

Welcome!

The American Crematory Mobile App has been created to enhance and simplify your customer experience. From within the app, you have the ability to schedule service calls, shop for equipment, troubleshoot problems, watch tutorial videos, view your service history and more.

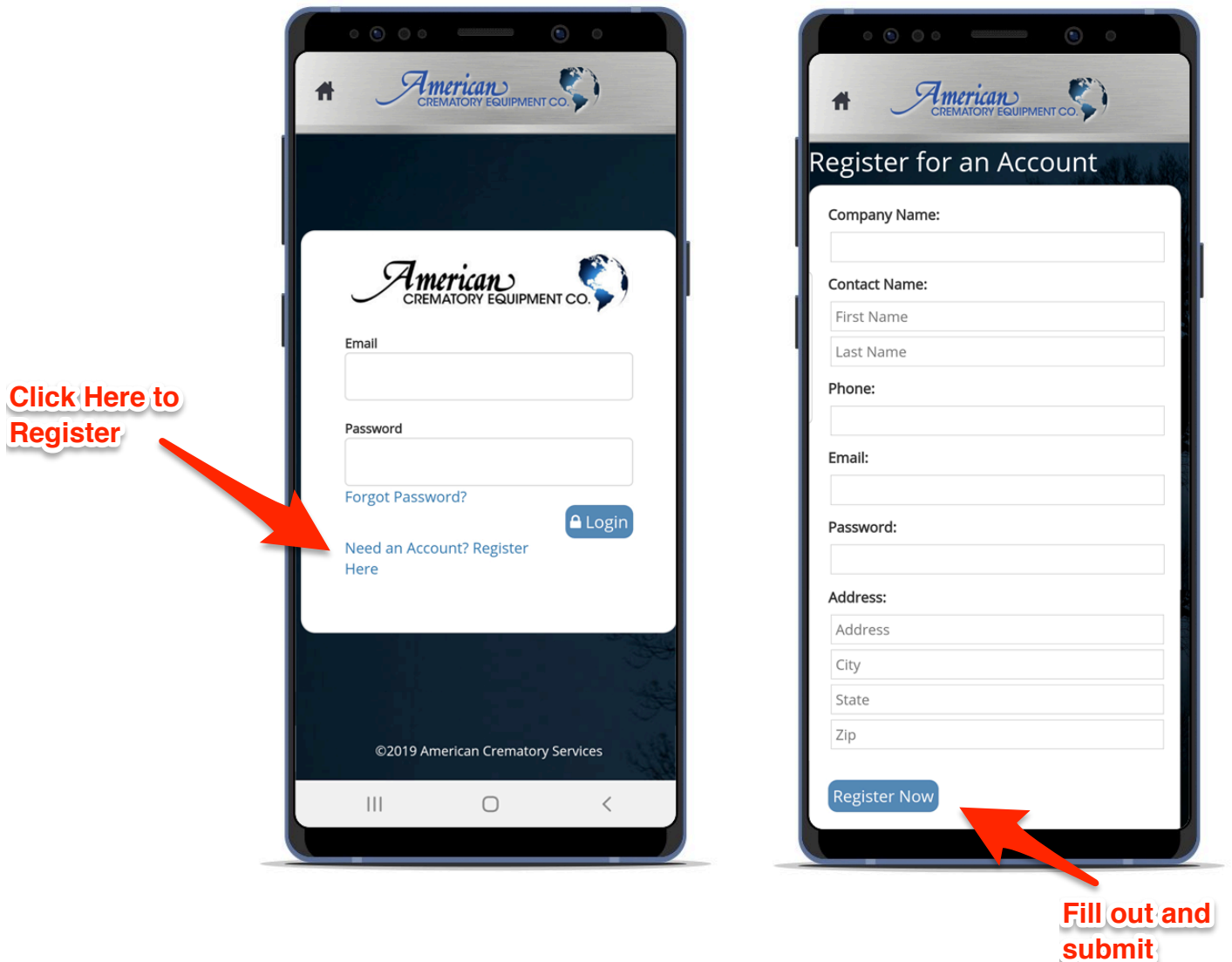
GETTING STARTED



REGISTERING

In order to use all the features of this app, you must register. If you are current customer that is already in our system, the app will find your account and automatically sync your information. *Note: Service history will only show starting from the day you created your mobile app account.*

If you currently are not a customer, please contact American Crematory at (800) 396-2254 to get started.



Once your account is created, please LOGIN. You will only have to login once as the mobile app will remember your credentials.

SERVICE CALLS (Dashboard)

The image displays two screenshots of a mobile application interface for "American CREMATORY EQUIPMENT CO.". The top screenshot shows the "Welcome, Customer" dashboard with account details and a "Request Service" button. The bottom screenshot shows the "Add Note" and "Customer Equipment" sections after scrolling down.

