

Pulse Full System

1 — Last update: 2016/08/08

FrontRunner Professional

Table of Contents

Introduction	4
New to the System?	5
Help Resources	8
Frequently Asked Questions	9
Submit a Support Ticket	10
Training Documentation	11
Policies	12
Getting Started with Your System	13
Dashboard	14
Dashboard 2.0	25
Your Pulse Desktop	34
Your Company Profile	35
Adding Charities	37
Manage Products	38
Billing Options	41
FAQs on General Issues	43
Add/Edit a Record	45
Summary	49
Vitals	53
Services	56
Contract	59
Contract: PreNeed Record	63
Contacts	69
Obituary	72
Account	75
Add Ons	78
Files	80
Pre-Need Funding	82
Record Management	84
Create a Book of Memories Page	85
Setup Items	86
Import First Calls from ProComm or ASD	87
Add Record to Fallen Heroes Wall	88
Add Record to Veterans Memorial Wall	89

Mobile Case Management.....	90
FAQs on Records.....	97
Pulse Website-Only Customers	100
Dashboard Set-Up	102
Main Desktop	113
Approve Photos, Stories & Condolences	118
System Profile – Web-Only	121
User Profiles – Web Only	125
Databases – Web Only	126
Create a Basic Record	128
Record Settings	129
Customize a Book of Memories Page.....	131
Facebook – How to Post Obits	132
Edit / Publish Your Website	138
Home Page Editing	140
Web Page Editing	150
Manage Web Page Settings & Files	152
Advanced Website Editing	153
Create a Virtual Tour.....	154
Add Live Chat	155
Publish Website	156
FAQs on Website	158
Marketing Center	162
Create / Edit Your Virtual Showroom	163
Create a Virtual Showroom	164
Edit a Virtual Showroom.....	167
Launch a Virtual Showroom	176
Create / Edit a DVD Slideshow	179
FrontRunner DVT	180
Tukios DVT	184
MemorialFX Digital Video Tribute	192
Stationery Printing	200
FrontRunner Stationery	201
Book of Memories Stationery	202
Bass-Mollett Stationery	207
Messenger Stationery	208

W.L. Smith Stationery	210
FAQs on Stationery	211
Search Engine Optimization (SEO).....	213
FrontRunner Website Settings	214
Google AdWords.....	217
Google Analytics	218
Google Places.....	219
Google+	222
Domain & Sub-Domain Strategies	223
Search Engine Strategies.....	224
Search Engine Submission Options	225
Blogs	226
Social Media Tips	227
Increase Your Revenues	229
Heartfelt Sympathies	230
Memorial Candles	232
E-Commerce.....	234
Selling Products Online.....	238
Sympathy Cards	242
ConsumerSide	244
SecuriGene.....	245
Increase Your Market Share.....	246
Adding Cremation Services	247
Adding Pet Loss Services	248
Pre-Arrange Online	249
BookOfMemories.com	253
ObitTree.com	255
Obituary Notifications	256
Reminder Service	257
Ad Library	261
Webcasting	262
Testimonials.....	265
Quick Search	266
Funeral Screen Export	268
Quote Builder	270
Honoring a Life	271

Increase Your Aftercare Services	276
365 Days of Healing Email Program	277
52 Weekly Tip Email Program	278
AfterLoss Subscription Program	279
The Grief Center	281
The Remembrance Process	282
Companies We Partner With	283
Adfinity	284
ASD	285
Bluefin	289
Business Resource Strategies	290
Director's Assistant/Continental Computers	291
Disrupt Media	292
Eckels	294
Funeral Screen	295
Gmail	296
Halcyon	298
Ionic Services	299
MacKinnon & Bowes	300
Matthews Caskets	301
Messenger	302
Mortware	304
My Tribute Gift	305
MySendOff Stories	308
Northern Caskets	309
Osiris	310
SympathyNet	311
Tukios	314
W.L. Smith	321

Introduction

Welcome to our Online Manual



This is your gateway to everything you need to know while working in your Pulse system.

The menu on the side lists the most common tasks associated with the system and how to access the information to create, edit, integrate, showcase, and print.

Please use the *Search* function at the top right if you don't see what you need in the menu. Once a keyword or phrase is entered, the pages with that keyword or phrase are listed and the words are highlighted in yellow on each applicable page.

✿ If you prefer to have a hard copy version of any page contained within this manual, select the *Print* icon at the top right. If you would prefer to download the entire manual for future reference or to print what you need for the office, click on *Download as PDF* below the left menu.

If you have any questions or require additional information, don't hesitate to contact us at support@frontrunner360.com.

Login to Your System

Enter the URL (ending in .frontrunnerpro.com) to access the login screen. The username and password must be entered every time you login. When asked if you would like the browser to save your password please choose the "Never for This Site" option. This will prevent unauthorized access to your data.

✿ Please note that usernames and passwords are case sensitive. (ex. password and Password are not the same).

New to the System?

If you're new to the Pulse Management system and require a few quick tips to get you started on the main components of the system, the information below will help.

Login to Your System

Go to your website and click on Admin in footer of site (or enter the URL – ending in .frontrunnerpro.com – to access the login screen.) The username and password must be entered every time you login. When asked if you would like the browser to save your password please choose the “Never for This Site” option. This will prevent unauthorized access to your data.



Please note that usernames and passwords are case sensitive. (ex. password and Password are not the same).

Add a Record

Below are brief step-by-step descriptions to create / add a new record. For more detailed information, please visit our [Add New Client](#) section.

Option 1:

- Main > Records
- Click the 'Add a New Record' button at the top right.
- Within Record Management, enter the charities, family login information, and file management data.
- To choose a theme and add photos, please refer to our [Book of Memories](#) section.
- Save.

Option 2:

- Arranging Director > Add New Client
- Enter the Contract Date
- Use the Contract Type dropdown to select whether the record is Pre-Need or At-Need
- For At-Need records, add the Contract Number (click on 'Last Entered AtNeed link to find the most recent Contract Number) and the Service Date using the calendar icon (check if estimated date).
- For Pre-Need records, enter the Contract Number (click on 'Last Entered Preneed link to find the most recent Contract Number).

- Add the Last Name, First Name & Middle Name
- Click on the Add Client button.

The record will automatically publish to your website and create a Book of Memories. If you do not see the record on your website, return to record and navigate to Record Management > File Management. Make sure the 'Publish to web' drop-down is marked as Yes. Save.

Edit a Record

From your Main tab > Records page (or Arranging Director > Active Clients), all current records will be visible. You can enter the name in the Search box or click on the first letter of the deceased's last name to pull up a specific current record. If you need to access another type of record, or choose from the left menu to display:

- Past Records
- All Records
- Standard Records
- Web Only Records
- Pre-Need Records

Once you locate the correct record, click on it to open. Navigate to the section that requires changes. Click on Save at top right to make the changes live.

Edit the Website

To make changes to your website content, open the Website tab at the top of your desktop. Navigate to the page that requires changes and (in most cases) click on 'Edit Content'. Certain pages also contain header and footer sections; if so, buttons to edit those will appear at the top right. A detailed description of the editing capabilities (adding a photo, changing text, creating a hyperlink) can be found on the [Website Editing page](#). To add / delete / hide / re-name a page, please refer to the [Manage Website section](#) of the manual.



Once changes have been made to the website, click Save at top right, **Publish** in the left menu, then the 'Publish' button in the top right. Until your changes are published, they will only be visible within administration mode and not on the live website.

Edit Website Home Page

The home page is full of widgets that can be easily edited by clicking on Edit within each section. More details about each section (including the Welcome Message) can be found in the [Home Page Editing](#) section of the manual.

Videos

Step-by-step videos are available for many features within the FrontRunner system. They are short-and-to-the point and can be found in the [FrontRunner Manual YouTube Playlist](#).

[<< Introduction](#)

[Help Resources >>](#)

Help Resources

Please use the Help Desk section, found from your Main tab, when you have a question or technical issue with something in your system.

You will find a list of helpful tools we have to better serve our clients.

- [Frequently Asked Questions](#)
- [Policies](#)
- [Submit a Support Ticket](#)
- [Training Documentation](#)

[<< New to the System?](#)

[Frequently Asked Questions >>](#)

Frequently Asked Questions

Here are topics related to common questions regarding different areas of your Pulse system.

- [Book of Memories](#)
- [General](#)
- [Memorial Candles for the Funeral Home](#)
- [Memorial Candles for the Purchaser](#)
- [Records](#)
- [Stationery](#)
- [Website](#)

[<< Help Resources](#)

[Submit a Support Ticket >>](#)

Submit a Support Ticket

Please make sure you have checked our other [help resources](#) before submitting a ticket.

To submit a ticket to our support team, navigate to your Main tab > Help Desk > Support Request.

Choose your method of contact.

Fill out the requested fields and be as detailed as possible. Some details may include:

- Record name
- The area of the system you are using
- Error message, if you received one

Click Send Request when done.

Training Documentation

Below you will find a link to each system type. Within each, we have provided a breakdown of each of the training sessions that will take place. Click on each link for information on that topic. From there, you will find a print icon located in the top right. Please feel free to print off each section or bookmark this page for future help.

- [Forms Module](#): Forms only.
- [Management Module](#): Book of Memories, Website, Forms, and Contracts.

Policies

All FrontRunner policies related to billing, support, and cancellation are listed below. You will also find the ULA (User License Agreement), that outlines all details related to your account with FrontRunner. If you have any questions about any of the policies, don't hesitate to [contact your Success Coach](#).

- [Support Policy](#)
- [Cancellation Policy](#)
- [Payment Policy](#)
- [User License Agreement](#)

Getting Started with Your System

Once you login to your Pulse system, you will be able to access everything you need to manage your records, website, forms, showrooms, stationery, dvd creator, the Book of Memories, marketing tools and so much more. The pages listed below cover off all aspects of your system settings, which need to be current at all times. The information entered here helps populate many of the various features throughout the system. You can access and update the settings at any time.

- [Dashboard](#)
- [Your Pulse Desktop](#)
- [System Profile](#)
- [General Settings](#)
- [Flower Order Settings](#)
- [Frequent Charities](#)
- [Adding Charities](#)
- [Product Database](#)
- [Billing Options](#)
- [FAQs on General Issues](#)

[<< Policies](#)

[Dashboard >>](#)


Dashboard



When you first login to the system, the Message Center will pop-up showing:

- New products and services offered.
- What's new to the system.
- The amount of revenue your firm has earned in the SimplyOne account.
- FrontRunner's workshop schedule.


Message Center close X




Pulse Business System™

The only funeral technology your firm will ever need.
Discover all the features

[Learn More](#)







In the News...

New Book of Memories Photo Manager & Photo Frame Settings [\[read more\]](#)


Announcement [\[read more\]](#)

MOBILE CASE MANAGEMENT HAS ARRIVED [\[read more\]](#)



Total Earnings
\$79.62

[View all Earnings](#)



Workshop Schedule

Strategic Marketing
October 6th from 9:00am - 11:00am

Pulse Software Training
October 8th from 9:00am - 12:00am

Pulse Software Training
October 9th from 9:00am - 12:00am

[See full schedule](#)

When the Message Center is closed, the system dashboard will become visible.

To choose the widgets that will appear on your Dashboard, navigate to System Settings > Dashboard > Administrator Configuration.

The Calendar, Notification Center, and Records are automatically added to the Dashboard. Check any other Site Widget to appear; uncheck those that don't apply.

System Widgets	
Calendar	<input checked="" type="checkbox"/>
Notification Center	<input checked="" type="checkbox"/>
Records	<input checked="" type="checkbox"/>

Site Widgets	
Business Directory	<input checked="" type="checkbox"/>
Earnings	<input checked="" type="checkbox"/>
Loyalty Rewards	<input checked="" type="checkbox"/>
Memos	<input checked="" type="checkbox"/>
Online Chat	<input checked="" type="checkbox"/>
Quick Links	<input checked="" type="checkbox"/>
Recently Working On...	<input checked="" type="checkbox"/>
Record Analytics	<input checked="" type="checkbox"/>
Search History	<input type="checkbox"/>
System Settings	<input checked="" type="checkbox"/>
Today's Schedule	<input checked="" type="checkbox"/>
Tribute Comments	<input checked="" type="checkbox"/>
Virtual Learning Center	<input checked="" type="checkbox"/>
Website Statistics	<input checked="" type="checkbox"/>

User Widgets	
Users:	<input type="text"/>

- * If your firm has a Google Analytics account (recommended), navigate to System Settings > Dashboard > Google Analytics Setup. (If this is not activated, [contact your Success Coach](#).) Follow the steps to integrate the Analytics account so your Web Traffic statistics will also appear on the Dashboard.

Notification Center

Click on any of the sections to view the notifications.

Notification Center 8			
Announcements	1 unread message(s)	Stories	0
Family Feedback	7 unread message(s)	Photos Awaiting Approval	0

- **Announcements:** Any announcements posted by FrontRunner.
- **Stories:** If the approval process is turned on, this section displays the number of stories waiting to be approved by either the funeral home or family login. Click on the Approve Stories title to approve/decline stories.
- **Photos:** If the approval process is turned on, this section displays how many photos are waiting to be approved by either the funeral home or family login. Click on the Approve Photos title to approve/decline stories.
- **Condolences:** If the approval process is turned on, this section displays how many condolences are waiting to be approved by either the funeral home or family login. Click on the Approve Condolences title to approve/decline stories.

Calendar/Schedule/Memos

A **calendar** displays the current month with the current day highlighted.

Underneath the calendar, a **schedule** of that day (visitations, services, etc...) is visible. If there is an item in the schedule, the name of deceased with the date and time is shown. Click on the name of deceased to open the record. Use the arrows to flip back and forth between the days or simply click on a day within the calendar. Also included in this section is a list of any records recently worked on. The name of deceased and the last updated date and time will appear.

Today's Schedule ◀ ▶

There is nothing scheduled.

Recently Working On...

[Jones, Alex](#)

Last Updated: Dec 3, 2014 at 09:18:29 AM

[Franklin, Susan](#)

Last Updated: Dec 1, 2014 at 03:22:15 PM

Last Updated: Nov 18, 2014 at 01:23:20 PM

[Jorgenson, Betty](#)

Last Updated: Nov 17, 2014 at 04:11:46 PM

[Lofaso, John](#)

Last Updated: Nov 13, 2014 at 10:06:36 PM

Memos

[Add/Edit Memo](#)

[New Message](#)

Memos: This may consist of any internal notes for yourself or other staff members who will login to the system. Click the Add/Edit Memo link for a pop-up to appear with any memos listed. To add a memo, click Add Memo. Use the fields provided to enter the information about this memo. There is an option to assign and email a memo to another user. When complete, click on Save. To delete a memo, open the pop-up window and select the memo(s) to delete. There is a Remove Selected button at the bottom.

Current Records

Use the Create New Record button to quickly get started entering a new record in the system. Click on any of the tabs to view all records, current records, past records, or pre-need records. The types of records displayed will depend on your system.

Current Records

Create New Record

Search records

Advanced Search

Show 6 entries

All

Current

Past

Pre-Need

	Client Name	Client Number	Date Of Death	Service Date	Branch	Web Status
+	Lofaso, John	JD-2014-11-12-1	2014-11-10		Jules Demo	Published
+	lofaso, John	JD-2014-11-12-2	2014-11-07		Jules Demo	Not Published
+	Jones, Alex	JD-2014-10-11-1	2014-05-01		Jules Demo	Not Published
+	Little, Bryan	JD-2014-04-07-2	2014-04-03		Jules Demo	Published
+	Wegener, Brenda	JD-2014-01-23-2	2014-03-23		Jules Demo	Published
+	Franklin, Susan	JD-2014-04-07-1	2014-03-11		Jules Demo	Published

Showing 1 to 6 of 34 entries

Previous 1 2 3 4 5 6 Next

Website Statistics

This statistics report pulls from your Google Analytics account. If you do not have an account, please [contact your Success Coach](#) to get you started. This section displays the number of new and returning website visitors. A line graph shows the number of page views each day. Hover over the dot to see the daily page views.

Website Statistics

Statistics for Oct 8 to Oct 15
(Cached at: Oct 15 8:14:16 AM)

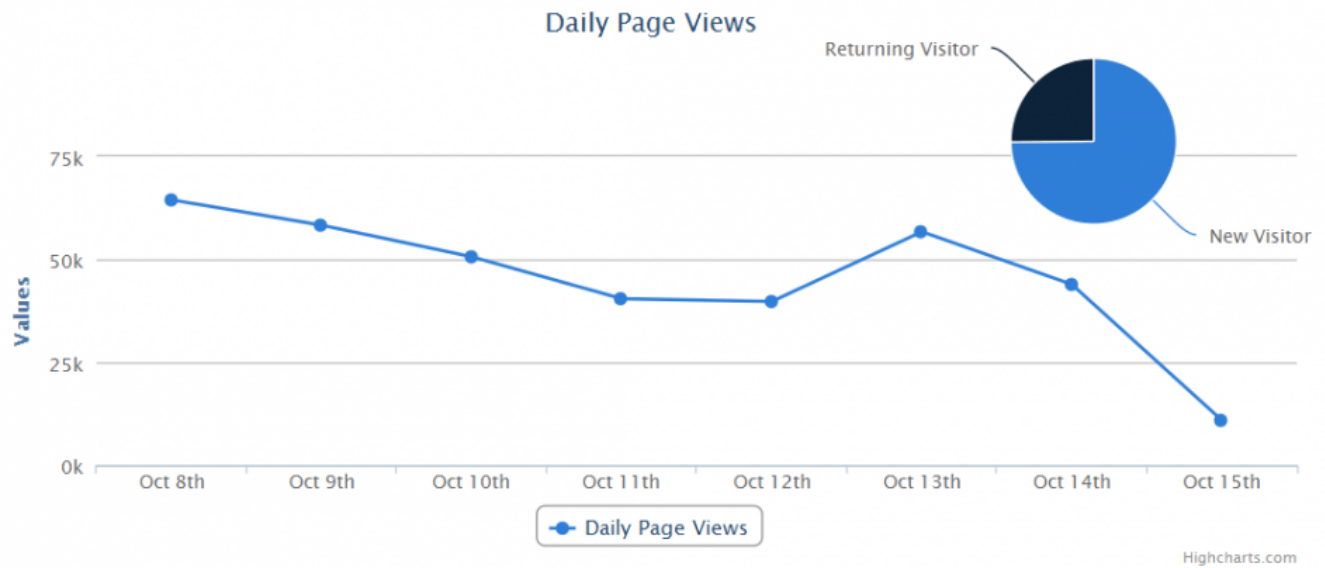
196,724 Sessions

1.84 PageViews Per Session

00:00:59 Time on Site

72.12% Bounce rate

74.83% New Sessions



Quick Links

This section lists links to other areas of the system for quick access.

Quick Links

Website

- [Edit Website](#)
- [Site Map](#)
- [Settings](#)
- [Publish Changes](#)
- [View Website](#)
- [Website Admin](#)

Kiosk

- [Showrooms](#)
- [Merchandise](#)

Marketing Center

- [Ad Library](#)
- [Website Search Results](#)
- [Funeral Screen](#)

System Settings

- [System Profile](#)
- [User Profiles](#)
- [Contract Management](#)
- [Databases](#)
- [Catalogs](#)
- [Notice Compiler](#)
- [Account Management](#)
- [Print Engine](#)

Business Directory

The Business Directory lists any company contacts, suppliers, business, and staff members. To add a new contact, click the Create New Contact button.

Business Directory

Create New Contact

Search contacts

Show 6 entries

All

Company Contacts

Suppliers

Businesses

Staff



Name	Category	Contact Person	Phone Number	Fax Number	Mailing Address	Notes
FrontRunner Professional	business	Kevin Montroy	1-866-748-3625	613-547-4015	6-A Clarence Street	

Showing 1 to 1 of 1 entries

Previous 1 Next

Earnings

Your **SimplyOne** account balance and current monthly earnings will display. These revenues are generated from the candle and flower programs if activated in the system.

Earnings		
Account Balance: \$79.62 This Month: \$0.00		
Other Reports		
	September 2014	August 2014
	\$12.75	\$31.87
Loyalty Rewards Sign in to your Loyalty Rewards account to check balance		
 Save thousands per year on the office supplies you purchase every month, just for being a FrontRunner customer. Login here		

If you are a **Loyalty Rewards** member, you can login to your account at any time to check the balance and view items in the store. If you are not a member and would like to become one, please “contact your Success Coach”:malito:success@fronrunner360.com.

If you are a **Staples** member through FrontRunner, you can login to your account at any time to place an order. If you do not have an account with Staples and/or want to sign up, please “contact your Success Coach”:malito:success@fronrunner360.com.

Search History

This section lists words that online visitors searched within your website and how many times each word was searched. There is also the option to view a list of words being searched online within a specific area. Click the Fetch button to retrieve the data.

Search History	
Report Type: My Site ▼ Fetch	<input type="text" value="Search records"/> Show 5 ▼ entries
Search Term	Count ▼
flowers	47
cremation	35
cost	29
obituaries	18
urns	17
Showing 1 to 5 of 15 entries Previous 1 2 3 Next	

This can help with your SEO. Make sure to include these keywords within the website page content. For more information on SEO, please [click here](#).

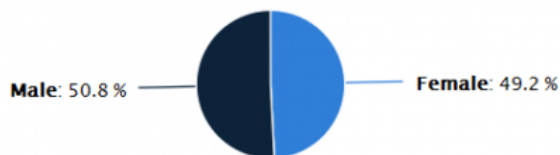
Record Analytics

These reports outline basic record statistics.

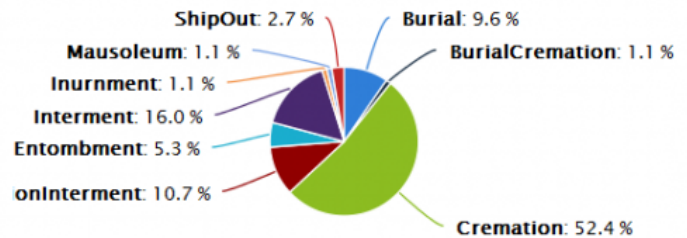
Record Analytics

Report Type: Last Year ▼

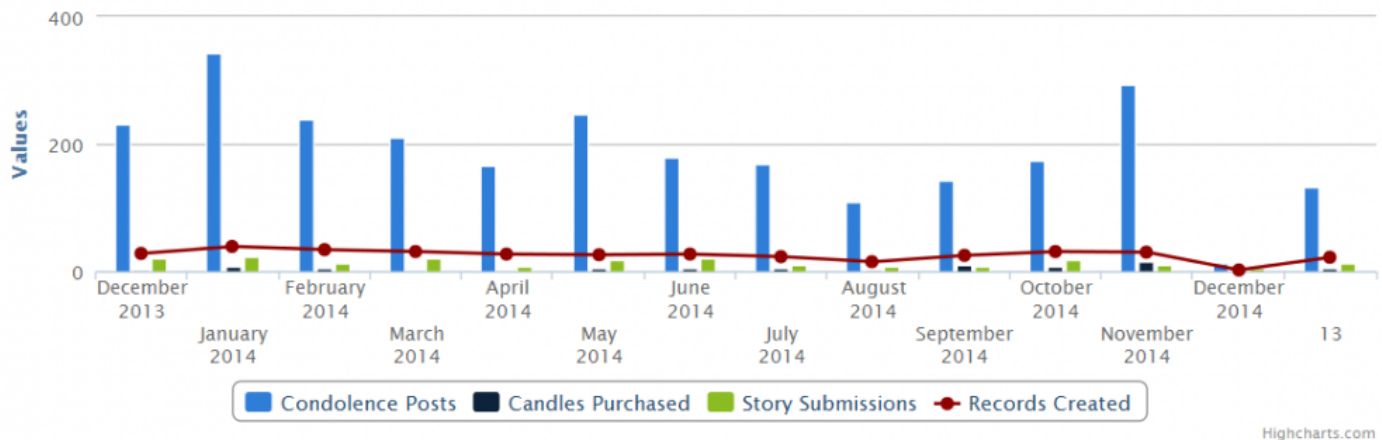
Gender Report



Disposition Report



Book of Memories Interaction Data



There is also a chart of Book of Memories data that displays the number of condolences posted, candles purchased, stories submitted, and records created. Hover over the data within the chart to see the number for each month.

Tribute Comments

This will display any comments left by online visitors from the Book of Memories program.

Tribute Comments

Show **5** entries

Date ▼	From ▲▼	Comment
Oct 10, 2014 1:41PM	Heather Plume	Thank you for this memorial website.
Sep 25, 2014 10:34PM	Arthur Franks	I really like that you have the ability to post stories.
Jul 6, 2014 11:40AM	Joyce Barnes	Great site!
Mar 19, 2014 7:37AM	John Thompson	The Online Memorial is wonderful. Thank you for always doing everything beautifully.

Showing 1 to 4 of 4 entries


[Previous](#) [1](#) [Next](#)[<< Getting Started with Your System](#)[Dashboard 2.0 >>](#)

Dashboard 2.0

The Dashboard is the main screen that will load when you log into the system. You will see many widgets throughout your Dashboard.

Setting Up Your Dashboard

When you log into your system for the first time you will see a list of default widgets.

 Each user will have to set up their own dashboard.

From the top right you will see a Configure (octagon) icon. This will allow you to add or remove any widgets for your dashboard. Refer to the list of widgets below to learn about each of them.

From the left, click the + to add any widget. From the right, click the X to remove any widget. Once you have all the widgets you want to appear added to the list on the right you can adjust the layout.

Click on any widget to drag and drop. You will notice an arrow in the bottom right when you hover over a widget. This will allow you to click and drag the widget as large or as small as you would like it to appear.

When done, make sure to save your changes.

There is an Options drop down at the top right of your dashboard. This will allow you to set the number of rows you want on your dashboard.

Throughout your dashboard you will notice some icons:

- Refresh icon – this will refresh the widget to show any updated information.
- Pencil icon – this allows you to edit the title of that widget. Click the pencil, update the widget name, then uncheck beside 'hide field'.
- Configure (octagon) icon – this allows you to edit the settings within that widget.

How Each Widget Works

Notifications

You will see the following notifications. If there are any items waiting to be viewed, a number will show beside the notification type.

- **Announcements:** Any announcements posted by FrontRunner.
- **Family Feedback:** Any comments left by online visitors from within your website.
- **Stories:** If the approval process is turned on, this section displays the number of stories waiting to be approved by either the funeral home or family login. For more information on approving stories, please [click here](#).
- **Photos:** If the approval process is turned on, this section displays how many photos are waiting to be approved by either the funeral home or family login. For more information on approving photos, please [click here](#).

Notification Center **2**

ANNOUNCEMENTS	NEW PHOTOS	NEW STORIES	NEW CONDOLENCES
0 unread messages	2 unapproved photos	0 unapproved stories	0 unapproved condolences

Click upon any notification to view.

Records

Use the Create New Record button to quickly get started entering a new record in the system. Click on any of the tabs to view all records, current records, past records, or pre-need records. You can click on a name to open that record.

Records

Create New Record ▾ Search records [Advanced Search](#) Show 4 ▾ entries

All	Current	Past	Pre-Need		
Client Name	Client Number	Date Of Death	Service Date	Branch	Web Status
Montroy, Stephanie	StephTest1234	2016-01-20	2016-01-24	KW Montroy Funeral Home	Published

Clock

The clock will show the current time. When hovered over, there is a Configure icon that will allow you to change the appearance of your clock. There are also arrows that will allow you to quickly scroll from one clock to the next.

Quick Links

This section lists links to other areas of the system for quick access.

Hover over the widget and click the Settings icon. You need to add a category on the right before adding links. Enter a category name in the field provided and click Add. See example below. I added the word Setup.

Using the links on the left, click the + to drop down categories. When you find the link you want to add, click on it and drag it over to the empty field on the right.

Click save when done.

Configure Widget

IMS Links

Dashboard

Dashboard

+

Main

+

Arranging Director

+

Website

+

Call Center

+

Kiosk

+

Marketing Center

+




System Settings


App Shop

Support

Quicklink Categories

Add New Category:

Setup   

Forms 

Cancel

Save

Tips

Use the arrow, when hovering over this widget, so rotate tips we have provided for you.

Calendar

A calendar displays the current month with the current day highlighted.

Underneath the calendar, a schedule of that day (visitations, services, etc...) is visible. If there is an item in the schedule, the name of deceased with the date and time is shown. Click on the name of deceased to open the record. Use the arrows to flip back and forth between the days or simply click on a day within the calendar.

Calendar ☰						
◀ January 2016 ▶						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
Schedule For 2016-01-21 <i>There is nothing scheduled.</i>						

Memos

This may consist of any internal notes for yourself or other staff members who will login to the system. Click the Add/Edit Memo link for a pop-up to appear with any memos listed. To add a memo, click Add Memo. Use the fields provided to enter the information about this memo. There is an option to assign and email a memo to another user. To add more users to this list, [click here](#). When complete, click on Save. To delete a memo, open the pop-up window and select the memo(s) to delete. There is a Remove Selected button at the bottom.

Recently Working On

This section is a list of any records recently worked on. The name of deceased and the last updated date and time will appear.

Recently Working On...

[Montroy, Stephanie](#)
Last Updated: Jan 20, 2016 at 02:53:27 PM

[Ketner, Bobby](#)
Last Updated: Jan 19, 2016 at 10:40:21 AM

[MvTest Radr](#)

Business Directory

The Business Directory lists any company contacts, suppliers, business, and staff members. To add a new contact, click the Create New Contact button.

Business Directory

[Create New Contact](#) Show **4** entries

All	Company Contacts	Suppliers	Businesses	Staff		
Name	Category	Contact Person	Phone Number	Fax Number	Mailing Address	Notes
abc cleaners	company		6133333333			
Mike Smith	staff		555-121-6565			

Showing 1 to 2 of 2 entries [Previous](#) [Next](#)

Contract Statistics

This chart shows you data collected for certain items. If you go to the Options button you will see you can select a date range and the type of information you want data for. Example: Service Types.

You will see a list of each service type, how many times each appeared in a contract, the total and average cost.

Contract Statistics				Options ▾
Search: <input type="text"/>		Show 4 ▾ entries		
Service Type	Contract Count	Contract Total	Contract Average	▼
Graveside	1	\$16,372.50	\$16,372.50	
Trade	1	\$15,751.00	\$15,751.00	
Service	1	\$15,016.50	\$15,016.50	
N/A	5	\$45,430.20	\$9,086.04	
Showing 1 to 4 of 7 entries				Previous 1 2 Next

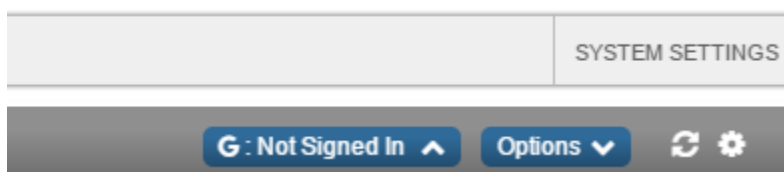
Earnings

You will be able to see how much revenue is being generated from the Book of Memories. You will see the monthly average per record. These revenues are generated from the candle and flower programs if activated in the system. To learn how you can be making more, click the PDF link.

Google Website Analytics

This statistics report pulls from your Google Analytics account. If you do not have an account, please [contact your Success Coach](#) to get you started.

If your firm has a Google Analytics account (recommended), click the button in the top right called G: Not Signed In.

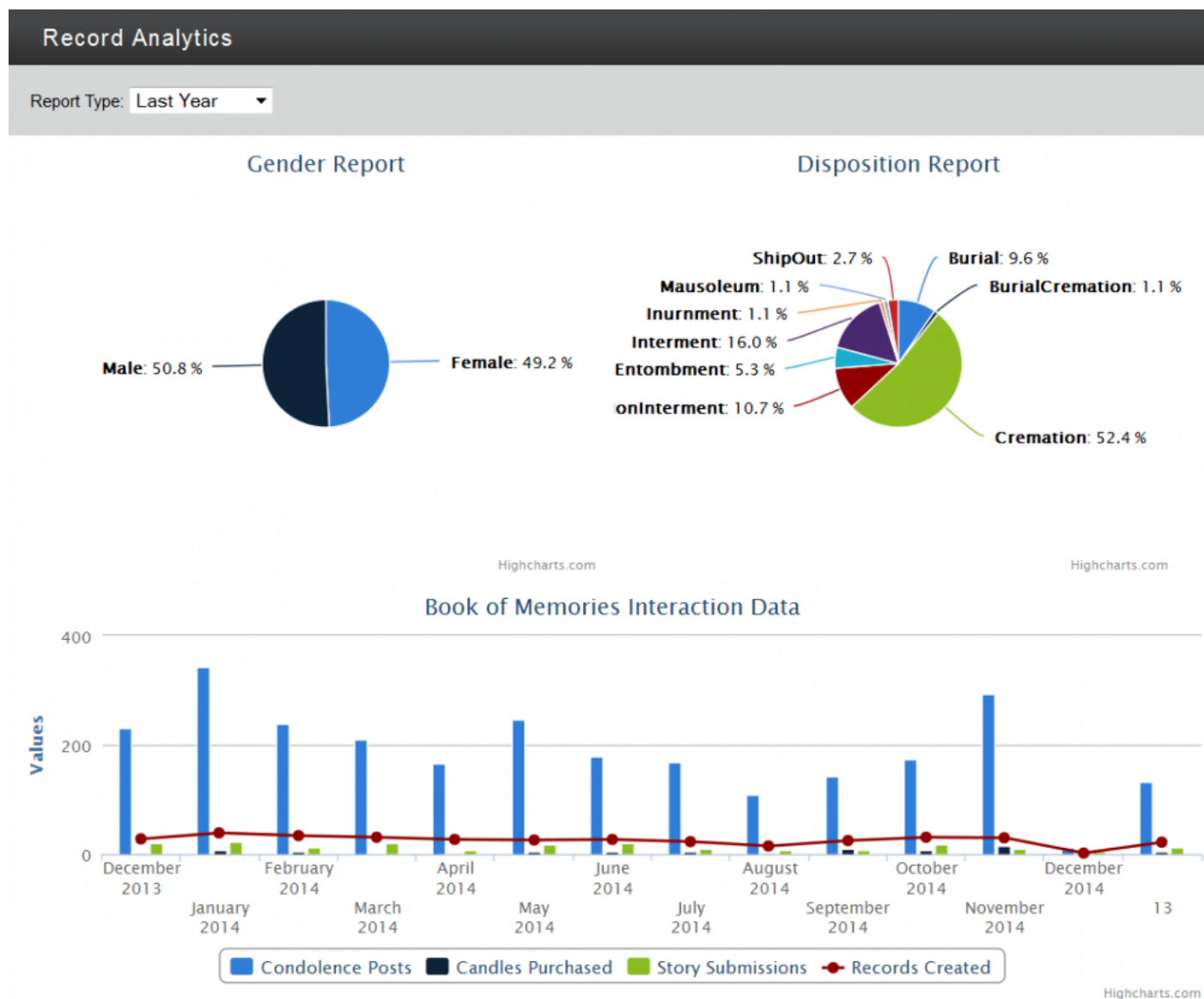


A drop down will appear. Click the “Link to account” button and follow the steps.

This section displays the number of new and returning website visitors. A line graph shows the number of page views each day. Hover over the dot to see the daily page views.

Record Analytics

These reports outline basic record statistics.

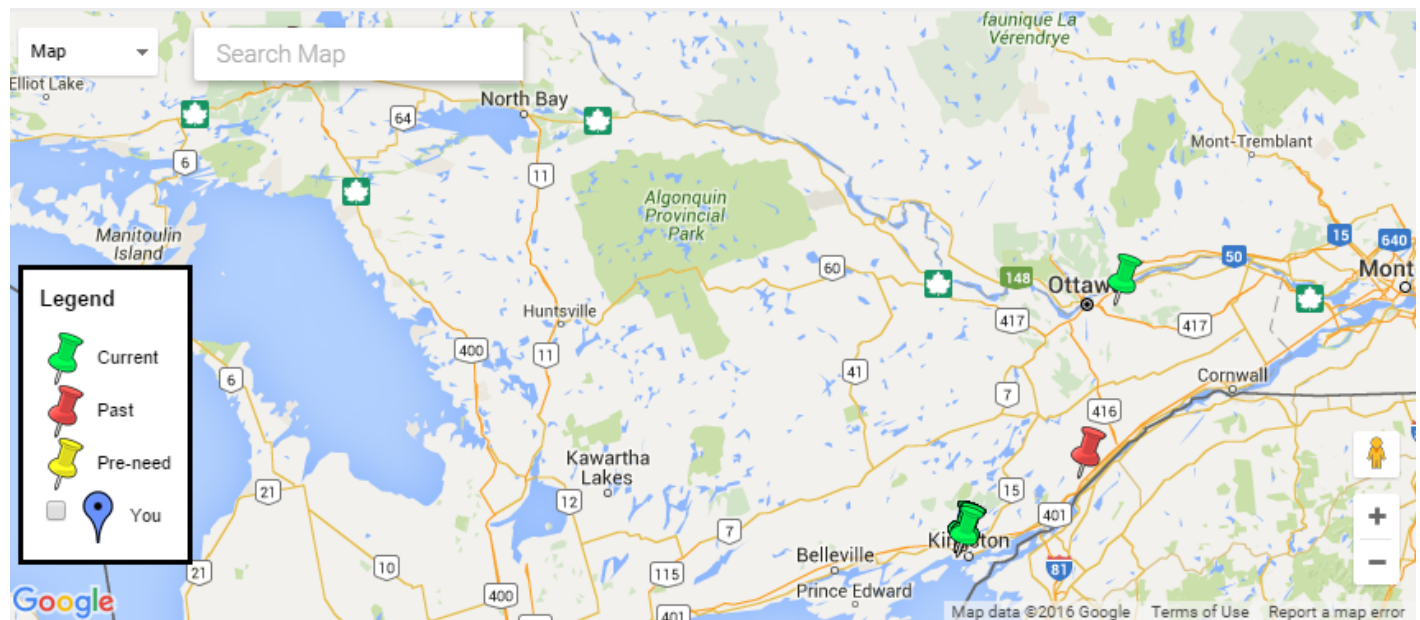


There is also a chart of Book of Memories data that displays the number of condolences posted, candles purchased, stories submitted, and records created. Hover over the data within the chart to see the number for each month.

Use the Options button to change the type of report you want to view. You will also be able to select a time period.

Record Map

The map widget allows you to pull a report, and based on the information you are looking for will place a pin on the map. Click the Configure icon.



For example: if you want to see the place of death information, chose your time period, select all for records, and place of death for location. Click update. You will now see pins placed on the map. The colored pins will tell you what type of record they are. The pins will point to areas on the map where the place of death was located.

Search History

This section lists words that online visitors searched within your website and how many times each word was searched. There is also the option to view a list of words being searched online within a specific area. Click the Fetch button to retrieve the data.



This can help with your SEO. Make sure to include these keywords within the website page content. For more information on SEO, please [click here](#).

Tribute Comments

This will display any comments left by online visitors from the Book of Memories program.

Tribute Comments		
<input type="text" value="Search records"/>		Show <input type="text" value="4"/> entries
Date ▼	From ▲	Comment
Jun 25, 2015 8:48AM	test	test
Dec 17, 2014 9:49AM	Jason Truesdell	Love the memorial page for Jules. She would have loved how classy and put together this is. Thanks for doing her this honor.
Showing 1 to 2 of 2 entries		
Previous 1 Next		

Your Pulse Desktop

The Main desktop can be found from the Main tab at the top of your system. The grey tabs across the top link to the main applications of the system and remain visible and accessible at all times. The information below covers the primary functions of left side menu items including:

- [Records](#)
- [Announcements](#)
- [Book of Memories Settings](#)
- [SimplyOne Account](#)
- [Directory](#)
- [Help Desk](#)



The Log Out button can be found at the bottom left of your browser window.

[<< Dashboard 2.0](#)

[Your Company Profile >>](#)

Your Company Profile



! The System Profile is very important; it is the core source of information that populates many key areas of the system. It is crucial to keep the information up-to-date at all times to continue receiving important updates.

Navigate to System Settings > System Profile > Profile.

Complete or modify the following information:

- Company Name
- Copyright Name
- Branch Name (allows the system to distinguish between multiple branches if the company name is the same)
- Business Code Number
- Funeral Home License Number
- Tax Number
- Call Volume (annual)
- Address information.
- Phone Number
- Fax Number (if applicable)
- Contact Person (primary contact)
- Contact Email – this is primary contact's email address, which will also be displayed on your website
- Website Address (URL)
- Email for Website Forms (email address where all forms submitted by online visitors should be sent; separate multiple addresses with comma and space)
- Email for QuickSearch Reports (email address to receive reports of searches done on website by online visitors; separate multiple addresses with comma and space)
- Email for billing information (email address to receive all invoicing; separate multiple addresses with comma and space)
- List the communities you serve (separate multiple communities with comma and space)

- List any additional keywords you would like to use that relate to your firm (ex. pre-arrangement, cremation, family owned, etc.)
- Show birthdays on the web (birth dates of deceased)



Always remember to **SAVE** all changes before exiting the page.

If your funeral firm has more than one location (branch), make sure all are listed. If they are not, create a new profile using the [Add New Site Branch](#) button at the top right. If a location's profile is already open, you will not see this button until you save.

Adding Charities

The database section in your Pulse system was created to help reduce the amount of time it takes to create records and utilize the many additional features. We recommend that you designate a period of time to build the local charity database; once the information is added, it can be easily accessed from various parts of the system. Enter the information once – and you won't have to enter it again.



Navigate to System Settings > Databases > Charities.

1. Select the **Add Charity** button at the top right.
2. Visible (option to hide charity within the Book of Memories)
3. Name of Charity
4. Make Checks Payable To (only if different than name of charity)
5. Charitable Registration Number (you can disregard, as we already have all registered charities in a database)
6. Select where check/cheque should be mailed
7. Complete the mailing address information only if the check will be sent to the charity.
8. Add any additional contact information if this is pertinent to your record keeping: the information will not display within the Book of Memories.
9. Click **Save** when done.

[<< Your Company Profile](#)

[Manage Products >>](#)

Manage Products

Add and edit all of your products and services. If you are a Matthews' customer, all products will be pre-loaded into the product catalog for you.



Navigate to System Settings > Catalogs > Products.



If there are no categories on the left, add these before adding products.

Add Categories

Click the **Add Category** button. Enter the name (ex. Stainless Steel). Select the classification (ex. Merchandise: Caskets). Click **Save** when done.

Add Products

Name:	<input type="text"/>
Code:	<input type="text"/>
Wholesale Price:	<input type="text"/>
Retail Price:	<input type="text"/>
Supplier:	<input type="text"/>
Show on Merchandise List?	<input type="checkbox"/>
Inventoried?	<input type="checkbox"/>
Add as Cash Disbursement	<input type="checkbox"/>
Disable Price Showing on Web	<input type="checkbox"/>
Category:	<input type="text" value="Catering"/>
Short Description:	<div></div>
Specifications:	<div></div>
Long Description:	<div></div>



Select the **Add Product** button at the top right. Select *click here to add an image* to upload a picture. A window will pop-up. Select *Choose File* and locate the image from your computer. Once the image opens, it will load in the window. Double-click on the image to load it to the box.

Enter the following information about the product:

- Product Name
- Product Code if you have it/require it
- Wholesale Price
- Retail Price – This is the price that will display on the website if you choose to publish your products, or that is used on the contract if you are an Arranging Director management client.
- Supplier
- Show on Merchandise List? – If you are in our Arranging Director management system, you must tick this box for any product that you want to be linked to the contract screen.

- **Inventoried?** – Ticket this box if you want to keep a product inventory in your system. See [Inventory Control](#) section for more details.
- **Disable Pricing Showing on Web** – If by default, you have all [pricing disabled for Web](#) then disregard.
- **Category** – Choose the category that best suits the product.
- **Short Description** – This is the information that appears on the product listing page of your website, if you choose to publish your products to the site.
- **Specifications** – This information appears if you click the More Info/Customize link on a particular product (only for products that you have published to the website).
- **Long Description** – This information appears if you click the More Info/Customize link on a particular product (only for products that you have published to the website).

Edit Products

Use the  to expand all categories until you find the product to edit. Once selected, the product will appear on the right side of the screen. Click  when done.



Note to Matthews' clients: The information in grey, supplied in product specs, can not be edited.

Product Add-Ons

Navigate to the Product Add-Ons section on the left to add pricing to all corners and cap panels in the catalog. (These are preloaded for Matthews clients.) Add prices if using the [Virtual Showroom](#).

Billing Options

You can access all FrontRunner billing information at any time. If you have any questions regarding an invoice or one of the policies, don't hesitate to [contact Accounting](#).

Navigate to System Settings > Account Management.

- current invoices
- billing history
- billing inquiry (form submission)
- redemption history (credits redeemed)
- [payment policy](#)
- [cancellation policy](#)

There are various ways to pay an invoice. The buttons across the top of each invoice detail your options. Each invoice can also be printed for your records.

Simply One Available

The credit amount in your [SimplyOne Account](#) will display. The totals are calculated from the revenue generators within the Book of Memories (candles, flowers, cards).

Pay With Simply One

If there are Simply One credits/funds available, these can be applied toward the invoice. Click the button to redeem. If the total is less than the invoice, once redeemed, the remaining balance will display.

Pay With Credit Card

Once you choose to pay by credit card, you will be taken to a new screen where you can enter the card information.

Hosting Fees

FrontRunner offers quarterly or annual invoices. If you choose to pay by credit card, please [complete our pre-authorization form](#) and email it to accounting@frontrunner360.com or fax to 866-728-0681.

Quarterly Hosting Invoice: This option allows you to pay once every three months by credit card only.

Annual Hosting Invoice: This option allows you to pay by credit card or check/cheque.

