

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, utilize our R4 Program and more.

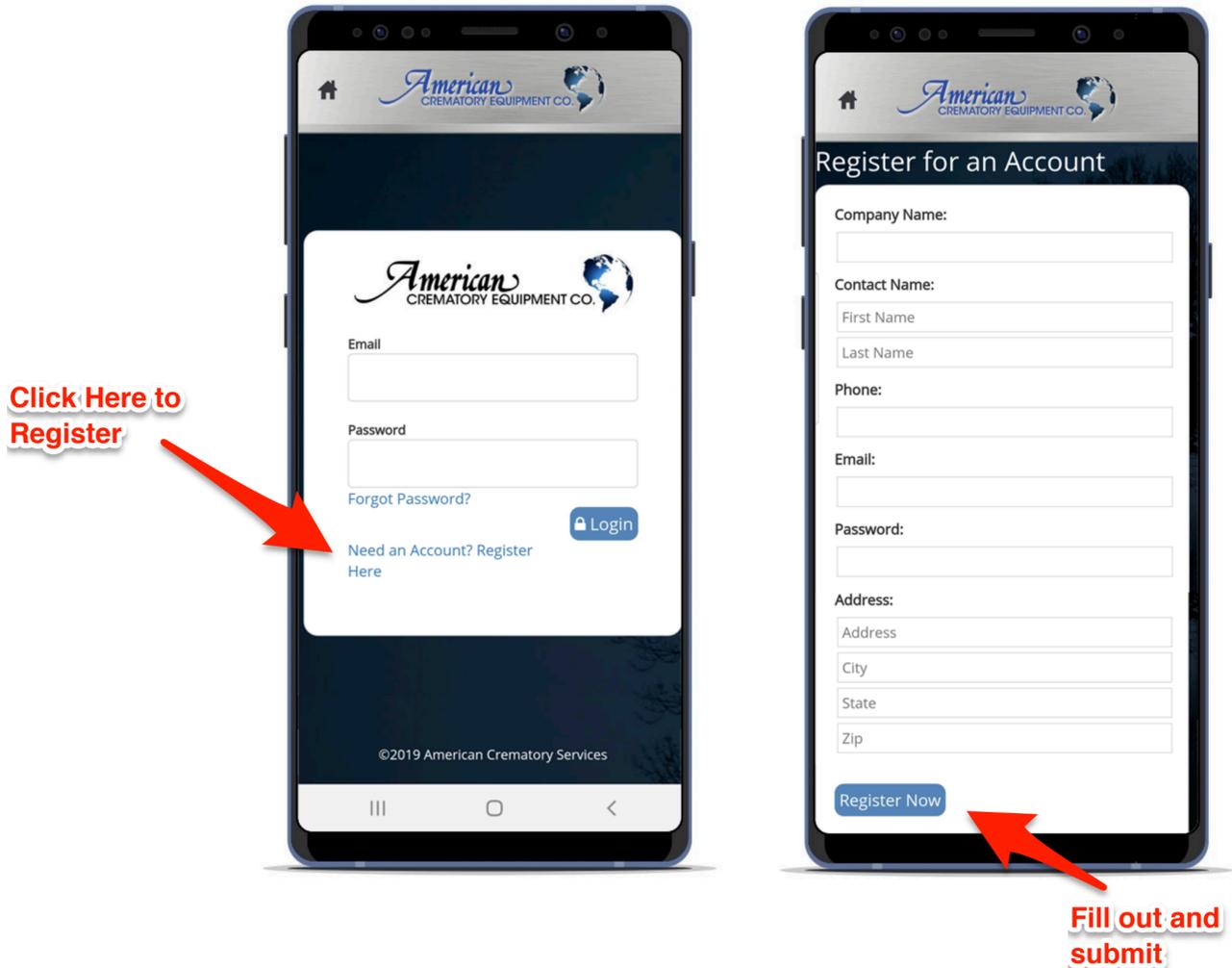
## GETTING STARTED



# REGISTERING

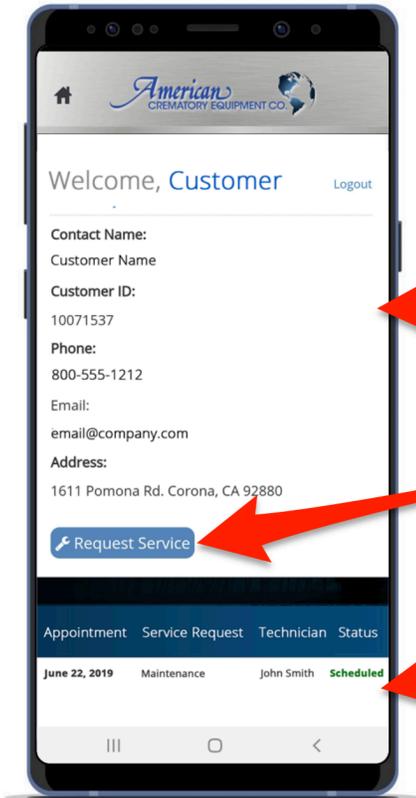
In order to use all the features of this app, you must register. If you are current customer that is already in our system, the app will find your account and automatically sync your information. *Note: Service history will only show starting from the day you created your mobile app account.*

