



BIS PCS Training Guide by Function

OVERALL FLOW OF THE SYSTEM

FEBRUARY 21, 2026

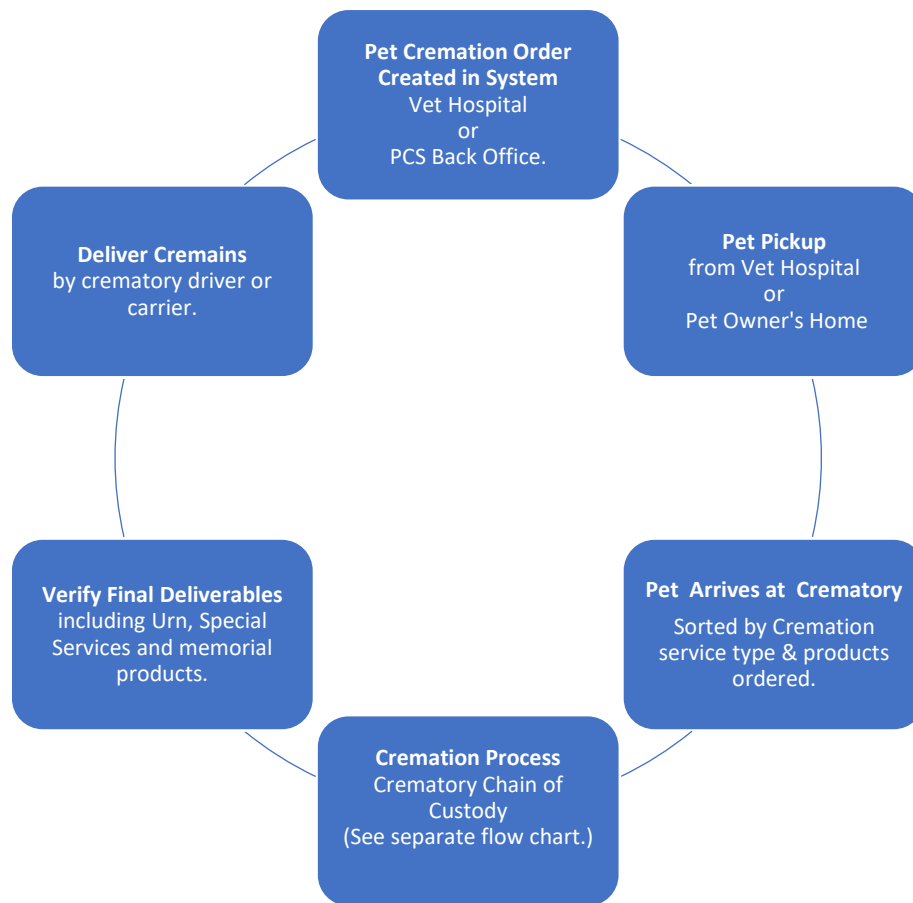


I. KEY ASPECTS OF THE SYSTEM – AN OVERVIEW

BIS’s Pet Cremation System (PCS) is a “closed loop” system. What this means is that from the time an order is received from various sources to the time that the order has gone through all of the processing steps and it is finally invoiced, nothing can fall through the crack and be missed. Even if one of your staff members fails to take action on a specific task assigned to them, that task will always remain until it is completed.

We depict the system through the following steps:

High Level Overall Flow of the PCS System



Automation exists at every step of the process. Orders can come in from the outside via the Vet Portal or directly from the Pet Owner. They are either auto-scheduled when a Vet is on a regularly scheduled route, or scheduled by your people based on pick up information available in the system.

Once the pickup is scheduled, the Drivers are made aware of that order via their mobile units and they show up at each specific site for the appropriate pickups. They scan each pet they pick up.