If you would like to pay via check/cheque, please mail it to:

FrontRunner Professional, Inc.
6A Clarence Street
Kingston, ON Canada
K7L 5H8



To avoid late payment, please make sure you send the check/cheque at least 10 business days prior to the due date.

[<< Manage Products](#)

[FAQs on General Issues >>](#)

FAQs on General Issues

Below are a list of common questions regarding general issues. If you are still unable to find a solution to any problem that you are experiencing, please contact support@frontrunnerpro.com.

Question: My password doesn't work anymore. I logged into the system earlier today but I can no longer access. What happened?

Answer: The usernames and passwords are case sensitive. You need to enter the information the same way it is set up in your system. If the issue persists, try logging in from another computer. This may be a computer error, not a system error.

Question: Can anyone access our system?

Answer: No. Only users set up in the system will have the ability to access the system.

Question: What security measures have been taken to prevent someone from accessing our system and changing the content?

Answer: In conjunction with the recorded log, users only have 3 attempts to login to the administration area of your system before being "locked out". If there are more than 3 unsuccessful attempts, our servers track the computer that the person is using and blocks any further attempts. Our improved security features require everyone to type in their username and password every time they login. This helps prevent strangers from accessing your data.

Question: How long can I be logged into our system? Is there a time limit?

Answer: There is no time limit, however there is a "time out" limit for those who remain logged in but leave their computer. The limit is equal to 3 hours of non-activity time. We recommend logging out of your system whenever you step away from your computer. This will prevent unauthorized people from viewing, modifying or compromising your data.

Question: What happens when I have exceeded the "time out" limit?

Answer: You will know that the "time out" limit has been exceeded and you try clicking on any button or menu item in the system. You will be presented with the initial login screen. We recommend saving your work and then logging out of the system whenever you step away from your computer. This will ensure no loss of your data and prevent unauthorized people from viewing, modifying or compromising your data.

Question: I am being asked to clear my cache. What does that mean and how do I do that?

Answer: The cache is where your browser files are stored so you don't have to download files every time you need them. When we update files, caches need to be cleaned because the cached data is out of date. Different versions will have different steps. [Try this link](#) – choose your web browser and version to access the appropriate steps for your computer.

Question: How do I take a screen shot?

Answer: To do a screen shot, open the page you need to capture and follow these instructions:

1. Press CTRL+SHIFT+Print Screen on your keyboard. Nothing will “happen” right away – wait as the screen shot is taken and placed on your clipboard.
2. Open Microsoft Paint (usually found under the Start Menu > Accessories)
3. In paint go to the “Edit” menu and select “Paste”
4. In paint go to the “File” menu and select “Save As”
5. Name the file and save it to a folder on your computer's Desktop.

Question: How do I change the time or date in my system?

Answer: The time and date in your Pulse system is tied directly to your computer clock, which adjusts to time zone and daylight savings settings. To change the time/date, click on the time/date display on your computer's task bar (usually located close to volume, battery and internet signal icons). The time/date settings can also be accessed and modified through your computer's Control Panel.

Question: Why does FrontRunner choose a minimum screen resolution of 1024×768 and how do I check/change my screen resolution to make sure my computer meets the minimum requirements?

The resolution of 1024 × 768 was chosen after determining the most common resolution as more people opt for larger monitors.

640 × 480pixels – .06% market share

800 × 600pixels – 4.5% market share

1024 × 786pixels – 37% market share

The remaining % are higher resolutions.

To change your monitor's resolution, visit the following [website that provides step by step instructions](#).




Add/Edit a Record

Add a new record or search for a record to edit.



Navigate to Arranging Director.

The first page displays all **Active Clients**. The system displays At Need Contracts (ANs) and PreNeed Contracts (PNs) separately. Click on either Show ANs or PNs to display the records.

<input type="button" value="Show ANs"/> <input type="button" value="Show PNs"/>		Service Date within the past <input type="text" value="1"/> month(s)						
Show <input type="text" value="25"/> entries		Search: <input type="text"/>						
<table border="1"><tr><td></td><td>Montroy, Stephanie M.</td><td>11/6/2014</td><td>StephTest1234</td><td>N</td></tr></table>					Montroy, Stephanie M.	11/6/2014	StephTest1234	N
	Montroy, Stephanie M.	11/6/2014	StephTest1234	N				

When searching for a particular contract, enter the deceased's last name in the search field or use either of the dropdowns to display 25, 50, 100 or All, or refine the search using the Service Date options (1, 3, 6, 9, 12, 24, or All).

The information displayed includes the name, service date, time, and location, date of death, contract number, paid status, and funeral director. To edit a contract, click on the magnifying glass to the left of the Name.

Add a New Record

There are two ways to add a new client in Pulse. From the top menu, choose one of the following:

1. Arranging Director > Clients > Add New Client.
2. Main > Records > Add a New Record (button at top right of screen will direct you to Add New Client)

Once either option is selected, enter the information as described below:

Contract Type:

Contract Date:

At Need Contract Number: [Last Entered AtNeed?](#)

At Need Service Date: Estimated: ☐

Date of Death:

Last Name/Suffix:

First Name:

Middle Name:

Publish to Web on Create:

- Contract Type: Choose either At Need or Pre-Need
- Contract Date: Click on the calendar icon to change the date, if necessary.
- AN/PN Contract Number: Click on 'Last Entered AtNeed?' or 'Last Entered Preneed?' to reveal the most recent contract number entered. This will allow you to create a sequential number. (You can set up Automatic Contract Numbering for Preneed records: [Contract Numbering Setup](#))
- At Need Service Date: Click on the calendar icon to select a date and check the Estimated box if the date has not been confirmed.
- Date of Death: Click on the calendar icon to select a date.
- Last, First, and Middle Names
- Publish to Web on Create: If you would not like this record to publish to the website when you save select "Add Client", change the drop-down to "no"



If your Financial Report Date Base is set for Date of Death, the Date of Death field on Add New Client for At-Need record will be required.

If your Financial Report Date Base is set for Date of Service, the Date of Service field on Add New Client for At-Need record will be required. You may select the 'Estimated' box if Date of Services is unknown at time of record creation.

Financial Reporting Date Basis is found under System Settings > Arranging Director Admin > Financial Reporting Date Basis.

Click on the **Add Client** button when done. Once the record has been added, the contract will be accessible through any of the search mechanisms on the Active Clients or Client Search pages.


Search to Edit a Record

Navigate to Arranging Director > Clients > Client Search. This tool is similar to the Active Clients page but allows searches for At Need, PreNeed, or the Flexible Search feature.

The screenshot displays the 'Client Search' interface with three main sections:

- Find At Need Client:** Includes a dropdown menu with a blue arrow icon, a **Select Client** button, and a note: 'Does not include archived clients.'
- Find PreNeed Client:** Includes a dropdown menu with a blue arrow icon and a **Select PreNeed** button.
- Flexible Search:** Includes several search criteria:
 - Contract No Contains: [text box]
 - Decedent's Last Name Contains: [text box]
 - Decedent's First Name Contains: [text box]
 - AN or PN Contract Date Between: [text box] and [text box] (with calendar icons)
 - Contact Name Contains: [text box]
 - Include Archived Clients? ☒ No ☐ Yes

A **Search using Criteria** button is located at the bottom right of the Flexible Search section.

- Find At Need Client: Click on the dropdown to display all at need records currently entered in the system. To open, click **Select Client**.
- Find PreNeed Client: Click on the dropdown to display all preneed records currently entered in the system. To open, click **Select Client**.
- Flexible Search: Enter any information, no matter how limited. Click **Search using Criteria** when done. Click the  icon to open a record.

- [Summary](#)
- [Vitals](#)
- [Services](#)
- [Contract](#)
- [Contacts](#)
- [Obituary](#)
- [Account](#)
- [Add Ons](#)
- [Files](#)

- [Pre-Need Funding](#)
- [Record Management](#)
- [Create a Book of Memories Page](#)
- [Setup Items](#)
- [Import First Calls from ProComm or ASD](#)
- [Add Record to Fallen Heroes Wall](#)
- [Add Record to Veterans Memorial Wall](#)
- [Post Your Obits to Facebook](#)
- [Mobile Case Management](#)
- [FAQs on Records](#)

[<< FAQs on General Issues](#)


[Summary >>](#)

Summary


This section of Arranging Director provides an overview of the service information, vitals information, payment information, notes from staff, quick printing of forms, and a task list.

Open a record and navigate to Client Arrangement > Summary.


Contract Date: 03/29/16


Service Information


Service: Kingson Funeral Home Chapel - Friday 04/01/16 at 3:00 am
Minister: Rev. Fred Ritter
Cemetery Information: gordon cemetery - Georgetown , Ontario
Service Type: Traditional


Vitals

Age: 71 **Gender:** Female
Date of Birth: 03/01/1945 **Marital Status:** Married
Date of Death: 03/28/2016 **Spouse:** William smith
Residence: 3 Main St Kingston, Ontario 12354


Donations

cancer society


Payment Information

Amount Due: \$6713.45 **Last Payment On:**
Contract Amount: \$6713.45 **Total Paid Amount:** \$0.00

Notes

Save Notes

FREQUENTLY USED FORMS

- [BC - At Need Contract](#)
- [CA - Death Certificate](#)
- [Canada - At Need Contract](#)
- [Canada - Notification of Death](#)
- [Canada CPP Death Benefit Application](#)
- [Canada CPP Survivor's Benefits Application](#)
- [CT - Death Certificate - Back](#)
- [CT - Death Certificate - Front](#)
- [CT - VA Marker Reimbursement](#)
- [Flag Request](#)
- [Marker Request](#)
- [Marker Request - Instructions](#)
- [MD - Application for Death Certificate](#)
- [NY - Statement of Disposition - Not Agent](#)
- [NY - Supplemental Burial Allowance](#)
- [NY - Supplemental Burial Allowance \(Word\)](#)
- [NY - Vaad Hakashruth Taharah Certificate](#)
- [NY - Vaad Hakashruth Taharah Certificate \(Word\)](#)
- [NY City - App for DC](#)
- [NY City - Application for Cremation Permit](#)
- [OK - Application for Death Certificate](#)
- [OK - CME Shipout Worksheet](#)

- Click on 'Show' to display more information about vitals or payments.
- Use the Notes section to add more information that may be relevant for staff accessing the client record. Once notes are added, click on 'Save Notes'.

Frequently Used Forms

This handy tool will allow you to click on any of the forms listed on the right to open a PDF.

- * You can control what forms get listed as a frequent form. This is done through [Arranging Director Admin > Form Library Maintenance > Maintain Forms](#).





The form you open will contain any relevant information entered in the record; the form is automatically populated with information from record fields.

- * If there are blank fields when the PDF opens, you can either go back to the record and fill in all relevant information and then reopen the PDF or you can make changes to the PDF file and sign, save, and send.

Task List

When a new PreNeed or At Need contract is created in your system it will pull in your default task item list from your system settings.









Summary					
<div> Tasks Edit All </div>					
Task	Due Date	Assigned To	Completed On	Completed By	
Minister					<div> <div></div> <div></div> </div>
Organist					<div> <div></div> <div></div> </div>
Soloist					<div> <div></div> <div></div> </div>
Vault					<div> <div></div> <div></div> </div>
Obituary					<div> <div></div> <div></div> </div>
Cemetery					<div> <div></div> <div></div> </div>

-  Edit
-  Delete
-  Refresh
-  Save

There are a couple editing options:




1. Click Edit All to open all task list editing fields.

Tasks Save Cancel

Task	Due Date	Assigned To	Completed On	Completed By
Minister				
Organist				
Soloist				
Vault				

2. Click the Edit icon beside one task to edit only that task.

Tasks

Task	Due Date	Assigned To	Completed On	Completed By	
Minister					
Organist					
Soloist					
Vault					

Once the editor is open, you can:

- Rename task
- Set Due Date
- Assign Employee
- Set Completed Date
- Set Completed by Employee

To save any changes in edit mode, ensure you click the save button.

Should you need to delete a task item for the this particular contract, you can click on the red delete icon.



You can manage and maintain the default task list for At Need and PreNeed contracts in System Settings > Data Setup > Quickfill & System Data: Task List Items.
[Default Task List Items Setup](#)

Reporting and Notifications on Outstanding Tasks

You will have the ability to export reports on Outstanding Tasks and Overdue Tasks. To learn more information on reporting visit [Task Reporting](#)

Should you wish to enable email notifications for overdue tasks, you can manage the [Overdue Task Notification Settings](#)

Other sections within the client record include:

- [Vitals](#)
- [Services](#)
- [Contract](#)
- [Contacts](#)
- [Obituary](#)
- [Account](#)
- [Add Ons](#)
- [Files](#)
- [Pre-Need Funding](#)

[<< Add/Edit a Record](#)

[Vitals >>](#)

Vitals

This section of Arranging Director provides all the vital information of the deceased.



Open a record and navigate to Client Arrangement > Vitals.



All information contained within the dropdowns is drawn from the [Quickfill & System Data](#) section of your system. Once information is entered in a dropdown field (and the record is saved), it will be added to the system data.

Client Vital Information

Enter all the client information. The more information that is added in these fields, the less you will have to add in separately for the obituary, forms, stationery, and contracts.

Contract Date

Click on the calendar icon to select a date or manually enter the date: XX/XX/XXXX – Month/Day/Year

Deceased Name

The first and last names are required fields.

Fill in all other applicable fields.

Personal Details

Use the dropdown to select Male or Female. Add the SSN/SIN information.

Date of Birth & Date of Death – Use the calendar icon or manually enter the date: XX/XX/XXXX – Month/Day/Year When both fields are filled in, click on the calculator icon beside Age to calculate the age.

Fill in all other applicable fields.

Residence Information

Fill in all applicable fields. For those fields that contain dropdowns (City, Township, etc.), either click on the dropdown or start to type the name. If the city, for example, is already in the database, the word will appear. If not, type in the full name and once the record is saved, it will then save to the database and become a dropdown option.



If a dropdown field contains incorrect information, click on the blue arrow buttons to clear the field.

Marital Status

Choose marital status and the marriage date, if applicable. Add additional information in this section if relevant.

Parent Information

Add information about both the father and mother.

Occupation Information

Click on the dropdowns to select the occupation and nature of business or type in the text. Any new fields entered will automatically populate the dropdown once the record is saved.

Education

Click on the dropdowns for the applicable education field.

Military Service

If the client was a member of the military, select 'Yes' from the Veteran drop-down. Fill in all applicable information and click on the calendar icons to choose the service entry and separation dates.

Religion and Organizations

Select the religion and church from the dropdown options or type it in manually. (Once the record is saved, any new field will populate the database)

Physician Information

Use the dropdown to access the physicians currently entered in the database. If it is not visible, type in the information. (Once the record is saved, any new field will populate the database)

Place of Death

Fill in all applicable information. Select from the dropdown options otherwise type in the information required. (Once the record is saved, any new field will populate the database)

Disposition

Choose the method of disposition and date.

Informant Details

Add the informant's name and relationship. If the informant has the same address and phone number as what's entered for the deceased, click on the 'Use Deceased's Addr and Phone Info' button to the right.



Click on Save at the top right of the screen before exiting the page.

[<< Summary](#)

[Services >>](#)

Services

This section of Arranging Director allows you to enter all the service information.



Open a record and navigate to **Client Arrangement > Services**.

Client Service Information

Fill in all applicable fields. Many of the sections on this page contain a location field. If the location is not contained within the dropdown, type in the name. (Use the blue arrow buttons on right to clear the field, if necessary.) Click on the calendar icon to select a date. *Only those that have a Multi-Location system, will see the Servicing Branch dropdown.*

Service Information	
Servicing Branch	Kingston
Service Type *	Traditional
Removal Time	5:30 pm
Place of Service	Kingston Funeral Home
	81 Princess Street kingston, Ontario K7N0C6 Add/Edit Addr
Service Date *	06/08/2016 No Ceremony: <input type="checkbox"/>
Service Time	1:00 pm

Click on the 'Add/Edit Addr' link and a pop-up will appear to include or amend the address information.

Add/Edit Location Address	
Location Name	Kingston Funeral Home
Address	<input type="text" value="81 Princess Street"/> Test Map
City	<input type="text" value="kingston"/>
Province	<input type="text" value="Ontario"/>
Postal Code	<input type="text" value="K7N0C6"/>
GPS Location (optional)	<input type="text"/> <input type="text"/> Test Map

Service Information

Select the service type, location, date (use the calendar icon or type in the date – XX/XX/XXXX – Month/Day/Year), and time.

Visitation

There are fields for as many as four (4) different visitations. Add the location and add/edit the address if necessary. Select the date (use calendar icon), time, and any notes if necessary.

Rosary

Add information if applicable.

Shiva or Repast

Add information if applicable.

Reception

Add location (add/edit address if necessary), date, and time of reception. If the location information is incorrectly entered, click on the blue arrow buttons on the right to clear the field.

Additional Details

Add any relevant information pertaining to this record.

Participant Details

Select from the dropdown menus or type in the applicable names. (Once the record is saved, the names will be entered in the database.)

Crematory & Cemetery

Select the name from dropdown or type in the applicable names. Select the date and fill in any other relevant details.

Funeral Director / Embalmer

Select the names from the dropdowns or type directly into the field. Add the license numbers. Click on the blue arrow buttons to clear the field. If the Funeral Director/Embalmer information is to be included on a form that is printed from the system, you will need to ensure that you are selecting the names from the dropdown so that the license number populates. Please refer to the [Quickfill & System Data](#) section for details on adding this information to the database, so that it appears in the dropdowns.



Once information is added, click on Save at top right of the screen.

[<< Vitals](#)

[Contract >>](#)

Contract

This section of Arranging Director allows you to add products and services for the contract.



Open a record and navigate to Client Arrangement > Contract.

* All information contained within the dropdown menus of the Contract page has been entered in the system's settings. Before information can populate contracts, it must be entered in [System Settings > Catalogs > Products](#) and [System Settings > Pricing Setup > Package Pricing](#).

Most of the information for this first section is already populated. Click on the calendar icon to populate the 'Unpaid Balance Due By' field.

Date of Service: 08/31/2014	Contract Date: 08/27/14
Estimated Date: <input checked="" type="checkbox"/>	Contract Type: At Need
Unpaid Balance Due By: 10/31/2014 	









Services

- Select a specific package from the dropdown menu (pulls information from [System Settings > Pricing Setup > Package Pricing](#)).
- The white pricing fields are editable. Edit any of the pricing information if needed.
- Click on the green + icons to add items to any of the sections (Professional and Staff Services, Care and Preparation of Remains, etc.)
- Once all services (and prices) have been added, the total services displays at the bottom of the Services section.

Merchandise

MERCHANDISE

Merchandise - From Inventory

Casket - From Inventory	 	<input type="text" value="0.00"/>
Outer Burial - From Inventory	 	<input type="text" value="0.00"/>
Urns and Vases - From Inventory	 	<input type="text" value="0.00"/>
Clothing - From Inventory	 	<input type="text" value="0.00"/>

There are two sections for each type of merchandise: inventoried and not inventoried. Choose merchandise from the applicable category.



To keep track of inventory, all can be managed through [System Settings > Arranging Director Admin > Inventory Control](#).

All merchandise contained within System Settings > Catalogs > Products can be added to the contract by clicking on the brown file icon located beside each category. A pop-up will appear that includes all available merchandise.

Choose a Product

List of Caskets in Inventory

Product Search:

Golden Harvest

Bronze Color 18 Gauge

Supplier:

Subcategory: Metal Caskets

Price: \$2500.00

Date Ordered: 06/02/14

Date Received: 06/04/14

Serial Number: 0

King Oak

Hardwood with crepe interior.

Supplier: Matthews



Subcategory: Wooden Caskets

Price: \$9999.00

Date Ordered: 06/04/14

Date Received: 06/05/14

Serial Number: 0

Scroll through the list to find the applicable product and click on Select   . Repeat the process until all merchandise is selected. The Total Merchandise price is visible at the bottom of the Merchandise section.

Cash Advances/Disbursements

- The white pricing fields are editable. Edit any of the pricing information, if needed.
- Click on the green + icons to add items to any of the sections.
- Once all cash advances/disbursements (and prices) have been added, the total displays at the bottom of the Cash Advances/Disbursements section.

Tax Summary

The tax rate for a particular record can be adjusted manually for each contract. To set up the tax rates to apply to all contracts, refer to [System Settings > Arranging Director Admin > Contract Maintenance > Sales Tax Setup](#).

Contract Summary

This section of the contract displays the total charges prior to any discounts. Click on the dropdown to access the reasons for a discount or type it in and enter any notes. Enter the dollar amount of discount.

Contract Total

Add any assignments for this contract and check off all payment options offered by your firm. Enter any notes.

Select legal, cemetery or crematory requirements which were explained to the client

Click on any / all that apply to this contract.

Select legal, cemetery or crematory requirements which were explained to the client:

- ☐ Cemetery requires outerburial container.
- ☐ Family requested outerburial container.
- ☐ Funeral Home requires embalming for public viewing.
- ☐ Embalming is expressly requested by the applicant or family for the funeral services selected.
- ☐ Company policy requires embalming for mausoleum entombments.
- ☐ Refrigeration is required after 24 hours from death, when there is no embalming.
- ☐ Embalming is required for out-of-state shipment by common carrier.
- ☐ Airline requires remains to be in an Air Tray.
- ☐ Crematory requires remains to be in a rigid, combustible container.

Buyer Information

If the buyer is the same as the informant for this particular record, click on 'Use Informant Info' to populate the fields. If not, enter the information and select whether the buyer is the next of kin.

✿ Once any information is added (or edited) to the contract, click on Save at top right.

[<< Services](#)

[Contract: PreNeed Record >>](#)

Contract: PreNeed Record

When a record is classified as a PreNeed contract, the following features will apply.

Open a PreNeed record and navigate to Client Arrangement > Contract.

Setting a Balance Due By date:

This date is not mandatory for a PreNeed record, but is optional.

Contract Type:

Only for PreNeed Records will you see that you can change the contract status.

You will be able to change the status of a PreNeed record to:

- At Need
- Voided PreNeed
- Transferred PreNeed

If you choose to change the PreNeed contract to an At Need contract, you will be asked to enter in a new At Need Contract Number.

The screenshot shows a web form titled "Client Contract". It contains the following fields and labels:

- Unpaid Balance Due By:** A text input field containing "05/04/2016" with a calendar icon to its right.
- PN Contract Date:** A label with the value "09/04/15".
- Contract Type:** A dropdown menu currently showing "At Need".
- At Need Contract Number:** A text input field.
- Show Last AtNeed Number:** A link or button located below the At Need Contract Number field.

If you have any PreNeed Funding amounts you will be asked if you would like to apply those amounts over as payments when the PreNeed becomes an At Need. You may also change or update those amounts, how when you change the amounts here on the contract, they will not adjust the original PreNeed Funding amounts on the PreNeed Funding tab.

Add Preneed Funding Entry

Funding entries exist for this contract.
You may optionally add funding amounts to the AN contract as payments when the record is saved. Change the payment amount to \$0 if you do not want to apply funding to the balance right now. Changing the payment amount to apply on this screen will not affect your current funding information.
(Note that these amounts will be applied as payments and will not affect the Contract Total on this screen.)

OK

Client Contract

Unpaid Balance Due By	05/27/2016	PN Contract Date: 10/23/15
Funding Depository	Payment Amount	Contract Type: At Need
ABC Trust	\$ 2500.00	AN Contract Number: 16-132
		Show Last AtNeed Number

✿ Learn more about PreNeed Funding. [Pre-Need Funding Entries](#)

Building your PreNeed Contract:

If your system is set up with **Packages**, you will be able to select the Package name from the drop down at the top of the Services section. Once a package is selected, prices or the word 'INCLUDED' will pull in based on your package settings.

✿ Package settings can be found under System Settings > Pricing Setup > Package Pricing. [Package Pricing Setup](#)

Adding additional line items to contract:

Use the "+" sign in the section header to add new line items that may not be listed in your contract.

+ Automotive Needs	
General Duty Car (Administrative/Clergy)	<input type="text" value="0.00"/>
Pallbearer Car	<input type="text" value="0.00"/>
Family Limousine	<input type="text" value="0.00"/>
<input type="text"/>	<input type="text" value="0.00"/>

Adding Merchandise to the Contract:

If you have products configured in your System Settings to pull into your contract, you will be able to use the shopping baskets to add and remove Caskets, Outer Burial, Urns and Vases, Clothing, and Addition Merchandise.

+ Merchandise - Not Inventoried	
Casket - Not Inventoried	<div><div></div><div><input type="text" value="5000.00"/><input type="text" value="Dartmouth"/></div></div>
Outer Burial - Not Inventoried	<div><div></div><div><input type="text" value="0.00"/></div></div>
Urns and Vases - Not Inventoried	<div><div></div><div><input type="text" value="0.00"/></div></div>
Clothing - Not Inventoried	<div><div></div><div><input type="text" value="0.00"/></div></div>
Monuments, etc.	<div><div></div><div><input type="text" value="0.00"/><input type="text"/></div></div>

When you choose the Green basket, your products will be listed to search and 'Select' to add. Once a product has been selected, it will pull the product name and price into your contract. When you choose the Red basket, you can remove the product from your contract.

Choose a Product

List of Caskets

Product Search:

Select Addison

20-Gauge White/Gold with White Crepe Interior - 71010640

Supplier:

Subcategory: 20-Gauge

Price: \$2995.00

Select Dartmouth

16 Gauge Steel with Beige Velvet Interior - 71007883

Supplier:

Subcategory: 16-Gauge

Price: \$5000.00

Select Elite

16 Gauge Steel Brushed with Almond Velvet Interior - 4503676

Supplier: Matthews

Subcategory: 16-Gauge

Price: \$1590.00

Select Hoffman Franklin

Supplier:

Subcategory: 20-Gauge

Price: \$0.00

Select Masterpiece

16 Gauge Steel Brushed with Blue Velvet Interior - 71008004

Supplier: Matthews

Subcategory: 16-Gauge

Price: \$2950.00

Select New Product

Close Window



To manage and configure your products: Arranging Director > Inventory > Products. [Product Configuration and Set Up](#)

Tax Summary

Should you need to customize the tax percentages for PreNeed contracts, you can adjust directly here on the contract page.

TAX SUMMARY		
Total Taxable Amount		9995.00
HST Tax	<input type="text" value="6.00"/> % of \$9995.00	599.70
Addl Tax	<input type="text" value="0.000"/> % of \$9995.00	0.00
TOTAL TAX 6.000%		599.70

Contract Summary


Discounts can be applied to PreNeed contract. Simply type in the name of your discount, add the price and description.

CONTRACT SUMMARY	
Total Charges	10594.70
Discount Reason:	
<input type="text" value="Veteran Service"/>	<input type="text" value="750.00"/>
Discount Notes:	
<input type="text"/>	
Contract Total	
9844.70	
Enter any assignments:	<input type="text"/>
Payment Options:	
<input type="checkbox"/> Cash/Check	<input type="checkbox"/> Credit Card
<input checked="" type="checkbox"/> Pre-Need Arrangements	<input type="checkbox"/> Insurance Assignment
	<input type="checkbox"/> Other
Notes:	<input type="text"/>

Select legal, cemetery or crematory requirements which were explained to the client:

Assigning a Buyer to Contract

When creating a contract, you want to be sure to assign a buyer to that contract. For PreNeed records you can indicate the initial contact at the time of arrangements. This may certainly change when the record gets converted to an At Need contract.

BUYER INFORMATION		Use Informant Info
Buyer Title	<input type="text"/>	
Buyer First Name	<input type="text"/>	
Buyer Middle Name	<input type="text"/>	
Buyer Last Name & Suffix	<input type="text"/>	Suffix <input type="text"/>
Buyer Address	<input type="text"/>	
City	<input type="text"/>	
Buyer City, Province, Postal Code	Province	<input type="text"/>
	Postal Code	<input type="text"/>
Buyer Phone	<input type="text"/>	
Buyer SIN	<input type="text"/>	
Buyer Email	<input type="text"/>	
Buyer Relationship	<input type="text"/>	
Buyer Date of Birth	<input type="text"/> 	
Is Buyer Primary NOK?	<input type="checkbox"/>	



Once any information is added (or edited) to the contract, click on Save in the top right.

[<< Contract](#)

[Contacts >>](#)

Contacts

This section of Arranging Director allows you to add information for necessary contacts.



Open a record and navigate to **Client Arrangement > Contacts**.

Client Contacts ?

Add A Contact

Additional Survivor Information

Additional Preceded In Death Information

Additional Pallbearer Information




Save Addl Survivor Info **Save Addl Predeceased Info** **Save Addl Pallbearer Info**

The main page provides fields for additional information as it relates to survivors, preceded, and pallbearers. Once the information is added, click on the 'Save' button below corresponding field.

To create a new contact, click on the 'Add A Contact' button at top right. It's important to designate the contact as one of the following:

- Next of Kin (NOK)
- Primary Buyer
- Informant
- Executor
- Beneficiary
- Survivor
- Pre-Deceased
- Pallbearer
- Additional Buyer / Receive Invoices

Add Contact

Name	Title <input type="text"/>	
	First <input type="text"/>	Middle <input type="text"/>
	Last <input type="text"/>	Suffix <input type="text"/>
	Maiden/Last Name at Birth <input type="text"/>	
Gender	<input type="text"/> ▼	
Relationship	<input type="text"/> ▼ 	
	<input type="checkbox"/> NOK <input type="checkbox"/> Primary Buyer <input type="checkbox"/> Informant <input type="checkbox"/> Executor <input type="checkbox"/> Beneficiary <input type="checkbox"/> Survivor <input type="checkbox"/> Pre-Deceased <input type="checkbox"/> Pallbearer <input type="checkbox"/> Addl Buyer/Receive Invoices	
Address Use Deceased's	Street <input type="text"/>	
	City <input type="text"/>	Province <input type="text"/>
	Township <input type="text"/>	County <input type="text"/>
	Postal Code <input type="text"/>	Country <input type="text"/>
Contact Phone #1	<input type="text"/>	Type <input type="text"/>
Contact Phone #2	<input type="text"/>	Type <input type="text"/>
Email Address	<input type="text"/>	
SIN	<input type="text"/>	
Date of Birth	<input type="text"/> 	Date of Death <input type="text"/> 
Place of Birth	City <input type="text"/>	Province <input type="text"/>
	Country <input type="text"/>	
Notes:	<input type="text"/>	

Add Contact**Cancel**

If the deceased and new contact shared the same address – click on the ‘Use Deceased’s’ button to populate the fields. Click on the calendar icon for the Date of Birth and Date of Death or enter the information: XX/XX/XXXX – Month/Day/Year.

Scroll to the bottom of the page to click on the ‘Add Contact’ button.

[<< Contract: PreNeed Record](#)

[Obituary >>](#)

Obituary

This section of Arranging Director allows you to create an obituary.



Open a record and navigate to Client Arrangement > Obituary.

To create the obituary for a record, choose Default 1 or if you want to create your own obituary templates, you can do so from [System Settings > Data Setup > Obituary Templates](#).

The Default 1 feature pulls information from the record to populate a basic template. Any missing information from the record will be indicated by () X (). Simply type in the replacement text, edit any of the information, and click on 'Save' at the top right.

The character and word counts are located below the template editing space.

Available Templates

Default 1

Long Form

Don't Forget to Save Your Changes!

William () X () Jones age 84 , of 123 Main Street in Kingston passed away Tuesday, August 26th, 2014 at Kingston General Hospital .

A native of Toronto , she was the daughter of and . Jones was a veteran of the . his service record included .

Survivors include .

The family will receive friends from to at . Funeral Services will be held Sunday, August 31st, 2014 at 11:00 am in Kingston Memorial Centre, with burial to follow at in , .

William () X () Jones was employed with as a Teacher.

Pallbearers for the service are .

William () X () Jones was involved with .

Donations can be made to .

Name of Funeral Home One is in charge of arrangements for William () X () Jones .

Email Obituary**Print Obituary**

Once the obituary is saved, a new message will appear at the top of the page: Obituary Successfully Updated. Web Data Successfully Updated. The obituary will then be visible on the Book of Memories.

As long as you have an email address entered in [System Settings > Arranging Director Admin > Obituary Setup > Email Address\(es\) to Use for Obituary Communications](#), you have the option to email this obituary. Click the 'Email Obituary' button. The primary photo you have selected for this record will also be emailed.



You can email the obituary to the family first to get their approval before sending to the newspaper. You can also save the family's approval email by uploading it into the [Files](#) section.

[<< Contacts](#)

[Account >>](#)

Account

This section of Arranging Director summarizes the contract pricing, incorporating adjustments, discounts, and refunds.



Open a record and navigate to **Client Arrangement > Account**.

Client Account Entry Information

Contract Total:	\$0.00
Add On Total:	\$100.00
Less Contract Discounts:	-\$0.00
Less Add On Discounts:	-\$0.00
Total Price:	\$100.00

Total Price:	\$100.00
Paid, Adjustments & Discounts:	-\$500.00
Refunded:	+\$0.00
Late Payment Fees:	+\$0.00
Total Amount Overpaid:	\$-400.00

Add An Entry

Date	Pay Method/ Ck. No.	Amount	Applied To	Received From/Reason	Entry Type
08/30/14	Check #123456789	\$500.00	Contract	James Jones	Down Payment

Internal Use Account Notes

Update Notes


Print Account Summary

Write Off Account

If, for example, a payment is made to this account, click the 'Add An Entry' button. A pop-up will appear to enter the information. The Entry Type dropdown displays the various options:


Add Entry

Date




Entry Type

Payment




Apply Payment To:

Contract



Payment Method




Check/Transaction No.


Amount \$

Received From/Reason

Receipt Number & Date



Deposit Number & Date



Check/Trans No is not encrypted in the database - do not enter Credit Card info.

Add Entry

Cancel

- Payment
- Down Payment
- Refund to Family
- Needy Family Discount
- Insurance Funding Fee
- PreNeed Discount
- Early Payment Discount
- Other Discount
- Adjustment
- Collection Agency Fee
- Late Fee

Once the entry is complete, click on the 'Add Entry' button at the bottom right.



The Check/Cheque / Transaction Number is not encrypted in the database. Do not enter confidential information (including credit card details).

Once an entry is added, the information will display below with the options to delete, edit, and print.

Date	Pay Method/ Ch. No.	Amount	Applied To	Received From/Reason	Entry Type	
08/30/14	Check #123456789	\$500.00	Contract	James Jones	Down Payment	  

Enter any additional notes related to this record and click on the 'Update Notes' button. The summary can also be printed. And, to categorize the account as a write-off, click on the 'Write Off Account' button. A pop-up will appear to confirm the action.

[<< Obituary](#)

[Add Ons >>](#)

Add Ons

This section of Arranging Director allows you to create another contract for this client record.



Open a record and navigate to Client Arrangement > Add Ons.

All Add Ons will be displayed. To create a new one, click on the 'Enter A New Add On' button.

Client Add On

Enter A New Add On

Add On Date	Amount	
08/29/2014	\$100.00	
Total	\$100.00	

All available contract information will display. Scroll through the options and enter a dollar amount for any add ons that are required.



For further information on how to add products/services, see the [Contracts](#) section of a record.

As you scroll, the Update-Values button on the right side of the screen will also scroll. It's important to update any new information immediately after it's entered. A pop-up will appear to indicate that the update is successful.

Scroll further down the page to confirm the Add On information is correct and then add the Buyer Information if required.

[<< Account](#)

[Files >>](#)

Files

This section of Arranging Director allows you to attach files to this client record.



Open a record and navigate to Client Arrangement > Files.

Click on the '+Add A File' button at top right. A pop-up window will appear to browse to the file (no larger than 3 MB) on your computer. Click 'Find File' and then add a File Name and Description. Click on Upload Document.

✿ The only files types that can be uploaded are Word Documents or PDF Documents.

Add Document

File to Upload:

Find File

(3 MB max)




File Name:

Description:

Upload Document

Cancel

The new file will display in the chart below with the options to view, delete, and edit the file name and description.

Client Documents				+ Add A File	
Document Name	Description	File Type	File Size		
Arranging Director Forms Management	Forms Management	pdf	725.86 MB		 

[<< Add Ons](#)[Pre-Need Funding >>](#)

Pre-Need Funding

This section of Arranging Director allows you to add a financial transaction for a pre-need account.



Open a record and navigate to Client Arrangement > Pre-Need Funding.

Click on the 'Add A PreNeed Funding Entry' button. Enter all applicable information and click on the 'Add Funding' button at bottom right. The entry information will then display in the table below with the ability to delete or edit. If any information needs to be changed, click on the 'Edit Funding' button at bottom right.

Add PreNeed Funding Entry

Date Paid

12/8/2014

Check Number

Received From

Depository

Great Western

▼

Type:

▼

Account/Policy #

Amount \$

Is this an Interest Amt?

Yes

▼

Is this a Policy Amt Increase?

No

▼

Add Funding

Cancel

In the table, the Type can be displayed one of four ways: S/I – Standard Insurance; S/T – Standard Trust; I/I – Inflation Insurance; or I/T – Insurance Trust.

[<< Files](#)

[Record Management >>](#)

Record Management

This section of Arranging Director allows you to manage donations, edit the family login information, and set the file number, publish status, and current/past settings.

Open a record and navigate to Record Management.

- [Add Charitable Donations](#)
- [Family Login](#)
- [File Management](#)

[<< Pre-Need Funding](#)

[Create a Book of Memories Page >>](#)

Create a Book of Memories Page

The Book of Memories are beautiful and permanent online tributes of loved ones. A wonderful and easy way to preserve cherished memories, a Book of Memories is automatically created once a record is created in the Pulse system. Working with the family, funeral firms can further personalize each tribute with a unique theme, photos, and a slideshow. Online visitors can view service information, post and view condolences, share photos and stories, order floral arrangements, light a memorial candle and/or make a charitable donation in the deceased's name.

More and more families are taking ownership of their loved ones' Book of Memories and embracing all of the features as a way to connect with friends and relatives.

This section will help your firm learn how to personalize each Book of Memories and explain to families how the features work.

Once a record is open, further personalization options can be found in the Book of Memories section in the left menu.



At top right of your screen, click on 'Preview for Web' at any time to view.

- [Select a Theme](#)
- [Manage Photos](#)
- [Memorial Program](#)
- [Photographic Memories](#)
- [Service Recording](#)
- [Tributes](#)
- [Insignias](#)
- [Print Condolences](#)
- [Book of Memories Features](#)
- [FAQs on Book Of Memories](#)

Setup Items

For the Arranging Director, there are important setup sections found within System Settings and the Arranging Director tabs.

- [Data Setup](#)
- [Pricing Setup](#)
- [Arranging Director Admin](#)
- [Financials](#)
- [Inventory](#)
- [Forms](#)
- [Reports](#)
- [Timesheets](#)

[<< Create a Book of Memories Page](#)

[Import First Calls from ProComm or ASD >>](#)

Import First Calls from ProComm or ASD

This feature allows you to import first calls from either ProComm or ASD into your system.

Navigate to Arranging Director > Clients > Import ProComm First Calls or Import ASD First Calls.

Import?	Last Name	First Name	DOD	DOB	Possible Existing Client or PreNeed	ProComm Add Date	Contract No
1: <input type="checkbox"/>	Demery	Brenda				Tue 12/9/2014 00:52	<input type="text"/>
2: <input type="checkbox"/>	Curtis	Dorothy				Tue 12/9/2014 15:35	<input type="text"/>
3: <input type="checkbox"/>	Stoepel	Harold				Wed 12/10/2014 05:22	<input type="text"/>
4: <input type="checkbox"/>	Harrison	Marjorie				Wed 12/10/2014 16:26	<input type="text"/>

Once you select on any of the available first calls, click on the **Import Selected Clients** button at bottom of the page.



It's important to remember that existing or preneed clients already in the system should not be imported. And, once a first call is imported, it will not be available for import again.

[<< Setup Items](#)

[Add Record to Fallen Heroes Wall >>](#)

Add Record to Fallen Heroes Wall

The Fallen Heroes Wall was created to represent the services of those men and women who have given their lives in the line of duty as a police officer, firefighter, or emergency medical technician. Fallen Heroes can also include military personnel, including Coast Guard and Army Reserve, who died in active service.

✿ To activate this feature in the system, [contact your Success Coach](#).

To add the deceased's name to the Fallen Heroes Wall, open the Record > Book of Memories > Theme.

Check the box beside 'Include this record on the Fallen Heroes Wall' in the Book of Memories settings section.

✿ This field will not be available to check in separate management company systems. It can only be accessed through the record in Pulse.

Book of Memories Settings	
<input type="checkbox"/> Disable funeral home candle	Photo Approval System Use Global Settings ▼
<input type="checkbox"/> Disable Anniversary Notifications for this record	Story Approval System Use Global Settings ▼
<input type="checkbox"/> Include this record on the Veterans Memorial Wall	Set theme as default for: Male Records ▼
<input checked="" type="checkbox"/> Include this record on the Fallen Heroes wall	<small>* Note: This will affect NEW records only</small>
	Photo Frame Images Use Global Settings ▼
	Global Photo Frame Image Setting: Use Global Settings
	<small>* NOTE: Active Photo Only will show the Primary Photo if it exists, or the first photo (if photo approval is on, must be an approved photo), or a placeholder image.</small>

Select the 'Save' button.

[<< Import First Calls from ProComm or ASD](#)

[Add Record to Veterans Memorial Wall >>](#)

Add Record to Veterans Memorial Wall

The Veterans Memorial Wall allows you to add the names/records of those who have had extensive experience in a particular field, especially military service, to a wall/page on your website.

✿ If you would like to activate this feature in the system, [contact your Success Coach](#).

To add the deceased's name to the Veteran Memorial Wall, open the Record > Book of Memories > Theme.

Check the box beside 'Include this record on the Veterans Memorial Wall' in the Book of Memories settings section.

✿ This field will not be available to check in separate management company systems. It can only be accessed through the record in Pulse.

Book of Memories Settings	
<input type="checkbox"/> Disable funeral home candle	Photo Approval System Use Global Settings ▼
<input type="checkbox"/> Disable Anniversary Notifications for this record	Story Approval System Use Global Settings ▼
<input checked="" type="checkbox"/> Include this record on the Veterans Memorial Wall	Set theme as default for: Male Records ▼
<input type="checkbox"/> Include this record on the Fallen Heroes wall	<small>* Note: This will affect NEW records only</small>
	Photo Frame Images Use Global Settings ▼
	Global Photo Frame Image Setting: Use Global Settings
	<small>* NOTE: Active Photo Only will show the Primary Photo if it exists, or the first photo (if photo approval is on, must be an approved photo), or a placeholder image.</small>

Select the 'Save' button.

[<< Add Record to Fallen Heroes Wall](#)

[Mobile Case Management >>](#)

Mobile Case Management

Whether controlled on a smaller cell phone screen or a larger screen such as an iPad or tablet, the Mobile Manager uses responsive technology that auto-adjusts its sizing to be highly functional on any sized device. Some of the features include the ability to add new deceased records, edit existing records, create and modify obituaries, view today's service schedule, access a rolodex of business contacts, submit support requests, access past death records through an easy-to-use search function, and view system announcements.

This app is for the use of the funeral home only, not their families.

✿ If you would like to have access to this app, [contact your FrontRunner Success Coach](#).

- If you don't have a mobile site, click on Admin at bottom of page.
- If you do have a mobile site, click on 'Full Site' and then scroll to 'Admin' at bottom of page.

Once you click on 'Admin', the login screen will appear. To save the site as a bookmark/icon on your iPhone*:

- Hit the share icon.
- Select 'Add to Home Screen'
- Select what you would like to call the icon.
- Select 'Add' or 'Save'

To save the site as a bookmark on your Android phone*:

- Save to Bookmarks
- Choose a label name.
- Select 'Add to Home Screen'.
- Select 'Add' or 'Save'

✿ These directions will vary depending on the type of smartphone and browser being used.

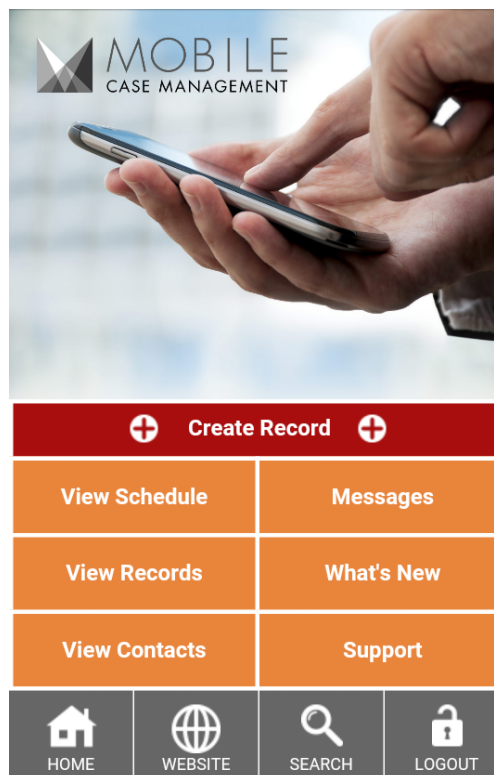
Enter your Username and Password to access the system.

IMS Mobile

Username:

Password:

Login





Click on the 'Home' Button at bottom left of your screen at any time to return to the main screen.