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)

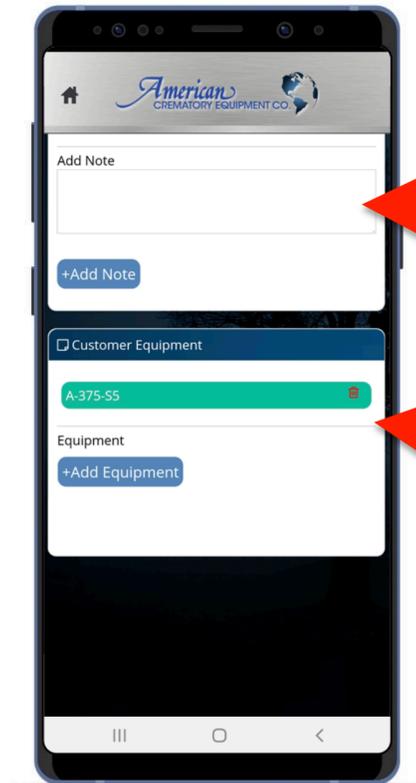


**Your Account Information**

**Click to Request a Service**

**Current Service Requests**

**Scroll Down**



**Add personal notes for your reference**

**Add your equipment to save time when placing service requests**

# 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**

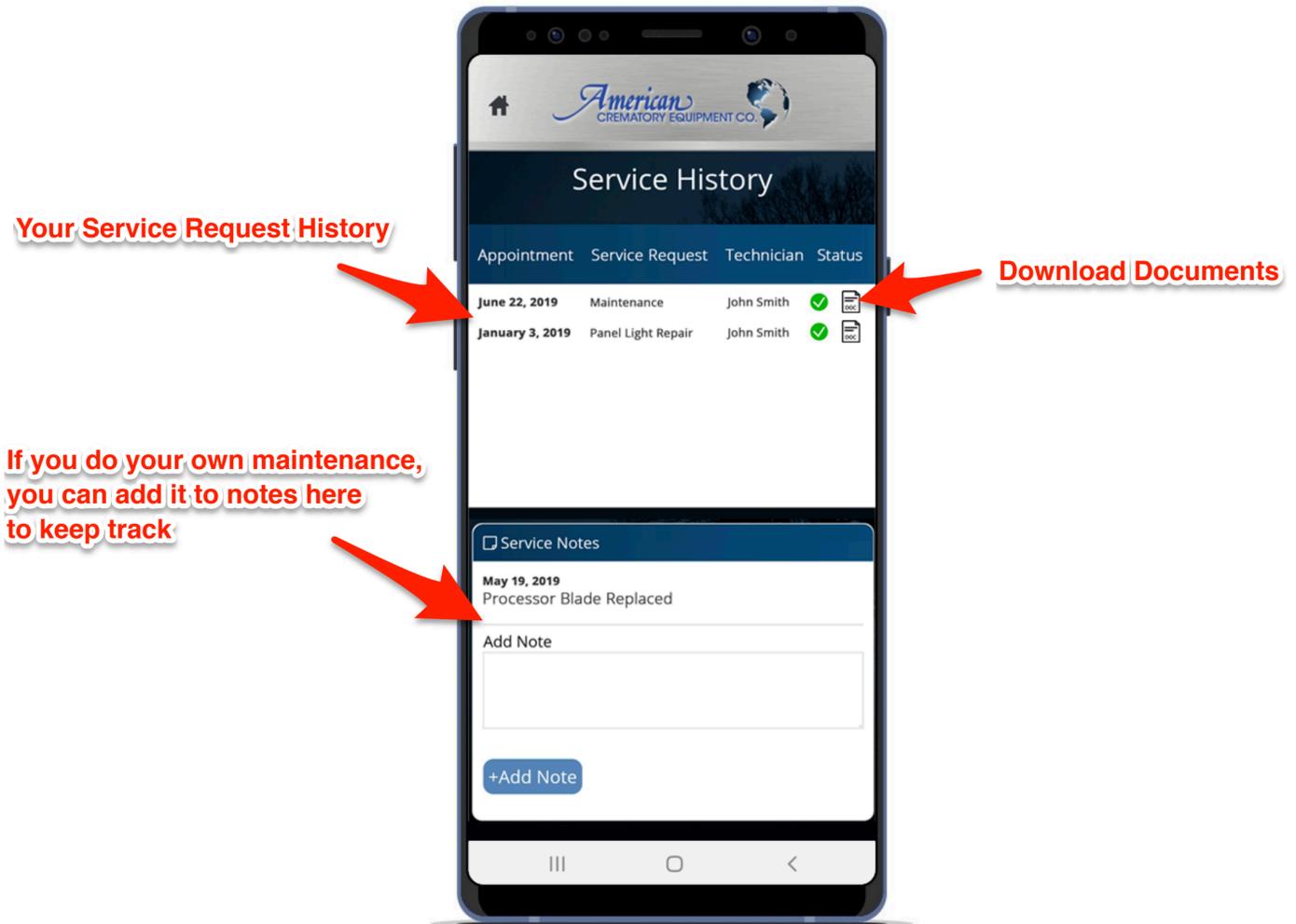
Mark the Problem Area

AMERICAN CREMATORY

DONE

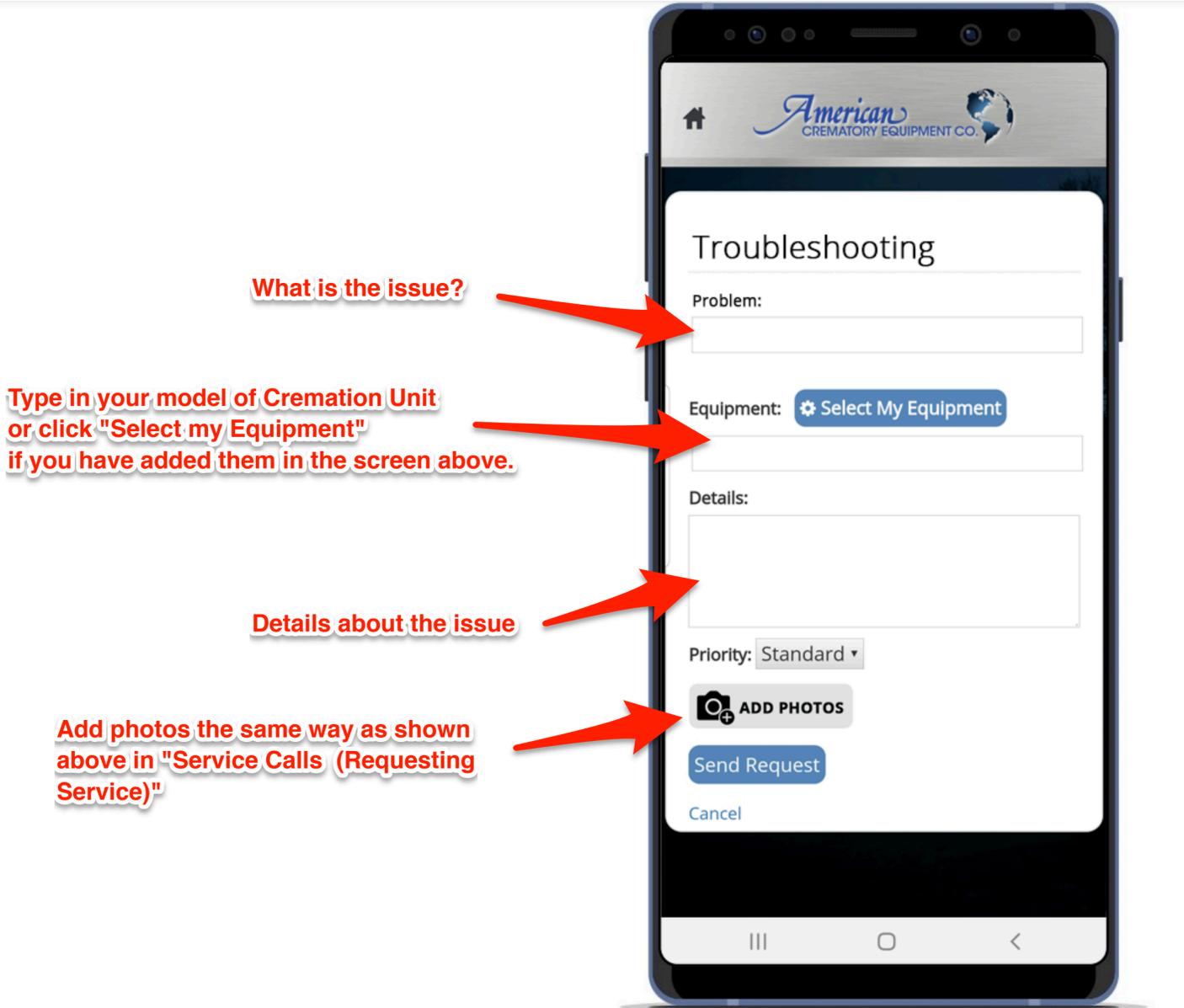
# SERVICE HISTORY

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.