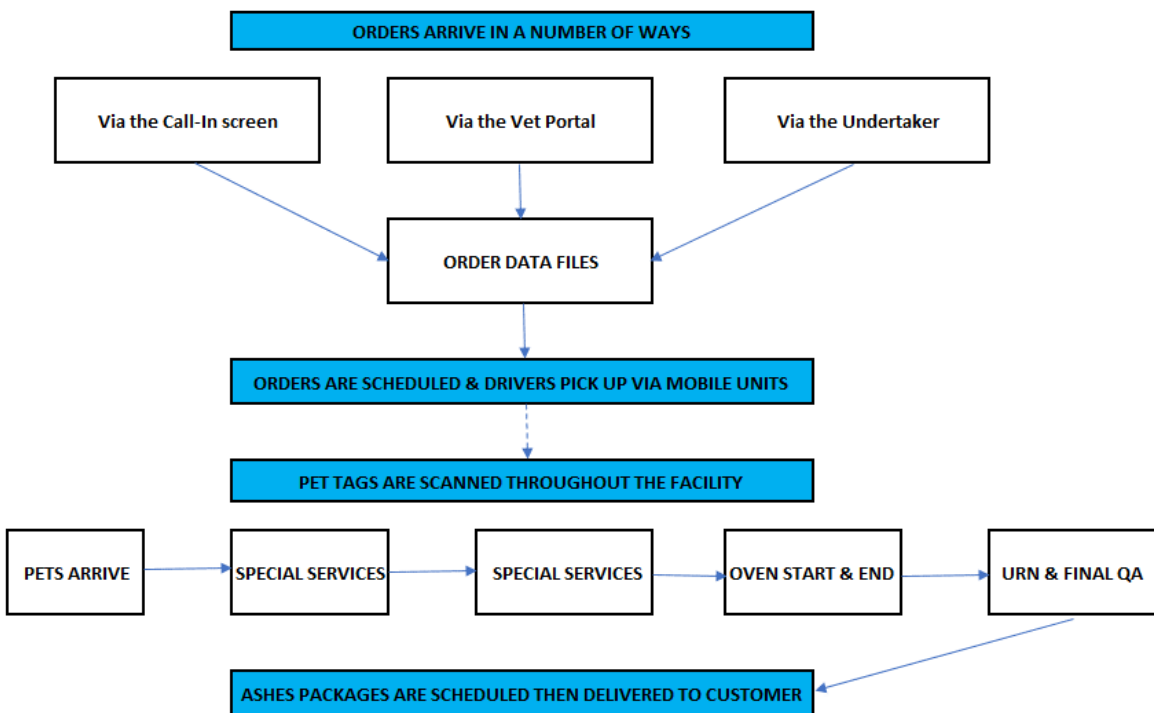
Once the pet arrives at the Crematory, it starts a new cycle, following various steps through your crematory location since each step is scanned for the appropriate processes that are needed for that pet order.

Final steps at the crematory are the inclusion of the Urn and other Special Services into a package ready for a final Quality Assurance step and delivery by the driver.

The order is invoiced. Now the pet order has completed its full “closed loop” cycle.

II. OREDRS ARRIVE VIA DIFFERENT SOURCES AND ARE PROCESSED THROUGH THE FACILITY

From the time the order is entered, the drivers pick them up, they are processed through the facility, and are returned, each step is time stamped with the user doing the work:



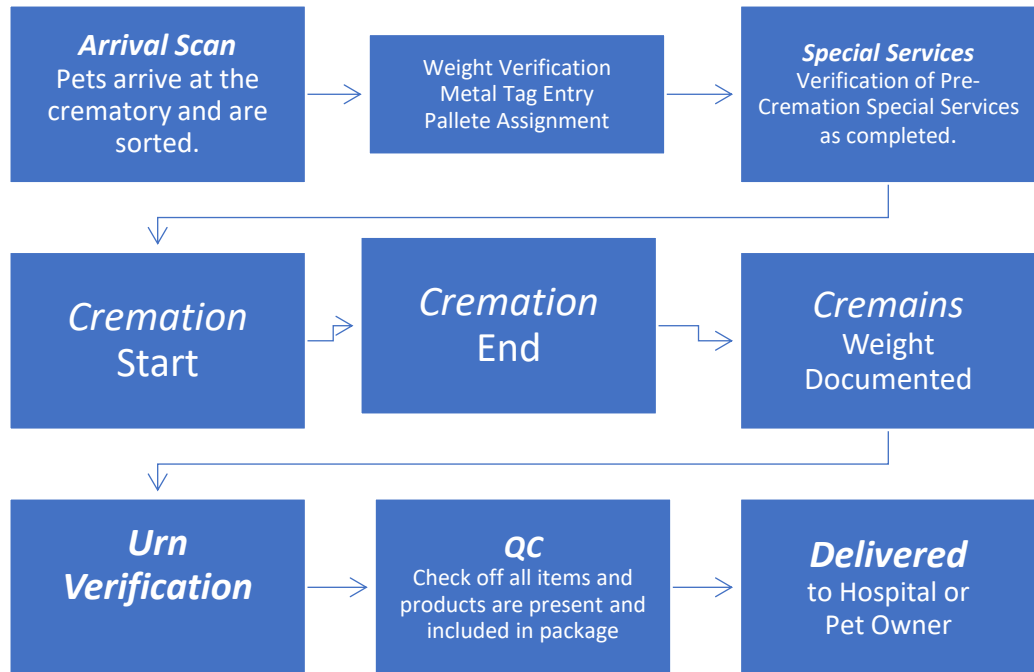
Once the pickup is scheduled, the Drivers are made aware of that order via their mobile units and they show up at each specific site for the appropriate pickups. They scan each pet.

Final steps at the crematory are the inclusion of the Urn and other Special Services into a package ready for delivery by the driver and a final Quality Assurance step.

Once this step is completed, again the ashes package return is scheduled to be returned to the proper destination. Again, the driver’s scan the ashes package that they have delivered the package.

Final steps involve administrative work in terms of invoicing the proper customer. Of course, any payments received for the order are also applied to the order during this cycle.

Crematory Chain of Custody



III. ONLY THE INVOICIE PREPARATION AND INVOICING REMAINS

At desired times during the month the invoicing is done. PCS highlights the orders that need to be invoiced and generates the invoice document.