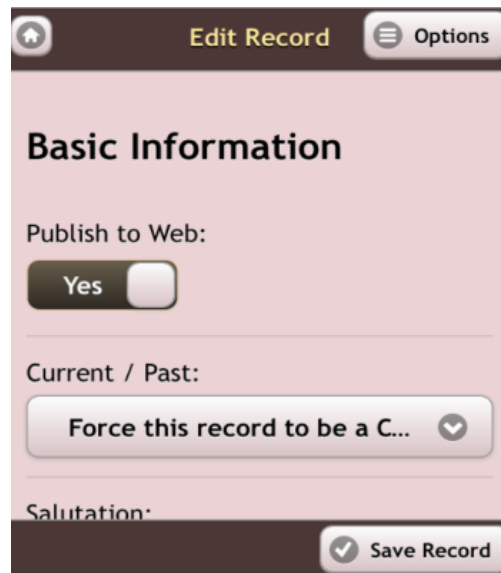
Choose to View Records – Create Record – View Schedule – or Logout

View or Edit Records: All records will be listed. Click on the one to view or edit. All Basic Information will be accessible to change. Scroll down to the section that requires changes and enter the information. Press 'Save Record' at bottom right of screen.

Service Listings		Search
Test, Ryan - 2015-11-20		>
Testing, Andy - 2015-11-17		>
Edwards, Amber - 2015-10-03		>
Gee, Dora - 2014-12-12		>
Peters, Roberta - 2014-10-31		>
Hicks, Richard - 2014-10-14		>



1 to 10 of 11: Page 1



Edit Record Options

Basic Information

Publish to Web:

Yes ☐

Current / Past:

Force this record to be a C... ▼

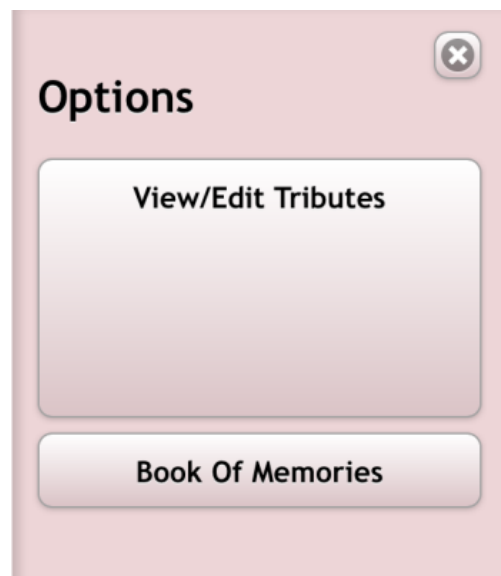
Salutation:

✓ Save Record

To access additional options, press 'Options' at top right of screen.

Press 'View/Edit Tributes' to access 'Memorial Candles'. Press the 'Memorial Candles' arrow button at bottom right of screen to access 'Condolences', 'Donations', and 'Shared Stories'.

Press the 'Back to Record' button at top left of screen to return to the 'Edit Record' screen.



Options

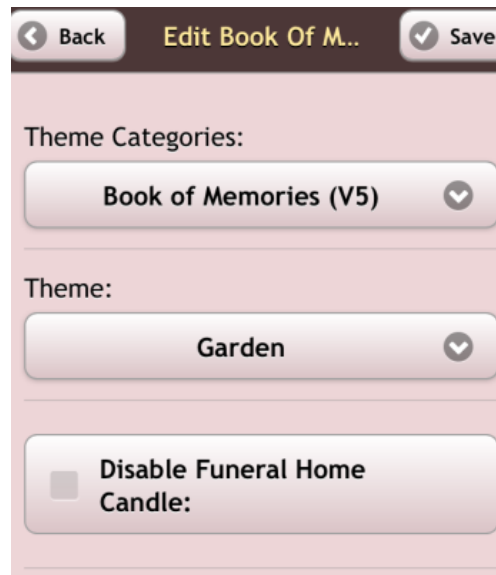
View/Edit Tributes

Book Of Memories

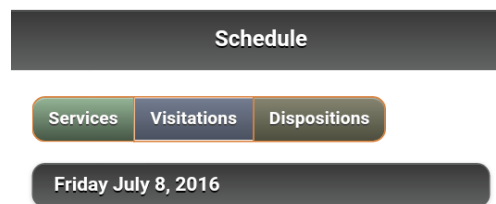
The screenshot shows a mobile application interface for 'Tributes'. At the top, there is a dark header bar with a back arrow and the text 'Back to Record' on the left, and the word 'Tributes' in yellow on the right. Below this is a section titled 'Memorial Candles' in a dark green header. The main content area lists three memorial candles, each in a white box with a light pink border. The first candle is for 'Andy', with a start date of 2016-02-09, a duration of 12000 months, and a message of 'Andy'. It has 'Edit' and 'Delete' buttons. The second candle is for 'Test', with the same start date and duration, and a message of 'Test'. It also has 'Edit' and 'Delete' buttons. The third candle is for 'Jeff', with the same start date and duration, and a message of 'Jeff'. At the bottom of the screen, there is a dark footer bar with the word 'Show:' in yellow, followed by a dropdown menu currently set to 'Memorial Candles'.

To change the Book of Memories theme from the Options page of a record, click on Book of Memories, choose the 'Category' and then 'Theme' to select. Scroll down to see all other available options:

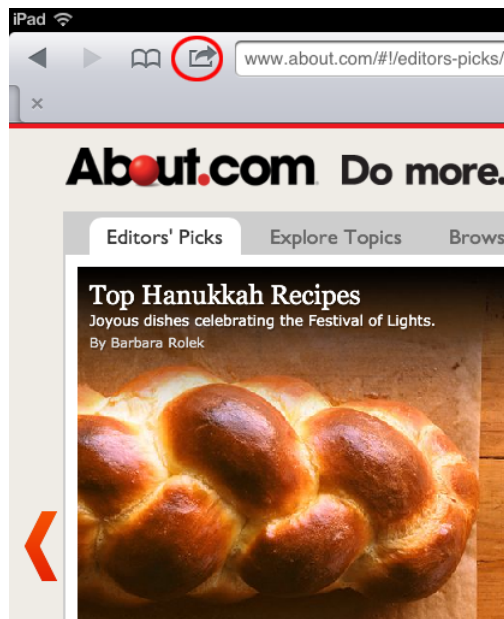
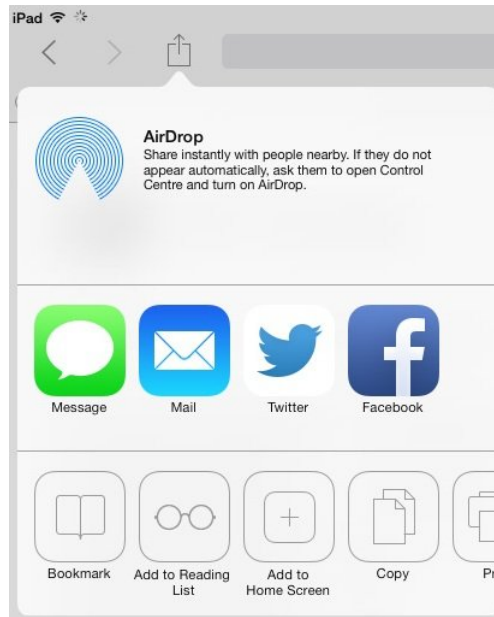
- Disable Funeral Home Candle
- Disable Anniversary Notification
- Photo & Story Approval System Settings
- Press 'Save' at top right of screen when complete.
- Press 'Back' at top left of screen to return to the 'Edit Record' page.



To access today's schedule, you will need to be on the Home page of the Mobile Manager. Click View Schedule and choose Services, Visitations, or Dispositions from the schedule screen.



Note: Add to home screen or bookmark on newer devices (top) or on older devices (bottom):



[<< Add Record to Veterans Memorial Wall](#)

[FAQs on Records >>](#)

FAQs on Records

Below are a list of common questions regarding records. If you are still unable to find a solution to any problem that you are experiencing, please contact support@frontrunnerpro.com.

Question: I am trying to upload an image but it's not working. What am I doing wrong?

Answer: The most common reason why an image won't load, is its size. Before uploading, please ensure that the size of the image is equal to or smaller than 1280×1024 pixels. Optimizing images for the web is also recommended. This can be done by adjusting the DPI to 150 or lower. Also, it's important to note that the bigger the image, the longer it will take to load for your online visitors. Another common problem is photo file names. The names should not contain any special characters (commas, #, &, apostrophes, etc..) otherwise the image may break. Rename the photo using only numbers and letters before uploading it into the system.

Question: I've just created a new record and I can't find it under Current Services. Where did it go?

Answer: There are two reasons that a new record may not be saved as a Current Service.

1. The date of death was not entered and saved. Without a date, the system is not instructed to place the record in the Current Services category and will instead file it under Past Services category by default.
2. The date of death is prior to the number of days a record is considered current in your system. This can be adjusted through a) System Settings > Profile > General Settings > Number of days a record is current or b) Record > Record Management > File Management > Current/Past. This will force a record to be current within the system but change it back following the service otherwise it will remain 'current' forever.

Question: I have set a record to be current but it is not showing up on the home page of my website. Why?

Answer: The home page will only list a certain number of names. Example: If you go to the current services page on your website, the specific record may be on page 2 listed as the 12th record. Your home page may only show 8 records.

Question: How can I show more records on my Current Services page?

Answer: Login to your system and navigate to Website. Go to Current Services page and click Edit Page Details > Edit Content. You will see a dropdown for “Number of records per page”. Choose a number and then click on Save.

Question: How can I sort the records on my website by service date?

Answer: Login to your system and navigate to Website. Go to Current Services and click on Edit Page Details > Edit Content. You will see a drop down for “Current Funeral listing order”. Choose ‘By date of death’; ‘By last name’; or ‘Service date’. Save.

Question: The information I’m entering is not saving properly. How can I fix this?

Answer: If you are experiencing save issues, please make sure you only have one browser window open at a time. If that isn’t the problem, try clearing your cache ([refer to the FAQ – General](#)) or close all windows and navigate back to your site login page. By following any one of these steps, you should be able to save the information without any issues.

Question: How do I delete a funeral record?

Answer: There are times that you may need to delete a funeral record from the system. However, if you only want to remove the funeral record from the website, simply hide the record instead.

To hide a record:

1. Open the record.
2. Record Management > File Management
3. Change the “Publish to Web” dropdown menu to No.

Question: We create our own videos. How can I upload them into records?

Answer: There is currently no option to upload your videos into the system. If you use another third-party company, copy its URL into your record in the Video Link field. However, there are two options within the system to [create Digital Video Tributes](#). [Contact your Success Coach](#) for more information.

Question: Why can’t I see the new file number I have added to a record?

Answer: File numbers are automatically generated when a new record is created. These numbers can be changed at any time but your browser may not immediately update the information. This can be resolved by a ‘refresh’ or a ‘cache clear’.

1. To refresh, press F5 on your keyboard or click the refresh button at the top of your browser. If a refresh does not work, proceed to step 2.
2. Clear your cache by going to Tools at the top of your browser > Options. The various browsers use different settings but you will be presented with options to view or delete Browsing History. This will clear the browser's memory and the new file number will be visible the next time the record is loaded.

Question: How can I find an older record that is not appearing within the list?

Answer: To locate an older record in the system, go to Main > All Records. This will display all records in the system. Type in the name in the search box or click on the first letter of the deceased's last name. There is also an Advanced Search option to filter your search by name, client number, service date and/or date of death.

Question: How can I change the length of time that records are listed as 'current'?

Answer: To adjust the length of time that records are listed as current:

1. System Settings > System Profile > General Settings.
2. Change the days to a smaller or greater number.
3. Save.

Question: How can family members receive condolence emails?

Answer: When a record is created, funeral homes have the option to build a condolence email list. Any emails listed will receive condolences once a day. There are various reasons why families are not receiving these emails:

- The email address was spelled incorrectly in the record
- The email addresses were not separated by commas when they were entered. *Note there are no spaces in the comma separated list. Example: john@smith.com,mark@smith.com,debbie@smith.com
- The emails have not been sent by the system yet.

If this issue persists, [contact us](#) to trace and verify the e-mails sent.

[<< Mobile Case Management](#)

[Pulse Website-Only Customers >>](#)

Pulse Website-Only Customers

The information listed below will allow you to create a web-only record, push it to your website, and automatically create a Book of Memories. The Basic Record includes most of the information that is required for the online tribute. (Once the basic record is created, navigate to the [Book of Memories](#) page). Each record comes equipped with its own settings to – among other things – publish, reformat, delete, and push to Facebook.

The screenshot displays the Pulse website interface. On the left is a sidebar menu with options: Web Details, Donations, Book of Memories, Tributes, AfterLoss, Digital Video Tributes, Basic Information, Place of Death, Clergy, Donations, Visitation, Service, Interment, Reception, and Notice. The main content area is titled 'Web Details' and includes a 'Basic Information' section. The 'Basic Information' section contains the following fields:

- Branch: Zander Funeral Home
- Publish to web: Yes
- Current / Past: Automatic (based on date of service / visitation)
- File Number: KMFH-2014-04-04-1
- First Name: Joanne
- Middle Name:
- Last Name: Lowe
- Suffix:
- Nick Name:
- Maiden Name:
- Gender: Male
- Date Of Birth:
- Date of Death: 2014 Mar 3
- Video Link:

At the top right of the 'Web Details' section are buttons for 'Edit Record Settings', 'Save', and 'Notes / Tasks'.

Web Only Records appear on the website and don't require a lot of information.

Pre-Need Records allow you to enter all pre-arrangement information.

Book of Memories Records contain the same data but are intended for families your funeral home has not served.

✿ If you need to edit an existing record, navigate to Main > Records to access all current, past, and pre-need records.

- [Dashboard Set-Up](#)
- [Main Desktop](#)
- [Approve Photos & Stories](#)
- [System Profile – Web-Only](#)
- [User Profiles – Web Only](#)
- [Databases – Web Only](#)
- [Create a Basic Record](#)
- [Record Settings](#)

- [Customize a Book of Memories Page](#)
- [Facebook – How to Post Obits](#)

[<< FAQs on Records](#)

[Dashboard Set-Up >>](#)


Dashboard Set-Up



When you first login to the system, the Message Center will pop-up showing:

- New products and services offered.
- What's new to the system.
- The amount of revenue your firm has earned in the SimplyOne account.
- FrontRunner's workshop schedule.


Message Center close X




Pulse Business System™

The only funeral technology your firm will ever need.
Discover all the features

[Learn More](#)







In the News...

New Book of Memories Photo Manager & Photo Frame Settings [\[read more\]](#)


Announcement [\[read more\]](#)

MOBILE CASE MANAGEMENT HAS ARRIVED [\[read more\]](#)



Total Earnings
\$79.62

[View all Earnings](#)



Workshop Schedule

Strategic Marketing
October 6th from 9:00am - 11:00am

Pulse Software Training
October 8th from 9:00am - 12:00am

Pulse Software Training
October 9th from 9:00am - 12:00am

[See full schedule](#)

When the Message Center is closed, the system dashboard will become visible.

To choose the widgets that will appear on your Dashboard, navigate to System Settings > Dashboard > Administrator Configuration.

The Calendar, Notification Center, and Records are automatically added to the Dashboard. Check any other Site Widget to appear; uncheck those that don't apply.

System Widgets	
Calendar	<input checked="" type="checkbox"/>
Notification Center	<input checked="" type="checkbox"/>
Records	<input checked="" type="checkbox"/>

Site Widgets	
Business Directory	<input checked="" type="checkbox"/>
Earnings	<input checked="" type="checkbox"/>
Loyalty Rewards	<input checked="" type="checkbox"/>
Memos	<input checked="" type="checkbox"/>
Online Chat	<input checked="" type="checkbox"/>
Quick Links	<input checked="" type="checkbox"/>
Recently Working On...	<input checked="" type="checkbox"/>
Record Analytics	<input checked="" type="checkbox"/>
Search History	<input type="checkbox"/>
System Settings	<input checked="" type="checkbox"/>
Today's Schedule	<input checked="" type="checkbox"/>
Tribute Comments	<input checked="" type="checkbox"/>
Virtual Learning Center	<input checked="" type="checkbox"/>
Website Statistics	<input checked="" type="checkbox"/>

User Widgets	
Users:	<input type="text"/>

- * If your firm has a Google Analytics account (recommended), navigate to System Settings > Dashboard > Google Analytics Setup. (If this is not activated, [contact your Success Coach.](#)) Follow the steps to integrate the Analytics account so your Web Traffic statistics will also appear on the Dashboard.

Notification Center

Click on any of the sections to view the notifications.

Notification Center 8			
Announcements	1 unread message(s)	Stories	0
Family Feedback	7 unread message(s)	Photos Awaiting Approval	0

- **Announcements:** Any announcements posted by FrontRunner.
- **Family Feedback:** Any comments left by online visitors from within your website.
- **Stories:** If the approval process is turned on, this section displays the number of stories waiting to be approved by either the funeral home or family login. For more information on approving stories, please [click here](#).
- **Photos:** If the approval process is turned on, this section displays how many photos are waiting to be approved by either the funeral home or family login. For more information on approving photos, please [click here](#).

Calendar/Schedule/Memos

A **calendar** displays the current month with the current day highlighted.

Underneath the calendar, a **schedule** of that day (visitations, services, etc...) is visible. If there is an item in the schedule, the name of deceased with the date and time is shown. Click on the name of deceased to open the record. Use the arrows to flip back and forth between the days or simply click on a day within the calendar. Also included in this section is a list of any records recently worked on. The name of deceased and the last updated date and time will appear.

Today's Schedule ◀ ▶

There is nothing scheduled.

Recently Working On...

Jones, Alex

Last Updated: Dec 3, 2014 at 09:18:29 AM

Franklin, Susan

Last Updated: Dec 1, 2014 at 03:22:15 PM

Last Updated: Nov 18, 2014 at 01:23:20 PM

Jorgenson, Betty

Last Updated: Nov 17, 2014 at 04:11:46 PM

ofaso, John

Last Updated: Nov 13, 2014 at 10:06:36 PM

Memos

[Add/Edit Memo](#)

[New Message](#)

Memos: This may consist of any internal notes for yourself or other staff members who will login to the system. Click the Add/Edit Memo link for a pop-up to appear with any memos listed. To add a memo, click Add Memo. Use the fields provided to enter the information about this memo. There is an option to assign and email a memo to another user. To add more users to this list, [click here](#). When complete, click on Save. To delete a memo, open the pop-up window and select the memo(s) to delete. There is a Remove Selected button at the bottom.

Current Records

Use the Create New Record button to quickly get started entering a new record in the system. Click on any of the tabs to view all records, current records, past records, or pre-need records. The types of records displayed will depend on your system.

Current Records

Create New Record

Search records

Advanced Search

Show 6 entries

All

Current

Past

Pre-Need

	Client Name	Client Number	Date Of Death	Service Date	Branch	Web Status
+	Lofaso, John	JD-2014-11-12-1	2014-11-10		Jules Demo	Published
+	lofaso, John	JD-2014-11-12-2	2014-11-07		Jules Demo	Not Published
+	Jones, Alex	JD-2014-10-11-1	2014-05-01		Jules Demo	Not Published
+	Little, Bryan	JD-2014-04-07-2	2014-04-03		Jules Demo	Published
+	Wegener, Brenda	JD-2014-01-23-2	2014-03-23		Jules Demo	Published
+	Franklin, Susan	JD-2014-04-07-1	2014-03-11		Jules Demo	Published

Showing 1 to 6 of 34 entries

Previous 1 2 3 4 5 6 Next

Website Statistics

This statistics report pulls from your Google Analytics account. If you do not have an account, please [contact your Success Coach](#) to get you started. This section displays the number of new and returning website visitors. A line graph shows the number of page views each day. Hover over the dot to see the daily page views.

Website Statistics

Statistics for Oct 8 to Oct 15
(Cached at: Oct 15 8:14:16 AM)

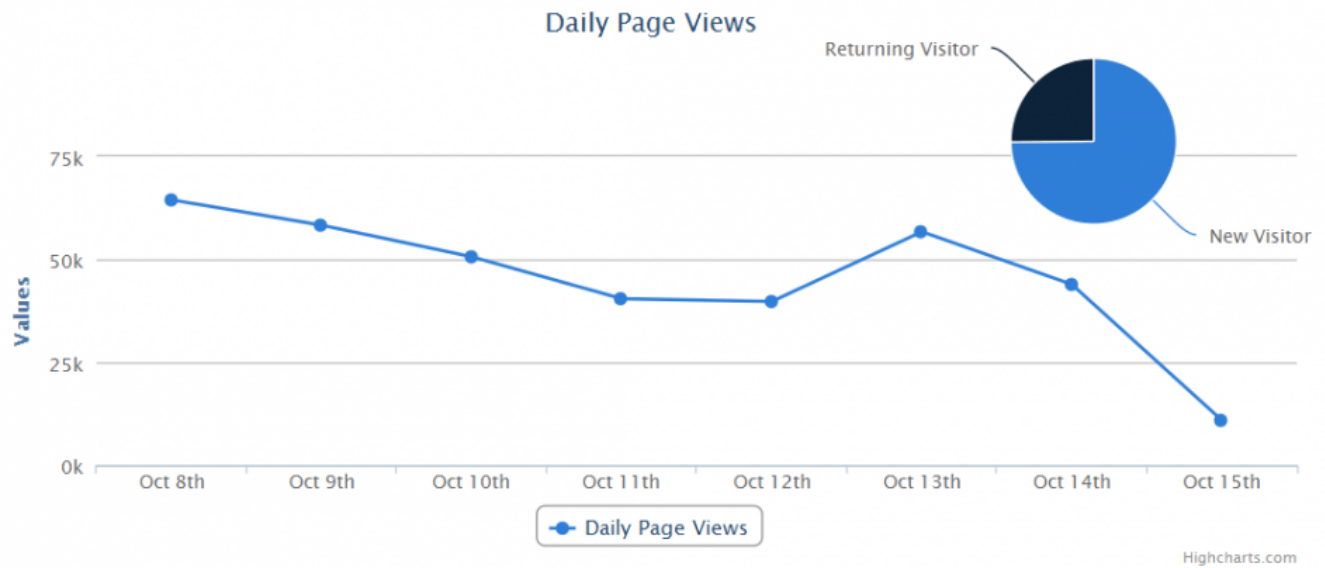
196,724 Sessions

1.84 PageViews Per Session

00:00:59 Time on Site

72.12% Bounce rate

74.83% New Sessions



Quick Links

This section lists links to other areas of the system for quick access.

Quick Links

Website

- [Edit Website](#)
- [Site Map](#)
- [Settings](#)
- [Publish Changes](#)
- [View Website](#)
- [Website Admin](#)

Kiosk

- [Showrooms](#)
- [Merchandise](#)

Marketing Center

- [Ad Library](#)
- [Website Search Results](#)
- [Funeral Screen](#)

System Settings

- [System Profile](#)
- [User Profiles](#)
- [Contract Management](#)
- [Databases](#)
- [Catalogs](#)
- [Notice Compiler](#)
- [Account Management](#)
- [Print Engine](#)

Business Directory

The Business Directory lists any company contacts, suppliers, business, and staff members. To add a new contact, click the Create New Contact button.

Business Directory

Create New Contact

Search contacts

Show 6 entries

All

Company Contacts

Suppliers

Businesses

Staff



Name	Category	Contact Person	Phone Number	Fax Number	Mailing Address	Notes
FrontRunner Professional	business	Kevin Montroy	1-866-748-3625	613-547-4015	6-A Clarence Street	

Showing 1 to 1 of 1 entries

Previous1Next

Earnings

Your **SimplyOne** account balance and current monthly earnings will display. These revenues are generated from the candle and flower programs if activated in the system.

Earnings		
Account Balance: \$79.62 This Month: \$0.00		
Other Reports		
	September 2014	August 2014
	\$12.75	\$31.87
Loyalty Rewards Sign in to your Loyalty Rewards account to check balance		
 Save thousands per year on the office supplies you purchase every month, just for being a FrontRunner customer. Login here		

If you are a **Loyalty Rewards** member, you can login to your account at any time to check the balance and view items in the store. If you are not a member and would like to become one, please “contact your Success Coach”:malito:success@fronrunner360.com.

If you are a **Staples** member through FrontRunner, you can login to your account at any time to place an order. If you do not have an account with Staples and/or want to sign up, please “contact your Success Coach”:malito:success@fronrunner360.com.

Search History

This section lists words that online visitors searched within your website and how many times each word was searched. There is also the option to view a list of words being searched online within a specific area. Click the Fetch button to retrieve the data.

Search History	
Report Type: My Site ▼ Fetch	<input type="text" value="Search records"/> Show 5 ▼ entries
Search Term	Count ▼
flowers	47
cremation	35
cost	29
obituaries	18
urns	17
Showing 1 to 5 of 15 entries Previous 1 2 3 Next	

This can help with your SEO. Make sure to include these keywords within the website page content. For more information on SEO, please [click here](#).

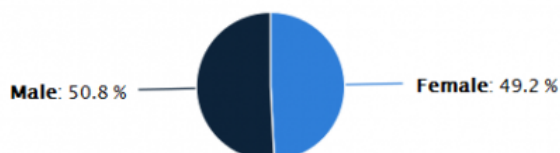
Record Analytics

These reports outline basic record statistics.

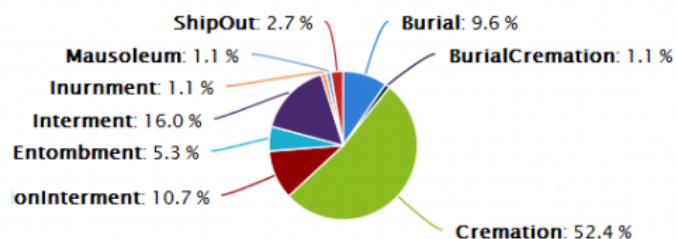
Record Analytics

Report Type: Last Year ▼

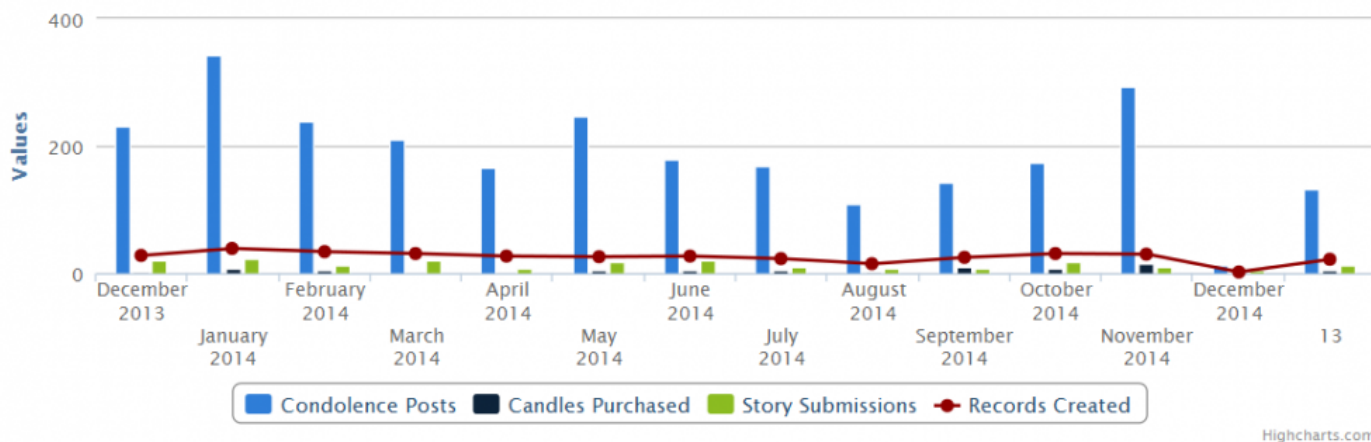
Gender Report



Disposition Report



Book of Memories Interaction Data



There is also a chart of Book of Memories data that displays the number of condolences posted, candles purchased, stories submitted, and records created. Hover over the data within the chart to see the number for each month.

Tribute Comments

This will display any comments left by online visitors from the Book of Memories program.

Tribute Comments

Show **5** entries

Date ▼	From ▲▼	Comment
Oct 10, 2014 1:41PM	Heather Plume	Thank you for this memorial website.
Sep 25, 2014 10:34PM	Arthur Franks	I really like that you have the ability to post stories.
Jul 6, 2014 11:40AM	Joyce Barnes	Great site!
Mar 19, 2014 7:37AM	John Thompson	The Online Memorial is wonderful. Thank you for always doing everything beautifully.

Showing 1 to 4 of 4 entries

[Previous](#) [1](#) [Next](#)[<< Pulse Website-Only Customers](#)[Main Desktop >>](#)

Main Desktop

Records

The Records section allows you to quickly access or create a new record.



Navigate to Main > Records.

The Records section, by default, will display all current records. To view any other types of records, select a category (Past, All, Web Only Records) from the left navigation.

Select the **Advanced** button, to widen the search to:

- Deceased Name
- Client Number
- Date of Death
- Service Date
- Assigned Director – use the dropdown to select the name of the funeral director. These names pull from “System Settings > User Profiles.




The order of the records can be changed within the record search. Select any one of the column titles above the names.

Client Name	Client Number	Date of Death	Service Date	Branch	Web Status
-------------	---------------	---------------	--------------	--------	------------

Click **Add a New Record** to begin creating a record. For more information on creating a record, please refer to the [Create a Basic Record](#) section.

Announcements

Check out the latest announcements from FrontRunner Professional. **Navigate to Main > Announcements.**

 **New Book of Memories Photo Manager & Photo Frame Settings** **New Features!** **Scheduled Maintenance**

When an announcement is selected, a pop-up window provides three options:

- Previous – will go to the previous message
- Archive Message – will save your messages in an archived section
- Next – will go to the next message

Archived messages will become visible if you select 'Show archived messages' found at the bottom of the announcements list. Once clicked, the archived announcements show at the bottom of the list.

Global BOM Settings

The Global Book of Memories section allows you to set up your captcha preference, date formats, rotation options for photo frame, and the approval process for photos and stories.



Navigate to Main > Book of Memories > Global BOM Settings.

Global Book of Memories™ Settings

Settings in this section are in effect for all Book of Memories™ records on your site

Display BOM Tunnel Page

☐

Captcha Preference for BOM Pages

Do not display Captchas ▼

Default Book of Memories™ Settings

All Settings in this section are in effect unless over-ridden by record-specific settings.

Photo Approval System

Off for all records ▼

Story Approval System

Off for all records ▼

BOM Menu DOB / DOD Format

Default Format ▼

* NOTE: This setting will only affect the formatting of the date of birth and death located above the left-hand menu in TN, BOFL, and Bass Mollett themes. Other themes, which display the year of birth and

BOM Service Details DOB / DOD Format

Default Format ▼

* NOTE: This determines how the date of birth and death are displayed in the body of the service details page.

Photo Frame Images

Default ▼

* NOTE: Active Photo Only will show the Primary Photo if it exists, or the first photo (if photo approval is on, must be an approved photo), or a placeholder image.

Global Book of Memories Settings

- Display BOM Tunnel Page: Check the box for a tunnel (main) page of the Book of Memories to open when a record is selected on the website.
- Captcha Preference for BOM Pages: In order to eliminate spam/junk messages from being submitted, a captcha will ensure that anyone who submits a form is in fact a real person. Click on the dropdown to choose one of the options. We recommend using Simple Math.

Default Book of Memories Settings: These are the default settings, which you can override, if necessary, within individual records on the Theme page > Book of Memories Settings.

- Photo Approval – choose 'On for all records' if you want the family or funeral firm to approve the photos before they go publicly on the Book of Memories.
- Story Approval – choose 'On for all records' if you want the family or funeral firm to approve the stories before they go publicly on the Book of Memories.
- BOM Menu DOB/DOD Format – select how the date of birth and date of death should appear (ex. 2014-06-30 or June 30, 2014)
- BOM Service Details DOB/DOD Format – select how the date of birth and date of death should appear (ex. 2014-06-30 or June 30, 2014) within the service details. This setting only applies to date formatting above the menu in specific themes.


! The above two settings (relating to date formats) will only affect the formatting located above the left-hand menu in TN, BOFL, and Bass Mollett themes. Other themes, which display the year of birth and death in the header, are not affected.

- Photo Frame Images (photo frame in top banner of Book of Memories) – select one of the following:
 1. **All Photos** – Every photo uploaded, to a record or by online visitors, will be placed in the rotation.
 2. **Primary Photo Only (No Rotation)** – Only the photo selected as the primary photo within a record will display.
 3. **Active Photo Only (No Rotation)** – Will display either the primary photo (if one has been designated), the first photo in [Manage Photos](#), or a place-holder image if no photos are added to a record.

Simply One Account

Your SimplyOne Account includes all of your sources of revenues (candles, flowers, cards) and credits for DVDs.

Navigate to Main > SimplyOne Account > Summary.



Available Balance
\$79.62

SUMMARY
SEARCH

Welcome to your new SimplyOne™ interactive dashboard!

This new dashboard allows you to view, at a single glance, all of your new sources of revenues, credits, and loyalty rewards points. As we add new programs, they will automatically appear here.

Settings

Account Activity

Balance Sheet

My Monthly Cost

About SimplyOne

ACCOUNT SUMMARY

Purchased	\$ 50.00
Earned	\$ 44.62
Spent	(15.00)
TOTAL:	\$ 79.62

ACCOUNT DETAILS Show Configured Accounts ▼ Go

TYPE	ACCOUNT	BALANCE
Purchased	Gift	\$ 50.00
Earned	Candle	\$ 44.62
Spent	DVT Render	\$ (15.00)
TOTAL:		\$ 79.62

Your available balance will always show at the top right. You can browse through the other sections found in the left side of your system. For more information about any aspect of Simply One, click on the links below:

- [Account Activity](#)
- [Search](#)
- [My Monthly Cost](#)
- [Settings](#)
- [Balance Sheet](#)
- [Transaction Log](#)
- [Candle Log](#)
- [Flower Log](#)
- [Card Log](#)

Help Desk


To learn more about all the of Help Desk features, please [visit the Help Resources](#) section of the manual.

Approve Photos, Stories & Condolences

Approve Photos

When an online visitor shares a photo, and if the approval process is turned on, the funeral home can approve any photos that have been uploaded within the Book of Memories.

Navigate to Main > Book of Memories > Approve Photos.

Approve Photos		Mark All as Approved	Mark All as Rejected	Clear Selections	Submit
Approve	Reject	Preview (click to enlarge)			
<input type="radio"/>	<input type="radio"/>	 <p> Title: CIMG3572.JPG Posted For: Mary Smith Description: Family Picture </p>			

For any photo(s) you approve, click inside the 'Approve' radio button beside the photo(s). For any photo(s) you do not approve, click inside the 'Reject' radio button beside the photo(s). To approve or reject all photos, use the buttons at the top right.

When complete, select the **Submit** button.

Any photos that are approved, will appear within the Book of Memories.




If you wish to turn the approval process off, refer to the [Global BOM Settings](#) page. If you would like to leave the approval process up to the family, make sure you have created and provided them with a login to their loved one's Book of Memories.

Approve Stories

If an online visitor shares a story, and if the approval process is turned on, the funeral home can approve any stories before they are visible on the Book of Memories.

Navigate to Main > Book of Memories > Approve Stories.

Approve Stories			Mark All as Approved	Mark All as Rejected	Clear Selections	Submit
Approve	Reject	Preview				
<input type="radio"/>	<input type="radio"/>	 <p> Story Title: Mom's Cruise Trip Posted For: Mary Smith <p> Mom wanted the family to take a walk thorough &#39;Central Park&#39; and get a family photo done.&nbsp; </p> </p>				

For any story that you approve, click inside the 'Approve' radio button beside the story. For any story you do not approve, click inside the 'Reject' radio button beside the story. To approve or reject all stories, use the buttons at the top right.

When complete, select the **Submit** button.

Any stories that are approved, will appear within the Book of Memories.

✿ If you wish to turn the approval process off, refer to the [Global BOM Settings](#) page. If you would like to leave the approval process up to the family, make sure you have created and provided them with a login to their loved one's Book of Memories.

Approve Condolences

If an online visitor sends a condolence, and if the approval process is turned on, the funeral home can approve any condolence before they are visible on the Book of Memories.

Navigate to Main > Book of Memories > Approve Condolences.

For any condolence that you approve, click inside the 'Approve' radio button beside the condolence. For any condolence you do not approve, click inside the 'Remove' radio button beside the condolence. To approve or reject all condolences, use the buttons at the top right.

When complete, select the **Submit** button.

Any condolences that are approved, will appear within the Book of Memories.



If you wish to turn the approval process off, refer to the [Global BOM Settings](#) page. If you would like to leave the approval process up to the family, make sure you have created and provided them with a login within the record.

[<< Main Desktop](#)

[System Profile – Web-Only >>](#)

System Profile – Web-Only

System Profile

Your System Profile is where you can enter/edit all the location and contact information for your funeral home,



The System Profile is very important; it is the core source of information that populates many key areas of the system. It is crucial to keep the information up-to-date at all times to continue receiving important updates.



Navigate to System Settings > System Profile > Profile.

Complete or modify all relevant information. Below, please find clarification on a few of the items:

- Branch Name (allows the system to distinguish between multiple branches if the company name is the same). If your funeral firm has more than one location (branch), make sure all are listed. If they are not, create a new profile using the **Add New Site Branch** button at the top right. If a location's profile is already open, you will not see this button until you save.
- Call Volume (annual)
- Contact Person (primary contact) & Contact Email – this is primary contact's email address, which will also be displayed on your website
- Email for Website Forms (email address where all forms submitted by online visitors should be sent; separate multiple addresses with comma and space)
- Email for QuickSearch Reports (email address to receive reports of searches done on website by online visitors; separate multiple addresses with comma and space)
- Email for billing information (email address to receive all invoicing; separate multiple addresses with comma and space)
- List the communities you serve (separate multiple communities with comma and space)
- List any additional keywords you would like to use that relate to your firm (ex. pre-arrangement, cremation, family owned, etc.)

- Show birthdays on the web (birth dates of deceased)
- Enable Death Anniversary Notification (email notification on 1st anniversary of the deceased's death anniversary).

✿ Always remember to **SAVE** all changes before exiting the page.

General Settings

Navigate to System Settings > System Profile > General Settings. This page allows you to define how long records are set as current in your system and how to disable prices on the website with a single click of a button.



Complete the Funeral Module Settings:

- Number of days a record is current: Select the number of days a record will be considered current on your website; after that number of days has passed, the record will be classified as a past service.
- Guestbook Monitoring Email (email address where all condolence messages will be sent).

Complete the Product Catalog Module Settings:

Disable all prices on the web: Check the box to hide all prices for products on your website.

✿ Always remember to **SAVE** all changes before exiting the page.

BOM Flower Order Settings – Heartfelt Sympathies



A Dignified Approach to Expressions of Sympathy

Heartfelt Sympathies offers respectful memorial options for families that demonstrate the love and support of family members and friends when they are needed most. This secure, online portal to personalized products allows visitors to order flowers, memorial cards, and send sympathy baskets.

Navigate to System Settings > System Profile > BOM Flower Order Settings.

Click on [Edit](#). All Heartfelt Sympathies participating florists in your area are listed at the bottom of the page. ([Contact Support](#) if you have a preferred florist that isn't listed.)

The florist configuration tool allows you to designate local florists as 'First Choice Florists' and 'Preferred Florists'.

First Choice Florists

Show entries Search:

Member Code	Member Name	Address	City	State	Zip	Action
04-0857AA	DARLING FLOWER SHOP	2004 University Ave	Berkeley	CA	94704	Remove
04-0907AA	LEE'S FLORIST & NRSRY.	1420 University Ave	Berkeley	CA	94702	Remove
04-8884AC	MONTECLAIR FLORIST	2079 Mountain Blvd	OAKLAND	CA	94611	Remove

Showing 1 to 3 of 3 entries ◀ Previous Next ▶

Preferred Florists

Show entries Search:

Member Code	Member Name	Address	City	State	Zip	Action
05-0732AC	V. I. P. FLORIST & GIFTS	3247 Lake Shore Ave	OAKLAND	CA	94610	Remove
05-5632AJ	LYAL NICKALS INC	15031 Hesperian Blvd	SAN LEANDRO	CA	94578	Remove

Showing 1 to 2 of 2 entries ◀ Previous Next ▶

Heartfelt Sympathy Florists in Berkeley, CA

Show entries Search:

Member Code	Member Name	Address	City	State	Zip	FirstChoice	Preferred
04-0857AA	DARLING FLOWER SHOP	2004 University Ave	Berkeley	CA	94704	First Choice	Preferred

✿ Florists can be added and removed from the First Choice and Preferred Florist lists at any time. Follow the instructions above to add and once added, the [Remove](#) button will become visible. Simply click on it to remove a florist from either section.

Click  when done.

When an online visitor places an order:

- Heartfelt Sympathies will randomly select a florist (if more than one) from the First Choice list.
- If no First Choice florists are available to process and deliver an order, Heartfelt Sympathies will randomly select a florist from the Preferred list.
- In the event that none of your chosen florists are able to fulfill an order, Heartfelt Sympathies will work with other local florists to ensure the delivery is made.

For more information about Heartfelt Sympathies, contact support@heartfeltsympathies.com.

[<< Approve Photos, Stories & Condolences](#)

[User Profiles – Web Only >>](#)

User Profiles – Web Only

✿ It is highly recommended that each person logging into the system has his or her own individual User Profile. It only takes a few second to create a profile.

Navigate to System Settings > User Profiles > Users.

Select the 'Add User' button at top right and then complete the following mandatory fields:

- Username
- Password
- Security Question – enter a security question. If your login information is ever forgotten, this is how we verify it is you
- Answer – answer to your security question. If your login information is ever forgotten, this is how we verify it is you
- First Name
- Last Name
- Email Address
- User is an administrator (check if user requires access to view / edit other user profiles or system billing)
- Save your changes.

System Profile	Users
User Profiles	User Authorization Classes
Databases	
MyASD	
Catalogs	
Account Management	
Site Logs	
Dashboard	

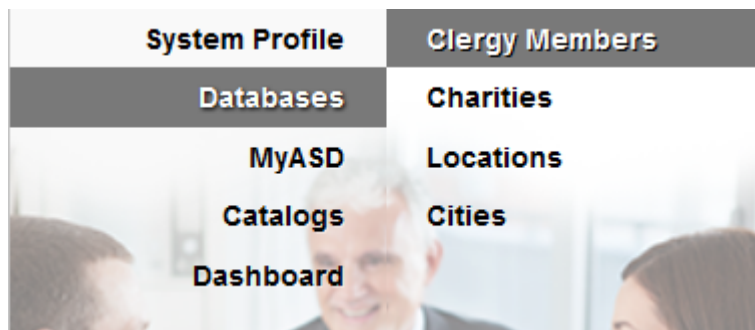
All users created in the system will be visible in the middle of your screen. To edit any of the profiles, click on a name and the edit screen will appear on the right. Save.

[<< System Profile – Web-Only](#)

[Databases – Web Only >>](#)

Databases – Web Only

The database section in your Pulse system was created to help reduce the amount of time it takes to create records and utilize the many additional features. We recommend that you designate a period of time to build the database; once the information is added, it can be easily accessed from various parts of the system. Enter the information once – and you won't have to enter it again.



Navigate to System Settings > Databases.

The number of databases available depends on your system. All available options are listed below.

Clergy Members

1. Select the 'Add Clergy Member' button at the top right.
2. Enter the name of a clergy member and email address. Add the additional contact information if this is pertinent to your record keeping.
3. Clergy Approves Receiving Anniversary Notifications – check the box if the clergy member approves.
4. Anniversary Notification – once an email address is entered and the box is checked that indicates the clergy member has approved receiving email notifications. The clergy member will receive notice one week prior to the anniversary of death for any record that he/she is associated.

✿ Check the disable notification box if you do not want emails sent to this clergy member.

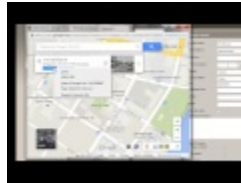
1. Save

Charities

1. Select the 'Add Charity' button at the top right.
2. Visible (option to hide charity within the Book of Memories)
3. Name of Charity
4. Make Checks Payable To (only if different than name of charity)
5. Charitable Registration Number (located on the charity's website)

6. Select where check should be mailed
7. Complete the mailing address information only if the check will be sent to the charity.
8. Add any additional contact information if this is pertinent to your record keeping: the information will not display within the Book of Memories.
9. Save

Locations



1. Select the 'Add Location' button at the top right.
2. Add the street address, city, province/state and postal/zip in order to generate an accurate Google map.
3. Test Map to confirm accuracy. If not accurate, locate the GPS coordinates of the location.
4. GPS Co-ordinates (add only if address doesn't display properly in Google Maps)
5. Check the box if the location is inside city limits.
6. **Specify the type(s) of location. Check all that apply.**
7. Save

✿ **To find the GPS Coordinates of a specific location:** Right-click the location in Google Maps and select 'What's here?' The coordinates will appear under the search box.

Cities

Most cities are already entered in the system. Only add a city when it is not visible as a selection when creating a record, form, or stationery.

[<< User Profiles – Web Only](#)

[Create a Basic Record >>](#)

Create a Basic Record

A Basic Record includes most of the information that is required for the online tribute. Once it's created, the information can be accessed on the website and the Book of Memories.

- [Add/Edit/Delete Your Website Record](#)
- [Family Login Settings](#)
- [Add a Place of Death](#)
- [Add Clergy](#)
- [Add Donations](#)
- [Add Service Details](#)
- [Add a Notice](#)

	Add a New Record ▼
Web Only Record	
Book Of Memories	

Record Settings

Records can be edited or deleted at any time.

The Edit Record Settings buttons is visible once a record is open in **Web Details**. There are multiple options:

Edit Record Settings

Post to

Edit Record Settings

Post to Facebook: No

Publish to web: Yes

MyASD Locations : No

Current / Past : Automatic (based on date of service / v

File Number: KMFH-2015-02-04-1

Deceased in Military: No

Person Making Call: Informant

Branch: Zander Funeral Home

Note: Branch selection has been added to the Basic Deceased Information Area.

