



Pet Cremation System

Designed by



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Pet Cremation System – Summary of Solution Features

PCS Application Summary

BIS Computer Solutions introduced the Pet Cremation System (PCS) as a Pet After Care web based application for Pet Cremation and Pet Burial in 2007. It offers the basic foundation and infrastructure for all-sized crematories to obtain efficiency within their current operations and drastically reduces the existing manual processes.

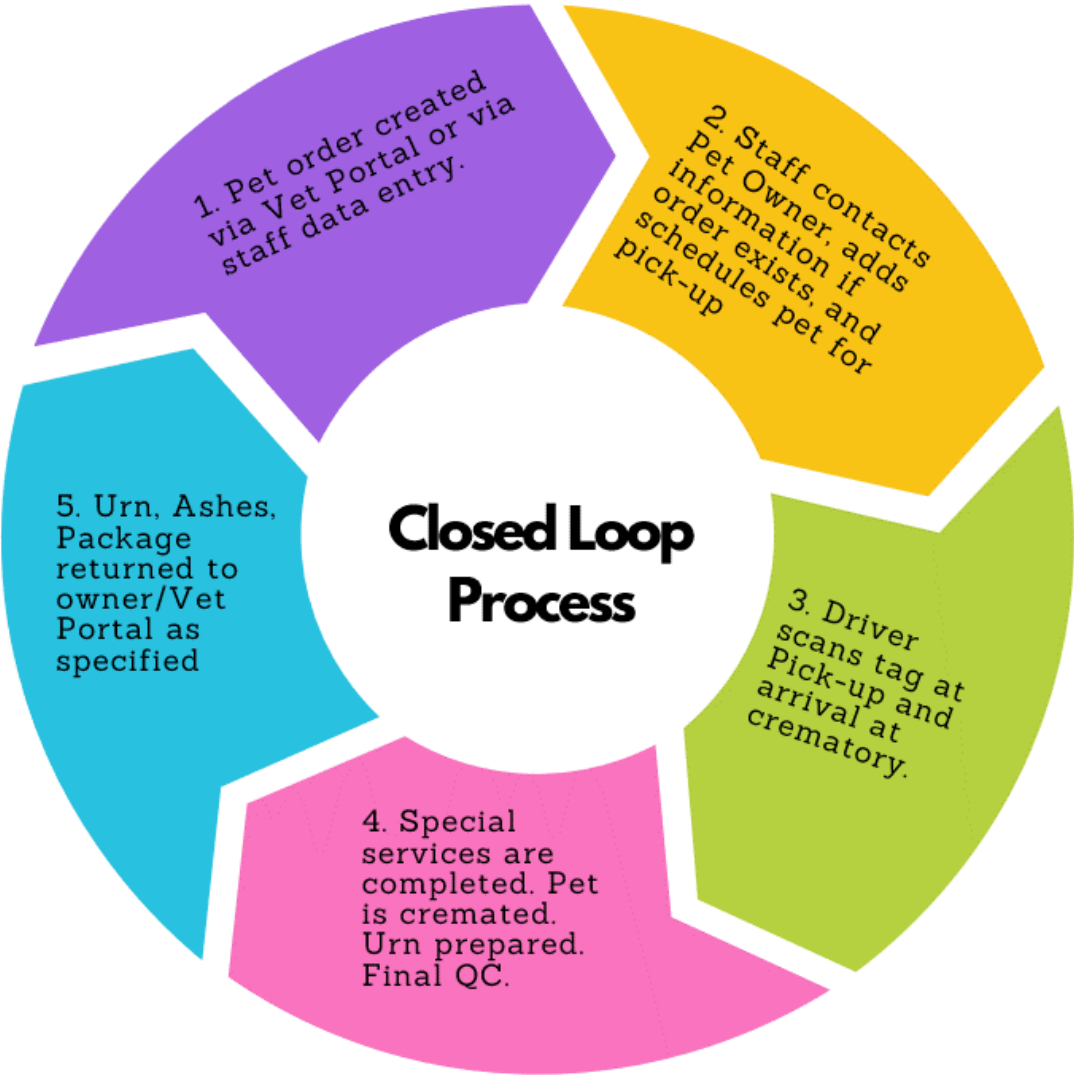
The PCS application is designed to run an entire operation from start to finish, based on the existing workflow process, with various MODULES designed to meet the needs of various departments within the organization.