Top Screenshot: Welcome, Customer

Account Information:

- Contact Name: Customer Name
- Customer ID: 10071537
- Phone: 800-555-1212
- Email: email@company.com
- Address: 1611 Pomona Rd. Corona, CA 92880

Annotations:

- Your Account Information**: Points to the account details section.
- Click to Request a Service**: Points to the "Request Service" button.
- Current Service Requests**: Points to the table below.

Appointment	Service Request	Technician	Status
June 22, 2019	Maintenance	John Smith	Scheduled

Bottom Screenshot: Add Note and Customer Equipment

Annotations:

- Scroll Down**: Points to the transition between the two screenshots.
- Add personal notes for your reference**: Points to the "Add Note" section.
- Add your equipment to save time when placing service requests**: Points to the "Customer Equipment" section.

Customer Equipment:

- Equipment: A-375-S5
- +Add Equipment

SERVICE CALLS (Requesting Service)

The Reason for Request

Type in your model of Cremation Unit or click "Select my Equipment" if you have added them in the screen above.

Add details about your request.

Select "Standard" or "Urgent" if an emergency.

Add photos if necessary (See Below)

Request Service

Subject:

Equipment: [Select My Equipment](#)

Details:

Priority: Standard

[ADD PHOTOS](#)

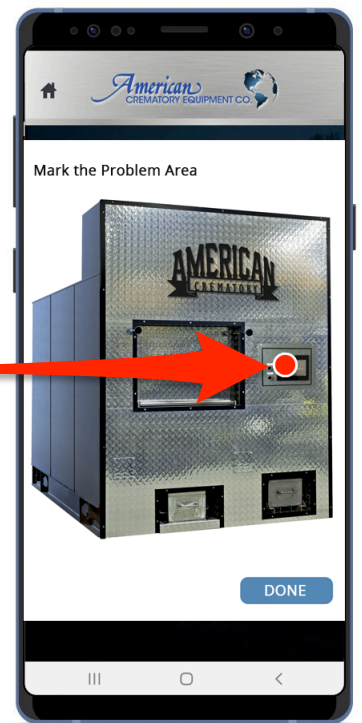
[Send Request](#)

[Cancel](#)



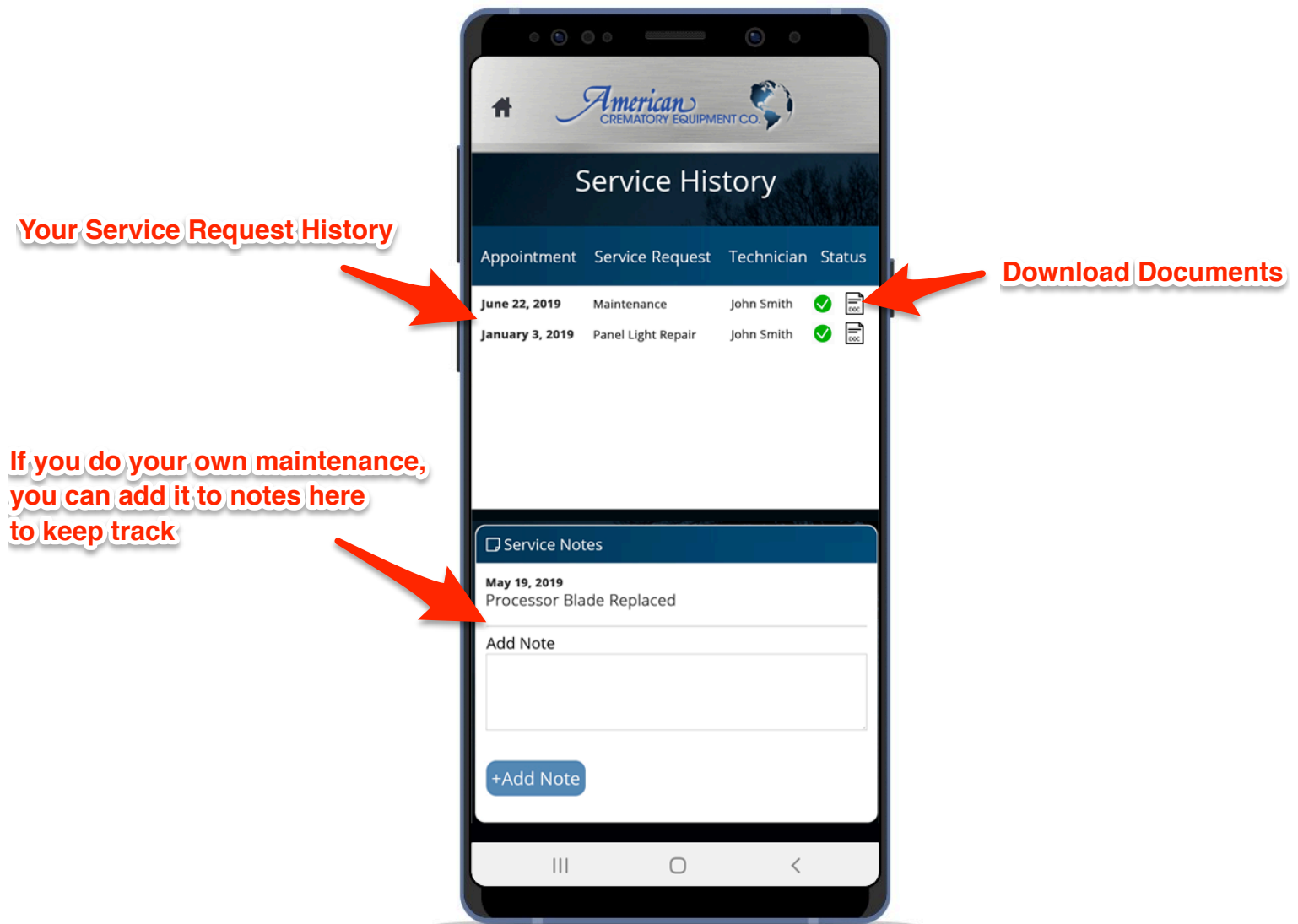
Once the photo is selected, it will appear on the screen