Delete Record Save Cancel

Facebook:

If your firm has a Facebook account and the [set up is complete](#), the app can be integrated within the Pulse system to ensure that when a Book of Memories goes live, the link to it will post to your Facebook page.



If the primary photo of the deceased is not at least 200px by 200px, it will not post to Facebook. Rather, a stock image (of a flower) will post instead.

If you do not have this app and would like more information, please [contact your Success Coach](#): success@frontrunner360.com.

Publish to Web:

When the record is ready to publish to the Book of Memories, set to Yes.

Current/Past:

Force a record to be current if, for example, a person passed away six months ago but the memorial takes place tomorrow. The record can be forced to be current and will appear as a current service on the website.

Note: The status needs to be changed back following the service otherwise it will remain as current forever.

File Number:

The number is automatically generated: initials of the funeral home, the date the record is created, and the record number for that day. This number can be replaced with your funeral home's own filing numbers.

Deceased in Military

Person Making Call

Branch

Mode – Web Only or Standard

Service For – Adult, Infant, Still Born, or Other.

Status

Type of Disposition

Service Type



Delete Record – option is visible on Edit Records Settings pop-up.

[<< Create a Basic Record](#)

[Customize a Book of Memories Page >>](#)

Customize a Book of Memories Page

The Book of Memories are beautiful and permanent online tributes of loved ones. A wonderful and easy way to preserve cherished memories, a Book of Memories is automatically created once a record is created in the FrontRunner system. Working with the family, funeral firms can further personalize each tribute with a unique theme, photos, and a slideshow. Online visitors can view service information, post and view condolences, share photos and stories, order floral arrangements, light a memorial candle and/or make a charitable donation in the deceased's name.

More and more families are taking ownership of their loved ones' Book of Memories and embracing all of the features as a way to connect with friends and relatives.

Once a record is open, further personalization options can be found in the Book of Memories section in the left menu. Follow the links listed below for more details and watch the video to help explain to families how the features work.



At top right of your screen, click on 'Preview for Web' at any time to view and Save when complete.

- [Select a Theme](#)
- [Add Photos](#)
- [Memorial Program](#)
- [Photographic Memories](#)
- [Service Recording](#)
- [Tributes](#)
- [Insignias](#)
- [Print Condolences](#)
- [FAQs on Book Of Memories](#)



[<< Record Settings](#)

[Facebook – How to Post Obits >>](#)

Facebook – How to Post Obits

Facebook is a great tool for individuals, businesses, organizations, and brands to share their stories and connect with people, including potential clients.

Facebook Pages, like timelines, can be customized by adding apps, posting stories, hosting events, and more. Engage and grow your audience by posting regularly. People who like your Page and their friends will see updates in their News Feeds.

✿ Note: Only the official representative of an organization, business, celebrity or band is permitted to create a Facebook Page.

You can [create a Facebook page](#) through your personal account.

✿ If you would like to activate in your system, [contact your Success Coach](#).

Facebook Integration

Funeral homes can easily post online obituaries to their Facebook page through the Book of Memories with minimal set-up required. This will allow anyone who has liked your Facebook page to view the Book of Memories summary, read the obituary, and link to the funeral home website. This is particularly helpful in communities where local newspapers don't publish every day.

Main > Book Of Memories > Facebook Page Management.


Follow the instructions and select the Click Here to Begin button. This will open your Facebook page. Click the Go To App button.

DASHBOARD	MAIN	ARRANGING DIRECTOR
Collapse Menu		
Upcoming Events	Overview	
Records	Ad Mats	
Announcements	Attract New Families	
Book Of Memories	Donations	
Directory	Global BOM Settings	
Simply One Account	Comments and Testimonials	
Help Desk	Future Strategy	
	Feedback	
	Approve Photos	
	Approve Stories	
	Flower Order Log	
	Candle Profit Log	
	Facebook Page Management	
	Post Auto-Responder	
	Facebook	




Note: Make sure your name is listed under the About This App section. The funeral home page will be chosen in the next step.

Learn more about how apps work now.



Obituaries
Obituaries

[Go to App](#) [Cancel](#)

 1 friend and 4 other people use this app

ABOUT THIS APP
You are logging into Obituaries as [Shelby Young](#).

Who can see posts this app makes for you on your Facebook timeline: [?]
[Friends](#)

THIS APP WILL RECEIVE:


- Your basic info [?]

By proceeding, you will be taken to facebook.frontrunnerpro.com · [Report App](#)


Only the funeral home or business page where obituaries will post are displayed in the 'Manage Your Pages' section. Click the 'X' to the right of any additional pages to remove them.


Leave the Post on your behalf section as is.


Obituaries would also like permission to:

**Manage your pages**
Obituaries may login as any of your 1 Pages, including:

- CDE Funeral Home



**Post on your behalf**
This app may post on your behalf, including status updates, photos and more.

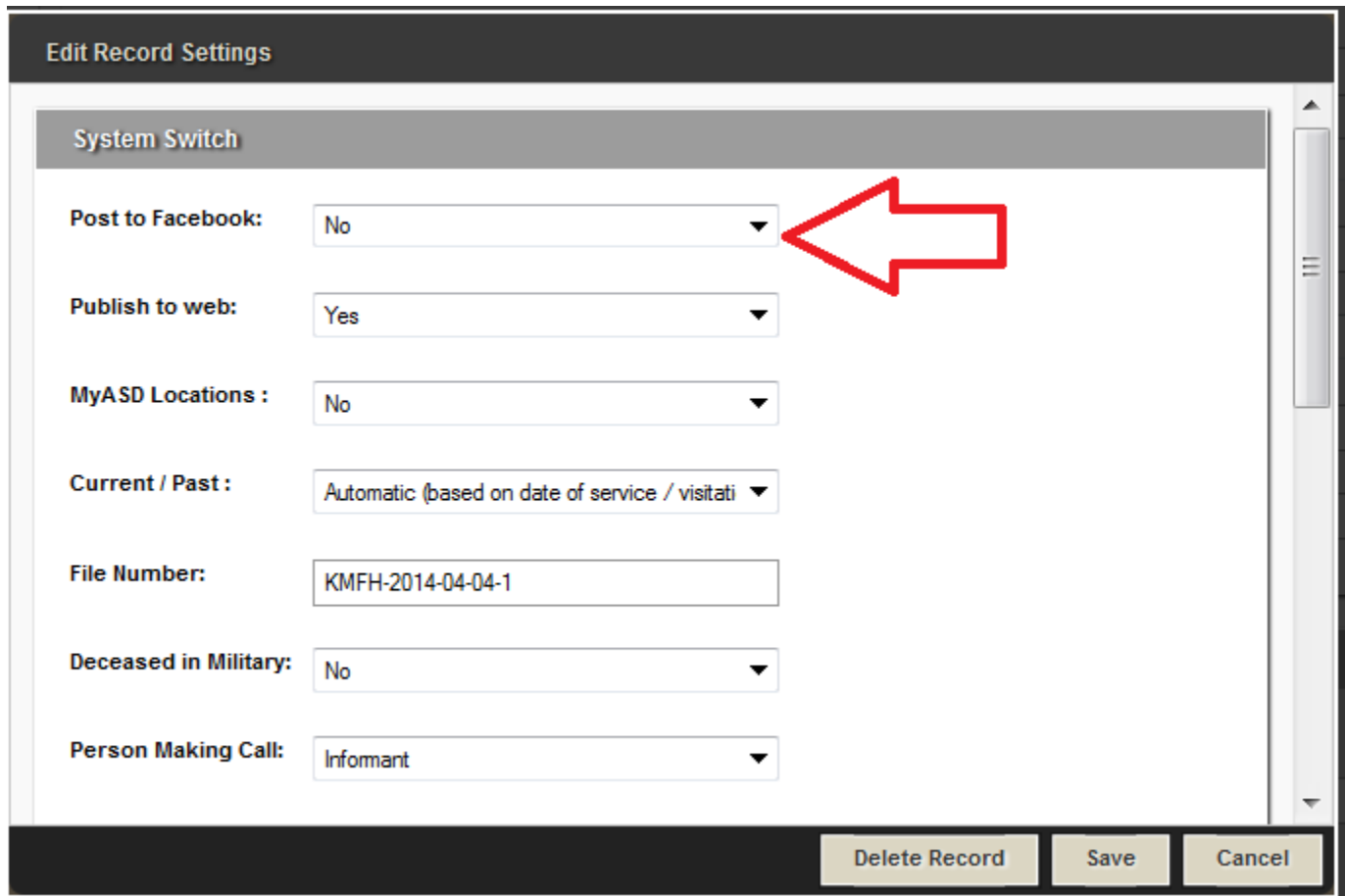


[Allow](#) [Skip](#)

Click Allow. A new page will ask for verification of which page(s) will post obituaries. Select your funeral home page and click Save. Click OK to return to the FrontRunner system.

Post Obituaries on Facebook

Open a record and click on Edit Record Settings > Post to Facebook > Click on the dropdown and select 'Yes' > Save.



The screenshot shows the 'Edit Record Settings' window. The 'System Switch' section contains several settings:

- Post to Facebook:** A dropdown menu currently set to 'No'. A red arrow points to this dropdown.
- Publish to web:** A dropdown menu currently set to 'Yes'.
- MyASD Locations :** A dropdown menu currently set to 'No'.
- Current / Past :** A dropdown menu currently set to 'Automatic (based on date of service / visitati'.
- File Number:** A text field containing 'KMFH-2014-04-04-1'.
- Deceased in Military:** A dropdown menu currently set to 'No'.
- Person Making Call:** A dropdown menu currently set to 'Informant'.

At the bottom right of the window are three buttons: 'Delete Record', 'Save', and 'Cancel'.

Facebook searches for new records every 15 minutes; your record will auto post at that time.

[Highlights ▾](#)

Status
 Photo / Video
 Event, Milestone +

What's on your mind?

K.W. Montroy Funeral Home
 Wednesday via Obituaries

Rose Harper - 2012-10-05

Peacefully while in the loving presence of his family on October 5th, 2012. Beloved child of and . Cherished Brother of . Missed by his . Loving Grandfather of . Will be remembered by his children, . Visitation to be held at Friends Funeral Service, on October 9th, 2012, at 12:00pm - 1:45pm. Service to be held at K.W. Montroy Funeral Home, on October 9th at 2:00pm. If you so desire, donations to , , , or would be appreciated.

Zander Funeral Home
Published: 2012-12-05 14:01:02 EST

[Like](#) · [Comment](#)

K.W. Montroy Funeral Home
 Wednesday via Obituaries

Joyce Barnes - 2012-08-21

Joyce Marie Barnes, 73, passed away on August 21st, 2012, in Kingston, ON. she was born in Kingston, ON on December 14th, 1938 to the late and . Joyce is survived by her loving wife, Adam; Jonah; Lisa; ; Rebecca and Stephanie; ; Rebecca Barnes and Stephanie Barnes; . A Celebration of Joyce's Life will be held 2:00pm on July 13th at K.W. Montroy Funeral Home. In lieu of flowers, contributions can be made to Trust Fund for Alex Barnes, Diabetes Association, Cancer Society. Condolences may be shared at davisseawinds.com.

Zander Funeral Home
Published: 2012-12-05 14:37:47 EST

[Like](#) · [Comment](#)

To update an obituary already posted to Facebook, delete the record from your Facebook page and then go to Main > Book Of Memories > Facebook Record Management. Click the Re-Post button to the right of the record.

Records				
Date of Death	Deceased Name	Last Posted Date	Post Status	
2012-12-05	Val Barnes		Ok	Re-Post
2012-11-22	Ronald Jones	2012-12-06 09:24:04	Ok	Re-Post
2012-10-01	Emily Hayworth	2012-12-06 09:25:06	Ok	Re-Post
2012-10-05	Rose Harper		Ok	Re-Post
2012-08-24	Mike Hepburn		Ok	Re-Post
2011-12-29	Rachel Shawley		Ok	Re-Post
2012-08-21	Joyce Barnes	2012-12-06 09:29:06	Ok	Re-Post

Page 136 of 321



Note: The record will say 'Pending' until it auto posts to Facebook (15 minutes). There is no way to change how the information appears / displays in Facebook.

If you have a Twitter account and would like your obits to push to it as well, [download the Twitter app from your Facebook account](#). Anything that is posted to Facebook will then post to Twitter.

[<< Customize a Book of Memories Page](#)

[Edit / Publish Your Website >>](#)

Edit / Publish Your Website

You can access the administration of your website at any time to add, edit, and delete content; rename, hide, or move pages; and update your messaging and links for online visitors. Changes can be made and published quickly.

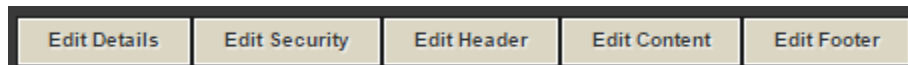


Navigate to your Website tab in the top menu of the system to display your website's home page.



To maximize the screen for editing, select **Collapse Menu** above the menu on left. You can Expand the Menu at any time to access menu items.

To make changes to a website page, navigate to the page. Depending on the page module, you will see one of two menu options:



- **Edit Details:** Edit the page title, enter search keywords and descriptions, and access all of the modules. Modules are different page types that determine how the page will function.
- **Edit Security:** Access security to apply secure (login) access to a page outside of administration.
- **Edit Header:** Add additional content to the top of the page.
- **Edit Content:** This button is used most often to change the page content (text, pictures, hyperlinks).
- **Edit Footer:** Add additional content to the bottom of the page.



Mouse over 'Edit Page Details' to access:

- Edit Content: This button is used most often to change the page content (text, pictures, hyperlinks).
- Edit Details: Edit the page title, enter search keywords and descriptions, and access all of the modules. Modules are different page types that determine how the page will function.
- Edit Security: Access security to apply secure (login) access to a page outside of administration.

- [Home Page Editing](#)
- [Web Page Editing](#)
- [Manage Web Page Settings & Files](#)
- [Advanced Website Editing](#)
- [Create a Virtual Tour](#)
- [Add Live Chat](#)
- [Publish Website](#)
- [FAQs on Website](#)


[<< Facebook – How to Post Obits](#)

[Home Page Editing >>](#)

Home Page Editing

The following describes all possible widgets installed on a wireframe website system. The home page settings are listed first and the child browser page settings can be found at the bottom of this page.



The key to editing content on the home page is to locate  in the area that requires changes. If there are widgets listed below that you would like to include on your home page, please [contact your Success Coach](#).

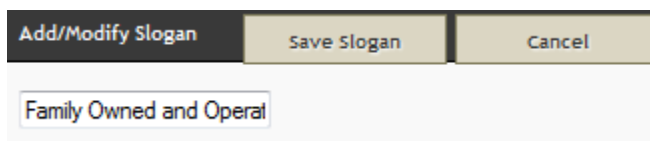
Edit Details

Click on the 'Edit Details' button at top right of the home page to enter the the page title, search description, and keywords. This feature will help with your home page's search engine optimization or SEO. For more information and to find some helpful tips about SEO, [visit the Search Engine Optimization page](#).

Configure Page Details		Save Page Details	Cancel
Page Title:	<input type="text"/>		
Page Description:	<input type="text"/>		
Page Keywords:	<input type="text"/>		

Slogan

To change the wording of the slogan, above the main menu, click on 'Edit' at top left of the field. Once complete, click on 'Save Slogan'.



Slider

To add or delete images used for the slider, click on the 'Edit' at top left of the slideshow. All images currently contained within the slider will be displayed.

- Click on the red X to delete an image
- Click on the pencil icon to edit an image.
- Use the crop box to crop your image and adjust the focal point.



The same window will appear when an existing image is edited or if 'Add Slide' is chosen.

Configure Slider: To replace an existing image, click on the Browse button to locate the file on your computer. Each image can also be linked to another page on your website or to an external website.

- To create a link to a page on your website, type in the page-to-be-linked's file name (Edit Details > Optional Settings > What should be web page's file name?).
- To link to an external website, be sure to add the http:// before the www.

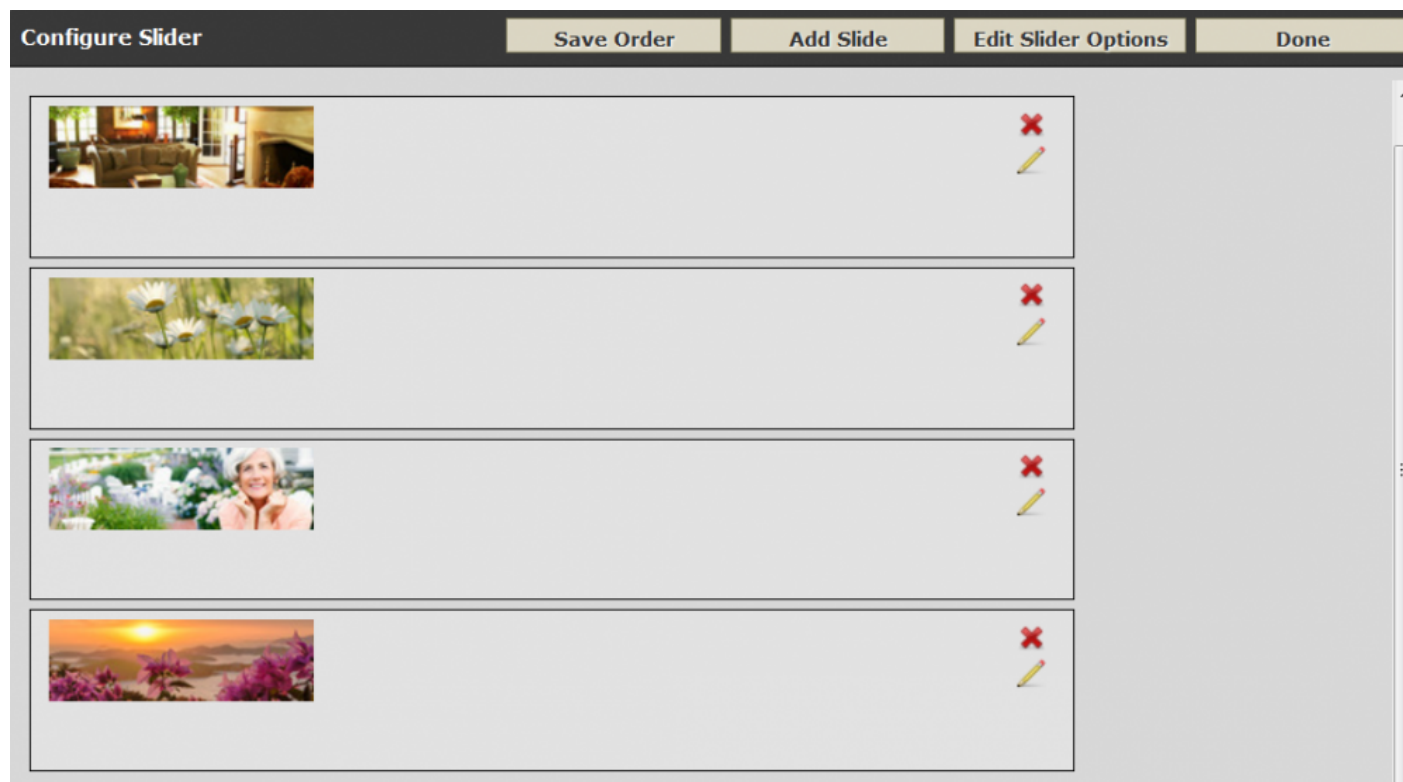
If creating a link, select how the linked page should open: Current Window or New Window.

Once changes have been made, click on Save at top right.

Change Order of Slider Images: Place cursor over the image to be moved and drag and drop it to the new position. When any changes to the order of the images is made, click on 'Save Order' at the top of the window.

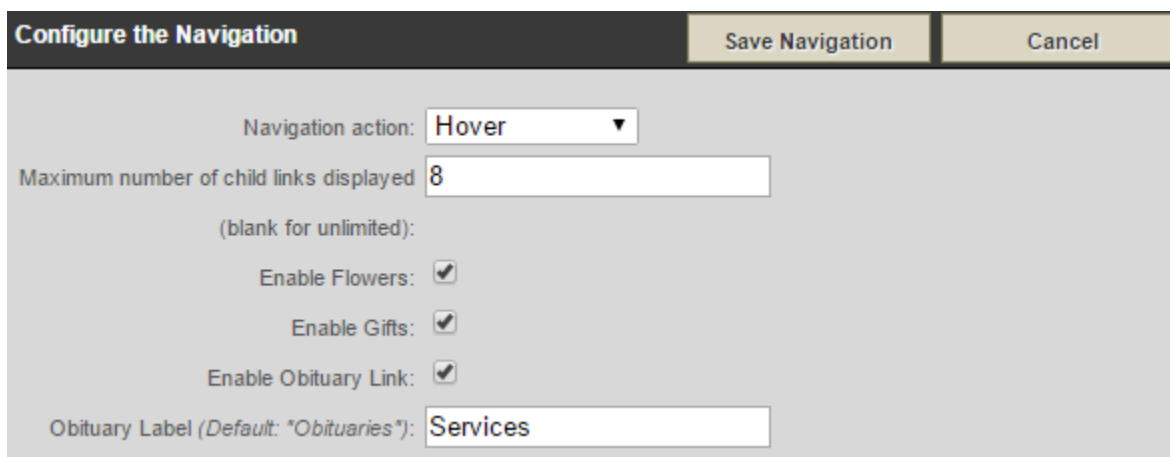
Edit Slider Options: By clicking on the dropdowns, choose either a Fade or Slide transition; choose the Slide Duration time. To show the slide, check the 'Show Slide' box. Once any changes are made, click on Save.

When all changes to the slider have been completed, click on Done at the top right of the window.



Navigation

To modify the main menu settings, click on the 'Edit' button at top left of the menu. You have the ability to modify the action by choosing 'No Dropdown', 'Click' or 'Hover'. You can choose how many sub-sections appear in the drop down menu by entering a number in the 'Maximum number of child links' field. You can also enable flowers and obituary links on the main menu by checking the applicable boxes. To change the name 'Obituaries' to something else, type the new name in the 'Obituary Label' field. Click on 'Save Navigation'.

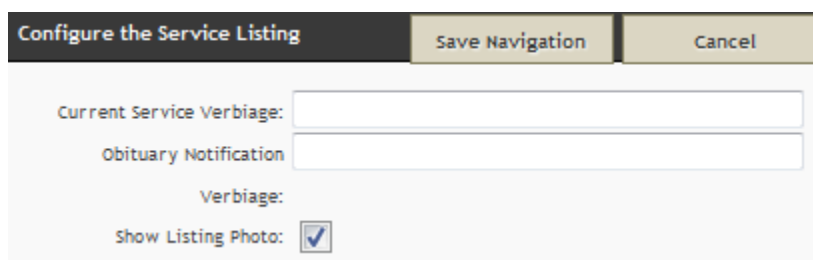


The 'Configure the Navigation' dialog box has a dark header with the title 'Configure the Navigation' and two buttons: 'Save Navigation' and 'Cancel'. The main area is light gray and contains the following settings:

- 'Navigation action:' is a dropdown menu set to 'Hover'.
- 'Maximum number of child links displayed' is a text input field containing the number '8'.
- Below the input field is the text '(blank for unlimited):'.
- 'Enable Flowers:' is a checked checkbox.
- 'Enable Gifts:' is a checked checkbox.
- 'Enable Obituary Link:' is a checked checkbox.
- 'Obituary Label (Default: "Obituaries"):' is a text input field containing the word 'Services'.

Service Listings

The wording for the service listings section can be modified / personalized. Click on the 'Edit' button at top left of the service area. To change the wording from 'Current Services...', enter new text in the 'Current Service Verbiage' field. To change the wording from 'Obituary Notifications', enter new text in the 'Obituary Notification Verbiage' field. There is also an option to show a photo for each current service; check the box beside 'Show Listing Photo'. Click on 'Save Navigation'.



The 'Configure the Service Listing' dialog box has a dark header with the title 'Configure the Service Listing' and two buttons: 'Save Navigation' and 'Cancel'. The main area is light gray and contains the following settings:


- 'Current Service Verbiage:' is a text input field.
- 'Obituary Notification' is a text input field.
- 'Verbiage:' is a text input field.
- 'Show Listing Photo:' is a checked checkbox.

Welcome

Basic editing tools are provided to change the home page welcome message. The top field contains the wording for the welcome title. (ex. below 'Why Choose Us?'). To change the image, click on Browse and locate the file on our computer. You will need to drag your cursor to highlight that focal point in the photo you want displayed. In the text field, type directly or paste content from another source. The formatting options available include: bold, italicize, erase formatting, bullets, and inserting a hyperlink.

Configure Welcome Message
Save Welcome Message
Cancel

Welcome To Our Beautiful Funeral Home!



Browse... No file selected.

Thank you for stopping by our funeral home website. Since 1943, our family has provided the best service for families in the Kingston and surrounding area. We believe that caring for families in their time of need is of utmost importance so we are available to you at any time, day or night. We specialize in all arrangements from simple cremations to more traditional settings.

For the best quality care in at-need or pre-need arrangements, we urge you to contact us — we would be pleased to help.

News & Events

Click on the 'Edit' button at top left of window and then click on 'Add New News/Event'. Add a 'Title' and enter the 'Message' for particular news or upcoming event. Check the 'Active' button to ensure the listing is visible. (Once a listing is created and saved, the options to edit or delete are available.) Click on 'Save' and then 'Done'.

Configure Funeral Home News/Events		Add New News/Event	Done
News Title	Message Date	Options	
Annual Workshop Cruise	2014-02-11	Edit	Delete
ICCFA Convention	2013-10-17	Edit	Delete

Locations & Directions

To change any of the contact information, navigate to your [System Profile](#) where the information is collected. To edit the introductory sentence only, click on 'Edit' at top left of window. If left blank, the default sentence will appear.

Edit Location Text	Save	Cancel
<input type="text"/>		

Testimonials

Click on 'Edit' at top left of window to open the Testimonials editing option. Click on 'Add New Testimonial' to enter the name and message. Check the 'Published' button at bottom to make testimonial visible. Click on the 'Save' button.

Configure Funeral Home Testimonials		Add New Testimonial	Done
Name	Message	Options	
Jules Green	Thank you for providing my family such g...	Edit	Unpublish Delete

Local Weather

This widget can not be edited. It pulls location information from your [System Profile](#).



Local Airlines

This widget will provide helpful links to website visitors who require flight information. Click on 'Edit' at top left of window and then check all airlines that apply. Click on 'Save Airlines'.

Configure Airlines				Save Airlines	Cancel
<input checked="" type="checkbox"/> Air Canada	<input checked="" type="checkbox"/> Air Canada Jazz	<input type="checkbox"/> Air India	<input checked="" type="checkbox"/> Air Jamaica		
<input checked="" type="checkbox"/> Air Tran	<input checked="" type="checkbox"/> Airberlin	<input type="checkbox"/> Alaska Airlines	<input checked="" type="checkbox"/> Alitalia		
<input checked="" type="checkbox"/> All Nippon Airways	<input type="checkbox"/> Allegiant Air	<input type="checkbox"/> American Airlines	<input type="checkbox"/> American Eagle		
<input type="checkbox"/> Bearskin Airlines	<input checked="" type="checkbox"/> British Airways	<input type="checkbox"/> Calm Air	<input checked="" type="checkbox"/> CanJet		
<input type="checkbox"/> Caribbean Airlines	<input checked="" type="checkbox"/> Central Mountain Air	<input type="checkbox"/> China Southern Airlines	<input type="checkbox"/> Continental Airlines		
<input type="checkbox"/> Copa Airlines	<input checked="" type="checkbox"/> Delta Airways	<input type="checkbox"/> Delta Connection	<input type="checkbox"/> First Air		
<input type="checkbox"/> Frontier Airlines	<input type="checkbox"/> Hawaiian Airlines	<input type="checkbox"/> Iceland Express	<input type="checkbox"/> Japan Airlines		
<input checked="" type="checkbox"/> Jet Airways	<input type="checkbox"/> JetBlue	<input type="checkbox"/> Keystone Air Service Ltd.	<input type="checkbox"/> Kivalliq Air		
<input type="checkbox"/> KLM	<input type="checkbox"/> KLM Royal Dutch Airlines	<input type="checkbox"/> Korean Air	<input type="checkbox"/> Lan		
<input type="checkbox"/> Lufthansa	<input type="checkbox"/> Mesa Airlines	<input type="checkbox"/> Northwest Airlines	<input type="checkbox"/> Northwestern Airlines		



Grief Resources

The '365 Days of Healing' and '52 Weeks of Support' widgets can't be edited. To remove either one, click on the 'Remove' option at top left of window. Once removed, there will be no way for you to bring it back. Please [contact your Success Coach](#) if you have removed (for billing purposes) or to add back into your website.

<div>  Remove </div> <h3>365 Days of Healing</h3> <p>Grieving doesn't always end with the funeral: subscribe to our daily grief support email, designed to help you a little bit every day, by filling out this simple form.</p> <div> <input type="text" value="Full Name"/> </div> <div> <input type="text" value="Email Address"/> </div> <div> <input type="button" value="Sign Up"/> <input type="button" value="Clear"/> </div>	<div>  Remove </div> <h3>52 Weeks of Support</h3> <p>It's hard to know what to say when your loved ones experience loss. Our weekly newsletter provides insights, quotes and messages on how to provide help during the first year.</p> <div> <input type="text" value="Full Name"/> </div> <div> <input type="text" value="Email Address"/> </div> <div> <input type="button" value="Sign Up"/> <input type="button" value="Clear"/> </div>
--	---

Helping You Plan & Helping You Grieve

Both fields can be customized with new content, however the titles will remain the same.


Edit Remove

Helping You Plan

Are you looking to add a personal touch to your loved one's funeral service? Would you like to browse through our catalog of viewing merchandise? Maybe you want to learn more about planning your own funeral. We've made all of this information – and more – available for you to explore in the comfort and privacy of your home.


Edit Remove

Adding Custom Helping Plan Text

SaveCancel

Are you looking to add a personal touch to your loved one's funeral service? Would you like to browse through our catalog of viewing merchandise? Maybe you want to learn more about planning your own funeral. We've made all of this information – and

Adding Custom Helping Grieve Text

SaveCancel

Calls to Action

There are four distinct calls to action available. Order Flowers, Immediate Need, Pre-Arrangement and Obituaries & Tributes. To change the order or add/delete any of the items, click on 'Edit' at top left of window. Drag and drop the items from lower bar to the top section and / or to rearrange the order. Click on 'Save Calls to Action'. To create a custom call to action, click on the 'Create Custom CTA' at bottom right of window. Fill in all fields and then click on 'Apply' and then 'Save Calls to Action'.

Configure Calls to ActionSave Calls to ActionCancel

Immediate Need
If you have immediate need of our services, we're available for you 24 hours a day.

Pre-Arrangement
A gift to your family, sparing them hard decisions at an emotional time.

Obituaries & Tributes
It is not always possible to pay respects in person, so we hope that this small token will help.

Order Flowers
Offer a gift of comfort and beauty to a family suffering from loss.

Facebook
Please visit our Facebook page.


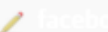

The Remembrance Process
This captures the essence and importance of human needs from


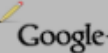





Create Custom CTA

Social Media

To add links to social media, click on the 'Edit' button at top left of window and then drag and drop items from the lower to the top bar. A 'pencil' icon will appear beside each logo added. Click the pencil to add the URL to your social media account. Click 'Apply'. Click on 'Save Social Links'.

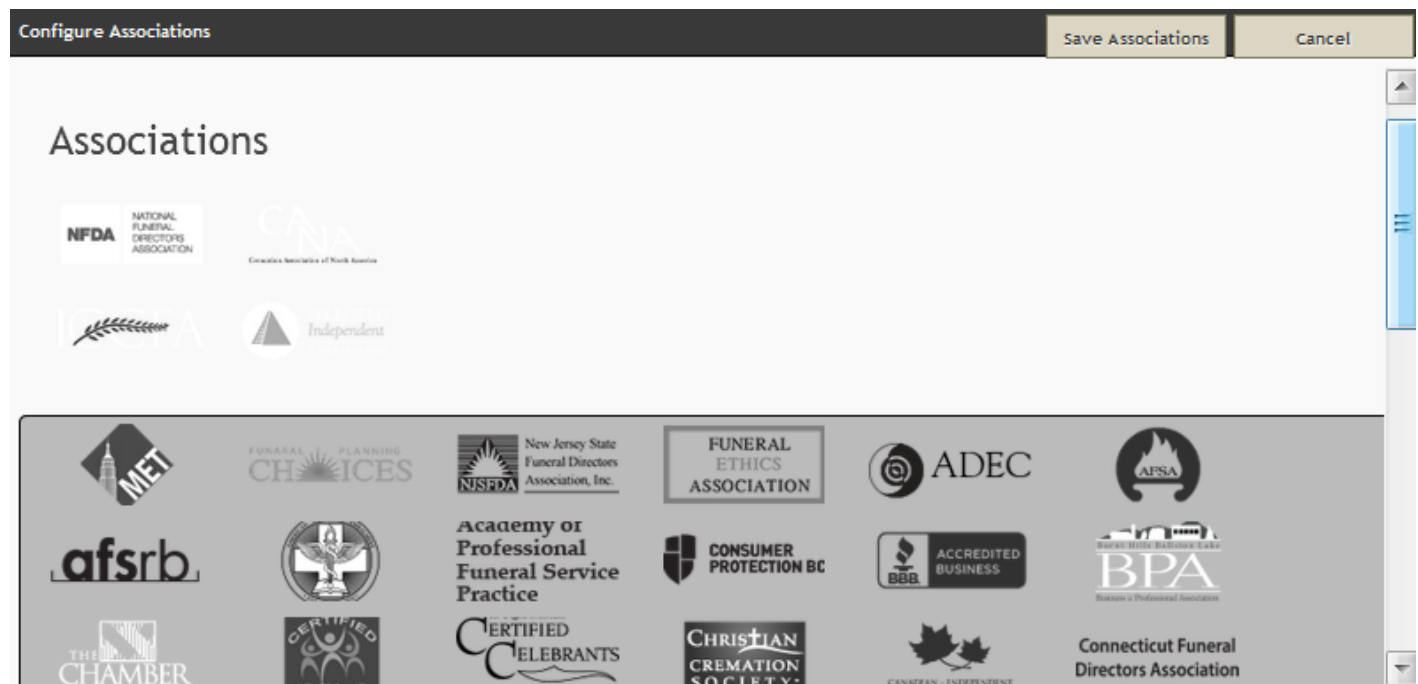
Configure Social LinksSave Social LinksCancel

Connect with Us
  

Associations

To add all applicable associations, click on 'Edit' at top left of menu. Drag and drop association logos from lower to top bar. (Please [notify your Success Coach](#) if there are additional affiliations to be included.) Click on 'Save Associations'.



[<< Edit / Publish Your Website](#)

[Web Page Editing >>](#)

Web Page Editing

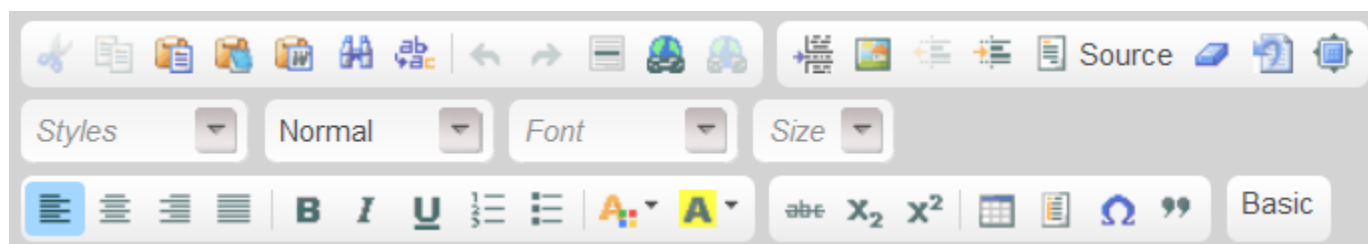
Basic Website Editing

A WYSIWYG module (What You See Is What You Get) is the default module for all new pages and functions like Microsoft Word. Click Edit Content to access this type of page.

* Most pages use the WYSIWYG editor within the main body, header and/or footer. While the page loads, some code will appear for a brief time; this is the HTML generated by the module.



Edit Page – Click on the **Advanced** icon to access all menu feature icons of this module.



Type in text to the page or copy and paste from another source.

! If you are copying and pasting from another source it is highly recommended to copy and paste into Note Pad first, then copy and paste into your Web page.

Once complete, the font, font size, font style and color of the text can be changed BUT this is not necessary. The website design incorporates a default font and font size to ensure a consistent look on all pages.

Text Styling Options: bold, italic, underline or strike-through

Styles: Apply pre-defined combinations of various formatting options to block and inline elements.

Normal: Apply pre-defined block-level combinations of various formatting options.

Font: Change the typeface, font size, color, or background color of the text.

Text Layout: Set alignment to left, center, right or justified.

Rich Text: Create a numbered or bulleted list.

Other Basic Editing Topics:

- [Add a Photo](#)
- [Create a Link/Hyperlink](#)
- [Add Staff Members](#)
- [Add Facility Photos](#)
- [Add Products](#)

[<< Home Page Editing](#)

[Manage Web Page Settings & Files >>](#)

Manage Web Page Settings & Files

See one of the topics below to manage your website's page settings or upload a file.

- [Organize Web Pages](#)
- [Create a New Page](#)
- [Page Settings](#)
- [Upload a File](#)

[<< Web Page Editing](#)

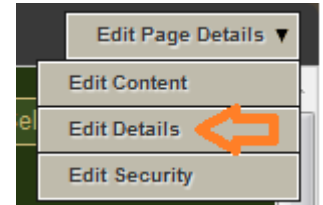
[Advanced Website Editing >>](#)

Advanced Website Editing

Page Modules

There are many different page types you can create.

To determine which module is applied to a page, click 'Edit Details'. Scroll to Page Action, the fourth section on the page to find which module is marked. Click on any module to learn more information.



- [Uploading a Video](#)
- [Password Protected Page](#)
- [Add Business Listing](#)
- [Create a Calendar](#)
- [Guest Book](#)
- [Frequently Asked Questions Page](#)
- [Submission/Email Form Page](#)
- [News/Newsletter Article Page](#)
- [Open a Poll](#)
- [Child Browser Module](#)
- [Contest Module](#)
- [Linking to Another Website](#)
- [Site Map Module](#)
- [Create a Quote Builder](#)



If you choose to change the page module on an existing page with content, when the module is changed, all content will be deleted. If you wish to keep the content, copy and paste it into another file (Word or NotePad) before changing the module. The old content can then be copied from other source.

[<< Manage Web Page Settings & Files](#)

[Create a Virtual Tour >>](#)

Create a Virtual Tour

FrontRunner is committed to creating a stunning video that represents both the quality of your facility and the exceptional services you provide for your community.

The Facility Video will include:

- Up to 40 photos of your facility
- Appropriate music
- Text throughout the video that can be provided by your firm or created by FrontRunner
- One request for changes
- Video is provided in MP4 or ISO format
- One web-ready quality copy plus one high definition copy provided



If you are interested in having a virtual tour done for your funeral home, please [contact your FrontRunner Success Coach](#).

To begin in the creation process, your Success Coach will send you a Facility Tour App Document which will need to be completed by you.

Provide up to 40 photos that are at its best quality. Large images will shrink but if an image is too small, it will be added to the video that way.

Sending files is different in each email program. Normally, you can send up to 10 MB using a zipped folder. To zip a folder, right click on it and click Send to > Compressed (zipped) Folder. If the file size is too big to send, contact your project manager for other options.

Outline the specific order of the photos and specify the file names.

Include any text/verbiage to be included in the video and specify where (file name).

Indicate where (which web page) the video should be posted.

[<< Advanced Website Editing](#)

[Add Live Chat >>](#)

Add Live Chat

There are many programs out there to provide you with a Live Chat service to add to your website.

There is one we recommend, and have a few clients using this feature already, called Comm100. For more information, please visit the [Comm100](#) website. You can customize a button of your choice. Once created, send us the code and we can implement it into your website for you.

If you are looking for a free option or different price, try Google searching for a live chat program.

[<< Create a Virtual Tour](#)

[Publish Website >>](#)

Publish Website

Navigate to Website > Publish.

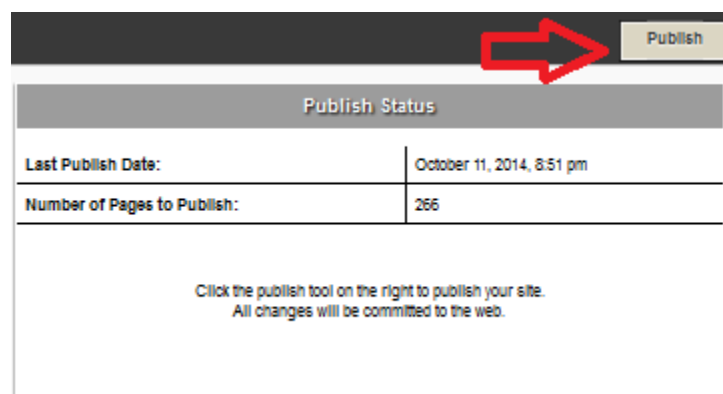
In order for the changes made to the website to be visible to online visitors, the site must be published.



! Note: If your website is not live, publishing changes will NOT push your website live.



Select Publish at top right and wait for your changes to be saved. The Publish Status section will display the last publish date and the number of pages on your website. The publishing process goes through every page to check for updates so this can take a few minutes.



If you do not see the changes made on the live website:

- Make sure the page changes were saved.

- Make sure the page is not hidden. If it is hidden, the page name will be surrounded by brackets in the navigation menu within administration.
- Make sure the parent page is not hidden (the page clicked on to get to your page). If it is hidden, the page name will be surrounded by brackets in the navigation menu within administration.
- Refresh the page by clicking on the F5 keyboard button.

[<< Add Live Chat](#)

[FAQs on Website >>](#)

FAQs on Website

Below are a list of common questions regarding the website. If you are still unable to find a solution to any problem that you are experiencing, please contact support@frontrunnerpro.com.

Question: The changes I made to the website aren't showing up. What did I do wrong?

Answer: If you do not see the changes made on the live website:

- Make sure the page changes were saved.
- Make sure the page is not hidden. If it is hidden, the page name will be surrounded by brackets in the navigation menu within administration.
- Make sure the parent page is not hidden (the page clicked on to get to your page). If it is hidden, the page name will be surrounded by brackets in the navigation menu within administration.
- Refresh the page by clicking on the F5 keyboard button.

Question: Why is my website down? Help!

Answer: If your website (www.yourcompanyname.com) is down, it might be a domain name issue. Contact your domain name provider to verify whether the domain name has expired.

p(banner tip). Your domain name provider may not necessarily be your website provider. To find out your domain name provider, go to www.networksolutions.com/whois and enter your domain name.

Question: Why am I not receiving any emails through the forms on my website?

Answer: Please make sure the emails have not been directed to your spam or junk folders. If not, it's important to check whether the email address information is correct:

1. Login to your system and navigate to System Settings > System Profile.
2. Scroll down to the field called "Email for Website Forms".
3. Correct the email address.

If correct:

1. Navigate to the Website tab and a website form page.
2. Click on the 'Edit Content' button.

3. Scroll down to 'Destination Email Address' to check if email address listed is correct and, if more than one, they are separated with a comma OR the "Use Email for Website Forms from Profile" box is checked.
4. Click 'Save'.
5. Don't forget to Publish your website.

If everything has been set up properly, try using a different email address. Send yourself a test form to confirm.

Question: Why is the form on my website not working?

Answer: Confirm that your form page is set up to send forms. Edit Details > Page Action. The radio button for Open an Email Form must be selected.

If it is:

Verify the email being used for the form is correct. Click close at the top right > click Edit Content. Check the destination email address.

If it is not:

1. Click close at the top right > Edit Content.
2. Click the Advanced button in the menu and the Source icon.
3. Click anywhere on the page (html code) then Ctrl-A to select all the code.
4. Click Ctrl-X to delete the text.
5. Click close at the top right > Edit Details.
6. Choose the Open an Email Form module then Save.
7. Click Edit Content.
8. Click the Advanced button in the menu and the Source icon.
9. Delete any code.
10. Click Ctrl-V.
11. Save.

Question: Why did the login screen appear when I saved my work on a web page?

Answer: The login screen will appear if no work was saved on your computer for longer than 3 hours. Please save your changes frequently and save your work before leaving your computer for any length of time.

Question: What are QuickSearch report emails?

Answer: Whenever a visitor searches for keywords on your website, you will receive an email letting you know the results of the search. If any results were found, the email lists the number and top results. This information will help build your website and better assist online visitors. For further information, [click here](#).

Question: Why are hidden pages still appearing on my live website?

Answer: Navigate to Website > Manage > Site Map. Confirm all pages that need to be hidden are in fact hidden. Click the 'Hide' button beside the page name.

Even if primary page ('parent') is hidden, all of the secondary ('child') pages need to be marked as hidden as well. The page will not be visible in the menu but visitors searching for particular keywords may be able to locate the page in the search results.

Question: Why is a current record not appearing on my website's home page?

Answer: The home page only lists a certain number of records. If, for example, there are 12 current services yet the home page settings only allow 8 records, there will be 4 records that don't appear. Online visitors can follow the link to view Current Services to see all current records.

You can also change the number of visible records on your home page. Go to the Current Services page and click Edit Page Details > Edit Content. You will see a drop down for "Number of records per page". Choose a number and then click on Save.

Question: What does an anchor icon do?

Answer: The WYSIWYG Editor allows the user to link to different pages (hyperlinks) or different parts of the same page (anchors). If you see an anchor, a link exists to direct users to another section of the same page.

Question: Why does my full website load on my iPhone even though I've checked the mobile website to appear?

Answer: This is a known issue with the Safari browser on the iPhone. If you've ever viewed the full website on your phone, Safari would have cached it and will continue to display it until the history, cookies and data are cleared.

