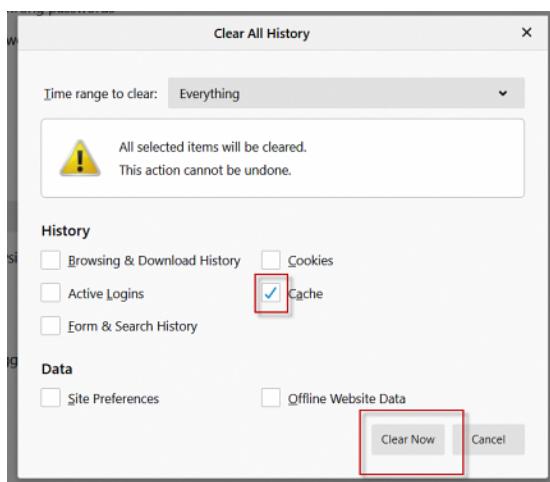
4. Restart your browser and try again

Mozilla Firefox

1. Type in this URL in your browser - **about:preferences#privacy**
2. Scroll to the **History** section
3. Click **Clear History**



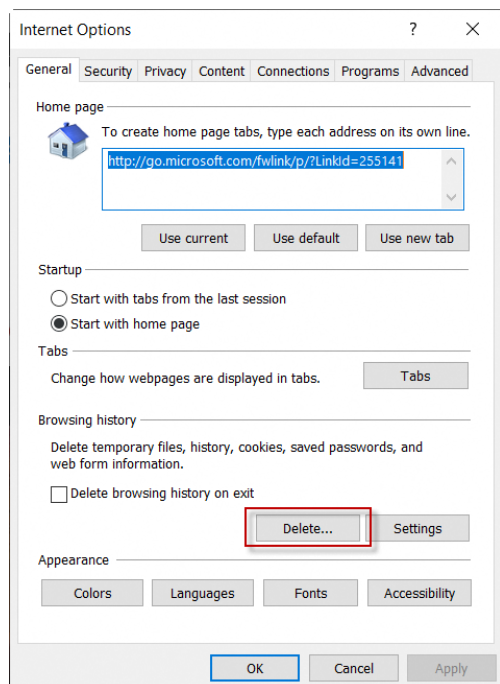
4. Check **Cache** only
5. Click **Clear Now**



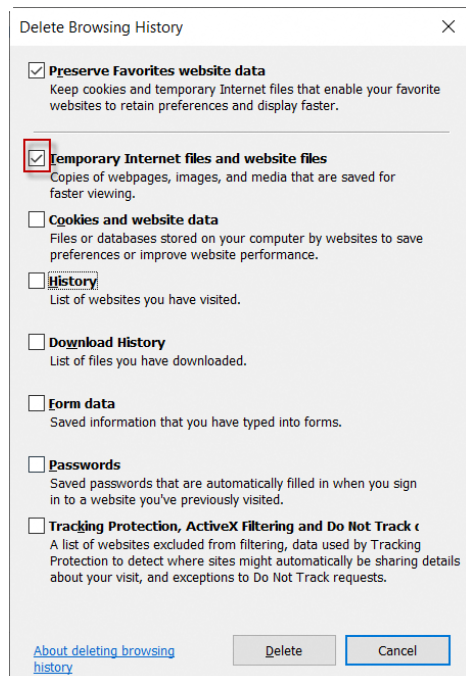
6. Restart your browser and try again

Internet Explorer

1. Click on the gear icon at the top right
2. Under **Browsing History** section, click on **Delete**



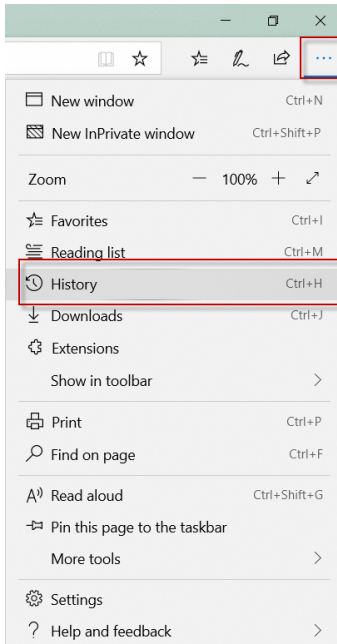
3. Check on **Temporary internet files and website files**
4. Click **Delete**