PCS maintains a clear Chain of Custody for each pet, eliminating manual processes, data entry, spelling and transcription errors as the primary goal. Mistakes are virtually eliminated during pet processing. Pet owner orders and requests are verified and executed with efficiency and accuracy. **PCS provides details, to identify the exact movement and audit trail of a pet from start to finish. This allows for internal employee accountability and proof of cremation accuracy.**

PCS is optimized to work in an on-premise network environment, independent data centers, or various cloud infrastructures. Implementation using the Oracle Cloud provides increased performance, stability, security and cost reduction.

As a market leader in the industry, our PCS application is used in several countries worldwide with excellent success.

PCS is designed to be a closed loop system – meaning there are no gaps in the process that leave your business exposed to liability. Below diagram depicts the closed loop process, from a Pet Owner or Vet first requesting a cremation until the ash package has been properly returned to its proper owner.



Features of the PCS Application

- The Base Application Solution is based on Oracle's ATP Database and Oracle APEX front-end technology. BIS always includes the latest version releases that have been properly tested by BIS.
- Adaptable and easy-to-understand User Interface (UI) and User Experience (UX)
- Multi Company and Multi-Location means that crematories and logistics sites interact efficiently with each other via the web-based software application. Built for Business to Business and Business to Consumer based transactions.
- Crematory Chain of Custody – Chain of Custody was first recognized by BIS as a key requirement when we developed systems for the Law Enforcement and Criminal Justice community. Time/Date stamp for every step in the cremation process, from order creation to return of cremains to the pet owner. Everyone that touches the pet is identified. And, all steps are scanned in by using the bar code identified on the Pet Tag.
- Real-Time Cremation Module – Enhances productivity and efficiency. Works with Crematory Chain of Custody and business workflow processes to display data, and information on large TV screens or monitors. Application is accessed using Smart TV web browsers, or secured Raspberry PI 4B. Data is updated unattended in real time every few seconds! Pet handlers see the latest data entered anywhere in the system.
- **Workflow Processing** – Using your existing workflows PCS will adapt and be customized to take your existing manual processes and make them more streamlined allowing for a more efficient operation and workflow.
- **Order Processing**
 - Pet Tags identify the specified cremation type, whether Individual or Communal, using the unique Barcode
 - Vet Clinic and Veterinary Practice Portal is used to identify the Pet Owner and Cremation Service requested. Immediate data update allows you to see the newly entered orders.
 - Certificate and Cards - Includes personalized Certificates of cremation with your artwork – even communal cremations can be auto-emailed without additional work by your staff providing more brand recognition even with this lower end cremation service
- **Vet Clinic/Hospital Portal - Allows** the vet clinic or hospital to create a pet tag and enter the details of the pet including what packages and products and services the Pet Owners would like.
 - Schedule a pickup

- Review Historical Cremations and invoices
- Clinics can order Supplies via the Vet Portal
- Clinics can check the status of the cremation from the Vet Portal

- **Pet Owner Portal** - Provides information about an order to the pet owner and allows you to upsell products and services to them in a way that is not threatening to a grieving individual.
 - Provides notifications and communication to the pet owner, as requested.

- **Route Scheduling** - Schedule driver pickup at a home or vet clinic. On Demand scheduling of drivers. Pre-Assign Vet Clinics/Hospitals pickup days based on volume.

- **Driver Routing** - Allows you to divide your geographical area covered into routes that are set up to visit large vets automatically and smaller vets and pet owners only when a pickup or return of an ash package is scheduled.
 - Pickup and Delivery Optimized Routing Schedules are created based on the days the routes are run.

- **Flexible Pricing**
 - Default Prices
 - Customer Specific Pricing
 - Vet Group Pricing
 - Price by location
 - Price by pet type
 - Pricing Packages

- **Create Packages** that include a number of services and products for one overall price
 - Default packages & pricing for all customers
 - Customer Specific packages and pricing
 - Vet Group packages and pricing

- **Pallet Tracking Module**
 - Record and track pet location within the Crematory Chain of Custody
 - Transfer Pets between locations
 - Communal cremations assigned to a pallet are scanned by pallet to speed up the process

- **PODs** - System for tracking and storing items for each cremation order as they are available until the cremation is completed and the order is ready for packaging and return

- **Accounting** – Integration with QuickBooks, Zero, and Other third-party accounting applications
 - Invoicing
 - Accounts Payable
 - Accounts Receivable
 - General Ledger
 - Financial Statements
 - Vet and Pet Owner invoices can be auto-emailed

- **Enterprise Accounting** is an Optional Integration with the Enterprise Applications for Oracle, Microsoft, SAP, and BIS Computer Solutions’ Full Accounting Suite.