1. On your iPhone, go to Settings > Safari > Clear History. A confirmation message will appear.
2. Choose 'Clear History' or 'Cancel' to continue.
3. Go to Settings > Safari > Clear Cookies and Data. A confirmation message will appear.
4. Choose 'Clear Cookies and Data' or 'Cancel' to continue.

Once the cache is cleared, you should be able to view the mobile website.

How do I resize my images?

1. If you open up Paint on your computer, you will want to open your photo.
2. Click Resize.
3. Choose the pixels option.
4. Make sure the 'maintain aspect ratio' box is unchecked.
5. Enter the horizontal pixel amount.
6. Click OK.

[<< Publish Website](#)

[Marketing Center >>](#)

Marketing Center

FrontRunner Professional's exclusive Marketing Center includes promotional materials essential for growing your funeral home business. These pieces include: generic ads and ads specific to the Book of Memories.

Each piece is expertly designed to capture the attention of your target audience and motivate them to call you firm first.

Click on any of the options in left menu beside. Each section offers a variety of resources that can be downloaded as a pdf file.

On most of the documents, there is sufficient space for your company logo or contact information.

Adding Your Logo

There are a few options on how you can add your logo to an ad:

- Use Photoshop
- Send the ad to a print shop
- Contact your Success Coach

Create / Edit Your Virtual Showroom

The Virtual Showroom allows you to showcase products and services. It can be used with a touch-screen monitor from any location in your funeral home (such as foyer, arrangement office, and selection room) or from a families home. It can be fully customized by your administrators.

If you would like the Virtual Showroom activated in your system, [contact your Success Coach](#) for more information.



To access any of the showrooms, navigate to the Kiosk tab in the top menu of your FrontRunner system.

- [Create a Virtual Showroom](#)
- [Edit a Virtual Showroom](#)
- [Launch a Virtual Showroom](#)

Create a Virtual Showroom



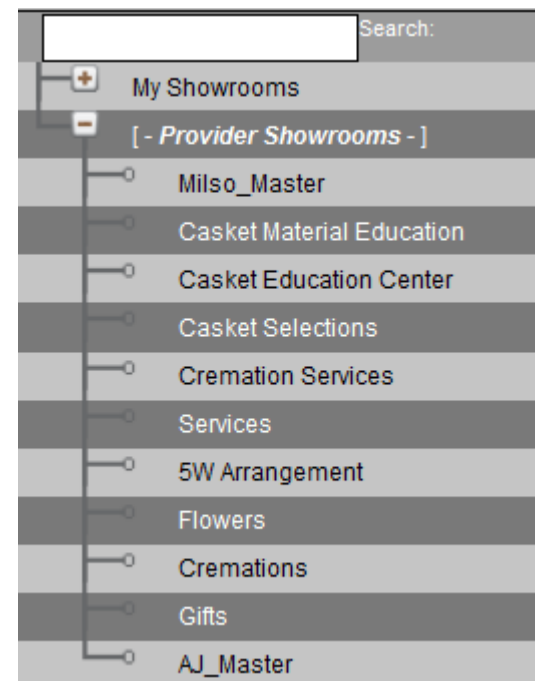
Navigate to the Kiosk tab.

If you are a Canadian client of FrontRunner Professional or wish to build your own showroom from scratch, click 'Add' at the top right. If you are a Matthews' client, there is a pre-built and editable showroom available.

There are 2 categories on the left:

- My Showrooms – These are the showrooms created by you.
- Provider Showrooms – These are Matthews pre-built showrooms.

Use the + to expand the Provider Showrooms category and select the Milso Master showroom. The showroom will load on the right. Select the Copy This Showroom button.



Options

Copy This Showroom

A message will appear "Are you sure?" Click yes. The copied showroom will load under My Showrooms with the date it was added. Click on your showroom.

Replace the name – ex: 'Funeral Home Name' Showroom. Enter a keyword related to this showroom to set up a new Showroom Domain. Ex. showroom will produce the domain: "showroom.yourcompanyname.frontrunnerpro.com", which can be opened on any computer.

Kiosk Settings

Name:

Testing Showroom

Showroom Domain:

test22

jules.fronrunnerpro.com

Creating a new subdomain or changing your old subdomain for your Kiosk results in the domain needing to be mapped. You will receive an email when your domain has been mapped.

Showroom Security:

Requires Login ▼

Users

There are currently no items in the list.



Please select an item from the list or click "Add" to add a new item.

Options

[Edit This Showroom](#)[Copy This Showroom](#)[Launch This Showroom](#)

Users

Users

There are currently no items in the list.



User Name:

New Password:

First Name:

Last Name:

Email Address:

Select the + to add a User. Create user name, password, first & last names, and an email address. Click on the green save icon.

When all Users are added, click on the Save button at top right.

[<< Create / Edit Your Virtual Showroom](#)

[Edit a Virtual Showroom >>](#)

Edit a Virtual Showroom

Editing your virtual showroom can consist of changing the style, adding headers and footers, creating buttons, adding products, and uploading photos and videos.



Navigate to the Kiosk tab at the top. Use the + to expand the My Showrooms category and select the showroom to edit.

The showroom will load to the right. Scroll down and select Edit This Showroom. Every page can be edited.

✿ At any time, you can select **Return to System** to leave the showroom editor.

Change the Style

The look of the showroom can be changed to ensure a consistent look. Select the Style tab from the bottom right.

- Font – Adjust the font style for buttons.
- Font Size – Adjust the font size for buttons. If changed, we recommend changing the button size to match.
- Button Size – Adjust the size of the buttons. If using a touch screen, you may want to adjust to a larger size. If changed, we recommend changing the font size to match.
- Button Border – Adjust the border that appears around the button.
- Button Spacing – Adjust the space between each button.
- Button Fade – Adjust the feathering on top of the button so it does not appear as a squared image.
- Button Columns – Adjust the number of columns for buttons.
- Product Columns – Adjust the number of columns for products.
- Save This Style

To close the window, click the Style tab.

Headers and Footers

Every showroom page contains header (top) and footer (bottom) options.

Click the Edit Header Content button. Type the content and when complete, click Save Header Content.



Editing the footer works the same way except you click the Edit Footer Content button to enter content. When complete, click Save Footer Content.

Buttons

Adding buttons to your page helps visitors easily link to different areas of the showroom.

Click the Content tab at the bottom right.

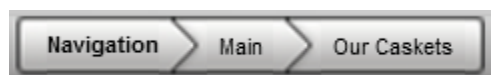
The screenshot shows a web application interface for adding a button to a page. At the top, there are three tabs: 'Add Button to Page' (selected), 'Add Product to Page', and 'Change Product Order'. A 'CONTENT' button is in the top right corner. On the left, a sidebar contains a 'Button Images' section with a '+' icon and two sub-categories: 'Stock Images' and 'Uploaded Images'. The main area has a 'Text for button' label above a large text input field. Below this are three labels with corresponding input fields: 'Header for page', 'Header for navigation', and 'Weight:'. A callout box points to the 'Button Images' section, stating 'button image from the list on the left.' The interface includes a scrollbar on the right and a horizontal scrollbar at the bottom.

Choose an image by clicking the + icon to expand one of the following categories:

- Stock Images – Images provided.
- Uploaded Images – Images uploaded from your computer.

Enter the Text for button.

Header for navigation is the title to appear in the navigation menu (see below).



Enter the weight and size for the button (optional) or skip and leave as the default. If the page is not to appear in the top navigation, check inside the Don't put page in navigation bar box.

The Button action – Choose how the button opens when clicked. When complete, click 'Add Button'. To close the window, click the 'Content' tab.

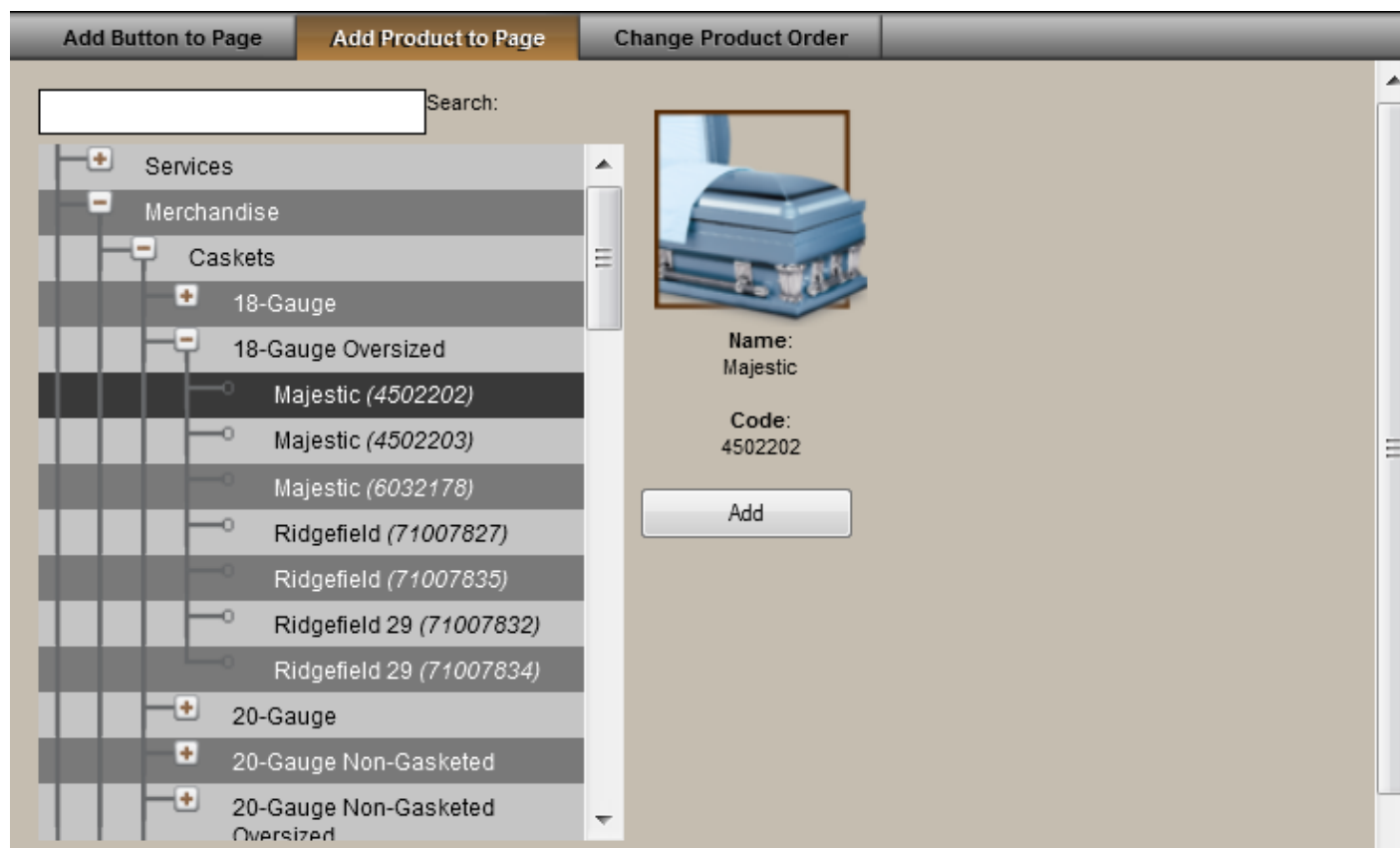
Click on the new button to add content or more buttons to the page. Mouse over the button to display options:

- Delete the button and any content.
- Edit the button (picture or title).
- Copy the button to paste it (and content) on another page. Navigate to the page where the button will go and “paste here” at the top left.



Add Products

Click the 'Content' tab at the bottom right. Navigate to the 'Add Products to Page' tab. If products are missing, add them to the [product database](#). Matthews' clients should contact their sales representative if products are missing.



Click on the **+** beside any category to expand the list. When a selection is chosen, the image, name and code will appear on the right. To add more than one product, hold down the Shift key and the down arrow.

Select 'Add' for the selection to appear on the page. To close the window, click the 'Content' tab. Mouse over the product and click the **X** icon to delete the product off the page.

Product Order Change

Click the 'Content' tab at the bottom right. Navigate to the 'Change Product Order' tab. There are four options:

Add Button to PageAdd Product to PageChange Product Order

	Name
1	Affinity (71010279)
2	Atlantic (71007223)
3	Coleman (71005890)
4	Majestic (4502202)
5	Ridgefield (71007827)
6	Sentry (71011014)

Drag the items into order on the list or use one of the sort tool buttons. Hit apply to save the dragged order.

▶ Re-Order A-Z

▶ Re-Order \$ High-Low

▶ Re-Order \$ Low-High

✔ Apply

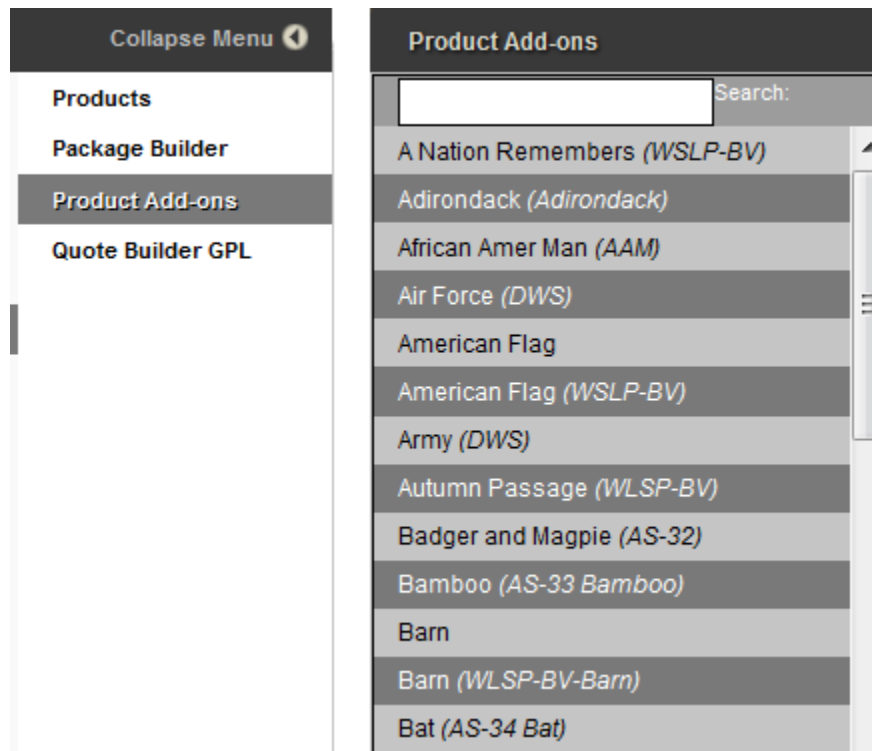
1. List A-Z alphabetically.
2. List by price (high to low).
3. List by price (low to high).
4. With the list on the left, drag and drop the products.

When complete, select 'Apply'. To close the window, click the 'Content' tab.

Product Add-Ons

For Matthews' customers, pricing for all of corners and cap panels can be added through the 'Product Add-Ons' section. You can access the catalog by navigating to [System Settings> Catalogs> Product Add-ons](#).


To add pricing to a product, select that product from the list by clicking on it.



You will see all of the product information load on the right hand side of your screen. Please enter your retail price and save your changes.

SaveCloseDelete

Editing Feature

Image:

Name:

Code:






Wholesale Price:

Retail Price:

Taxable: ☐

Category:

Once the pricing has been entered for the Add-ons, you will then see them in your showroom/Kiosk.

Galaxy Model #71007962 Price: \$3,995.00 Stainless Steel Brushed Pearl Tigereye Finish Arbutus Velvet Interior 71007962	No Panel
Corners: <input type="text" value="No Corners"/>	 18th Hole - \$195.00
Panel: <input type="text" value="No Panel"/>	 American Legion - \$195.00
	 Bass 2 - \$195.00
	 Bass Fishing - \$195.00
	 Beach Scene - \$195.00

If you are selecting any of the add-ons within the showroom, it will also update the casket price immediately to show the changes.

Galaxy
Model #71007962

Price:	\$3,995.00
Cap Panel:	\$195.00
Total:	\$4,190.00

Stainless Steel
Brushed Pearl Tigereye Finish
Arbutus Velvet Interior
71007962

Corners:

Panel:

Add a Photo

Click the 'Photos' tab at the bottom right. Click the 'Browse' button and locate the photo (must be in .jpg format) and either double-click on the photo or click 'open'.

The photo will appear in the list and can be added or edited. To close the window, click the 'Photos' tab.

Add a Video

Click the 'Videos' tab at the bottom right. Click the 'Browse' button to locate the video (must be in .FLV format) and either double-click on the video or 'open'.

Your video will appear in the list and can be added to any showroom page. To close the window, click the 'Videos' tab.

To convert a video file for free, [click here](#).

[<< Create a Virtual Showroom](#)

[Launch a Virtual Showroom >>](#)

Launch a Virtual Showroom

Launching a showroom would be to showcase your products and services to your families.



Navigate to the Kiosk tab.

Select the + icon to expand the 'My Showrooms' category. Locate the showroom name and select the 'Launch This Showroom' button. A new window will open with your Kiosk loaded. Click the buttons to navigate through the showroom. Your families can browse merchandise, services, videos, etc.

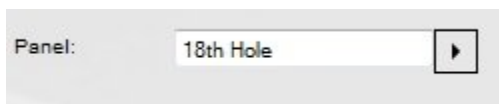
Merchandise

- Select the 'Merchandise' button from the main page.
- Select the 'Casket Selections' button.
- Select the 'Choose by Material' button.
- Select any button to open that selection of caskets.
- Select a casket.

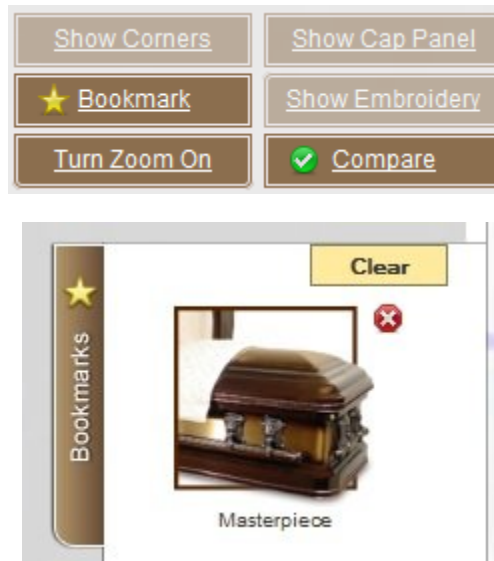


Matthews products can be customized with casket corners, cap panels, and overlay embroidery. These options will only appear (within dropdown menu(s) on the left) if available. A picture will display without customization options if any other manufacturer product is added. If available, click the arrow to view the image options.

Select an image to generate a preview of the casket. In this example, the 18th Hole cap panel was chosen. There is also an option to view the cap panel image in a larger format.



The 'Bookmark' button is used to bookmark merchandise to preview later. Once bookmarked, the merchandise will be saved within the bookmarks section at the top right.








To zoom in on any part of the product, click the 'Turn Zoom On' button. Cursor over the section to be magnified. Click the 'Turn Zoom Off' button to stop zooming.



The 'Compare' button sets up the products side-by-side across the page. When complete, click 'Search' to view your results.

Search: Category: 18-Gaug ▼ Price From: To: Bookmarked: ☐

Exterior Color: Blue ▼ Interior Color: All ▼ Interior Material: All ▼

				
Aris - N/A	Classic - N/A	Going Home - \$2195	Going Home - \$2195	Neopolitan - \$2995

Service Offering

Select the 'Back' button at the top right until you reach the main page.

- Select the 'Services' button. The services area is intended for families to browse the funeral home's service offerings.
- Select the 'Personal Ceremonies' button and the 'Dove Release' personal service. The family can view any available photos, descriptions and most importantly, the video demonstrating the live service.

[<< Edit a Virtual Showroom](#)

Create / Edit a DVD Slideshow

These powerful and easy-to-use digital video tribute programs allow your funeral firm to create stunning and memorable life event videos for families. The DVDs are greatly appreciated by family members during memorial services and long after. Your firm can create multiple copies for the family to distribute as keepsakes.

- [FrontRunner DVT](#)
- [Tukios DVT](#)
- [MemorialFX Digital Video Tribute](#)

FrontRunner DVT

In minutes, your firm can create stunning, moving memorial tributes to offer families. Once created, the video files can be burned to a DVD using a preferred program.



Open a record and navigate to Digital Video Tributes: Create New Project

* Tip: If the screen appears too small and requires constant scrolling, click the arrow to the left of Basic Information to view the screen in another tab.

The Project Options checkboxes will automatically be checked.

1. Check either the ISO or .MPG program to burn the DVD.
2. Leave 'Include Video Link in Book of Memories' checked to ensure the DVD link is visible in the Book of Memories.
3. 'Display Birth & Death Dates in Video' – uncheck to eliminate the information from the video.
4. 'Disable Funeral Home Name in Video' – check to remove the funeral home name from the end of the video.

Project Options

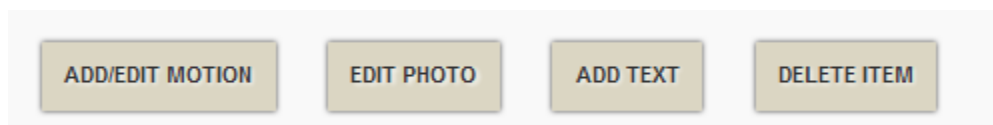
- ☒ Create a DVD ISO File
- ☒ Create a downloadable .MPG
- ☒ Include Video Link in Book Of Memories
- ☒ Display Birth & Death Dates in Video
- ☐ Disable Funeral Home Name in Video

- Create a name (ex. family name) for the video. If that information is entered in the record, the name, date of birth, and date of death will automatically display.
- Next
- Choose the intro for the video. Select the theme pack. By default, the chosen Book of Memories theme will be included in the dropdown.
- Preview Video to view an example of the theme.
- Next
- Choose photos for the video. All photos uploaded by the funeral home or shared by online visitors within the Book of Memories will be available. Choose specific pictures or click the Select All link. To add more photos, Upload Photo. Add Files (or Cancel Upload). Locate the photo(s) on your computer

and open. The photo will load to the pop-up window. Start Upload. If more photos are uploaded, select all the pictures to add to the video.

- Next
- There are also videos available to use in the video (optional). Select the arrow icon to preview the video. To add a video, click the + icon. Once added, the name will appear on the right. To remove it, click the X icon.
- Next
- Choose music from the library or upload your own. (Note: The DVD program currently requires a music track to operate. [Contact your Success Coach](#) if you would prefer no music. There is a file available for upload that contains no sound.) Select the arrow icon to preview the song or click + to add the song. You may add multiple songs or the same song multiple times.
- Next
- In the video timeline, click a photo and drag it to the left or right to change the order of the photos.

DVT Editing Options



- Add/Edit Motion – Choose the transition. Click on a photo and select Add/Edit Motion. Choose from the different transition options in the pop-up window. The direction of the arrows indicates which way the photo will move. Select the transition and APPLY. If no transition is set, by default, the photo will fade in and out within the center of the slide.
- Edit Photo – UNDO at any time.
- Crop: Cut part of the photo. Click the Crop icon. Drag the box over the part of the photo to display. Click Apply Crop.
- Straighten: if crooked.
- Auto Contrast: Adjust contrast setting.
- Auto Brightness: Adjust brightness setting.
- Grayscale: Convert a photo to black and white.
- Rotate
- APPLY
- Add Text – Click on a photo and select Add Text. In the pop-up, click the area and add text in Text Line 1 and Text Line 2 (if required). Keep each line short to ensure the text fits on the slide. APPLY
- Delete Item – Click on a photo and choose delete.
- Next

Download a preview of the video

Render Low-Res Preview: The time needed to render the video will vary depending on the number of photos and videos included. The preview will automatically start playing.

Click BACK to modify any aspect of the DVD.

✿ The project costs depends on your service level. Available Credits will display; click 'Pay with Credits' if there are enough.

- To purchase additional credits, Buy More Credits. Choose the number of credits to purchase; the associated cost will appear below. Enter Billing Information and Proceed to Payments or Cancel Purchase.
- On the secure payment site, the information previously entered will be visible. Continue or modify if necessary.
- Enter the credit card information and then Submit to Card Issuer
- Available credits will display. Pay with Credits.

Once the payment process is complete, CREATE VIDEO

The video will render and a download link will become visible when the project is complete. Select OK.

✿ To edit a video already created, click on the project name.

For information on printing your case, insert and label, [click here](#).

DVD Copy Protection

To copy protect your DVDs, FrontRunner uses Protect Software that secures your valuable videos effectively against illegal copies and sharing. Once your ISO file has been generated, open the video editor and go to step #4. Refer to the bottom section for Copy Protection.

First Time Users – Registration

If you are using this for the first time, you will need to Register. Enter your email address and create a password. Register. An email will be sent to you. Click the link within to confirm the registration.

A new tab will open when your email is successfully verified. You will be asked to download the ProtectBurn software. Follow the steps: Save – Open Downloads – Run – Install. You will need to reboot your computer following installation.

Buy Licenses

Right click over the icon in the icon tray at the bottom right of your computer monitor and click Buy Licenses. You will need to do this before you can copy protect your DVD.

- Choose a license option. Add to Cart. Next.
- Enter your email address and password. Next.
- Complete customer information. Next.
- Place Order.
- Complete the credit card information.
- Copy Protect Your File: Locate and open the DiscProtector Video program on your computer. (Some optional settings will open. The default source is where the ISO file can be found whenever uploading into the program. The default destination is where the copy protect version will be saved each time. If you do not choose any settings, you can save each time.) OK. Next.
- Enter your email address and password. Next.
- The File will be for the ISO file you have saved on your computer. Click the Browse button and locate the file. Double click on the file then Open. Next.
- You will need to choose where you want the protected copy to be saved on your computer. Click Browse and choose a folder you want it saved in. Also, give the file a name then click Save. Next.
- When process is finished, click Next. Finish.
- You may now upload the protected file in your DVD burning program to create the DVD.

Frequently Asked Questions

Question #1: Is there a way to adjust the speed of the video to allow more time for each photo?

Answer: There is no way to adjust the speed. We suggest 6 seconds per photo transition plus 1 minute combined for intro/exit videos. A 5 minute song, for example, would be good for 40 photos.

Question #2 What programs do you recommend for burning DVDs?

Answer: There are many options available to burn DVDs; some are free while others are available for download at a range of costs. We suggest that you take a look at the ratings and how each works to determine which program will work best for you. Of the various free options available, we can recommend [CD-Burner-XP](#).

Question #3 I know I need the rights to the music but is it okay if I upload a song I've purchased through iTunes?

Answer: No. Purchasing music does not mean you have the rights to use it. The only exception is through such sites as www.royaltyfreemusic.com.

Tukios DVT

Tukios offers high-quality tribute videos that are easy and fast to create. Visitors to the website can purchase a DVD file to burn for themselves or purchase a copy of the DVD or Bookshelf Box Set. Your funeral home earns a commission on these sales.



✿ If you would like to activate and/or increase the price of the direct-to-consumer products available in the Tukios system, [contact your FrontRunner Success Coach](#) to arrange.

Create Your Video

Open a record and navigate to Tukios.

Collapse Menu

Web Details

Donations

Book of Memories

Tributes

Print Engine

Digital Video Tributes

Tukios

Tukios

Franklin, Susan

WEBONLY RECORD PUBLISHED TO WEB

Tukios

Choose A Project

Create Project

Please choose the project you would like to edit:

Create Project:

- Enter the Name of the project (ex. deceased's name)
- Enter the 'Birth Year'
- Enter the 'Death Year'
- 'Create Project'.

- * At any time, click on **Back** to return to previous screens / options.
At any time, click on **Support** at the right of the screen to request help with your video project.

Themes

Click on 'View Sample' below to preview any of the numerous themes. Themes showing 'Book of Memories' in the bottom left corner match our Book of Memories memorial websites. Click on 'Select this theme' to choose the video introduction. Next.

CHOOSE A THEME

American Flag



 sample

Angelic



Baseball



 sample

Basketball



 sample

Canadian Flag



 sample

Canadian Vet



Candlelight



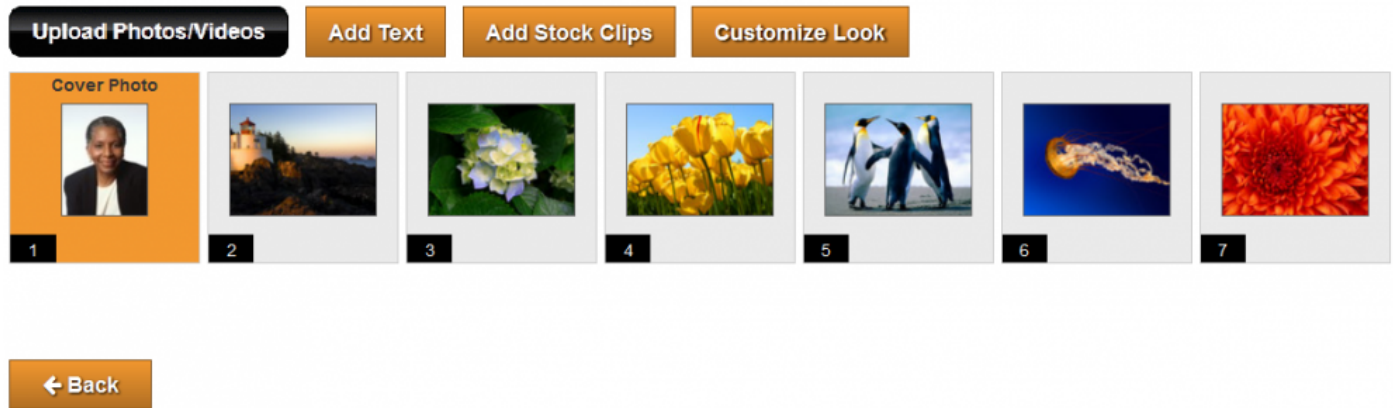
 sample

Cat



Media

Select 'Upload Photos/Videos'.



All photos from the Book of Memories can be selected but to load additional photos – locate the photo and video files (unlimited) on your computer – click to highlight – and click 'Open' on bottom right of pop-up window.

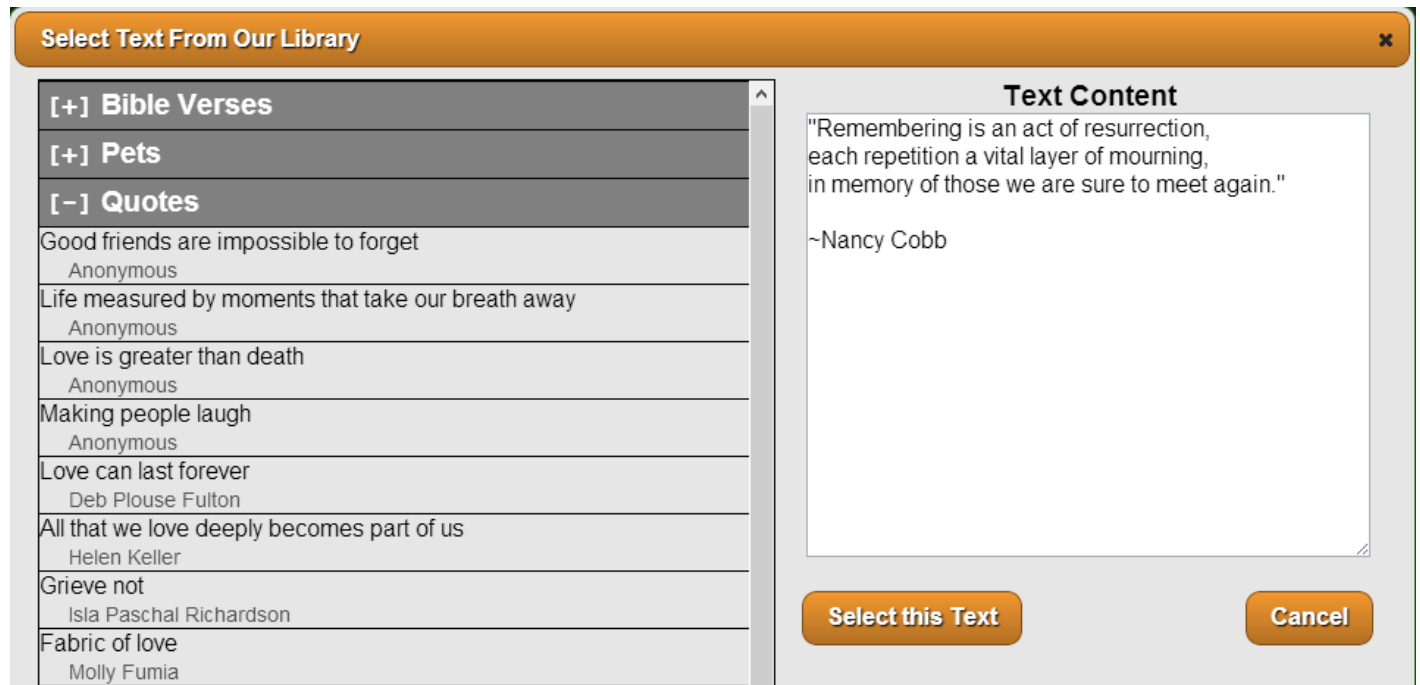
✿ Hold the 'Ctrl' key on your keyboard to select multiple files at a time.

Mouse over each photo to access 'Rotate', 'Edit' and 'Delete' options.

- Choose the arrow buttons to rotate left or right.
- Choose the edit option to crop the image, add a caption, choose effects, and add timing to the slide. Click on the 'Advanced' button to access more options (enhance, brightness, redeye, etc.)
- Click on the red X to delete a photo.

Add Text

Click to create a new slide that contains text.

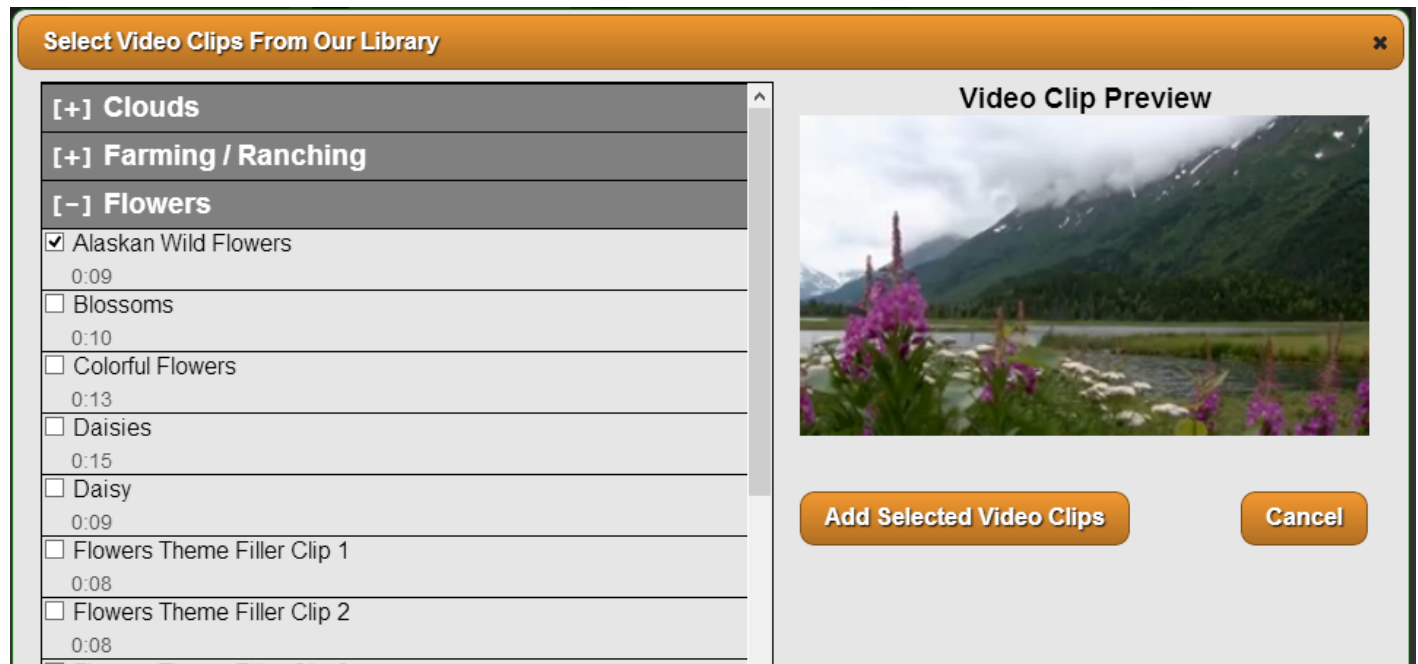


1. Choose from our Library – select pre-written text from 'Bible Verses', 'Pets', or 'Quotes'. Click on the text to view content on the right of the window. A pop-up window will appear and allow you to edit the slide – change the background or edit the text.
2. Enter your own text – in the 'Caption' box, write (or paste from another source) the text you would like to include on the slide. Change the background to black, white or themed image.

Click on 'Select this Text'.

Add Stock Clips

Click to add video clips that can be placed between any series of photos.



- Click on the + beside any video category. Click on any selection to preview the video on the right. Click on the white box to create a checkmark beside chosen videos.
- Choose 'Add Selected Video Clips'

Advanced

Select this option to further customize the video. The Advanced options include selections for Transitions, Effects and Background. Check the box 'Remember this configuration for next time' and then select 'Save Video Customization'.

Customize Video ✕

[-] Presets

☒ Simple ☐ Medium ☐ Fancy

[-] Advanced

Transitions

- ☐ Circle
- ☒ Crossfade
- ☐ Cube
- ☒ Move
- ☐ Over
- ☐ Radial
- ☐ Scan
- ☐ Scans
- ☐ Spiral
- ☐ Strip
- ☐ Swirl
- ☐ Under
- ☐ Water Drop

Effects

<input type="checkbox"/> Diving	Edit
<input type="checkbox"/> 4 Pieces	Edit
<input type="checkbox"/> Center Blades	Edit
<input checked="" type="checkbox"/> Zoom	Edit
<input type="checkbox"/> Panel	Edit
<input type="checkbox"/> Rectangles	Edit
<input type="checkbox"/> Rotator Board	Edit
<input type="checkbox"/> Slices	Edit
<input type="checkbox"/> Filmstrip	Edit
<input type="checkbox"/> Bulletin Board	Edit

Background

- ☒ Stretched Photo
- ☐ Black

☐ Remember this configuration for next time

Save Video Customization

Cancel Changes

To arrange the video assets, click and drag to the desired position. Click Next to proceed.

Music

Choose music selections from the library or upload your own.

Choose from our Music Library

[+] Joyful

[+] Religious

[+] Reflective

[+] Piano


[-] Guitar

Artist Name	Song Name	Length	Preview
<input type="checkbox"/> Michael Dowdle	I'm Trying to be Like Jesus	3:18	
<input type="checkbox"/> Michael Dowdle	A Brighter Day	4:35	
<input type="checkbox"/> Michael Dowdle	Gee Song	3:51	
<input type="checkbox"/> Michael Dowdle	Where the River Bends	4:10	
<input type="checkbox"/> Michael Dowdle	A Poor Wayfaring Man of Grief	2:51	
<input type="checkbox"/> Michael Dowdle	Old New Yorker	3:28	
<input type="checkbox"/> Michael Dowdle	Teach Me to Walk in the Light	2:43	
<input type="checkbox"/> Michael Dowdle	The Simple Life	3:26	

Add Selected Songs

Click on the + beside the music categories to view the various artists and songs. Click on the arrow button to preview any of the music selections. You may add multiple songs.

To add your own music, select the 'Upload Music' button to locate the audio file on your computer.

 The music screen will show the music length versus the video length as well as the length of time auto-calculated per slide. To override these settings, click 'Advanced Settings'.

Click Next to proceed.

Preview

A low-resolution preview of the video will be generated. It may take a few minutes or longer depending on number of images and videos. To share the file (with family members), click "Share Preview". Click Next to proceed.

Finalize

Order Checkout.

- Video Generation – There is a one-time fee for generating the digital video copy, which can be used for burning to a DVD and video hosting via an embedded link. There will be NO additional fees for subsequent orders.
- Memorial Bookshelf Box DVD Set (optional) includes DVD, a CD of all photographs, and prints of up to 75 photographs – all contained within a memorial keepsake photo box. Add the quantity of this keepsake.
- Standard DVD (optional) with matching DVD label and case. Add the quantity of DVD Tribute Videos in custom jackets.

Billing Information will auto-generate from FrontRunner; to change, click the pencil button.

Place Order – opens the billing entry screen and prompt you to enter credit card information.



Note: There are many options available to burn DVDs; some are free while others are available for download at a range of costs. We suggest that you take a look at the ratings and how each works to determine which program will work best for you. Of the various free options available, we can recommend CD-Burner-XP. For more information, visit: <http://cdburnerxp-64-bit.en.softonic.com>.

Post DVT to Book of Memories

The Tukios home screen displays all video projects by name. Once the video is complete, click on the 'Add to BOM' option to the right of the project name to make it available on a record's Book of Memories. Once the video is posted, the option to 'Remove from BOM' will become visible if you choose to delete a video from the Book of Memories.

The Tukios home screen also displays all video orders to date including the order totals and earning:

Orders

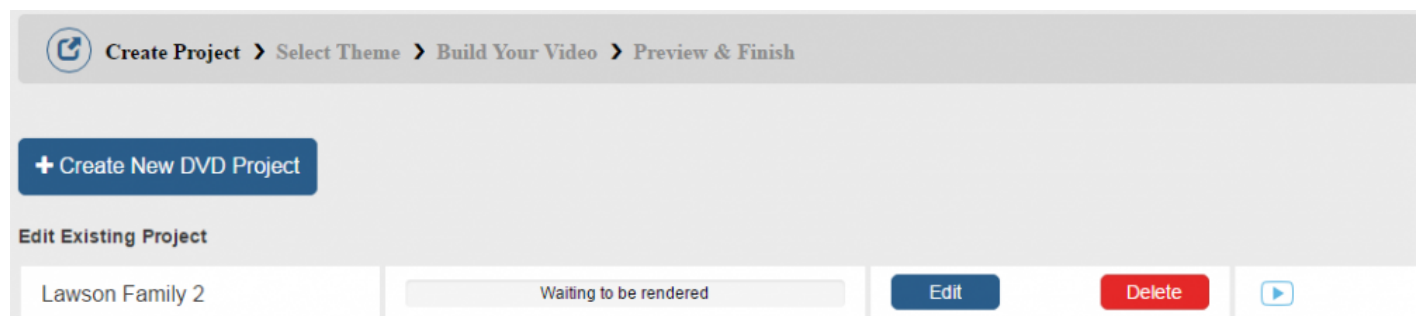
Order Id	Product Name	Project Name	Order Date	Quantity	Wholesale Total	Order Total	My Earnings
					\$0.00	\$0.00	\$0.00

MemorialFX Digital Video Tribute

We have a new and improved Digital Video Tributes that is now available to clients. In minutes, your firm can create stunning, moving memorial tributes to offer families. Once created, the video files can be burned to a DVD using a preferred program.

To get started, you will need to open a record from your system.

Click Digital Video Tributes from left.



This is where all of your DVD projects will be accessible, should you wish to create more than project.

Getting Started with Your Video

Click Create New DVD Project.

Enter a Project Name.

Choose a Theme

Select a theme you wish to use. A popup will appear with the theme selected.



A preview of your theme will be shown

Use the drop down to choose how you want the video to show. You can select then hit the play button to preview.

- Standard: pictures will fade in and out.
- Collage: pictures are dropped on a canvas. Example: pictures floating on top of water.
- Movement: pictures will show with a faded view. The faded view slides over the picture to reveal it.
- Sliding: pictures rotate on a carousel.

Use the arrows to flip through to other themes should you wish to change the theme.

If you would prefer there not be a theme, you can check the box to show a Standard Background which will display a black background. Please note, this only works if you use the Standard option in drop down.

Once you have chosen how the video will show, click Select Theme.

Build Your Video

Add Your Audio File

There are a couple different options for audio.

1. Click the link “click to add music” where you can choose from a library of songs. Click the play button beside a song to listen to it. Once you have selected a song to use, click Add Music. If you would like to add more songs, click Add Another Song and follow the same steps.

Select from Our Library

A Special Place	2:55	
Finding Hope	2:20	
For You 2	3:00	
Higher	3:14	
Imagine Anything	2:37	

2. Click the link “click to add music” where you can upload your own audio file. Click Upload File > click Add File > Find the audio file on your computer > Open > click Start Upload. If you would like to add more songs, click Add Another Song and follow the same steps.



Make sure you have the rights to use this song. FrontRunner will not be held responsible should you infringe on any copyright music.

If there is no audio file selected, there will be no music with video.

Add Photos

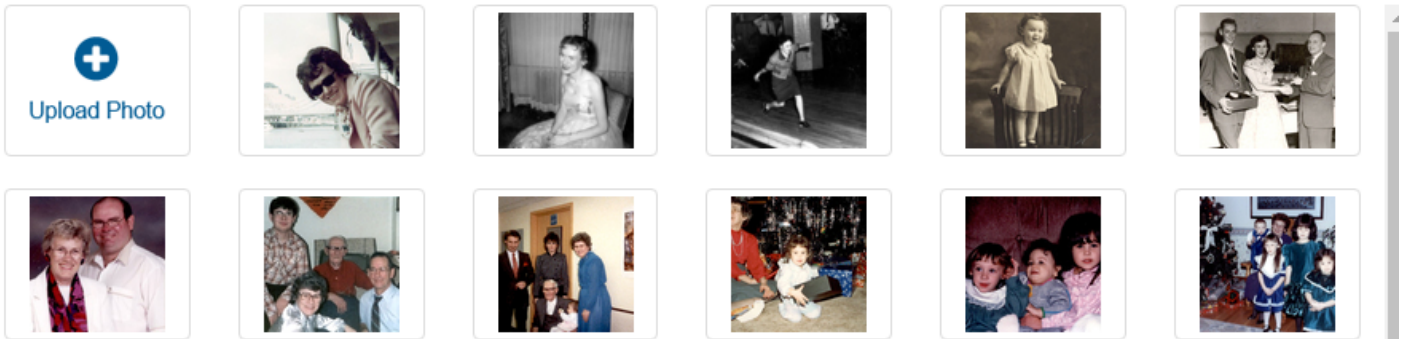
Click Add Photos.