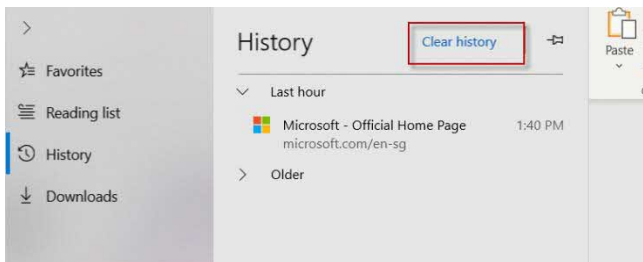
5. Restart your browser and try again

Microsoft Edge

1. At the top right, access the browser menu and click **History**

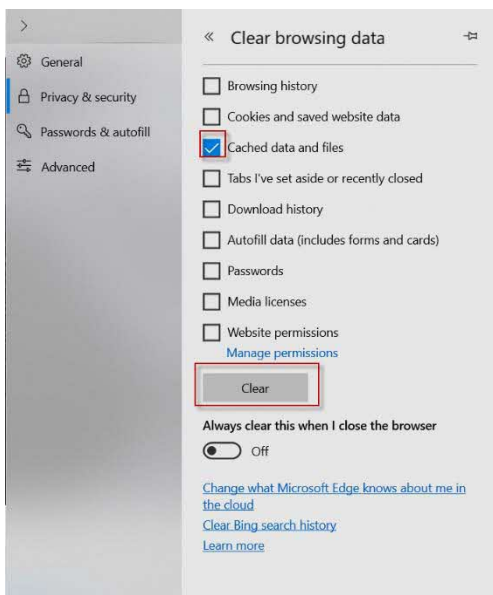


2. Click **Clear History**



3. Check **Cached data and files**

4. Click **Clear**

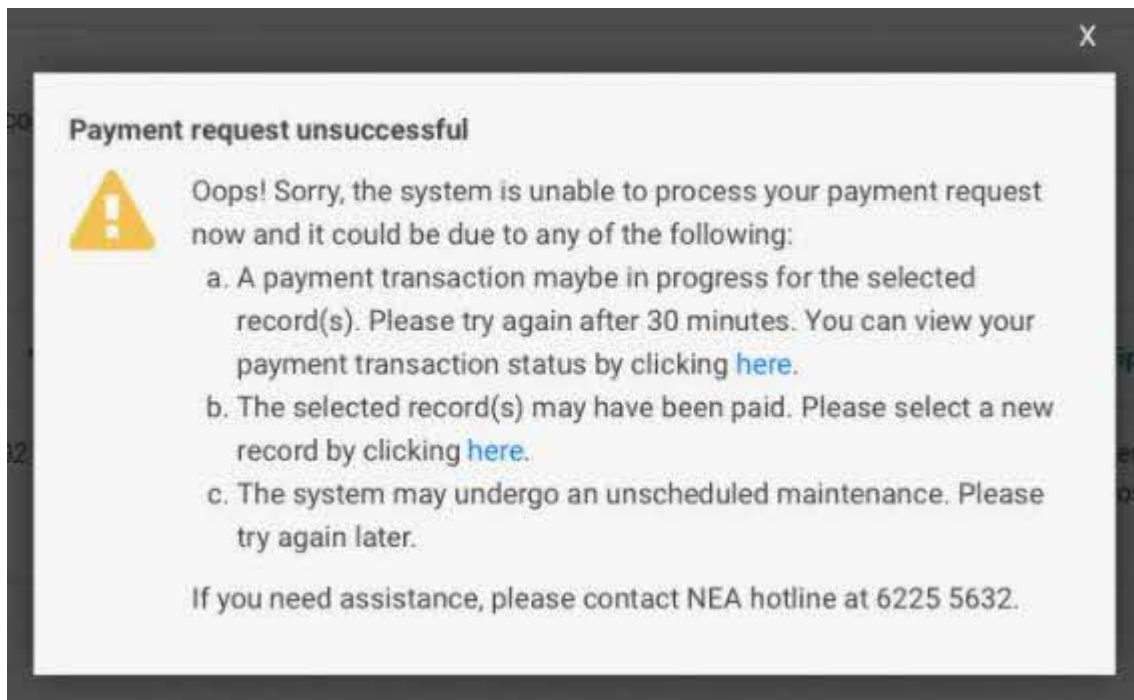


5. Restart your browser and try again

16.3 Unable to Make Successful Payment

There are two scenarios whereby the failed payment can occur:

18.3.1 Payment window did not appear, I received a pop-up!



This happens for a few reasons:

1. You have a payment currently in progress. Please make sure that you have completed the payment before proceeding to retry it. If the payment window was closed, kindly wait for 30 minutes before try again.
2. The due that you wish to pay for has been paid. After successful payment, please wait for about 5 - 10 minutes for the payment status to be updated.
3. The fine that you wish to pay for has expired. If you wish to pay for the expired case, please submit your feedback [here](#) for assistance.

18.3.2 My payment has failed

There could be an error with processing your payment due to internal server error or failure connecting to your bank. Please check with your bank or submit your feedback [here](#) for assistance.