- **Email Triggers** (Event-Based) - Personalized customer emails triggered by events and tasks of the Cremation Chain of Custody. These alerts can go to crematory staff and Pet Owners. Email triggers can be setup for almost any type of event within the PCS application, as needed by internal employees.
 - Examples of possible notifications to a pet owner are:
 - Start of Cremation
 - End of Cremation
 - Return of Pet

- **SMS Triggers** (Event-Based) - Customized SMS triggers, to crematory staff and pet owners as needed. Similar to email triggers. An SMS Gateway is needed in order to send SMS messages as an SMS.
 - Optional: Emails to be sent as SMS messages and concerted in the cloud by mobile carrier.

- **PCS Reports - Standard** and customizable reports can be developed based on the data provided in PCS. In many cases you can modify and add data to a report without needing additional software. There are many reports within the PCS application, the popular and most used reports are:
 - Cremation Log by crematory machine
 - Chain of Custody by pet
 - Sales Analysis Reports
 - Cost of Sale Reports

- Driver Route Report - Used as a paper backup for a driver and a general overview of his daily work
 - Vet or Hospital Rebate Report
 - Up Sell Report
 - Special Instructions Report
 - Engraving Text Report
 - Overdue Task Report
 - Inventory Stock Reports
- **Ad Hoc Reporting** - This allows you to create your own reports, and sort data within the existing PCS application. This module does not require any additional third party software to operate.
 - **Business Process** – Production and Kitting, Assembly/Manufacturing
 - Business Process Tracking
 - Business Process Tracking Report for each pet, if desired – identifies overdue steps
 - **Label Module** - Allows you to create labels, name labels, address labels, or other kind of labels of any shape and size.
 - **Letter Module** - Allows you to create letters or condolence cards to include with the final packet or package to send home to the pet owner.
 - **Engraving Import and Integration** - Import CSV files into your engraving software in order to make sure spelling and pet owner requests are satisfied. Eliminates the need for manual processing of information and manual entry.
 - **Purchasing Module** - A full purchasing module allows you to issue purchase orders, and provide approvals to requests for purchases being made. This fully functional purchasing system is designed to support any size organization.
 - **Inventory Control** - Full featured and full inventory control, allows you to track inventory at a location or warehouse level. This fully functional inventory system can be used Track inventory at a location level and also track inventory at independent warehouses.

Enterprise Reporting

- Oracle Analytics Cloud – Oracle OAC Reporting
 - Statistics and Analytics of data within PCS.
 - User Dashboard

- Other Third-Party Reporting Tools - API Integration with Web Services

Security - Application and Database Level

- Government Data Protection Compliance
 - USA - Data Protection Act
 - GDPR - European Data Protection Act
 - The Australian Federal Privacy Act 1988 (also known as the Privacy Act) and its Australian Privacy Principles (APP)
 - Optional Single Sign On - Integration with Microsoft Active Directory
 - Optional Two-Factor Authentication – 2FA

Scheduling and Calendar - Allows you to schedule viewings and onsite visits based on pre arranged time schedule. Customers can schedule visits based on pre arranged visit types and times, using the application,

Outlook Integration - Outlook integration for scheduling Calendar event

- Visitation - Individual rooms are identified and Pet Owners scheduled to a given room on any given day/time of day. Direct access from PCS and back.
- Witnessed cremation

Driver Mobile Application

- Driver scans each Pet or Ash Return package to identify pets being processed at vet
- Display Routes for Drivers
- Digital Signature capture - Driver and Customer
- Create manual orders in the field
- Provide delivery receipts for items delivered and picked up
- Signature Capture

Hardware Options

Mobile Devices

- Integrated Hardware – Various Android and IOS devices
- Unitech Rugged Handhelds to minimize maintenance costs when non-ruggedized units are used
- Zebra Technologies - Rugged Handheld

Printers

- Label Printers
 - Zebra Label Printers
 - Godex Label Printers

Application Maintenance - All fields that have pull down menu's and in the application are maintenance driven, allowing you to change the data

Application Security - Allows administrators to create user groups and users with various levels of security with access to various programs, modules and screens.

Pet Burial Application

- Integrates with PCS and all the above applications and modules
- Plot Locations
- Plot MAPS identify where a given pet is located or Pet owner has their pet(s)
- Burial Paperwork
- Ongoing Plot Maintenance Paperwork

Optional Modules and Integrations

- Medical Waste Module
- Route Optimization - Google Maps Routing
- Warehouse Inventory Tracking
- CRM Integration - Salesforce CRM Integration
- DocuSign - Digital Signature Capture
- Inventory Replenishment Module
- Equine Module for tracking horses from start to finish and the unique care or processing requirements for horses
 - Uses Hands as a measurement of height
 - Dedicated digital signature capture for release documents
 - Requires special processing based on services
 - Allows you to comply with internal safety standards