Choose Your Photos



Please click on the photos you would like to use:

[Select All](#) | [Select None](#)



There will be the option to upload more photos should you need to. Simply click the Upload Photo button > click Add Files > find the photo on your computer > Open > click Upload File.

You can either select specific photos by clicking on each one once, or click “Select All” to add all of the photos.

Click Add Photos.

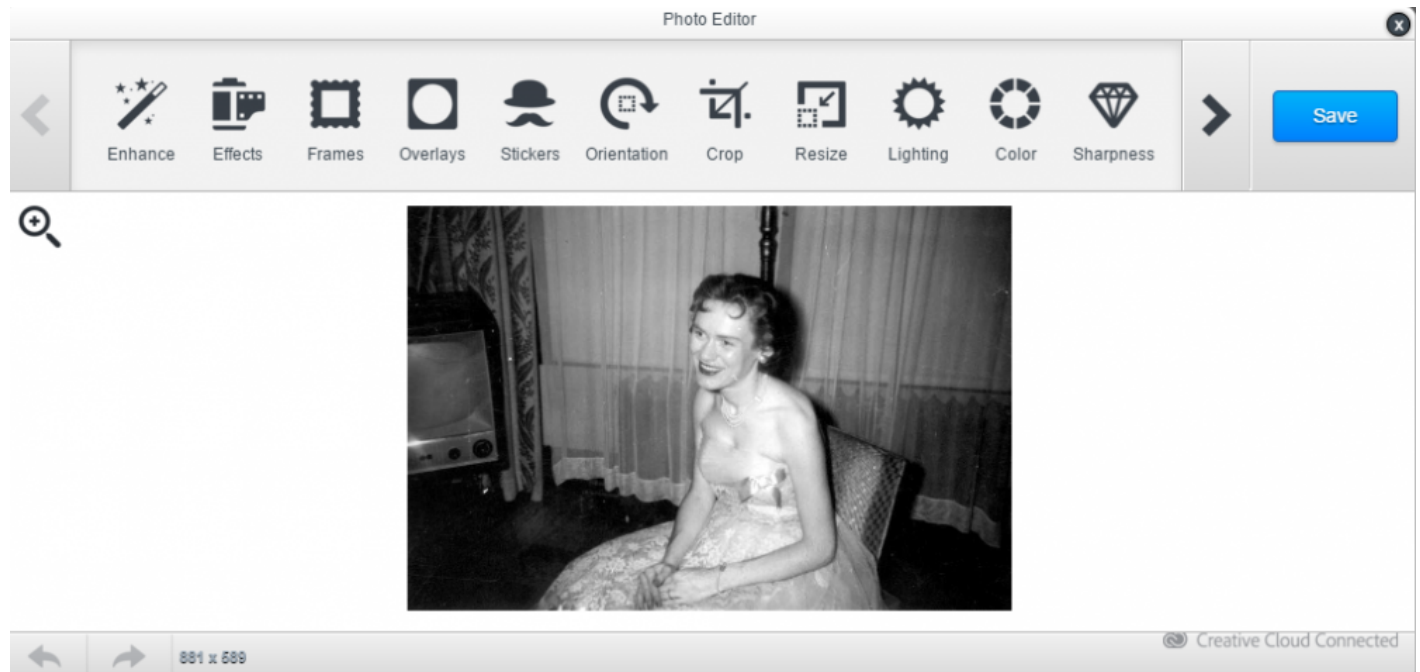
All your photos will appear within the Slides section.

Hover over a photo if you need to delete one.

You can click on a photo and drag it around should you wish to change the order of them.

Edit Photos

If you wish to edit your photo, there are many settings to choose from. Hover over your photo and click the pencil icon.



You will see many editing options across the top of the editor. Use the right arrow to see more options.

Once your changes have been made, click Save.

Add Video Slides

There are a couple different options for video.

1. Click the Add Video button where you can choose from a library of videos. Click on a video to preview it. Once you have selected a video to use, click Add Video.
2. Click the Add Video button where you can upload your own video. Click Upload Stock Video > click Add Files> Find the video file on your computer > Open > click Start Upload.

* Video files can be as high as 100MB.

Add a Text Slide

This allows you to add a slide with text on it. It does not add the text to a photo itself.

Click on a photo then click Add Text.

Make Text Slide



Custom
Condolence
Phrase
Poems

Style

A
T
Left
Center
Right

Fonts

Arial ▼

Size

Small ▼

There are a few options for adding text:

1. Custom: type in wording of your choice.
2. Condolence: choose from a list of condolences posted in the Book of Memories.
3. Phrase: choose from a list of phrases.
4. Poems: choose from a list of poems.



If you choose a phrase or poem, and click the Edit (pencil) icon, that phrase or poem will be copied into the Custom section for you to make changes to.

When your text is selected it will appear on the right side.

There will be editing options for your text selected:

- A icon: allows you to choose the background color.
- T icon: allows you to choose the text color.
- You have the option to left align, center align, or right align.
- Fonts drop down: allows you to choose a font style.
- Size drop down: allows you to choose a font size.

Style

A
T
Left
Center
Right

Fonts

Arial ▼

Size

Medium ▼

Although it's difficult today to see
beyond the sorrow,
May looking back in memory help
comfort you tomorrow -Author Unknown

Once you have all text editing done and your preview looks good, click Add Slide.

The slide will appear with the photos. Click on it to drag it to where you want it to play in the video. If you wish to edit your slide, hover over it and click the pencil icon.

Add a Chapter Slide

This is basically the same as adding a text slide, however you can add borders/background images.

Click Add Chapter.

Make Text Slide ✕

Fonts

Size

Frames

Arial ▼

Large ▼

Light ▼

Chapter:
Enter your text here.



Enter your text in the text box. When you click off the box, your preview will show on the right.

Use the Fonts drop down to choose a font style.

Use the Size drop down to choose a font size.

Use the Frames drop down to choose a frame for your chapter.

When done, click Add Slide.

The slide will appear with the photos. Click on it to drag it to where you want it to play in the video. If you wish to edit your slide, hover over it and click the pencil icon.

Finish & Preview Your Video

When you are done editing your video, click the Finish & Preview button.

You will need to confirm your video:

- If you wish to include the video link in the Book of Memories, check the box.
- If you wish to display birth and death dates in the video. check the box.
- If you wish to disable the funeral home name in the video, check the box.

The available balance and cost of video will appear on the right. Click Pay with Credits.

Click Create Video.

Your video will start rendering. You will be taken to your projects section where you will see the download in progress.

When your video is done rendering you will receive an alert. You will then have access to edit your video, delete your video, download a MP3 file (to play on screen), and download an ISO file (used for DVD's).

Burn File to DVD

There are many options available to burn DVDs; some are free while others are available for download at a range of costs. We suggest that you take a look at the ratings and how each works to determine which program will work best for you. Of the various free options available, we can recommend [CD-Burner-XP](#).

h3 Printing DVD Case or label

[Once your DVD is complete its now time to print the Case and Label. Please refer to our Save & Print Section.](#)

- [Stationery Editing](#)
- [Save & Print](#)

Stationery Printing

With FrontRunner's one-write logic, creating stationery products has never been easier. Information entered in records automatically populates the various fields on all stationery items.

- [Getting Started](#)
- [Stationery Editing](#)
- [Save & Print](#)

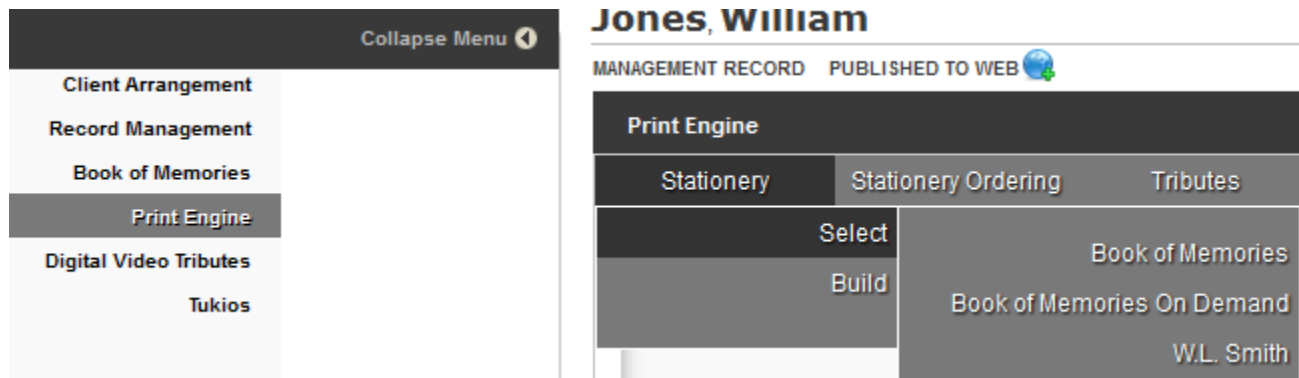
FrontRunner Stationery

We have now launched a new and improved stationery line. If you are interested in learning more, please contact your Success Coach.

- [Getting Started](#)
- [Stationery Editing](#)
- [Save & Print](#)

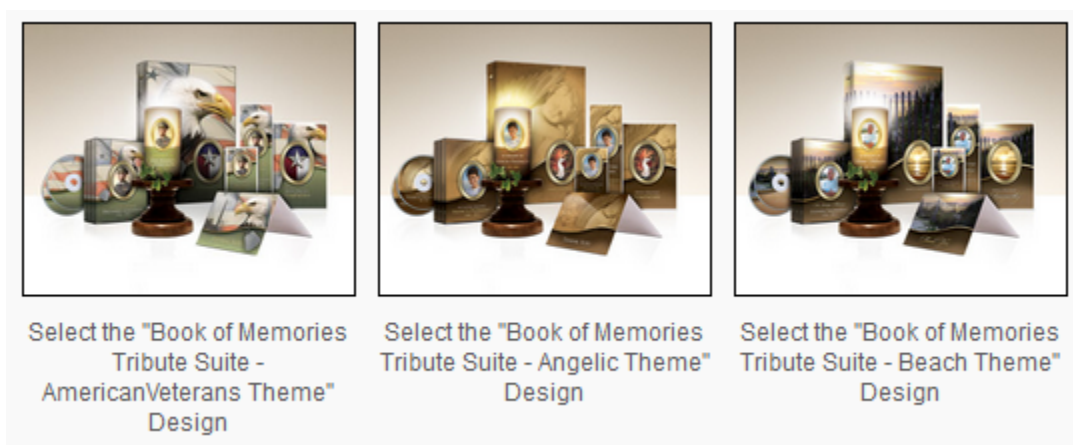
Book of Memories Stationery

Navigate to the Main tab and open a record. Navigate to Print Engine > Stationery > Select > Book of Memories.

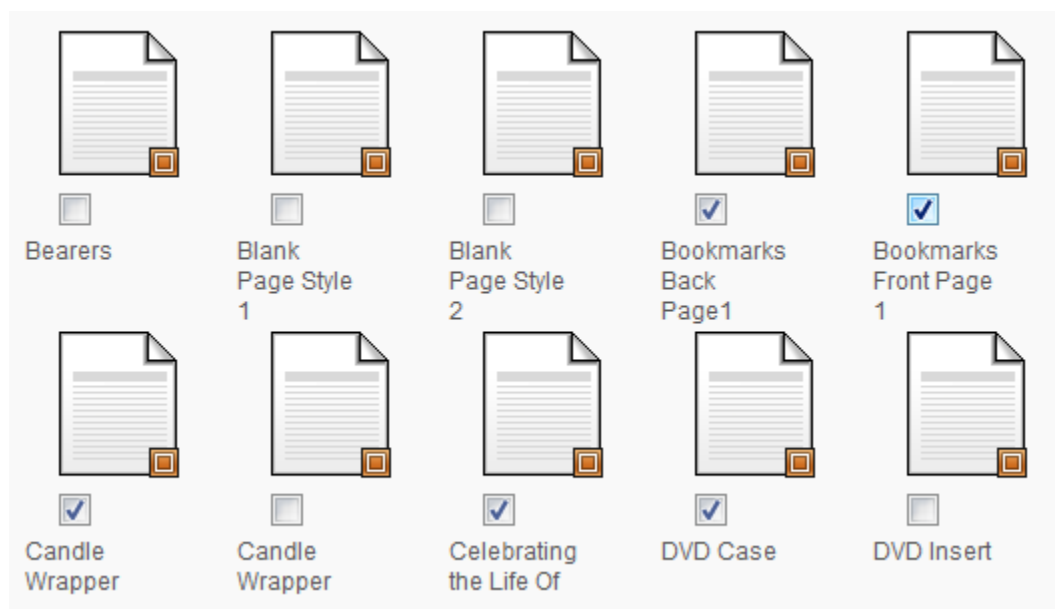


Building your Stationery

Choose the Book of Memories theme to print. To view a larger image of the Theme, click on Quick Look



Check which items to print, preview, or modify. You may select multiple items > Click Proceed.



Before printing, make sure you have the correct paper size. All paper used is 8.5×11, however the perforation measurements may be different.

All selected items will appear on the left. Click on the item to Print or Modify. To see where the information for each field is coming from, mouse over the field. When, for example, you mouse over 'Kingston', the information pulls from "Disposition – city" within the record.

Disposition - city Toronto, Ontario

If no further modifications are required, Print.

Modify a Field

To modify or adjust a field > click Modify. To move a field, click on the field and drag it to new location. To modify the Format, Font Style, Size, Alignment, Photo Frame, Color and Text Effect of the fields, click on the field and choose from the options.



Deceased's Photo

To change the frame around the photo, click on the photo > BOM Oval Dropdown > Select new frame.



To Modify multiple fields at one time, click on a field – hold down the shift key – click on the rest of the fields to modify.

Add A New Field

Click Fields and enter text in the Search Bar. Drag the field and place it on the Stationery. The fields will automatically populate but only if the information has been entered in the record.

To help find a field in the Search Bar, choose a Category. Example below: Category > Deceased – Basic Information > first = “Deceased – First Name”.

Category
Deceased - Contact

Search

first

Fields Stationery

Contact - First Name
Deceased - First Name
Father First Name
Mother First Name

To add text that doesn't pull from the record > Click Fields.

Change the Category to Static Fields: Choose 'Static Text' for one line of text; Choose Static Paragraph for a paragraph.

The screenshot shows a web interface for managing static fields. At the top, there is a 'Category' dropdown menu set to 'Static Fields'. Below it is a 'Search' input field. Two buttons, 'Fields' and 'Stationery', are visible. The 'Fields' button is highlighted. Below the buttons is a list of fields to be added to the Stationery:

Static Text
Static Text Block
Prayer
Static Date
Today's Date
Static Time

Drag the field to the Stationery. Right click on the field and click Edit. Enter a name (Label) and replace Static Text to the text of your choice. Preview changes at any time by clicking Preview

Enter Data

To change or modify data > Click Enter Data. Click the field to enter new information. Click on Save to Record

New fields can also be added in this section. (See instructions above). Preview changes at any time.

Prayers

To change a prayer > Click on Modify fields > Click on the Prayer and hit Delete on your keyboard.

Click on Fields > Change the Category to Static Fields > Click on Prayer and drag it onto the page.

Click on Insert Prayer > Choose a Category > Type in the name of the Prayer > Click Insert > Save.

Title:	Always With Us				
Category:	General ▼				
Always With Us					
Your gentle face and pleasant smile With sadness we recall. You had a kindly word for each and died beloved by all. The voice is mute and stilled the heart That loved us well and true, Ah, bitter was the trial to part From one so good as you You are not forgotten, loved one Nor will you ever be. As long as life and memory last We will remember thee. We miss you now, our hearts are sore As time goes by, we miss you more. Your loving smile, your gentle face. No one can fill your vacant place.					
<table><tr><td>Insert</td><td>Cancel</td><td>Previous</td><td>Next</td></tr></table>		Insert	Cancel	Previous	Next
Insert	Cancel	Previous	Next		

Bass-Mollett Stationery

FrontRunner has worked with Bass-Mollett to leverage your single data entry solution to work seamlessly with the stationery offerings. Save time and money by utilizing the software to customize and print beautiful memorial products.



If you would like to have this activated in your system or you require more information about Bass-Mollett Stationery, please [contact your Success Coach](#).

- [Precious Memories](#)
- [Precious Memories – Beta](#)
- [Reflections of Life](#)
- [Reflections of Life Interior Pages](#)
- [Bass-Mollett Stationery Ordering](#)

Messenger Stationery

Messenger gives funeral homes the ability to easily create and print high quality, professional looking, and highly personal memorial products within a matter of minutes! Messenger and FrontRunner have partnered allowing you to quickly export your client data and import it into your Messenger program.



If you would like to activate this feature in your system, [contact your FrontRunner Success Coach](#).

Stationery Printing

Open a record > Printing > Messenger Export.

Select the 'Export to Messenger' button.

Open your "Make It Personal" software from Messenger and click the 'Import From Management Software' button.

Click 'Browse' and locate the XML file on your computer downloaded from the FrontRunner system. The file will likely be contained in your computer's download folder unless you saved it to another location.



The image shows a software dialog box titled "Import Case Profile" in a cursive font. The dialog has a dark blue header bar. Below the header, the text "Select a location:" is followed by a text input field. A mouse cursor is hovering over a blue button labeled "...Browse" below the input field. At the bottom right of the dialog are two buttons: "CANCEL" and "UPLOAD".

Begin using the Make it Personal Program with the new data.

[<< Bass-Mollett Stationery](#)

[W.L. Smith Stationery >>](#)

W.L. Smith Stationery

Navigate to the Main tab and open a record. Navigate to Print Engine > Stationery > Select > W.L. Smith.

You can now refer to the [Building Your Stationery](#) section to learn more about stationery printing and building.

[<< Messenger Stationery](#)

[FAQs on Stationery >>](#)

FAQs on Stationery

Question: How can I expand my working space so I can see more of the stationery?

Answer: The system embeds the stationery print engine within the software by default. If you would like a larger screen to work on, you can open the stationery print engine in a new window. To do so, open your stationery pages into the modify screen and click File > Open in new window. This will re-open all of your selected stationery pages into a new browser window and you will have increased working space.

Question: How do I print multiple pages at once?

Answer: To print multiple pages at once, you can utilize our “multi-page print” feature. To use this feature, open all of the stationery pages that you want to print, into the editor. Then go to File > Multi Page Print. A print configuration box will pop up which will allow you to re-arrange pages or delete a page. This feature will compile all stationery pages into a single PDF, which can be downloaded and printed.

Question: What Stationery Providers do you support?

Answer: FrontRunner currently has several providers available in our system. These providers include [WL Smith and Associates](#), [Messenger](#), and [FrontRunner's own Print-On-Demand stationery](#).

Question: How do I get access to new stationery?

Answer: Simply contact your [Success Coach](#) and we would be happy to turn on additional stationery packages for you.

Question: Can FrontRunner build my stationery in the system for me?

Answer: FrontRunner can build in your commonly used stationery pieces into the system. Contact your [Success Coach](#) for details on requirements and pricing.

Question: How can I insert a poem/prayer?

Answer: Poems can be inserted two ways—one for pre-formatted poems (Bass-Mollett) and one for general text poems.

A pre-formatted Bass-Mollett poem can be added by navigating to Edit > Add Image Element. This will create a popup with a section called “poems. You can select from a variety of poems by clicking the “Next” button. Once you find a poem that will be used, click ‘Insert’.

To insert a simply text poem/prayer, open the stationery page that you would like to add the poem to, Right-click on the page, and click “Add Prayer”. A pop up box will appear where you can copy and paste a poem/prayer, or select one from our library via the “Next” button.

Question: How can I add my own text to the stationery?

Answer: There are two ways to add text to your stationery page:

1) Right click on the page and click “Add Text”. This will create a text box on the screen that can be edited. Right click on the Static Text box that you have created, then click ‘Edit’. You can add your content to the “Default Value” box, which will appear on your stationery.

2) The more common way to add text to your stationery is to pull a field from our existing library. To do this, click the “Fields” button on the left menu, search for the information you are looking to add (Example: Date of Death), and then click and drag that field onto the stationery page.

Question: How do I add a photo to the stationery?

Answer: To do this open your stationery page, click the “Fields” button on the left menu, search for the word ‘Photo’. Fields labelled ‘Deceased Photo’ and ‘Deceased Secondary Photo’ will appear. The ‘Deceased Photo’ field will pull the Primary photo of the deceased. The ‘Secondary Photos’ field can be dragged onto the stationery multiple times, and will pull a new photo of the deceased each time.

[<< W.L. Smith Stationery](#)

[Search Engine Optimization \(SEO\) >>](#)

Search Engine Optimization (SEO)

It's one thing to create and build a beautiful website filled with relevant information about your funeral firm's services and products, it's quite another to have online visitors find your site with ease. Search Engine Optimization (SEO) takes time but your efforts will pay off when your community can locate your website and contact your firm at their time of need.

Make sure to work on your [FrontRunner Settings](#) to help optimize your site.

The following are user-friendly Google tools that will further promote your online presence.

- [Google AdWords](#)
- [Google Analytics](#)
- [Google Places](#)
- [Google+](#)

Here are some additional options to help enhance your SEO.

- [FrontRunner Website Settings](#)
- [Domain & Sub-Domain Strategies](#)
- [Search Engine Strategies](#)
- [Search Engine Submission Options](#)

We have provided some tips on [blogging](#).

FrontRunner Website Settings

Make sure to work on your FrontRunner Settings to help optimize your website's Search Engine Optimization (SEO).

Website > Edit > Site > any page > Edit Details

- The Page Title field is located in the top section.
- The Search Keywords and Search Description fields are located in the Optional Settings section.
Enter keywords and keyword phrases (separated by a comma) and the description.

When performing a search, search engines use the Search Descriptions to display your page. The search result link will be your Browser Title (shown below, in red) and the sentence is pulled from the Search Description (shown below, in black).

Enter the word(s) you are looking for

Search Results 1 to 33 for *website*

Frequently Asked Questions : FAQ's on Website Administration

Website Administration 1. The changes I made to the website don't appear, what did I do wrong? 2. My website is down, help! 3. I am not receiving emails from visitors through the forms on my website. 4. I find that my sentences or paragraphs are spaced too f

Website administration options.

Website Administration Editing a Page: Learn about how to edit a page on your website. Introduction: View the different types of functions to use for web pages. Editing Headers & Footers: Learn how to edit the top and bottom portions of your web pages. Creating Pages: Learn how to create pages on your

Keywords

It is important to enter keywords on each and every website page. When deciding on keywords, ask yourself: How do I describe my funeral home? Google looks for keywords that end in a question. Examedit details, add keywords, add search description, keywords, keyword phrases, search engines, google search engine, page titles, keyword content, search engine strategies, please: What is embalming? How do I plan my funeral? Some other questions to think about when developing keywords: What is important to you? How do you differentiate yourself from other companies? What are some of the unique services you offer?

Useful Tips

- Include keywords in phrases.
- Use keywords in a question.
- Include keywords in the page title, page description, and text on a page. If this is not done, your website will not rank as high.
- Include keywords 5-7 times in the page content.
- Include commonly misspelled words associated with the funeral home name, staff, products and services. This will help online users who misspell their search words to find your site.

Page Titles

Each web page should have a unique page title that includes keywords and your location. Example: What is the cost of funerals in Kingston?

Useful Tips

- Make sure each page has a different title. If the same title is used, Google will only recognize one of the pages.
- Do not start your page titles with your funeral home name.
- Include your keywords.
- Avoid special characters (commas, periods, & symbols, etc.).
- Do not use the word "and" in your sentence.

Page Descriptions

Summarize the content of the page in a sentence or brief paragraph. Example: What is the cost of funerals in Kingston?

Useful Tips

- Use keywords in descriptions but do not over-use.
- Try to make descriptions unique.

- Try to make descriptions sound natural.
- Write concise sentences.

Content

It is important to maintain the content on your website to ensure it is current and refreshed on a regular basis. Include keywords in the content. Also, adding social media links within page tiles also helps search engines find your web pages.

Useful Tips

- Update the content on a regular basis.
- Use keywords in the content 5-7 times.
- Utilize YouTube and create videos using unique titles.
- Start blogging.
- Setup a Facebook account and live stream events.

[<< Search Engine Optimization \(SEO\)](#)

[Google AdWords >>](#)

Google AdWords

More information about Google AdWords as well as Google support contacts can be found at www.google.ca/adwords and www.google.com/adwords.

The key to Search Engine Optimization is creating a list of keywords that your community and potential families will type into the search engines to locate your firm. These few steps will generate the keywords that are most relevant to your community.

1. Sign In using your Gmail Information
2. Click Tools > Keyword Planner
3. Choose – Search for New Keyword and Ad Group Ideas
4. Several options will display within the dropdown. In the first box – choose Enter One Or More Of the Following and then enter the keywords you want to research. Separate each keyword and/or keyword phrase with a comma.
5. Skip Your Landing Page and Your Product Category
6. Click on Targeting (below Your Product Category). Enter any of the areas you would like to search.
7. Move down and click the Get Ideas button.
8. On the next screen you will see two tabs at the top: Ad Group Ideas and Keyword Ideas. You can look through both but Keyword Ideas provides a very clear picture on the search volume and competition for each keyword.
9. Within Keyword Ideas, you will see two sections: Search Terms and Keywords (by relevance). Search Terms is for all the keywords you have entered and the sections; Keywords (by relevance) lists all the suggested keywords related to your keyword ideas.



When choosing keywords, try to find keywords that have both search volume and low competition. Choosing words with high competition will make it much harder for you to rank higher. Also, these results are done monthly so you may see fluctuations in results from month-to-month depending on how people are searching in your area.

[<< FrontRunner Website Settings](#)

[Google Analytics >>](#)

Google Analytics

All of your Search Engine Optimization (SEO) efforts need to be analyzed and the best tool to do so is Google Analytics. You can easily access an overview of website visits and page views to determine what areas of your website are frequented by online visitors and how they got there.

Google Analytics

We will set up your Google Analytics account for you. There may be a verification required on your end, but your account manager will then finalize the setup and send an email with the login information.

[Click here](#) to learn more about your Google Analytics account and how to use it.

[<< Google AdWords](#)

[Google Places >>](#)

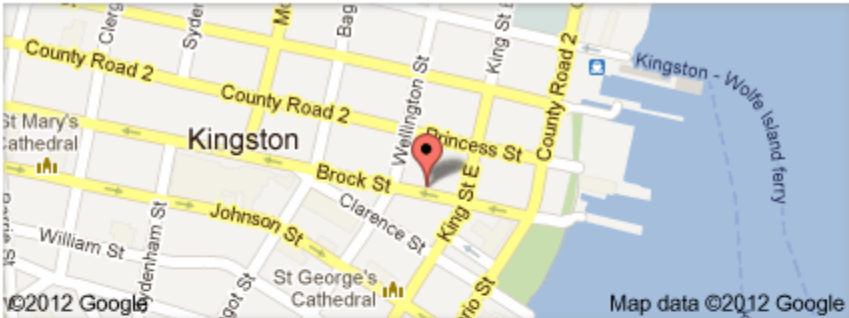
Google Places


Claim Your Business

Google Places is a feature to help get your website noticed online. Your business stands out when it's listed at the top of the Google search engine results page. By claiming your business through Google, you can improve your search engine rankings and provide online visitors with instant access to your company's contact information and a description of the services within your business category.

As shown below, when Le Chien Noir is searched in Google, a great deal of information becomes instantly available to online visitors.

Le Chien Noir[Directions](#)





At a glance: steak frites · duck confit · rack of lamb · creme brulee · cheese curds

Hours: Sun-Sat 11:30am-10pm

Transit: [Princess Street at King Street East \(South side of Princess Street\)](#)

More reviews

[tripadvisor.fr](#) (38)
[tripadvisor.com](#) (38)
[restaurantica.com](#) (24)
[urbanspoon.com](#) (9)

[Navigate to the Google Places for Business website.](#)

Select the Get Started button and create a Google account if you don't already have one. When complete or if you already have an account, enter your current email address and password to sign in.

▼ Basic Information

Please note that changing your address or business name will require additional verification via mail or phone.

** Required Fields*

Country: *	<input type="text" value="Canada"/>
Company/Organization: *	<input type="text" value="FrontRunner Professional"/>
Street Address: *	<input type="text" value="4 Cataraqui Street"/>
	<input type="text" value="Suite #314"/>
City/Town: *	<input type="text" value="Kingston"/>
Province: *	<input type="text" value="Ontario"/>
Postal Code: * [?]	<input type="text" value="K7K 1Z7"/>
Main phone: *	<input type="text" value="866-748-3625"/>
	Example: (204) 234-5678 Add more phone numbers
Email address:	<input type="text" value="info@frontrunnerpro.com"/>
	Example: myname@example.com
Website:	<input type="text" value="www.frontrunnerpro.com"/>
	Example: http://www.example.com
	<input type="checkbox"/> I don't have a website.
Description:	<input type="text" value="FrontRunner Professional has been serving the funeral industry for 16 years. We offer content management, websites, and online memorial"/>
	200 characters max, 55 characters left.
Category: *	<input type="text" value="Software Company"/>
	Which categories (up to 5) best describe your business? Ex: Dentist, Wedding Photographer, Thai Restaurant
Category:	<input type="text"/>
	Add another category

- Use the dropdown to select your country.
- Enter your phone number.
- Select Find Business Information.

- Enter your funeral home name and address information.
- Enter your phone number and email address.
- Enter the URL for your funeral home's website.
- Enter a description about your company. Ex: Brown Funeral Home has been serving the Albany community for 100 years. We are family-owned. We offer cremation, etc....
- Enter a category that best suits your funeral home. You can include more than one. Ex: Cremation, Pre-Arrange, Traditional Funerals
- Enter whether families go to your funeral home or you go to their own home.
- Enter your hours of operation (optional).
- Enter the payment methods you offer (optional).
- Upload an image of your funeral home (Choose File and select Add Photo).
- Add Video if you have any videos you wish to upload.
- Enter any additional information about your funeral home. Ex: Parking available
- When complete, Submit.

The preview page is what online visitors will see when they search for your funeral home or funeral homes in your community.



Note: Your Google Places profile won't be immediately visible. It can take anywhere from a few hours to a few days.

You will also need to validate your listing. Google Places will outline the available options.

Click the Finish button.

[<< Google Analytics](#)

[Google+ >>](#)

Google+

[Click here](#) to learn more about Google+.

[<< Google Places](#)

[Domain & Sub-Domain Strategies >>](#)

Domain & Sub-Domain Strategies

An easy and effective domain strategy incorporates search words into the URL. Don't use domain names that are similar to the name and brand of your competitors.

You may also wish to register a domain name that includes the name of your city. Example:
brownfuneralhomekingston.com. This will be indexed first overall by search engines because it matches the keywords of the domain name. Use the same strategy with sub-domains. Example:
kingston.brownfuneralhome.com

[<< Google+](#)

[Search Engine Strategies >>](#)

Search Engine Strategies

Once your website is live, the goal is for online visitors to actually find it. The first step is submitting the URL (www.yourfuneralhome.com) to search engines. [Start off with Google](#).



Include your URL on **ALL** printed materials including the obituary notices in local newspapers.

We have created a number of [additional tools](#) to help with your Search Engine Strategy:

- Home page with keywords built in.
- Listing the communities that you serve.
- Listing additional keywords into your profile.
- Fields to enter keywords on ALL pages of your website.
- Additional consultation services available.

[Home page add-ons](#) ensure your home page is dynamic with ever-changing information.

[<< Domain & Sub-Domain Strategies](#)

[Search Engine Submission Options >>](#)

Search Engine Submission Options

There are free and pay service submission options available to help enhance your SEO.

Free Submissions

Complete manual submissions by visiting each search engine and completing the online forms. This will send a 'spider' to your site for indexing. Expect to wait 4-6 weeks before free manual submissions show results.

Pay Service Submissions

For faster and better results, the various companies offer a pay service to have your site placed on their search engines. They will 'spider' your site within 7-10 days.

[<< Search Engine Strategies](#)

[Blogs >>](#)

Blogs

Here are some links to blogging tips you may find helpful:

[4 Steps to Knowing What Your Community Types into Google](#)

[Your Guide to Building a Successful Funeral Home Blog: Why It's a Must, What to Post & How to Nail it!](#)

[4 Simple Ways to Use Your Funeral Home Website as Your Marketing Base & Generate Results!](#)

[<< Search Engine Submission Options](#)

[Social Media Tips >>](#)

Social Media Tips

Learn about social media and the importance of having this for your business.

Here is a video to help understand social media and how it affect's today's society:



✿ For more information on social media, please [contact your FrontRunner Success Coach](#).

Once you have the Social Media Website app, [contact your Success Coach](#) to provide the URLs for each social media site to link from your website. If you have a newer design, you have the ability to add these yourself.

Icons similar to the ones below will be added to your home page.

The popularity of social media continues to grow and it's strongly recommended that your funeral firm engage in this online world whenever possible. As you continue to build your online presence using these tools, your firm's profile will attract your community.



Find Your URLs

- Facebook: Login to your Facebook Account. Copy and paste the URL from the address bar in an email to your Success Coach.

- LinkedIn: Login to your LinkedIn Account. Select Profile from the top Menu Bar. From the Public Profile at the bottom of the profile box, copy and paste the URL in an email to your Success Coach.
- Twitter: Login to your Twitter Account. Navigate to the main profile page. Copy and paste the URL from the address bar in an email to your Success Coach.
- YouTube: Login to your YouTube Account. Navigate to the account home page; copy and paste the URL from the address bar in an email to your Success Coach.
- RSS Feed: No information is required. Each user will subscribe for their own RSS Feed.

If you do not have a **Facebook** account for your business and would like one, [click here to get started](#).

Increase Your Revenues

The following features are automatically incorporated in the Book of Memories and your website. Follow the links to learn more about each revenue generator and how to effectively use them. If you require additional information, don't hesitate to [contact your Success Coach](#).

- [Heartfelt Sympathies](#)
- [Memorial Candles](#)
- [Sympathy Cards](#)

Heartfelt Sympathies

Heartfelt Sympathies offers respectful memorial options for families that demonstrate the love and support of family members and friends when they are needed most. This secure, online portal to personalized products allows visitors to order flowers, memorial cards, and send sympathy baskets.

FrontRunner develops solutions that provide a higher standard of service for our clients and more importantly, to the families and communities they serve. The Heartfelt Sympathies program is designed to be disconnected from the aggressive, overly commercialized approach of a typical “Sympathy Store”, which routinely offends the public and ultimately serves to lose business for funeral homes. Heartfelt Sympathies protects the reputation of funeral firms by providing dignified and respectful options that families deserve.

The Heartfelt Sympathies program works in tandem with the Book of Memories®. Not only do firms receive the highest commissions available, but a portion of the generated funds helps subsidize the Book of Memories to ensure the memorial websites remain in perpetuity. Providing the Book of Memories to your families and communities without cost to them or your firm generates a loyalty that is priceless.

The Heartfelt Sympathies store also stand outs from other programs by capturing flower orders and permanently highlighting them, along with the sender’s words of support to the family, within the Book of Memories. As well, it instantly creates a Sympathy Card that features the flower order sent to the family. This creates the ultimate tribute and encourages visitors to select this over any other flower fulfilment option.

Heartfelt Sympathies is just one more example of how FrontRunner makes the ordinary extraordinary and why so many leading funeral homes choose FrontRunner over any other technology company.

Setting Up Heartfelt Sympathies

To set up Heartfelt Sympathies in the Book of Memories, navigate to System Settings > System Profile > [BOM Flower Settings](#).





For more information about your Heartfelt Sympathies account, please refer to the [Flower Log](#) from your Main > SimplyOne page.

Memorial Candles

Online remembrance candles provide a unique way for visitors to express their sympathies while supporting the Book of Memories in perpetuity.

For more information about your Memorial Candle account, please refer to the [Candle Log](#) from your Main > SimplyOne page.

For more information about how to help online visitors light a virtual candle, refer to the [Book of Memories Features](#).

About the Memorial Candle Program

The Book of Memories® program is unlike anything on the market. The highly robust memorial websites are designed to provide interactivity for generations and foster family loyalty to the funeral homes providing it. This is not an online guestbook designed to simply capture condolences for the few days before and following the funeral.

The Book of Memories program is the main reason why funeral homes choose FrontRunner and why countless firms are serving new families who have specifically chosen them for this offering. These firms are the recipients of millions of testimonials and words of appreciation for this high-quality service.

While a number of technology companies charge up to \$250 to create an inferior version of a memorial website, true to the nature and philosophy of FrontRunner's founder, we wanted to provide higher standards to families without cost to them or to the funeral home. To achieve this, FrontRunner created the Memorial Candle Program. It is designed to help financially support and offset the ongoing costs associated with hosting, storing, maintaining and enhancing the memorial websites. The program is completely voluntary to the online visitor; it simply offers them a gesture to show their support to the family.

We respect that some records have no visitors while others have many. The Memorial Candle Program operates with a community-based approach whereby any funds received are pooled to ensure that records with no candles are all still supported in perpetuity. All we have asked in return is that funeral homes support the program by publishing at least 80% of their services through their websites.

In the initial stages of the program, FrontRunner provided a small percentage back to funeral homes to be used as credits for additional services and ensure a solid online presence. However, we have always

reserved the right to adjust this percentage up or down depending on how well the program is supported and whether proceeds are keeping up with expenses.

Today, because of the popularity and functionality of the Book of Memories, a large percentage of these individual memorial websites actually exceed the size of some of our individual funeral home websites. More and more families are publishing years of photos and using the extensive back-end family login features.

Even 100% of the candle proceeds could not support all of the program's ongoing costs today and unfortunately, many funeral homes have missed the real point and only see this as a profit opportunity. For those who are looking to increase profits, we kindly ask that you respect the intent of the Memorial Candle Program to support the Book of Memories Program. Further, consider adding a \$40-\$60 charge to your own GPL for "Digital Media Services". Many clients could generate significant profits with this approach by helping families understand the value of their time to create the memorial website and online obituary posting.

While many funeral firms are only searching for the cheapest websites, all of us at FrontRunner sleep well knowing our clients' families and communities are being well served through our clients' care, compassion and desire to truly provide a higher standard.

- [FAQs on Memorial Candles for the Funeral Home](#)
- [FAQs on Memorial Candles for the Purchaser](#)

E-Commerce

The Product Catalog module allows you to quickly generate a product page with pricing, special pricing, and more. The header and footer use a WYSIWYG editor to further help create a professional layout that can be edited and updated in seconds. The additional e-commerce functionality will allow you to take online orders. (*Note a third party processor is necessary.



If you would like to add e-commerce to your website, please contact your Success Coach for more information.

Setting up E-Commerce

If you require a new page, refer to [Create a New Page](#). Ensure the page action is set to 'Open a Product Catalog'. This can be found in the Edit Details of the page.

Click 'Edit Content' to open the Product Catalog Control Panel.

- New – Add new products.
- Edit – Edit an existing product.
- Delete – Remove a product.
- Position – Change the product order on the page.
- edit settings – Edit the fonts used on the page.
- edit global shopping basket
- edit shopping basket header – Edit the top portion of the page.
- edit shopping basket footer – Edit the bottom portion of the page.



Add a Product

- Product Status – Designate whether products are visible or hidden (hide from online visitors but not deleted from catalog).
- Sale Status – Available for purchase, sold, or sold out
- Product Number – If applicable, as a reference for your online customers.
- Product Name
- Manufacturer (optional)
- Our Price
- M.S.R.P. (Manufacturer's Suggested Retail Price) – If there is none, leave the field blank.
- Special Price (optional)
- Description for Special Price
- Surcharge (unit, or % of total) – (ex. delivery charges or special handling fees)
- Shopping Basket Mode – Choose whether consumers can add the product to their Shopping Basket.
- Shipping Methods – Choose a shipping method and enter a dollar amount or percentage for shipping costs.
- Layout in listing – Pictures can either be positioned on the left or right of the page.
- Position/Ranking in listing – Defines the order of the products on the page. Position number 1 places the product at the top of the page. If position number blank, the module defaults to the order in which the products are added.
- Description for short listing – A summary of the product's features.
- Picture for short listing – Smaller pictures are visible when browsing the catalog but visitors can view larger images when they click on 'more info'.
- To insert a picture for the product summary, 'ADD PICTURE'. Follow the steps in the 'Image Gallery Interface'.
- Caption under this picture (optional)
- More info view (creates a more info link)
- Layout in more info page – Determine if the product will be displayed on left or right
- Description for more info listing
- Picture for more info listing – A larger picture can display when web visitor clicks on "more info".
- Caption under this picture (optional).

The screenshot shows the 'Product Editor' form with the following fields and values:

- Product Status: Visible
- Sale Status: Available for purchase
- Product Number: 11588
- Product Name: Bronze Urn
- Manufacturer: Matthews Intl.
- Our Price: 299.00
- M.S.R.P.: 300.00
- Special Price: 275.00
- Description for Special Price: Sale!
- Surcharge (unit, or % of total): 0
- Shopping Basket Mode: Enable adding many to shopping basket
- Shipping Method 1: 24 Hour, Cost \$25, Minimum: \$0
- Shipping Method 2: 3-5 Day Ground, Cost \$10, Minimum: \$0
- Shipping Method 3: 2-4 Week, Postal, Cost \$0, Minimum: \$0
- Layout in listing: Picture on left, description on right
- Position/Ranking in listing: 1
- Description for short listing: Beautifully crafted bronze urn.
- Picture for short listing: bronzurn.jpg
- Caption under this picture: (empty)
- More info view: This product doesn't need a more info page
- Layout in more info page: Picture on left, description on right
- Description for more info listing: (empty)
- Picture for more info listing: Brass_Product.jpg
- Caption under this picture: (empty)
- Product Specific Tax: Specify US tax below only
- Specific CDN Tax (PST): \$ 0
- Specific CDN Tax (GST): \$ 0
- Specific US Tax: % 8

- Product Specific Tax – Select how to apply taxes to the product.
- Specific CDN Tax (PST) – Enter the dollar or percentage amount of the tax.
- Specific CDN Tax (GST) – Enter the dollar or percentage amount of the tax.
- Specific US Tax – Enter the dollar or percentage amount of the tax.

✿ Do not add the dollar sign (\$). The Product Catalog module does that for you.

Edit Global Shopping Basket

- Mode – By default, credit card is selected.
- Currency
- Merchant Provider – Select the payment processing firm. If you are unsure, please contact the company who provided you a login to your payment processing account.
- Merchant Account ID – This is provided by the merchant provider and contact either numbers or letters and numbers.
- Merch.Password / Trans. Key – This is provided by the merchant provider. You may be given a temporary password in which you will need to change to active your merchant account.
- Public Email Address – This email address will be the one provided to consumer once the transaction is complete.
- Shipping Email Addresses – When the transaction is completed, an email will be sent to the address(es) listed in this field. The email will contain all the information pertaining to the sale. (If multiple addresses, separate with a comma.)
- Fulfillment Confirmation Email Addresses – The shipping email address contains a link to click once the order is fulfilled. (If multiple addresses, separate with a comma.)
- Request PO Number during Order – Enable or disable the option
- Canadian Tax – Enable Canadian Taxes by Province
- US Tax – Enter the percentage of applicable sales tax.
- Shipping Methods
- Minimum shipping charge – Enter the minimum charge for the different shipping methods.

The screenshot shows the 'Edit Shopping Basket' form with the following fields and values:

- Mode: Credit Card / Account
- Currency: US
- Merchant Provider: Authorize.Net
- Merchant Account ID: [Empty]
- Merch.Password / Trans. Key: [Empty]
- Public Email Address: [Empty]
- Shipping Email Addresses: [Empty]
- Fulfillment Confirmation Email Addresses: [Empty]
- Request PO Number during Order: Disabled
- Canadian Tax: ☐ Enable Canadian Taxes by Province
- US Tax: 5 %
- Shipping Method 1: 24 Hour
- Shipping Method 2: 3-5 Day Ground
- Shipping Method 3: 2-4 Week, Postal
- Minimum shipping charge:
 - \$0 (24 Hour)
 - \$0 (3-5 Day Ground)
 - \$0 (2-4 Week, Postal)

Edit Settings

- Fonts for listing pages
- Fonts for more info pages (if applicable)

- Shopping Basket – Set to Allow Purchases so online visitors can process orders.
- Use Global Email Settings – Check the box to use the same email addresses set up within the Global Email Settings. To use different email addresses, leave the box unchecked and enter the email addresses.
- Public Email Address – This is the email address provided to the consumer after the transaction is completed to contact your firm about the sale.
- Shipping Email Addresses – When a consumer completes the transaction, an email will be sent to the address(es) listed in this field. The email will contain all the information pertaining to the sale. You can provide multiple email addresses, separated by a comma.
- Fulfilment Confirmation Email Addresses – The shipping email address contains a link to click once the order is fulfilled. (If multiple addresses, separate with a comma.)
- Surcharge for Product on Current Page (if applicable)
- Save

[<< Memorial Candles](#)

[Selling Products Online >>](#)

Selling Products Online

We have a new and improved way to sell products on your website. If interested in adding this to your website, please contact your Success Coach before getting started.