Touch the spot in the photo where the problem is



SERVICE HISTORY

Once your service is complete, your request will remain in the History Section. From here you can keep track of maintenance, take notes, and download receipts and files.



TROUBLESHOOTING

Want to try and fix the issue yourself? Use the troubleshooting option and ask our technicians a question.

What is the issue?

Type in your model of Cremation Unit or click "Select my Equipment" if you have added them in the screen above.

Details about the issue

Add photos the same way as shown above in "Service Calls (Requesting Service)"

American
CREMATORY EQUIPMENT CO.

Troubleshooting

Problem:

Equipment: [Select My Equipment](#)

Details:

Priority: Standard ▾

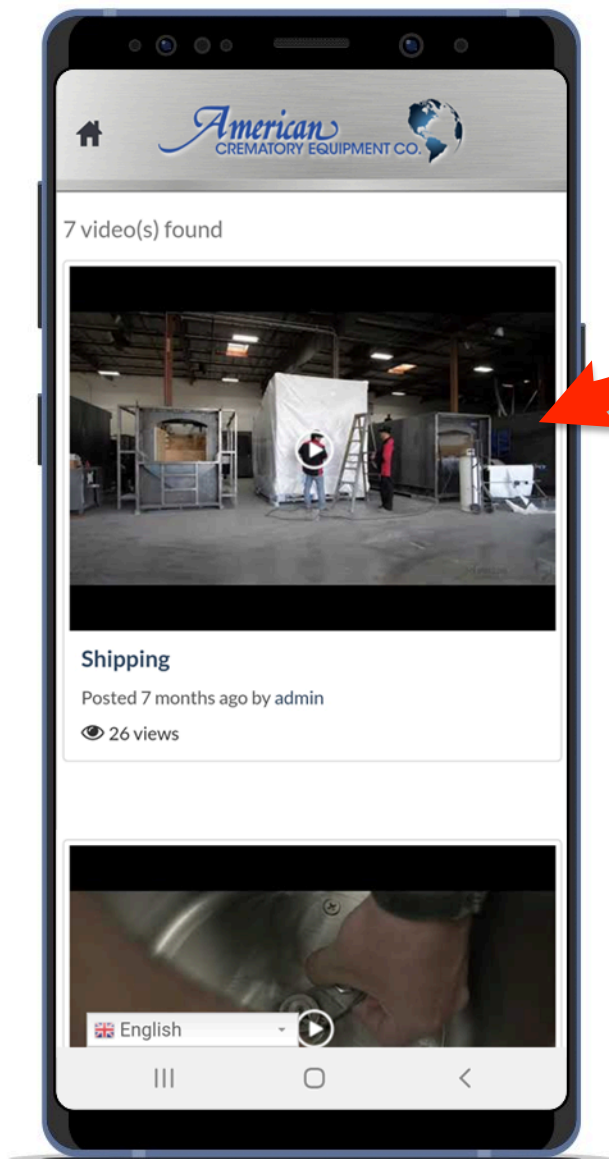
ADD PHOTOS

[Send Request](#)

[Cancel](#)

TUTORIALS

We are always adding new videos to help our customers. Here you will find frequently asked questions, maintenance tutorials, and more.



Click the PLAY button to watch video

Scroll for more videos

MARKETPLACE

Find new crematory units, ancillary equipment, and supplies & parts you can order from convenience of your mobile device.



MARKETPLACE (My Account)

View for past orders for easy reordering

**Manage your
Marketplace
Account
Details**