Choose a Payment Processing Company

To get started you need to set up an account with a payment processing company. We have three options for you to choose from:

1. PayPal – see information below.
2. InternetSecure – contact your Success Coach to help you get started.
3. Authorize.net – contact your Success Coach to help you get started.

PayPal

1. Create a PayPal for business account.
2. Navigate to Profile > Profile & Settings.
3. Click My Selling Tools.
4. Click Update for API access.
5. Click Request API Credentials.
6. You will need to verify your account.
7. There are 3 pieces of information you will need to save:
 - Username
 - Password
 - Signature

Add Products to Your System

You will need to make sure you have all of the products added into your product database. For more information on how to add, [click here](#).

Define the Store Settings

Navigate to System Settings > Store.

Plan Information

This section can be edited as far as the store name, tax rate, and notification email addresses (click the help icons for more information).

Once the store is ready to go live, it's important to click on the 'Is Live' checkbox.

You do not need to use the drop down for Template/Theme. Your project manager will set this up for you.

Use the drop down to select the payment processing company and enter the rest of the merchant information. This will be found within your payment processing company's login.

Click on 'Save' at top right when changes have been made.

Categories

This section outlines the order of your store's various categories.

Click on 'Add' at top right to create a new category. Enter a category name. Click Save. Follow these same steps until all categories are entered.

You will also need to add sub-categories. Click on 'Add' at top right. Enter a sub-category name. Use the drop down to select the category this sub-category belongs to. Click Save. Follow these same steps until all sub-categories are entered.

When adding categories and sub-categories you will notice blue arrows beside the category list. These are used to reorder your categories. Click a category name from the list and use the arrows. Click Save when done.

At any time you can edit a current category or sub-category by clicking the pencil icon. The 'X' allows you to delete.

Policies

Enter all policies that apply to your store.

Click Save when done.

Shipping

If you have a standard shipping rate you can check the box under Shipping Settings.

If you have many shipping options:

1. Click Add at top right to add a shipping option.
2. Enter a name. Example: Local Shipping, or Within 24 Hours.
3. Enter a description.
4. Click Save.

All your shipping options will appear on screen. Should you need to delete one, you will see a Delete button beside each.



You will add the prices from within the Item List section.

Name	Description	Delete
<input type="text"/>	<input type="text"/>	

Item List

You will want to click through each category and add the items you wish to see in your store.

Click a category. You will notice your products have a red/pink background.

Enter a retail price.

By checking the box for In Store, will place this product in the store.

Choose the category for this product.

Click the Edit button for shipping. Check which shipping applies to this product and enter your pricing. Click Save.

Once set up correctly, the background color will change to green.

Product Relationships

This allows you to set up similar or recommended products for the consumer.

Use the Store Categories drop down to select a category.

Use the Items drop down to select your product.

A preview of the product will be shown below.

Use the Product Categories drop down to select the category in which you will find your similar or recommended product in.

Use the Product Items drop down to select the similar or recommended product.

Click Add.

Follow the same steps until you have all your product relationships set up.

Use the blue arrows to change the order of the products. The 'X' will allow you to delete an item.

Online Store

Based on the settings in your store, when complete, the online store will be automatically created for you.

Sympathy Cards

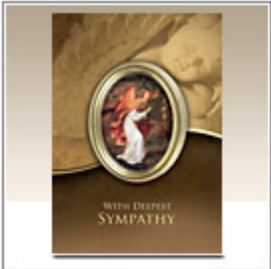
Online visitors can choose a Sympathy Card, personalize it, and have it sent directly to the family or funeral home for only \$5. All processing and shipping is managed by our partner Blue Bird.

Visitors choose a theme, a date to send the card, a return address, a signature, and a note.

Sympathy Card Information and Customization

- * Date to Send Card ☒ Please send card today ☐ Select the date
- * Would you like to add a return address to the envelope?
 ☐ Yes ☒ No
- * Would you like to add a signature to the inside of the card?
 ☐ Yes ☒ No
- * Would you like to add a Note to the inside of the card?
 ☐ Yes ☒ No

- The recipient information and quantity of cards is added.
- Add to Cart.
- Continue Shopping, Clear Cart, Edit Billing Info or Checkout:

Quantity	Preview	Product Details	Price Breakdown	
1		Angels Sympathy		
Update		To: test	Card Price:	\$5.00
Delete		Card will be sent immediately	Quantity:	1
			Total Cost:	\$5.00

Billing Information

No Billing Information Available

Card Total:	\$5.00
Postage:	\$0.00
SubTotal:	\$5.00
Tax:	\$0.00
Total:	\$5.00

[Edit Billing Info](#)[Clear Cart](#)[Continue Shopping](#)[Checkout](#)

Our partner Blue Bird Cards prepares and distributes all FrontRunnerProfessional Sympathy Cards. For inquiries regarding your order status or delivery information, please click [here](#).

After the billing information is entered and the payment has gone through our secure site, the information is sent to Blue Bird to prepare and distribute.

For inquiries regarding order status or delivery, [click here](#)

For more information about your Sympathy Cards account, please refer to the [Card Log](#) from your Main > SimplyOne page.

ConsumerSide

In today's changing market, families are looking for more choices, more options, and more convenience when it comes to paying for funeral-related products and services. For many, using a line of credit is essential. Bluefin and FrontRunner Professional have put together a comprehensive all-in-one payment solution offering the most competitive rates on the market. ConsumerSide is designed with both the new consumer and the funeral home in mind, under a shared belief that "When you put families first, they'll take notice".

The integrated and eCommerce enabled product catalogue and virtual showroom provide convenience for your families and allow you to instantly take advantage of the vast new opportunities the online market has to offer.

Funeral Service Savings Plan

We are currently working with legislators and pre-need professionals to develop a new approach to setting aside funds for final expenses. This new product will help provide the flexibility and choice that new families are seeking.

It Costs Nothing to Get Started

It may be hard to believe, but there are no start-up fees! Sign up with ConsumerSide today to give families access to your complete virtual showroom and catalogue, and the payment flexibility they need. You will have the security you need. It's a win-win and costs nothing to enrol.

Contact your FrontRunner Professional [Success Coach](#) for more information. Feel free to contact Bluefin by visiting www.bluefin.com or calling 1-800-675-6573.

[<< Sympathy Cards](#)

[SecuriGene >>](#)

SecuriGene

DNA preservation is the best option for families who are looking for a meaningful way to memorialize and remember their loved one. Unlike ashes, hair or other traditional keepsake items, DNA contains the entire genetic 'blueprint' of an individual. Preserving DNA gives families an opportunity to capture all this information and establish a connection that will last forever.

If you are interested in this plug-in for your website, please contact your Success Coach.

Increase Your Market Share

Bringing Families to Your Door

Competition is fierce and the world of funeral service continues to evolve. In order to increase your market share, FrontRunner has developed complementary systems, market drivers, marketing tools, and system tools that will help attract interest in your community and bring more families to your door. For more information about any of the features below, don't hesitate to [contact your Success Coach](#).

- [BookOfMemories.com](#)
- [ObitTree.com](#)
- [Obituary Notifications](#)
- [Reminder Service](#)
- [Webcasting](#)

Adding Cremation Services

If you are an existing FrontRunner Professional client and wish to offer your community ***A New World of Choice***, we invite you to join Simpler Times.

The network helps your firm provide your families with the tools they need to only choose the services and merchandise they want. Also, when you become part of the growing cremation network, you can access the powerful marketing program and exclusive buying group benefits.

Many funeral homes find themselves struggling with how to effectively serve the public's desire for simplicity from their traditional funeral facilities. Simpler Times fills that need perfectly. It provides consumers with the simplicity and convenience they seek and positions your firm as the one listening and responding to their changing needs.

For more information about Simpler Times and how to become a Provider, visit www.simplertimes.com or [contact your Success Coach](#).

[<< Increase Your Market Share](#)

[Adding Pet Loss Services >>](#)

Adding Pet Loss Services

An Unforgettable Friend™ is a network of caring funeral professionals and pet care specialists offering pet loss and bereavement services in their communities. The connection to network members provides families with invaluable grief and planning resources, pet loss services, and access to the finest in pet loss and remembrance products. AnUnforgettableFriend.com also features an online archive of pet tributes.

If you are currently involved in providing pet loss support for families in your community or considering adding pet bereavement support services to your current offerings, we invite you to join An Unforgettable Friend™. When you become part of the pet loss provider network, you get everything you need to provide compassionate bereavement services to your community.

For more information, visit www.anunforgettablefriend.com or [contact your Success Coach](#).

[<< Adding Cremation Services](#)

[Pre-Arrange Online >>](#)

Pre-Arrange Online

As more people do online research before ever visiting a business, it only makes sense that your funeral firm would provide all the information your community needs to make informed decisions. Further, if consumers feel comfortable with your firm and the information you've presented, there's a stronger possibility that they would be willing to take the additional step to pre-arrange online. This application allows an online visitor to create a profile within your system. The online visitor can re-visit their profile to update or make changes at any time. When ready, the visitor can submit their information to you, the funeral home. Not only do you receive an email notification of the submission, you are also able to review and import their profile information to become a new pre-need record in your system.

The form is very straightforward for users who designate the arrangement details by entering basic personal information.

[Click here to login](#)Step 1:
Family InformationStep 2:
PreferencesStep 3:
Summary

Family Information

All of the fields below are required for arrangement and necessary documentation at the time of death. Once saved, you can access the information through the login at any time in the future to make the necessary changes, print, and/or submit to our funeral home. Once the information is entered, click on Continue at the bottom of the page.

(Please note: Under some state / provincial laws, your signature is required for all arrangement documentation. If necessary, we will contact you to ensure that the process is complete.)

Please enter your own contact information.

First Name *	Last Name *
Email Address (Username) *	Confirm Email Address *
Password *	Confirm Password *
Phone Number	Cell Phone Number
Street Address	City
State / Province	Zip / Postal Code
Choose a Country ▼	

Who are these arrangements for?

☒ Myself

Gender * ▼

Biographical Information

Birth Date *	Birth City *
Birth State / Province *	Choose a birth country * ▼

Marital Information

Marital Status * ▼	Marital Relation ▼
Spouse's Firstname	Spouse's Lastname
Spouse's Address (if living)	
Spouse's Street Address	Spouse's City
Spouse's State / Provin	Spouse's Zip / Postal C
Choose a spouse's country ▼	

Mother's Information

Mother's Firstname	Mother's Lastname
Mother's Address (if living)	
Mother's Street Address	Mother's City
Mother's State / Provin	Mother's Zip / Postal C
Choose a mother's country ▼	

Father's Information


Father's Firstname	Father's Lastname
Father's Address (if living)	
Father's Street Address	Father's City
Father's State / Provin	Father's Zip / Postal C
Choose a father's country ▼	

Education

Complete the Family Information section and click **NEXT** at the bottom to continue filling out the service Preferences.

When completed the online visitor will be able to review their Summary of Family Information and Service Preferences.

The online visitor will be able to build multiple pre-arrangements. They will have the ability to Edit existing pre-arrangements, Delete, Send the pre-arrangements off to the Funeral Home and download the PDF Summary file.

Barbara Liscomb (i [redacted] i)
 Log Out | Change Password | My Saved Prearrangements

Barbara Liscomb - Current Prearrangements

[Create New Prearrangement](#)

Prearrangement for	Status	Date Created	Options
Barbara Liscomb	Pending Approval	2016-03-07 15:49:03	 PDF
Barbara Liscomb	In Progress	2016-03-08 09:36:00	 Edit  Delete  Send  PDF

How to Review and Import Arrangements in your Pulse System

Under **Main > Quote Builder > Submitted Quotes**, you will see all submitted arrangements from your website.

Beside each Client Name, you will see the buttons **Import** and **Preview**.

Preview will allow you to view the Summary PDF form and the **Import** will allow you to import this arrangement as a new PreNeed Record.

Once you have imported the arrangement to create a PreNeed record, you will no longer see the arrangement in the Submitted Quotes tab, but rather you can find the individual within your PreNeed records.

Submitted Quotes

Show 10 entries Search:

Client Name	Creator	Builder Name	Submitted At	Sub-Total	Taxes	Quote Total	Actions
Liscomb, Barbara	Liscomb, Barbara	Pre-Arrange Online	2016-03-07 16:08:17	\$0.00	\$0.00	\$0.00	Import Preview

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Please contact your Account Manager (success@frontrunner360.com), should you wish to integrate this Pre-Arrange Online form on your website.

[<< Adding Pet Loss Services](#)

[BookOfMemories.com >>](#)

BookOfMemories.com

BookOfMemories.com is a website where online visitors can learn more about Tribute Suite and the funeral homes that offer it. The website also displays any obituaries posted on those funeral homes' websites. The website is an effective way to promote the participating funeral homes and drive business back to their websites.

Locate a Funeral Home/Order Today

Online visitors can search by name, city, or province/state. For example, when New York is entered in the state field, a list of funeral homes in New York with Tribute Suite display.

<<

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1

2

3

4

5

6

7

8

9

10

>

>>

Records:

1 to 10 of 138

Rows Per Page:

10

>

Name	City	State/Province	Country
Redden Funeral Home	New York City	New York	UNITED STATES
Paul Lane Funeral Home, Inc.	Jamaica	New York	UNITED STATES
Falvo Funeral Home	Rochester	New York	UNITED STATES
Falvo Funeral Home	Webster	New York	UNITED STATES
Lakeside Memorial Funeral Home, Inc.	Hamburg	New York	UNITED STATES
Carter Funeral Home	Syracuse	New York	UNITED STATES
Michaels Funeral Home	Middle Village	New York	UNITED STATES
Brown Funeral Home Inc.	Plattsburgh	New York	UNITED STATES
Perry Funeral Home, Inc.	Lynbrook	New York	UNITED STATES
DiPonzio Funeral Home, Inc.	ROCHESTER	New York	UNITED STATES

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Visitors can click through the pages or do another search to narrow down the results. The funeral homes' names link to contact information.

Search a Tribute

Online visitors can search by name, city, province/state, country, obituary, funeral home name, or date. For example, when the last name Brown is entered, a list of names ending in Brown display.

<< < 1 2 3 4 5 6 7 8 9 10 > >>			Records: 1 to 10 of 3076		Rows Per Page: 10 ▾	
Name	Funeral Home	Date Of Death	City	State/Province	Country	
Brown, Paul	Madison Chapel Funeral Home	Oct 14, 2012	Madison	Alabama	UNITED STATES	
Brown, Mary Harriett	Miller-Jones Mortuary, Hemet	Oct 11, 2012	Hemet	California	UNITED STATES	
Brown, Anita Little	Heritage Funeral Home	Oct 11, 2012	Griffin	Georgia	UNITED STATES	
Brown, Harold X.	Stevens Mortuary	Oct 10, 2012	Indianapolis	Indiana	UNITED STATES	
Brown, James Alan	James H. Cole Home for Funerals	Oct 09, 2012	Detroit	Michigan	UNITED STATES	
Brown, Neata Elizabeth	Brown Funeral Home	Oct 09, 2012	Martinsburg	West Virginia	UNITED STATES	
Brown, Thelma V.	Parsels Funeral Home	Oct 09, 2012	Absecon	New Jersey	UNITED STATES	
Brown, Leroy	Lemley Funeral Service	Oct 09, 2012	Atkins	Arkansas	UNITED STATES	
Brown, Barbara H.	Oak Grove Funeral Home & Cremation Center	Oct 08, 2012	Ludington	Michigan	UNITED STATES	
Brown, Gene Earl	The Major Funeral Home & Chapel	Oct 07, 2012	ARLINGTON	Texas	UNITED STATES	
<< < 1 2 3 4 5 6 7 8 9 10 > >>						

Visitors can click through the pages or do another search to narrow down the results. The names link to the date of birth and/or date of death and obituary. There is also a link back to the funeral home's website and the Book of Memories.

ObitTree.com

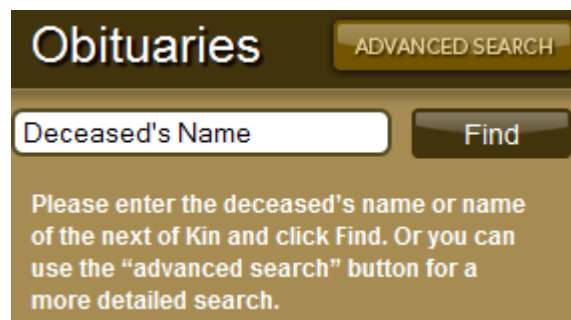
ObitTree.com is a commercial-free online obituary and death notice posting site controlled by funeral professionals to help protect the integrity of their profession, the dignity of the deceased, and the trust their families and communities have placed in them. We are helping funeral professionals regain control of their obituaries and death notices by directing visitors instantly back to the firm's website and preventing them from being redirected to special interest or third party marketers. Records never go down, providing a permanent connection back to the funeral home.

Once a record is published on a live website, it will automatically push to ObitTree.com.

Online visitors to ObitTree.com enter the name of the deceased in the search box and click 'Find'. Depending on the search, one name or a list of names will appear. If there is a long list of names, the online visitor can increase the number of visible rows or click through all the pages.

Once the correct deceased's name is found, it can be clicked to open a page that shows the full name, date of birth (if set to show), date of death, and obituary. The funeral home name links to the funeral home's website.

Any of the links found within an online memorial page section at the bottom of the page will link back to the funeral home's services web page. The name of the deceased will be visible and linked to the Book of Memories.

The image shows a screenshot of the ObitTree.com search interface. At the top, the word "Obituaries" is displayed in a large, white, serif font on a dark brown background. To the right of this is a button labeled "ADVANCED SEARCH" in a smaller, white, sans-serif font. Below the header, there is a search box with the placeholder text "Deceased's Name" in a blue, sans-serif font. To the right of the search box is a button labeled "Find" in a white, sans-serif font. Below the search box and button, there is a block of text in a yellow, sans-serif font that reads: "Please enter the deceased's name or name of the next of Kin and click Find. Or you can use the 'advanced search' button for a more detailed search."

Obituary Notifications

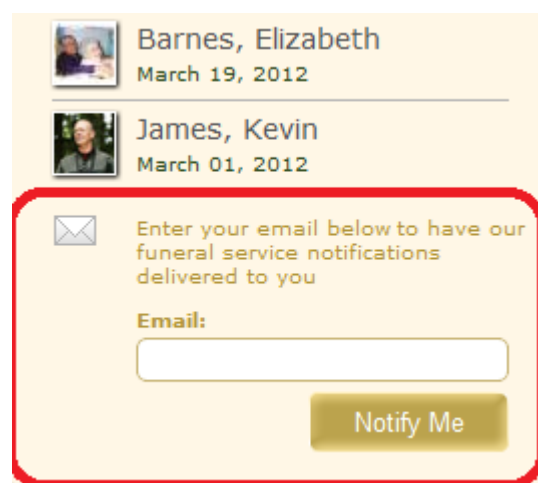
The Website Obit Notification app allows online visitors who are interested to receive funeral service notifications when new obituaries are posted. They can sign up by entering their email address and submitting.

✿ If you would like to activate in your website, contact your Success Coach.

Those who sign up will receive emails once a day notifying them of any new obituaries added to your website. The emails also contain a link allowing them to unsubscribe from the emails at any time.

The emails contain the following information:

- Recent Services added to 'Funeral Home Name' website.
- This is an electronic notification that the following have passed on and resting at 'Funeral Home Name'. If you would like to pay your respects please click on our links provided below.
- John Doe – View Online Memorial
- This notification has been generated and sent to you as a result of you signing up for obit notifications at the Funeral Home Name website. If you are receiving this email in error, or would no longer like to receive obit notifications, please click here to unsubscribe.



Barnes, Elizabeth
March 19, 2012

James, Kevin
March 01, 2012

Enter your email below to have our funeral service notifications delivered to you

Email:

Notify Me

Reminder Service

The Reminder Service is a great tool for your funeral firm's staff and the clergy that officiates at funeral services to remain in contact with families who have entrusted you to care for their loved ones. You will be notified one week prior to the anniversary of death. This reminder will allow you to reach out to families at what will no doubt be a difficult time. This feature is a wonderful way to help demonstrate your caring commitment to your families.




Clergy

By default, the reminder service for clergy members is enabled.

The clergy member information is found within System Settings > Databases > Clergy Members.

Edit Clergy Member

Name :	<input type="text" value="James White"/>
E-mail :	<input type="text" value="james.white@gmail.com"/>
Street Address:	<input type="text" value="123 Main St."/> <input type="text"/>
City:	<input type="text" value="Kingston"/>
Province/State:	<input type="text" value="Ontario"/>
Country:	<input type="text" value="Canada"/>
Postal/Zip Code:	<input type="text" value="K7K 1V3"/>
Phone:	<input type="text" value="404-353-5115"/>
Job Title:	<input type="text" value="Minister"/>
Clergy Approves Receiving Anniversary Notifications:	<input checked="" type="checkbox"/>
Disable Anniversary Notification:	<input type="checkbox"/>




Click on a clergy member's name to edit, or click 'Add Clergy' to add a new member. If you wish to disable the anniversary notification, check the 'disable anniversary notification' box. Save.

Funeral Home

By default, the reminder service for the funeral home is enabled.

The funeral home profile is found within System Settings > System Profile > Profile.

Other	
List the communities you serve:	<div>Westbrooke, Verona, Seeley's Bay, Kingston</div>
List any additional keywords you would like to use:	<div></div>
Show birthdays on the web:	<input checked="" type="checkbox"/>
Enable Death Anniversary Notification:	<input checked="" type="checkbox"/> 

If you wish to disable the anniversary notification, scroll down to the 'Other' section and uncheck the 'enable death anniversary notification' box. Save.

Online Visitors

Anyone who leaves a message in their loved one's Book of Memories, and includes an email address, will be notified one week prior to the anniversary of death. If you wish to disable, open the record and navigate to Book of Memories > Theme. Check the box to 'disable anniversary notification for this record'.

Book of Memories Settings

- ☒ **Disable funeral home candle**
- ☒ **Disable Anniversary Notifications for this record**
- ☐ **Include this record on the Veterans Memorial Wall**
- ☐ **Include this record on the Fallen Heroes wall**

Photo Approval System

Use Global Settings ▼

Story Approval System

Use Global Settings ▼

Set theme as default for:

Select record type ▼

** Note: This will affect NEW records only*

Photo Frame Images

Use Global Settings ▼

Global Photo Frame Image Setting:

Use Global Settings

** NOTE: Active Photo Only will show the Primary Photo if it exists, or the first photo (if photo approval is on, must be an approved photo), or a placeholder image.*

Ad Library

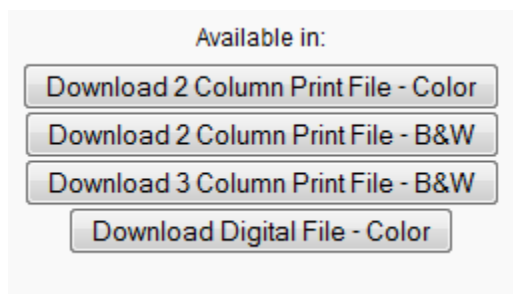
The Marketing Center provides essential tools to help grow your business. This app contains printable Book of Memories advertisements as well as website search results and statistics. The Marketing Center is an ever-evolving tool; you will have access to search data from your funeral home and those in your state/ province or country.



Marketing Center > Ad Library.

Select an ad from the menu. Select one of the Download buttons.

✿ Not all ads have every download option.



On the Adobe Acrobat Document pop-up, click on Open with, then click the OK button. (If you don't have Adobe Reader installed on your computer, [download it here.](#))

Once the ads download and open, there is room on the ad for your funeral home's logo.


- Use Photoshop to add the logo.
- Send the ad to your local print shop and have them add the logo.
- [Contact your FrontRunner Success Coach](#) to arrange for the logo to be added.

[<< Reminder Service](#)

[Webcasting >>](#)

Webcasting

Funeral Webcasting allows grieving family members and friends to be part of the service no matter where they live in the world. Our software includes integration capabilities for SympathyNet. When a webcasting event is created, both systems generate an invitation email with login information for families to send to those who are unable to attend the service.

 You must have an account with SympathyNet to access this feature. Contact Paul@SympathyNet. If you would like to activate in your system, “your FrontRunner Success Coach.

Setting up Your System

Navigate to System Settings > System Profile > Profile. Open the profile and scroll to the box (shown below) to enter the SympathyNet API Key, provided by SympathyNet.

Webcasting (Powered by SympathyNet)


SympathyNet API Key




Create a Webcast

Click ‘Add Webcast’ to activate the feature and edit the Webcast Settings.

Visitation

How Many Public Visitations:

Visitation Location:  Add

Public Visitation 1:  -  Add Webcast 

Year Month Day Start Time End Time

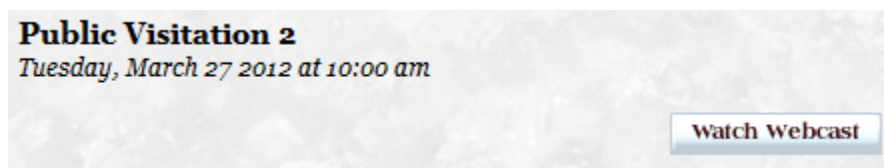
- Create a Secure Login (user name and password) for families by checking the appropriate box.

- Change the title of the webcast and add the description to appear under the viewing window in the Book of Memories.
- Edit the event date and time to change the times originally entered in the arrangement process.


To change the date or times of the event without modifying the arrangements, select 'Modify Webcast'. Edit a webcast by clicking on the 'Edit Webcast' button. In this section, the date and/or times of the event can be changed without modifying the arrangement dates and times.



To add to the list, click on the 'Add Event' button at the top right. Once the event is added, it will be available in the Book of Memories. The 'Watch Webcast' button will only be available once the webcast begins.



To view all scheduled webcasts, navigate to Main > Book of Memories > Webcasting. All webcasts for all clients are accessible.

Collapse Menu 	
Web Details	Theme
Donations	Manage Photos
Book of Memories	Service Recording
Tributes	Memorial Program
Print Engine	Photographic Memories
Digital Video Tributes	Webcasting
Tukios	Insignias
	Print Condolences
	Flower Order Log

If you are experiencing issues with your SympathyNet webcasts or have any questions, please contact Paul@SympathyNet.

Testimonials

What better way to demonstrate the excellence in service that your firm provides to the families in your community.



Once you have the Testimonials app, you have the ability to add these yourself. Navigate to your Website tab, which will take you to the home page. From the Testimonials section, click the Edit button.

Name	Testimonial	Date	Status	Branch	
Tina Henderson	"Dear Kevin, thank you so much for your guidance and patience through this difficult time. It is appreciated more than words can express." - Kindest Regards, Tina	2012-03-06 15:24:01	published	K.W Montroy Funeral Home	Action ▼
Michael Nelson	"Kevin, Thank you for the memorial cards in the memory of our dad. We sincerely appreciate you excellent service, care and concern at this difficult time." - Yours truly, Michael	2012-03-06 15:24:37	published	K.W Montroy Funeral Home	Action ▼
John Sinclair	Kevin - A sincere thank you for all your time, effort and compassionate during this time of sadness. It was a pleasure dealing with you and your team. Your professionalism and willingness will not be forgotten, many, many thanks"	2012-03-06 15:25:13	published	K.W Montroy Funeral Home	Action ▼

To add a new testimonial, click the 'New Testimonial' button. Enter the name and email address of the person who has written the testimonial. Copy and paste the message into the Testimonial box. Choose the status for this testimonial and the branch (if there are multiple branch locations). Save

Click on 'Action' to edit or delete a testimonial.

[<< Webcasting](#)

[Quick Search >>](#)

Quick Search

Quick Search Notifier

Whenever an online visitor uses the website's Quick Search function, an email notification is sent to your funeral home detailing what keywords were searched and the number of results found. This is very important while building the website to determine whether any information is missing.

When a visitor wishes to find certain information on the site, they enter keyword(s). A new page will display the search results based on the keyword(s) entered.

As an example, we created a search for "Death Notice". There were 29 results that included the title of the page and a brief description of the content on that page. The online visitor would click on a linked title to take them to that page.



How to enhance the search results:

When logged into the system, navigate to the Website tab and follow these steps for every page that is visible to the public. Click on 'Edit Details'.

Under Optional Settings:

- Search Keywords – Enter keywords and keyword phrases related to the content on this page. Separate each with a comma.

- Search Descriptions – Enter a detailed yet concise description about the content on this page.
- Save

Example:

Cloisonne Urns

Search Keywords – urns, cloisonne, copper, bronze, unbreakable, colors, enamel,

Search Descriptions – Learn about cloisonne urns and the steps to make one.

If you wish to change who receives these email notifications, navigate to System Settings > System Profile > Profile. Scroll down to the 'Address & Contact Information' section and refer to the 'email for QuickSearch Reports' field. If you are adding more than one email, separate each with a comma. Save.

[<< Testimonials](#)

[Funeral Screen Export >>](#)

Funeral Screen Export

The connection will push the following service information to your Signage Studio for any particular day of service:

- Decedents Name
- Primary Photo
- Service Type / Time
- Obituary
- Room Name
- Special Instructions

How to Export information to your Signage Studio

The export to Funeral Screen is found under the **Marketing Center > Funeral Screen Integration > Export Services**

The screenshot displays the FrontRunner Professional interface. At the top, a navigation bar includes tabs for DASHBOARD, MAIN, ARRANGEMENT, MANAGEMENT, WEBSITE, KIOSK, MARKETING CENTER (highlighted with a red box), SITE GOD, and SYSTEM SETTINGS. Below this, a left sidebar contains a 'Collapse Menu' icon and several menu items: Ad Library, Website Search Results, Funeral Screen Integration (highlighted with a red box), Export Services (highlighted with a red box), and Configuration. The main content area is titled 'Export Services' and features a sub-header 'Service Listings From 2015-02-01 To 2015-06-26'. Below this, it states 'The services and/or visitations scheduled for the above dates are listed below'. A prompt asks 'If you wish to pull services for a different date, please enter it below:' followed by 'Start:' and 'End:' date input fields, both containing the dates 2015-02-01 and 2015-06-26 respectively. Two orange buttons are present: 'Load Services for Date Range' and 'Clear Exported Services'. A small 'Export to Funeral Screen' button is located in the top right corner of the main content area.

1. **Service Listing For:** Enter the date or the date range to pull up services you wish to push.
2. Services for the day/range will be showcased below. You may edit any of the data fields to adjust the content.



The decedents name, primary photo, service type and time and with obituary will pre-load for you.

3. **Room Name:** Enter in the screen name that is specific to the Signage Studio.


! The Room Name determines which screen the service information will be displayed on. Room Name is case sensitive and is specific to your Signage Studio account.

4. **Special Instructions:** Enter in any special instructions you wish to push over to the sign for a service.
5. **Hide This Service:** Should you not want to push a particular service for that day over to any screens, select Hide This Service on the right hand side of the service listing.
6. **Export to Funeral Screen:** When ready, select Export to Funeral Screen in the top right of the screen. This will update any screens you have with the data that been pushed over.

Export Services Export to Funeral Screen


Service Listings From 2015-02-01 To 2015-06-26
The services and/or visitations scheduled for the above dates are listed below
If you wish to pull services for a different date, please enter it below:

Start: End:



Obituary, Favourite Quote, etc.

Theme: OL_Boatdock



Obituary, Favourite Quote, etc.

Theme: TN_Forest

Quote Builder



The FrontRunner Quote Builder is an excellent tool to attract more families to your door. Online visitors appreciate the ability to build their funeral package with select services and merchandise, and determine the total cost of their selections in real time. Visitors have the ability to customize their arrangements and make an informed decision from the comfort of their own home. Once completed, the quote can be submitted directly to your funeral home, printed as a reference, and / or saved in the system to login at a future date to make changes.



If you would like to have this feature added to your system, please contact your [Account Manager](#)

The Quote Builder Set-Up steps are as follows:

- [Adding Products and Service Items to the Product Catalog](#)
- [Quote Builder GPL](#)
- [Adding Products to the Quote Builder GPL](#)
- [Activating your Quote Builder on the website](#)
- [Submitted Quotes](#)
- [Quote Builder FAQ's](#)

Honoring a Life

Honoring a Life is a global fight against climate change and a memorial tree program created to give those who are grieving the option of a deeply symbolic gesture to honor their loved one. As a funeral home, you can provide the honoring a life kit to your families you serve.

Honoring a Life Kits include:

- A Tree to be planted
- Online Memorial on www.honoringalife.org
- A Card to provide your family
- A Bookmark
- A Envelope
- All stationery items are printed on eco-friendly, recycled paper.



Note: To activate Honoring a Life and purchase kits [contact Honoring a Life here](#)

Once the program is activated in your system, you will be able to plant trees, and create memorials on the Honoring a Life website with seamless integration to your FrontRunner system, with no need to add duplicate information. As soon as the kits are purchased, we have shipping arranged to send the stationery pieces to your funeral home and we will add all the credits into your system.

To View Honoring a Life within your System

Navigate to the Main Tab > Honoring a Life.

Here you will see your Honoring a Life Dashboard

The screenshot displays the HAL Dashboard interface. On the left, the 'HAL Credits' section shows 172 credits available with a 'PURCHASE MORE KITS' button. Below it, the 'HAL Contribution' section congratulates the user for planting 4 trees. At the bottom left is an 'Online Chat' widget. The main 'HAL Records' section features a search bar, tabs for 'All', 'Current', 'Past', and 'Trees Only', and a table of records. The table includes columns for Photo, Client Name, Client Number, Date Of Death, Tribute Status, and Actions. Five records are shown, with the last two marked as 'Not Visible'.

Photo	Client Name	Client Number	Date Of Death	Tribute Status	Actions
	Knight, Blake	897	2016-01-06	Tribute Status: 2 Tree(s) Planted	View Tribute Plant Tree
	Lawson, Cindy	967741	2016-01-07	Tribute Status: 1 Tree(s) Planted	View Tribute Plant Tree
	Mackey, Jeffrey	20160156	2016-01-07	Tribute Status: 1 Tree(s) Planted	View Tribute Plant Tree
	Jones, Ronald	20160155	2016-02-04	Tribute Status: Not Visible	Plant Tree
	Knight, Derrick	898	2016-02-15	Tribute Status: Not Visible	Plant Tree

Showing 1 to 5 of 5 entries

HAL Credits

This section will allow you to see if the following:

- How many credits you have available (One credit equals one kit)
- By clicking the purchase more kits button, you will be able to pay via Simply One Account or by Credit Card. This will automatically process your order to have your kits sent to you.

HAL Contribution

View the accumulated amount of trees you have planted.

Online Chat

Chat with our support team for any questions you may have.

Honoring A Life Records

This section will populate all records you've added into your FrontRunner System. The different tabs will allow you to see current, past, all records or only records in which you've planted trees for. By clicking the Plant Tree button, this will take you to the client's record to add a personalized message before publishing on the Honoring A Life website.

Collapse Menu


- Client Arrangement
- Record Management
- Book of Memories
- Printing
- Print On Demand
- Print Engine
- Honoring a Life
- MemorialFX Video Tributes

Liscomb, Barbara

MANAGEMENT RECORD NOT-PUBLISHED TO WEB

Plant a Tree

Planting a Memorial Tree for: Barbara Liscomb



When you choose to have a memorial tree planted for your loved one, you are doing more than simply putting a plant in the ground. You are making a long-term commitment to the environment and implanting the memories of your loved one in our planet for countless years to come. A memorial tree is a unique tribute which provides global benefits like no other memorial gift could.

What you receive:

- A memorial tree planted in the area of greatest need, according to the planting schedule of the Canadian Institute of Forestry.
- A memorial card to be sent to your home, or a person of your choosing which demonstrates the gift you have given.
- Your name and message listed in this online memorial, and on the honoringalife.org website.

This Tree is from:*
KW Montroy Funeral Home

Leave a message for the family (Optional).
This message will be made public.

Price per tree: \$30.00

1 credit required.

Continue to Checkout

You currently have 0 credits available.

Spend Credit

Planting A Tree

Within the Plant a Tree Tab, you can preview the memorial page to see what it would look like prior to purchasing. The “This Tree is From” section will auto-populate with your Funeral Home’s name, which you can change if needed. The following message is published to the Honoring a Life website with each tree purchase: The planting of one memorial tree in the honor of *Deceased Name* has been arranged by *Funeral Home Name*. You have the ability to add an additional personalized message as well to the “Leave a message” box. Click the spend credit button to finalize your purchase. It will also show you the price per tree if you do not have enough credits to make the purchase. At this time you can send your card, bookmark and envelope to the family.

Editing a Memorial Tree Message

If someone has purchased the planting of a Memorial Tree and they contact you to edit the message that they have left with the tree, you are able to do this for them:

1. Login to your system and go to the record that the memorial tree message was left for.
2. Click on Tributes in the left menu, and then Edit Memorial Tree on the right, for the message you need to edit. This will take you to your Honoring a Life dashboard.

3. Click the green Edit button, and edit the message.
4. Click Save.

Saving the changes will automatically publish the updated message to your website, as well as the [Honoring a Life website](#).



This does not edit the card. Please [contact Honoring a Life](#) to update the card.



If you have any questions about the program, please [contact Honoring a Life](#).

FAQs

Question: Where can I see my tree at?

Answer: The tree will be planted in a forest, so being able to see the single tree that is yours is likely not possible right now. In the future, we will likely be looking into working with local cities to be able to plant in designated areas.

Question: Where is my tree planted at? Can you provide me with city and state?

Answer: Trees will be planted in the closest project to the recipient. It may not be in the same state, as the trees are planted in areas with the greatest need.

Question: When exactly will my tree get planted?

Answer: We are unable to provide an exact date of planting, as there are too many variables, for example, the weather. Generally, the biggest planting season is in the Spring/Fall, but if there is a lot of rain in the summer, they can plant at that time as well.

Question: How do I know my tree is planted and can I get an email the day of planting?

Answer: Once the tree is planted there will be a map added to the Memorial page on "honoringalife.org" to show what area the tree was planted in. This will likely not happen for some months after the planting, as it does take time for the reports to flow to us.

Question: How do I know which tree is mine?

Answer: There is not a tree designated to the buyer. When/if we move into Urban Planting then we will be able to let you know what tree is yours.

Question: Will there be a name or plaque or even a ribbon on my tree?

Answer: When/if we move into Urban Planting, we may be able to have a plaque but it is different for every town or city. This type of planting is a much more expensive option and would add more than \$200 onto the cost of each tree, depending on the by-laws.

Question: Can I buy a plaque to put by my tree?

Answer: No. When/if we move into Urban Planting, you may be able to have a plaque but the laws are different for every town/city.

Question: Do I get a choice of city/state where I can have my tree planted?

Answer: Yes, the buyer can contact [Honoring a Life](#) and we can try to get a tree planted in a specific state if there is a project there.

Question: Can I google the location of my tree?

Answer: Buyers are not given GPS co-ordinates for the tree. Only general areas will be given.

Question: What if my tree dies?

Answer: There will be no way of knowing if the tree dies.

Increase Your Aftercare Services

FrontRunner has the resources you need to demonstrate to your families how you care about them long after the funeral service is over. Our daily and weekly email programs are written by a certified grief counsellor who has developed both series to offer insights, support self-care, and build resiliency. The additional resources also demonstrate your commitment to help families at times when they need it most.

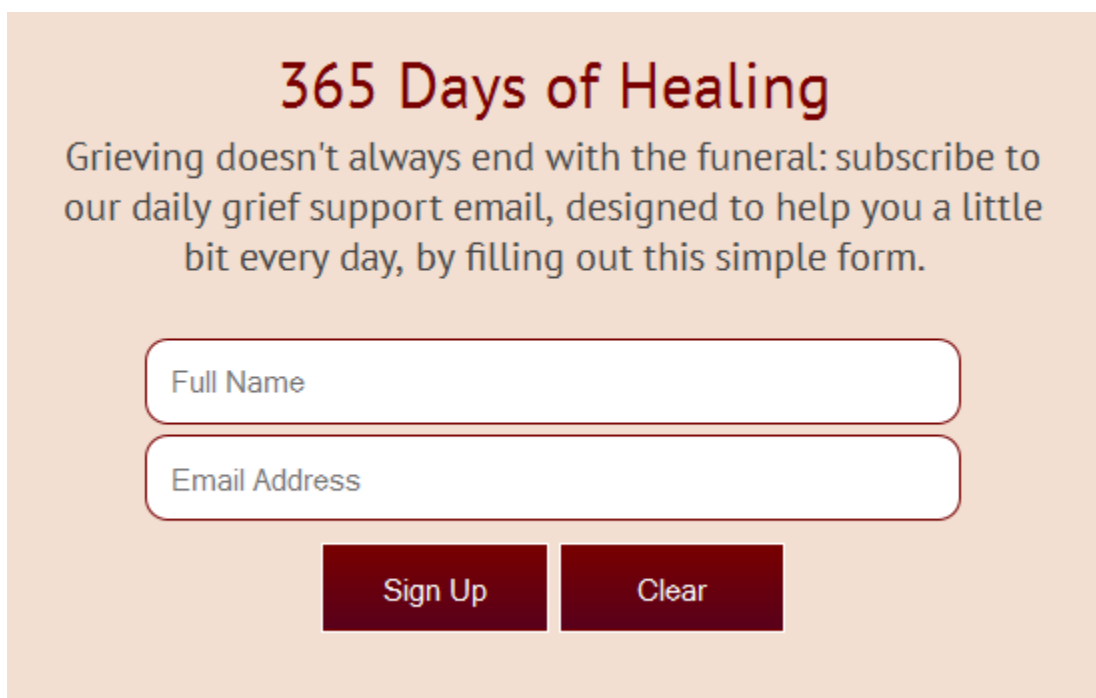
- [365 Days of Healing Email Program](#)
- [52 Weekly Tip Email Program](#)

365 Days of Healing Email Program

This year-long series of 365 daily email messages is designed to assist the bereaved in mourning with intention. Not simply an affirmation, each message offers insight into the nature and purpose of grief. Carefully chosen quotations from literature and suggested activities nurture self-awareness, support self-care, and build resiliency; while anthropological examination of cross-cultural bereavement practices widens our appreciation of the scope and variety of the human experience of grief.

✿ If you would like to have this added to your system, please contact your Success Coach.

Your families will see the box, as shown below, where they can enter their name and email address.



The screenshot shows a sign-up form titled "365 Days of Healing" in a large, dark red font. Below the title, a paragraph of text reads: "Grieving doesn't always end with the funeral: subscribe to our daily grief support email, designed to help you a little bit every day, by filling out this simple form." The form consists of two white input fields with rounded corners and dark red borders. The first field is labeled "Full Name" and the second is labeled "Email Address". Below these fields are two dark red buttons with white text: "Sign Up" and "Clear". The entire form is set against a light orange background.

Once submitted, the person will receive daily emails.

✿ The delivery of these daily emails is automated, however the emails will appear to be sent from your funeral home. Your firm's name will appear in the signature and in the subject line as well.

52 Weekly Tip Email Program

This year-long series of 52 weekly email messages is intended for those who want to be an ally to a family member or friend who is in bereavement. These messages include insightful literary quotations and provide suggested ways to support the grieving; but also focus on developing strong self-care practices for the caregiver. Cross-cultural insights are also offered, widening our appreciation of the scope and importance of the tasks involved in caring for the bereaved.

✿ If you would like to have this added to your system, please contact your Success Coach.

Your families will see the box, as shown below, where they can enter their name and email address.

52 Weeks of Support

It's hard to know what to say when your loved ones experience loss. Our weekly newsletter provides insights, quotes and messages on how to provide help during the first year.

Once submitted, the person will receive daily emails.

✿ The delivery of these daily emails is automated, however the emails will appear to be sent from your funeral home. Your firm's name will appear in the signature and in the subject line as well.

AfterLoss Subscription Program

Today's families want to feel truly cared for and you may think your firm must spend a lot of money establishing a grief support program. But, the AfterLoss app makes it truly affordable for you to gift your families with a subscription to the AfterLoss Program. Simply add a family's contact information and hit "subscribe". Every month, they will receive an 8-page help-letter to gently guide them, step-by-step, through the grieving process toward recovery.



If you would like to have this added to your website, please [contact your Success Coach](#).

Open a record > AfterLoss.

When the informant information is entered in a Standard Record, the one-write logic will populate the Addressee section. The informant information is not contained within a Web Only record, so it will have to be entered in the Addressee section.

- Name – Enter the name of the person to receive the information.
- Country
- Province/State .
- City
- Address
- Postal/Zip Code

Billing:

- Name – Enter the name of the person paying for the information.
- Country
- Province/State
- City
- Address
- Postal/Zip Code

When complete, click the 'Request Subscription' button. The information will submit to AfterLoss to manage. To send to more than one address, replace the addressee information.

Addressee	
* Name:	<input type="text"/>
* Country:	<input type="text" value="Canada"/>
* Province/State:	<input type="text"/>
* City:	<input type="text"/>
* Address:	<input type="text"/>
* Postal/Zip Code:	<input type="text"/>

Billing	
* Name:	<input type="text"/>
* Country:	<input type="text" value="Canada"/>
* Province/State:	<input type="text"/>
* City:	<input type="text"/>
* Address:	<input type="text"/>
* Postal/Zip Code:	<input type="text"/>
* Email address:	<input type="text"/>
* Preferred Payment type:	<input type="text" value="Bill me"/>

[<< 52 Weekly Tip Email Program](#)

[The Grief Center >>](#)

The Grief Center

This Grief Center app provides supportive guidance on funeral planning, grief support and how others can help the bereaved. The Center is packed with more than 35 articles, tips, and important information pieces for your families.



✿ If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

This app will create new sections on the website that provides content.

<div>  <div> The K.W. Montroy Difference Funeral Planning Grief & Healing Help & Guidance </div> </div>			
<u>Helping Yourself</u>	<u>Helping Others</u>	<u>Planning the Tribute</u>	<u>We're Here to Help</u>
How to Help Yourself	How to Help Others	Why a Funeral Tribute?	Contact Us
Myths About Grief	Basics of Grief Support	Personalize the Tribute	
Cherish & Share Memories	What to Say & What Not to Say	Meaningful Music, Readings and Eulogies	
Remember Them on Special Dates	Give the Gift of Memory	Who to Include	
365 Days of Healing	When They Return to Work	Write a Reflective Obituary	
	52 Weekly Tips	Preserve Keepsakes and Mementos	
		Funeral Etiquette	

Please click [here](#) to view an example article called "Importance of the Funeral Tribute".

The Remembrance Process

The Remembrance Process is a step-by-step process from the time of death until the final farewell. It uses time-tested ways to help families move from grief to remembrance.



If you would like to have this added to your website, please [contact your Success Coach](#).

A graphic will be added to your website with a link to an informational website.

To view the site, click [The Remembrance Process](#).

[<< The Grief Center](#)

[Companies We Partner With >>](#)

Companies We Partner With

FrontRunner partners with the following companies to help create further efficiencies for your funeral home.

- [ASD](#)
- [My Tribute Gift](#)

Adfinity

Adfinity is a full-service advertising agency with deep roots in the funeral service industry. We have provided a listing of all Adfinity has to offer for our clients.

- logos
- newspaper ads
- fliers
- billboards
- transit ads
- television
- brochures
- direct mail
- postcards
- yellow pages ads
- newspaper inserts
- church bulletin ads
- radio commercials

Please feel free to view their [online catalog](#) or visit the [Adfinity](#) website for more information.



If you are interested in getting Adfinity to do any work for your funeral home , please [contact your FrontRunner Success Coach](#).

[<< Companies We Partner With](#)

[ASD >>](#)

ASD

ASD is an Answering Service that is solely dedicated to Serving the Funeral Profession. We have developed software that can integrate directly with ASD. This integration will enable you to reduce your data entry by uploading information directly into ASD's systems. For more information, please visit the [myASD](#) website.

✿ If you would like to have this activated in your system, please [contact your Success Coach](#).

To register your system with ASD, navigate to System Settings > MyASD.

Your ASD client (or mailbox) number and password are required to register. Enter the information and click Register MyASD Account. When validated, a pop-up will appear: "MyASD has been successfully registered". If the information is invalid, the pop-up will say: "Incorrect Client ID or Client Password". If the problem persists, contact ASD to ensure you have the correct information.

Once registered, the ASD Account Status field will switch to "Registered".



Register MyASD Account

Register MyASD Account

Register MyASD Account

MyASD Account Status: Registered

MyASD Client Number:

MyASD Client Password:

Get Locations

Select the "Get Locations from MyASD" option.

Get Locations from MyASD Download MyASD Locations

Get MyASD Locations

Click "Download MyASD Locations" to download the locations on the MyASD server to your IMS. These locations will be associated with obituaries made available to MyASD. You must contact MyASD to make any changes to your locations, and then re-download the locations from here.

Select Download MyASD Locations to download any locations tied to your website. Locations will later be attached to a death record and made available to ASD. In order to make any changes to your locations, contact ASD.

Once locations are downloaded, the message will read "MyASD locations have been successfully downloaded". Click "OK". The screen will refresh and the locations will be displayed.

Get Locations from MyASD Download MyASD Locations

Get MyASD Locations

Click "Download MyASD Locations" to download the locations on the MyASD server to your IMS. These locations will be associated with obituaries made available to MyASD. You must contact MyASD to make any changes to your locations, and then re-download the locations from here.

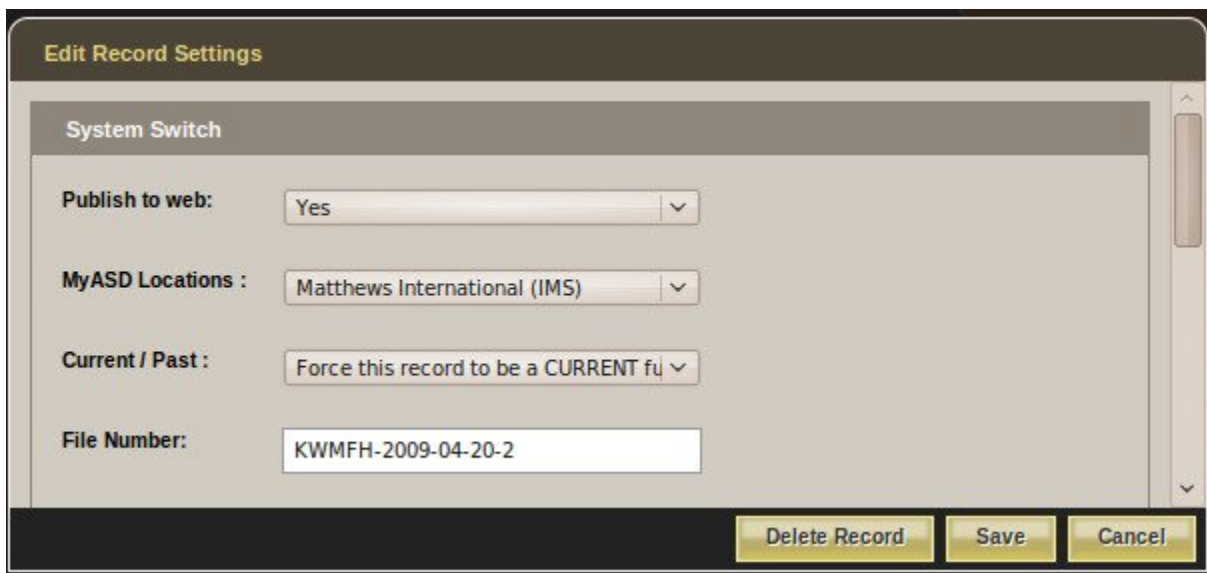
Name:	Matthews International (IMS)
Address:	2 North Shore Center
City:	Pittsburgh
State:	PA

If there are any download issues ("Unable to download MyASD locations"), try again at a later time. If the problem persists, contact support@frontrunner360.com.

Reporting to and from ASD

Two services can be used with the ASD service:

Obituary Export: Provides data to ASD whenever a record is updated in your system. This service can be activated or deactivated in each record. To activate this service, open a record and click Edit Record Settings. **MyASD Locations** – Select a location and click Save. Anytime a record is edited, the information will be reported to the ASD service.



Edit Record Settings

System Switch

Publish to web: Yes

MyASD Locations : Matthews International (IMS)

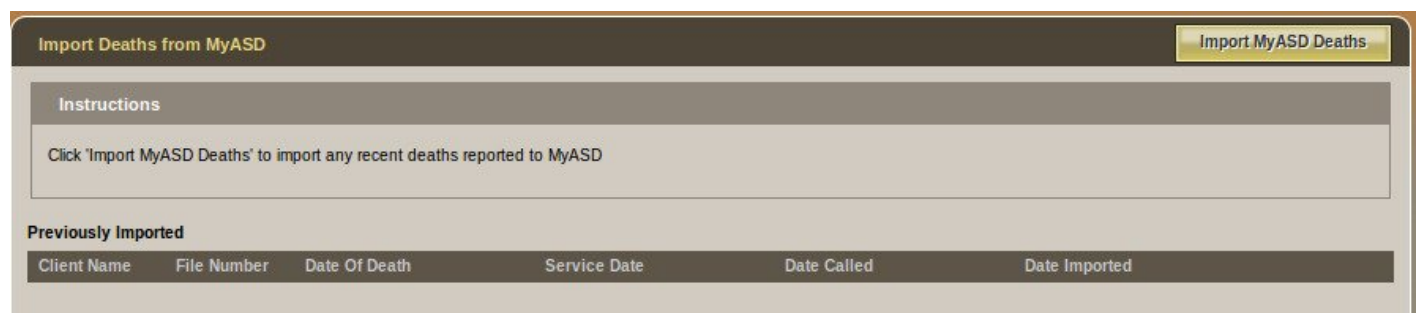
Current / Past : Force this record to be a CURRENT fu

File Number: KWMFH-2009-04-20-2

Buttons: Delete Record, Save, Cancel

First Call Import: Allows the ASD service to receive calls on behalf of the funeral home. The information received by ASD is imported on demand.

To import information to a new record from ASD, navigate to the Arrangement tab > MyASD Management > Import Deaths from ASD.



Import Deaths from MyASD Import MyASD Deaths

Instructions

Click 'Import MyASD Deaths' to import any recent deaths reported to MyASD

Previously Imported

Client Name	File Number	Date Of Death	Service Date	Date Called	Date Imported
Ferguson, Larry		2010-04-20 17:32:18		2010-05-25 15:23:51	2010-05-25 15:24:03
Un-Confirmed		2010-04-20 17:51:32		2010-05-25 15:23:51	N/A
Un-Confirmed		2010-04-20 17:29:42		2010-05-25 15:23:51	N/A
Un-Confirmed		2010-04-20 17:27:58		2010-05-25 15:23:51	N/A

Click Import MyASD Deaths to download any of the newly reported deaths since the last import. The pop-up will read: "Successfully imported # record(s)". Click "OK" to refresh the screen. Any new records will display as Un-Confirmed.

Previously Imported: Record Type Filter: All

Client Name	Date Called	Date Imported	Date Confirmed
Ferguson, Larry	2010-04-20 17:32:18	2010-05-25 15:23:51	2010-05-25 15:24:03
Un-Confirmed	2010-04-20 17:51:32	2010-05-25 15:23:51	N/A
Un-Confirmed	2010-04-20 17:29:42	2010-05-25 15:23:51	N/A
Un-Confirmed	2010-04-20 17:27:58	2010-05-25 15:23:51	N/A

Click a row to view more details and sort the table by clicking on any of the headers.

- * If any record is deleted from the system, the name changes to “Record Deleted”. The deleted record will remain in the list so the system could import it in the future.

Confirm Records

Information reported to ASD

First Call

Location Id: D3C235C5-BE25-4ACB-ABAD-F2150FA08EBF

Prearrange: true

Asd Account: 1011

Rep

Dispatched: test

By: WIC

Date Time: 2010-04-20T17:31:34-04:00

Caller

Confirm As Web Only Confirm As Standard Close

When a record is first imported, it is marked as Un-Confirmed. The funeral director can then verify the record before it is created in the system. To view the details provided from ASD, click the row marked “Un-Confirmed”. The record can then be confirmed as Web Only or Standard. Once confirmed, the new record will automatically open.

Viewing Previously Confirmed Records

Any records previously confirmed are displayed in green. When clicked, the record will open in the system.

If the Import MyASD Deaths button is clicked but there are no records to import, a pop-up will say: “No deaths found since last import”.

- * For easier viewing, choose the type of “Record Type Filter” at the top right: The options are “All”, “Un-confirmed”, or “Confirmed” records.

[<< Adfinity](#)

[Bluefin >>](#)

Bluefin

In today's changing market, families are looking for more choices, more options, and more convenience when it comes to paying for funeral-related products and services. For many, using a line of credit is essential. Bluefin and FrontRunner Professional have put together a comprehensive all-in-one payment solution offering the most competitive rates on the market. ConsumerSide is designed with both the new consumer and the funeral home in mind, under a shared belief that "When you put families first, they'll take notice".

The integrated and eCommerce enabled product catalogue and virtual showroom provide convenience for your families and allow you to instantly take advantage of the vast new opportunities the online market has to offer.

Funeral Service Savings Plan

We are currently working with legislators and pre-need professionals to develop a new approach to setting aside funds for final expenses. This new product will help provide the flexibility and choice that new families are seeking.

It Costs Nothing to Get Started

It may be hard to believe, but there are no start-up fees! Sign up today to give families access to your complete catalogue, and the payment flexibility they need. You will have the security you need. It's a win-win and costs nothing to enrol.



Contact your Success Coach for more information. Feel free to contact Bluefin by visiting www.bluefin.com or calling 1-800-675-6573.

[<< ASD](#)

[Business Resource Strategies >>](#)

Business Resource Strategies

Business Resource Strategies is a professional consulting company, providing client specific solutions to small and medium sized businesses. Our focus is providing our clients with custom human resource solutions and client satisfaction insights designed to build your team and better understand what your clients are telling you. Please feel free to visit the [BRS](#) website to learn more.



If interested in this program, please [contact your FrontRunner Success Coach](#).

Director's Assistant/Continental Computers

Director's Assistant and FrontRunner have partnered to give you a one-write logic system. Enter your client data into your management system and push it to FrontRunner to add to your website and create a Book of Memories.



If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

[<< Business Resource Strategies](#)

[Disrupt Media >>](#)

Disrupt Media

At DISRUPT Media all we do is social media, and we have a proven measurable process for doing it.

We help bold, forward-looking brands build socially disruptive strategies through ideas and storytelling.

What makes social media so powerful and compelling sometimes isn't the numbers, but the stories. Specifically, it's the stories people tell each other about their lives, about their interactions with companies, about everything else they do.

"SOCIAL MEDIA Marketing without a STRATEGY is like eating soup with a FORK...you miss all the good STUFF!"

RYAN THOGMARTIN — DISRUPT MEDIA, CEO

Please feel free to visit the [Disrupt Media](#) website to learn more.

Socially Acceptable by FrontRunner Professional and DISRUPT Media

FrontRunner Professional & DISRUPT Media have teamed up to bring you Socially Acceptable.

We can develop your social media plan for you or completely manage your online social strategy on your behalf. Here is what you can expect:

1. Extensive Research

It's impossible to know where you're going without understanding where you've been. The initial phases of a focused social media plan for your firm involve both online research performed by the DISRUPT Media team and two in-person strategy-building sessions. Timely submission of related reports, including the Distribution Brief, will document our findings and set the stage for the implementation and management of your social media strategy.

2. In-Depth Strategy Sessions

Successful use of social media channels requires that we all come together in the same room to discuss your current use of social media, deepen our understanding of your firm's mission, vision and service offerings; establish a set of shared goals, and determine specific key performance indicators which will help us to measure our success. This happens during the Kick-Off Meeting. The IDEA Session, — where the DISRUPT Media team works closely with you to determine ideas and stories surrounding your firm that

customers, loyal supporters and funeral professionals find interesting — will help us to add the “spark” to your social media presence.

FrontRunner will even pass all website assets and other pieces of your online strategy to DISRUPT media to make sure your online brand is consistent across all channels.

3. Focused Implementation and Management

As any military strategist will tell you, a plan-of-action is useless without masterful implementation and effective management of the forces involved in the campaign. The same philosophy applies to social media. The team at DISRUPT Media will take charge of all day-to-day activities involved in the promotion of your social media presence. They will create the dialog, nurture and engage your social audience, build your brand, and add real value to the social conversation.

4. In-Depth Reporting

Monthly analytics reports allow you to track the performance of everything being done for you in the social arena. You can compare network performance and fully understand the impact of your social media campaign. Every month, we'll measure your funeral firm's influence, the sentiments held by your audience in response to your social activity, and the volume — the amount of buzz surrounding your brand. All actionable information is delivered in a highly-digestible format.



If you are interested in this program, please [contact your FrontRunner Success Coach](#).

[<< Director's Assistant/Continental Computers](#)

[Eckels >>](#)

Eckels



For more information, please [contact your FrontRunner Success Coach](#).

[<< Disrupt Media](#)

[Funeral Screen >>](#)

Funeral Screen

Funeral Screen has a Digital Signage Software platform which allows you to display personalized announcements and presentations and update display content from any browser with an internet connection. We help funeral home transition away from felt boards with plastic letters or printing impersonal announcements on paper. Please feel free to visit the [Funeral Screen](#) website to learn more.



If you are interested in this program, please [contact your FrontRunner Success Coach](#).

[How to push information from FrontRunner to Signage Studio](#)

[<< Eckels](#)

[Gmail >>](#)

Gmail

We does not host or provide an email service for clients BUT we believe Gmail is the perfect solution for your business.

- * We are not responsible for how Google Apps works. We are simply recommending this product as we believe is it a good solution. We are not responsible for any down-time, lost emails, or any other email related issue you may experience.

How to Create a Gmail Account

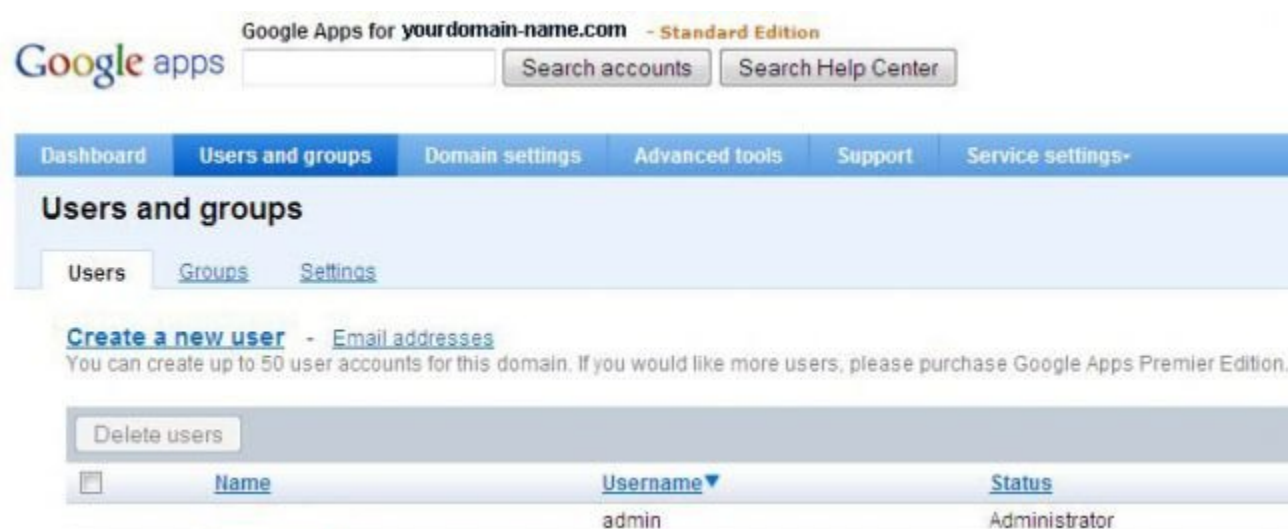
Visit the [Google Apps website](#) for more information about how this works and the pricing per user. Google has a great [Help Center](#) available to answer any questions about their solution:

Getting Started Guide

- [Forward email to another email address](#)
- [Import email and contacts from another email provider](#)
- [Hook up your Gmail account](#) to another email program (Outlook, Thunderbird, etc...).

Add Multiple Users

To create more user accounts, click on the Users and groups tab at the top. Click Create a new user.



Enter the first and last names, and username of the new user. You do not need to enter the full email address as it will already have @yourdomainname.com shown. You can set a password for this user, otherwise click Create new user and a temporary password will be generated. The new user will be asked to re-enter a password upon their first login.

Follow the same steps to add more users.

[<< Funeral Screen](#)

[Halcyon >>](#)

Halcyon

Halcyon and FrontRunner have partnered to give you a one-write logic system. Enter your client data into your management system and push it to FrontRunner to add to your website and create a Book of Memories.



If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

[<< Gmail](#)

[Ionic Services >>](#)

Ionic Services

Ionic Services and FrontRunner have partnered to give you a one-write logic system. Enter your client data into your management system and push it to FrontRunner to add to your website and create a Book of Memories.



If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

[<< Halcyon](#)

[MacKinnon & Bowes >>](#)

MacKinnon & Bowes

Since 1966, MacKinnon & Bowes has built a reputation as the largest and most trusted provider of assistance to the funeral service profession. While its core business concentrates on transfers and removals, it also offers expertise in the repatriation of the deceased from countries around the world. Please feel free to visit the [MacKinnon and Bowes](#) website for more information.



For further information, please [contact your FrontRunner Success Coach](#).

[<< Ionic Services](#)

[Matthews Caskets >>](#)

Matthews Caskets

FrontRunner has all of the Matthews products pre-loaded into the system. This will allow you to quickly showcase your products on your website and/or virtual showroom. FrontRunner has also given your families the option to customize items such as embroidery lay, cap panels and corners.



For more information, please [contact your FrontRunner Success Coach](#).

[<< MacKinnon & Bowes](#)

[Messenger >>](#)

Messenger

Messenger gives Funeral Homes the ability to easily create and print high quality, professional looking and highly personal memorial products within a matter of minutes! Messenger and FrontRunner have partnered allowing you to quickly export your client data and import it into your Messenger program. Please feel free to visit the [Messenger](#) website for more information.



If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

Stationery Printing

Open a record > Printing > Messenger Export.

Select the 'Export to Messenger' button.

Open your "Make It Personal" software from Messenger and click the 'Import From Management Software' button.

Click 'Browse' and locate the XML file on your computer downloaded from the FrontRunner system. The file will likely be contained in your computer's download folder unless you saved it to another location.



The image shows a software dialog box titled "Import Case Profile" in a stylized font. The dialog has a light blue header bar. Below the header, the text "Select a location:" is followed by a text input field. Below the input field is a blue button with the text "...Browse". At the bottom right of the dialog are two buttons: a grey "CANCEL" button and a blue "UPLOAD" button. A mouse cursor is visible near the center of the dialog.

Import Case Profile

Select a location:

...Browse

CANCEL UPLOAD

Begin using the Make it Personal Program with the new data.

[<< Matthews Caskets](#)

[Mortware >>](#)

Mortware

Mortware and FrontRunner have partnered to give you a one-write logic system. Enter your client data into your management system and push it to FrontRunner to add to your website and create a Book of Memories.



If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

[<< Messenger](#)

[My Tribute Gift >>](#)

My Tribute Gift

Learn about My Tribute Gift, the background, and why FrontRunner chose to partner with them for donations.

When FrontRunner looked into developing an online donation system, we met with countless charities that confirmed the dramatic decline in memorial donation giving throughout North America. All of these charities shared with us their deep concerns that without these donations, the ability to fund activities in support of their communities is in jeopardy. There are several explanations for the drop in donations:

1. The growing number of funeral homes that have moved to the honor-based practice of providing envelopes for donors to put a check in and mail directly to the charity. Only a small percentage of the donations are actually sent to the organizations.
2. Online donations are growing faster than any other form of charitable giving yet 99% of charities are small, local charities (like churches) without the financial means or administrative capabilities to accept online memorial giving.
3. The rise in cremations without services results in fewer opportunities for the public to place a donation.
4. Many funeral home websites direct visitors to a list of charity websites but unfortunately, only larger charities are able to accept and process online donations. This is not a very helpful or considerate resolve for small, local charities, which are simply out of luck.

The cost to fundraise is challenging for any charity. While the ultimate goal is to direct all donor dollars directly to the cause, the reality is that it costs money to raise money. For example, the American Cancer Society spends \$23 to raise \$100, or 23% of the donation.* The percentage varies from charity to charity but online donation solutions are meant to reduce the cost of fundraising.

True to Frontrunner's philosophy of doing more, we set out to make a difference.

Background

There are countless donation fulfillment organizations that provide secure transactions and conveniences for charitable giving; all are respected and appreciated by charitable organizations. FrontRunner wanted to work with one to create the best solution to help our funeral homes clients and increase charitable giving. FrontRunner set out to develop a system that would achieve a number of goals:

- Allow donations to be captured and tracked, thereby providing critical data for charities on all methods of giving (checks / credit card / cash donations collected at the funeral home);
- Provide families and donors with permanent records of memorial donations on the Book of Memories;
- Provide all sized charities with the opportunity to receive online donations and issue instant tax receipts, a process that for many was unaffordable; and
- Offer an optional online solution on all funeral home websites to create more opportunities for donors to give and for charities to receive at a time when there are fewer traditional funeral services and visitations.

My Tribute Gift Foundation

FrontRunner Professional chose My Tribute Gift Foundation as a way to help charities generate more online revenue and save money.

My Tribute Gift charges a 5% fee to cover the cost of administration, handling, receipting, audit expenses, and monthly check processing. An additional 3% is taken by the credit card companies for processing. The total of 8% in fees (5% fee plus 3% paid directly to credit card companies) is actually a significant savings for most charities compared to the normal cost of fundraising and administration costs. Using the American Cancer Society example, this memorial donation handler's cost of 8% is far less expensive than the standard 23%.

The mission of My Tribute Gift Foundation is to facilitate online giving by the public to any of the over 1-million IRS and CRA registered charities in the U.S. and Canada. Its online portal not only maximizes charitable giving, it removes the onus of donation check management from funeral homes. Once a donation is made, the donor is sent, via email, an official charitable tax receipt. Both the family and funeral home are automatically notified about the donation.

Donation processing normally takes two weeks and then funds are sent to charities on a monthly basis at the end of each month. My Tribute Gift Foundation mails checks but charities are also able to register for direct bank deposits for faster receipt of funds.

FrontRunner Professional

FrontRunner invested \$136,000 in billable hours in this software program in an effort to allow ALL charities, not just the top ten major organizations that can afford an online platform, to benefit from online giving with no investment or ongoing expenses.

A portion of the 5% My Tribute Gift administration fee is directed to FrontRunner to cover the initial development costs. While there are still significant ongoing monthly costs for hosting, bandwidth and

support, once that initial amount is paid, Frontrunner will use these funds to advance our own company's charitable giving. FrontRunner is proud of its ability to support worthwhile charitable causes that save lives and make a difference in this world.

In the spirit of transparency, FrontRunner and My Tribute Gift believe it's necessary to disclose the financial relationship between our companies. It is made very clear to online donors that donations are completed through My Tribute Gift, which is very upfront regarding its administration fees. This is in contrast to some other donation fulfillment organizations that only publish obvious credit card fees but fail to inform donors that they bill charities separately for additional fees.



For more information, please [contact your FrontRunner Success Coach](#).

MySendOff Stories

MySendOff Stories contains a library of original articles and stories to you, available exclusively for FrontRunner funeral home websites. You now have a revolutionary way to include an automatic stream of fresh, original articles on your funeral home's website and social media outlets with an informative and educational approach that will direct traffic to your website and help you reach today's generation of funeral consumers.

With FrontRunner Professional and mysendoff.com, you will reach new clients and become the preferred funeral resource in your community and you now have an exclusive new way to extend your website's reach and enhance your image to complement your existing online presence.

As a member of the FrontRunner family, you are now included in mysendoff.com's Preferred Funeral Home Directory with a link to your funeral home's website. This means that your funeral home will be featured when families from your market visit our website. Families work together. We invite you to take a look at what we can offer you.

Please feel free to visit the [MySendOff](#) website for more information.



If you would like to have this added to your website, please [contact your FrontRunner Success Coach](#).

[<< My Tribute Gift](#)

[Northern Caskets >>](#)

Northern Caskets

FrontRunner now has all of the Northern Caskets pre-loaded into the system. This will allow you to quickly showcase your products on your website and/or virtual showroom.



For more information, please [contact your FrontRunner Success Coach](#).

[<< MySendOff Stories](#)

[Osiris >>](#)

Osiris

Osiris and FrontRunner have partnered to give you a one-write logic system. Enter your client data into your management system and push it to FrontRunner to add to your website and create a Book of Memories.

✿ If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

[<< Northern Caskets](#)

[SympathyNet >>](#)

SympathyNet

Funeral Webcasting allows grieving family members and friends to be part of the service no matter where they live in the world. FrontRunner software includes integration capabilities for SympathyNet. When a webcasting event is created, both systems generate an invitation email with login information for families to send to those who are unable to attend the service.



You must have an account with SympathyNet to access this feature. Contact Paul@SympathyNet. If you would like to activate in your system, [contact your FrontRunner Success Coach](#).

Setting up Your System

Navigate to System Settings > System Profile > Profile. Open the profile and scroll to the box (shown below) to enter the SympathyNet API Key, provided by SympathyNet.

Webcasting (Powered by SympathyNet)

SympathyNet API Key

Create a Webcast

Click 'Add Webcast' to activate the feature and edit the Webcast Settings.

Visitation

How Many Public Visitations:

1

Visitation Location:

St George Church



Add

Public Visitation 1:

2014

Year

Dec

Month

9

Day



1:00pm

Start Time

- 3:00pm

End Time



Add Webcast



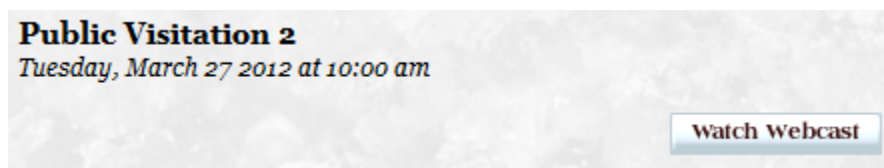
- Create a Secure Login (user name and password) for families by checking the appropriate box.

- Change the title of the webcast and add the description to appear under the viewing window in the Book of Memories.
- Edit the event date and time to change the times originally entered in the arrangement process.


To change the date or times of the event without modifying the arrangements, select 'Modify Webcast'. Edit a webcast by clicking on the 'Edit Webcast' button. In this section, the date and/or times of the event can be changed without modifying the arrangement dates and times.



To add to the list, click on the 'Add Event' button at the top right. Once the event is added, it will be available in the Book of Memories. The 'Watch Webcast' button will only be available once the webcast begins.



To view all scheduled webcasts, navigate to Main > Book of Memories > Webcasting. All webcasts for all clients are accessible.

Collapse Menu 	
Web Details	Theme
Donations	Manage Photos
Book of Memories	Service Recording
Tributes	Memorial Program
Print Engine	Photographic Memories
Digital Video Tributes	Webcasting
Tukios	Insignias
	Print Condolences
	Flower Order Log

If you are experiencing issues with your SympathyNet webcasts or have any questions, please contact Paul@SympathyNet.

[<< Osiris](#)

[Tukios >>](#)

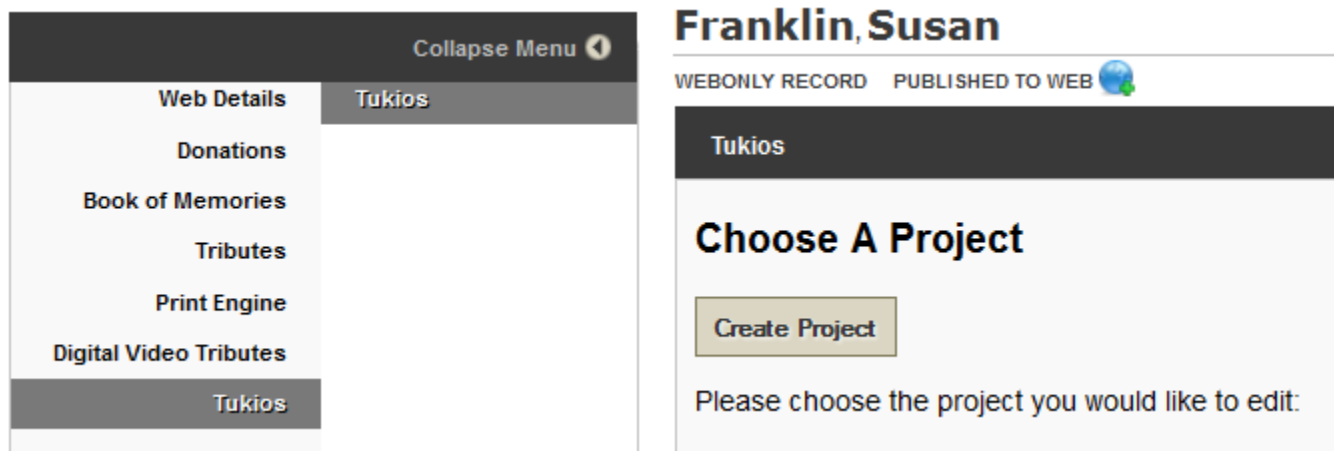
Tukios

Tukios offers high-quality tribute videos that are easy and fast to create. Visitors to the website can purchase a DVD file to burn for themselves or purchase a copy of the DVD or Bookshelf Box Set. Your funeral home earns a commission on these sales.

* If you would like to activate and/or increase the price of the direct-to-consumer products available in the Tukios system, [contact your FrontRunner Success Coach](#) to arrange.

Create Your Video

Open a record and navigate to Tukios.



The screenshot displays the FrontRunner Professional interface. On the left is a 'Collapse Menu' with a list of options: Web Details, Donations, Book of Memories, Tributes, Print Engine, Digital Video Tributes, and Tukios (which is highlighted). The main content area is titled 'Franklin, Susan' and includes the status 'WEBONLY RECORD' and 'PUBLISHED TO WEB' with a globe icon. Below this is a 'Tukios' section with the heading 'Choose A Project' and a 'Create Project' button. A message below the button reads: 'Please choose the project you would like to edit.'

Create Project:

- Enter the Name of the project (ex. deceased's name)
- Enter the 'Birth Year'
- Enter the 'Death Year'
- 'Create Project'.

* At any time, click on **Back** to return to previous screens / options.
At any time, click on **Support** at the right of the screen to request help with your video project.

Themes

Click on 'View Sample' below to preview any of the numerous themes. Themes showing 'Book of Memories' in the bottom left corner match our Book of Memories memorial websites. Click on 'Select this theme' to choose the video introduction. Next.

CHOOSE A THEME

American Flag



 sample

Angelic



Baseball



 sample

Basketball



 sample

Canadian Flag



 sample

Canadian Vet



Candlelight



 sample

Cat




Media


Select 'Upload Photos/Videos'.

[Upload Photos/Videos](#) [Add Text](#) [Add Stock Clips](#) [Customize Look](#)


Cover Photo




1




2




3



4



5



6



7

[← Back](#)

All photos from the Book of Memories can be selected but to load additional photos – locate the photo and video files (unlimited) on your computer – click to highlight – and click 'Open' on bottom right of pop-up window.

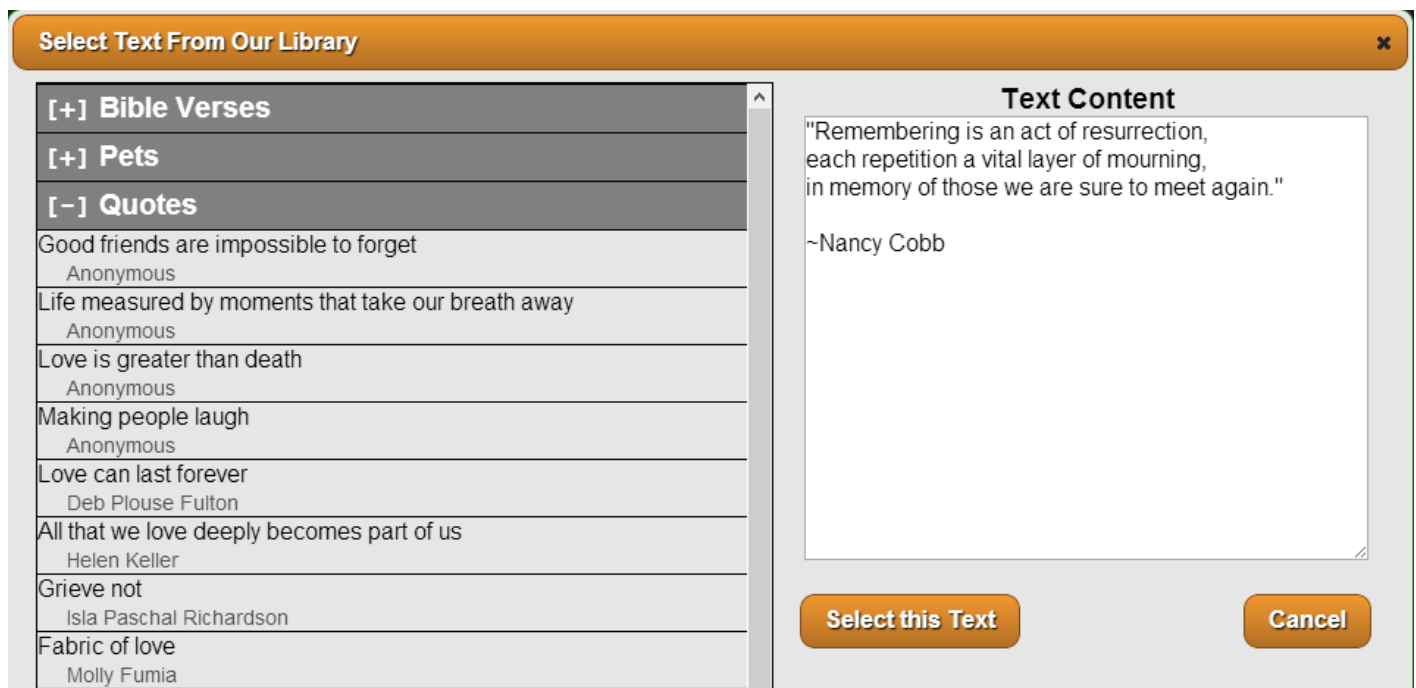
✿ Hold the 'Ctrl' key on your keyboard to select multiple files at a time.

Mouse over each photo to access 'Rotate', 'Edit' and 'Delete' options.

- Choose the arrow buttons to rotate left or right.
- Choose the edit option to crop the image, add a caption, choose effects, and add timing to the slide. Click on the 'Advanced' button to access more options (enhance, brightness, redeye, etc.)
- Click on the red X to delete a photo.

Add Text

Click to create a new slide that contains text.



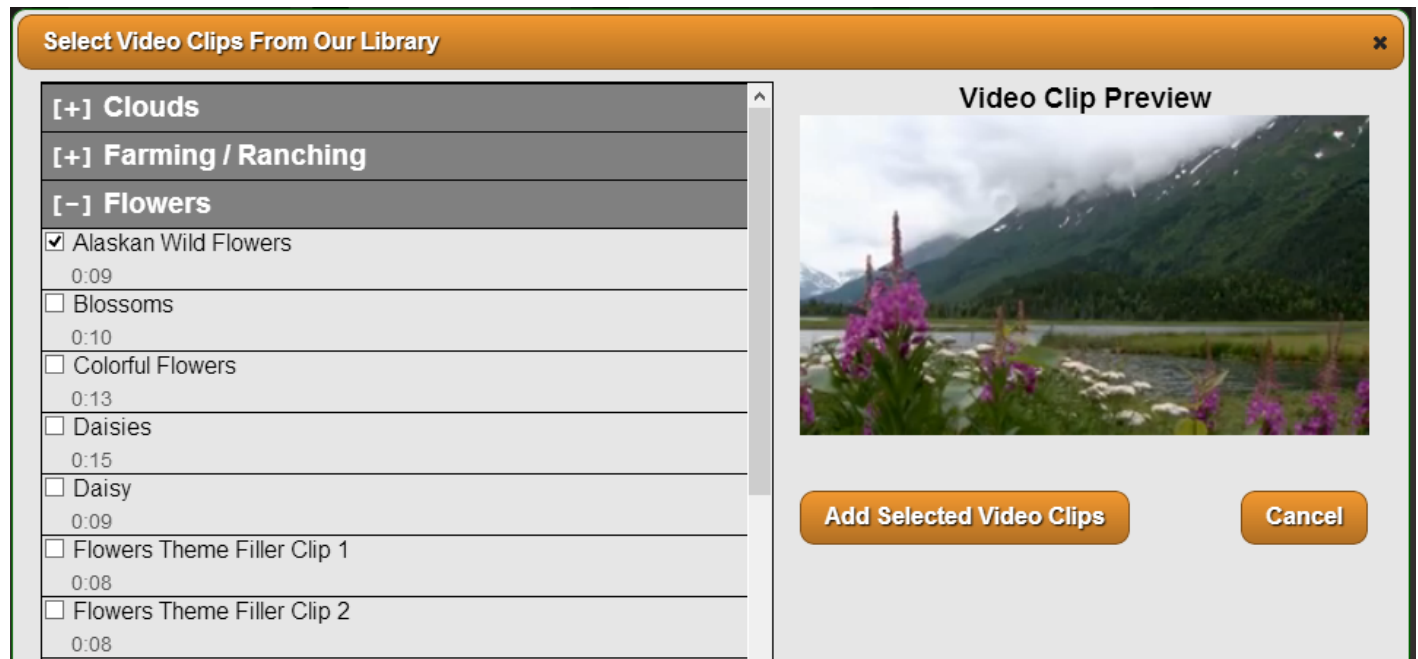
1. Choose from our Library – select pre-written text from 'Bible Verses', 'Pets', or 'Quotes'. Click on the text to view content on the right of the window. A pop-up window will appear and allow you to edit the slide – change the background or edit the text.

2. Enter your own text – in the 'Caption' box, write (or paste from another source) the text you would like to include on the slide. Change the background to black, white or themed image.

Click on 'Select this Text'.

Add Stock Clips

Click to add video clips that can be placed between any series of photos.



- Click on the + beside any video category. Click on any selection to preview the video on the right. Click on the white box to create a checkmark beside chosen videos.
- Choose 'Add Selected Video Clips'

Advanced

Select this option to further customize the video. The Advanced options include selections for Transitions, Effects and Background. Check the box 'Remember this configuration for next time' and then select 'Save Video Customization'.

Customize Video ✕

[-] Presets

☒ Simple ☐ Medium ☐ Fancy

[-] Advanced

Transitions

- ☐ Circle
- ☒ Crossfade
- ☐ Cube
- ☒ Move
- ☐ Over
- ☐ Radial
- ☐ Scan
- ☐ Scans
- ☐ Spiral
- ☐ Strip
- ☐ Swirl
- ☐ Under
- ☐ Water Drop

Effects

<input type="checkbox"/> Diving	Edit
<input type="checkbox"/> 4 Pieces	Edit
<input type="checkbox"/> Center Blades	Edit
<input checked="" type="checkbox"/> Zoom	Edit
<input type="checkbox"/> Panel	Edit
<input type="checkbox"/> Rectangles	Edit
<input type="checkbox"/> Rotator Board	Edit
<input type="checkbox"/> Slices	Edit
<input type="checkbox"/> Filmstrip	Edit
<input type="checkbox"/> Bulletin Board	Edit

Background

- ☒ Stretched Photo
- ☐ Black

☐ Remember this configuration for next time

Save Video Customization **Cancel Changes**

To arrange the video assets, click and drag to the desired position. Click Next to proceed.

Music

Choose music selections from the library or upload your own.

Choose from our Music Library

[+] Joyful

[+] Religious

[+] Reflective

[+] Piano


[-] Guitar

Artist Name	Song Name	Length	Preview
<input type="checkbox"/> Michael Dowdle	I'm Trying to be Like Jesus	3:18	
<input type="checkbox"/> Michael Dowdle	A Brighter Day	4:35	
<input type="checkbox"/> Michael Dowdle	Gee Song	3:51	
<input type="checkbox"/> Michael Dowdle	Where the River Bends	4:10	
<input type="checkbox"/> Michael Dowdle	A Poor Wayfaring Man of Grief	2:51	
<input type="checkbox"/> Michael Dowdle	Old New Yorker	3:28	
<input type="checkbox"/> Michael Dowdle	Teach Me to Walk in the Light	2:43	
<input type="checkbox"/> Michael Dowdle	The Simple Life	3:26	

Add Selected Songs

Click on the + beside the music categories to view the various artists and songs. Click on the arrow button to preview any of the music selections. You may add multiple songs.

To add your own music, select the 'Upload Music' button to locate the audio file on your computer.

 The music screen will show the music length versus the video length as well as the length of time auto-calculated per slide. To override these settings, click 'Advanced Settings'.

Click Next to proceed.

Preview

A low-resolution preview of the video will be generated. It may take a few minutes or longer depending on number of images and videos. To share the file (with family members), click "Share Preview". Click Next to proceed.

Finalize

Order Checkout.

- Video Generation – There is a one-time fee for generating the digital video copy, which can be used for burning to a DVD and video hosting via an embedded link. There will be NO additional fees for subsequent orders.
- Memorial Bookshelf Box DVD Set (optional) includes DVD, a CD of all photographs, and prints of up to 75 photographs – all contained within a memorial keepsake photo box. Add the quantity of this keepsake.
- Standard DVD (optional) with matching DVD label and case. Add the quantity of DVD Tribute Videos in custom jackets.

Billing Information will auto-generate from FrontRunner; to change, click the pencil button.

Place Order – opens the billing entry screen and prompt you to enter credit card information.



Note: There are many options available to burn DVDs; some are free while others are available for download at a range of costs. We suggest that you take a look at the ratings and how each works to determine which program will work best for you. Of the various free options available, we can recommend CD-Burner-XP. For more information, visit: <http://cdburnerxp-64-bit.en.softonic.com>.

Post DVT to Book of Memories

The Tukios home screen displays all video projects by name. Once the video is complete, click on the 'Add to BOM' option to the right of the project name to make it available on a record's Book of Memories. Once the video is posted, the option to 'Remove from BOM' will become visible if you choose to delete a video from the Book of Memories.

The Tukios home screen also displays all video orders to date including the order totals and earning:

Orders

Order Id	Product Name	Project Name	Order Date	Quantity	Wholesale Total	Order Total	My Earnings
					\$0.00	\$0.00	\$0.00

[<< SympathyNet](#)

[W.L. Smith >>](#)

W.L. Smith

AfterLoss Subscription Program

Today's families want to feel truly cared for and you may think your firm must spend a lot of money establishing a grief support program. But, the AfterLoss app makes it truly affordable for you to gift your families with a subscription to the AfterLoss Program. Simply add a family's contact information and hit "subscribe". Every month, they will receive an 8-page help-letter to gently guide them, step-by-step, through the grieving process toward recovery.



If you would like to have this added to your website, please [contact your Success Coach](#).

Once this is activated in your system, here is [how to use the AfterLoss Subscription Program](#).

Stationery Printing

FrontRunner has worked with W.L. Smith to leverage your single data entry solution to work seamlessly with the stationery offerings. Save time and money by utilizing the software to customize and print beautiful memorial products.



If you would like to have this added to your website, please [contact your Success Coach](#).

Once this is activated in your system, here is how to [print and build your stationery](#).

[<< Tukios](#)