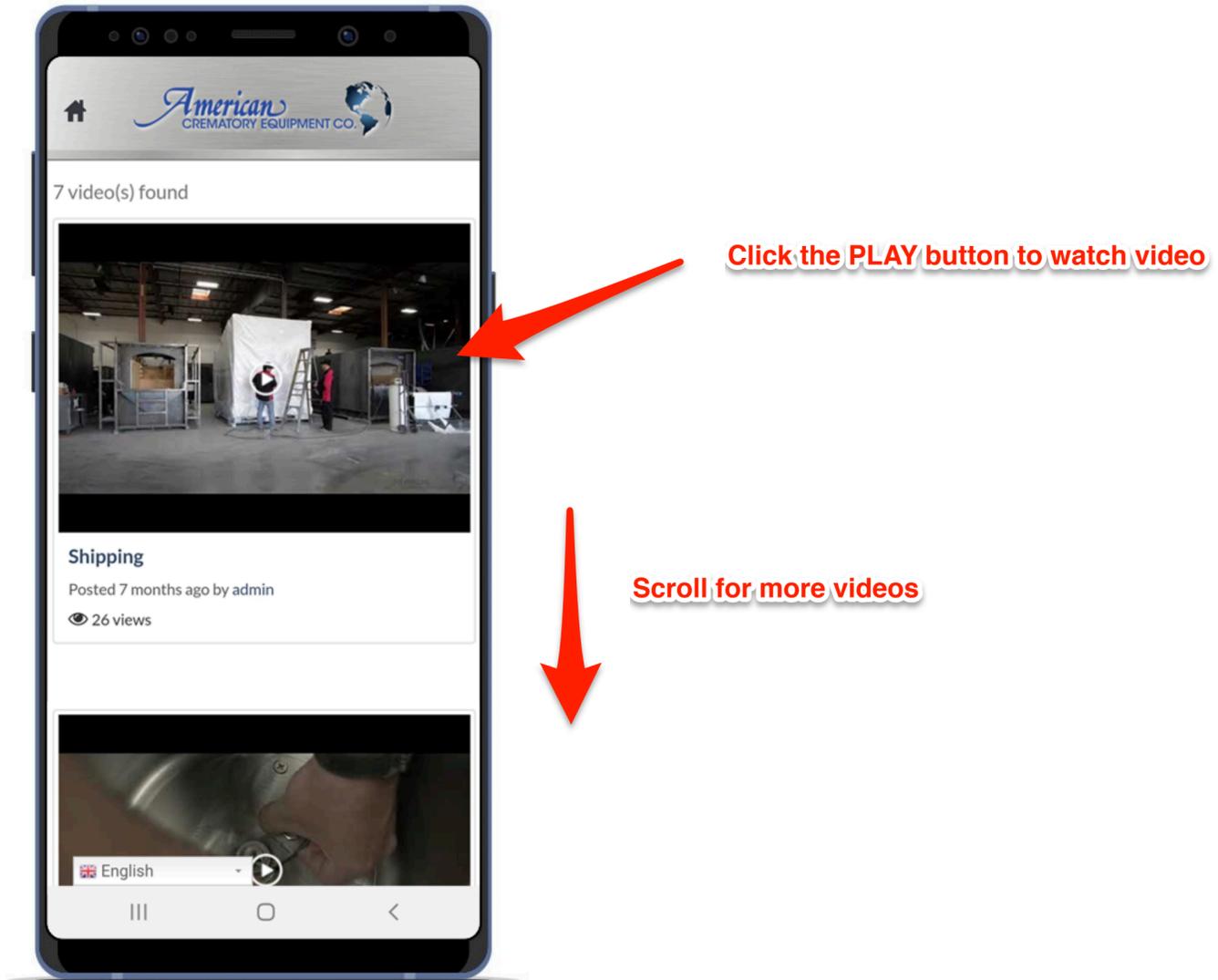
# TROUBLESHOOTING

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



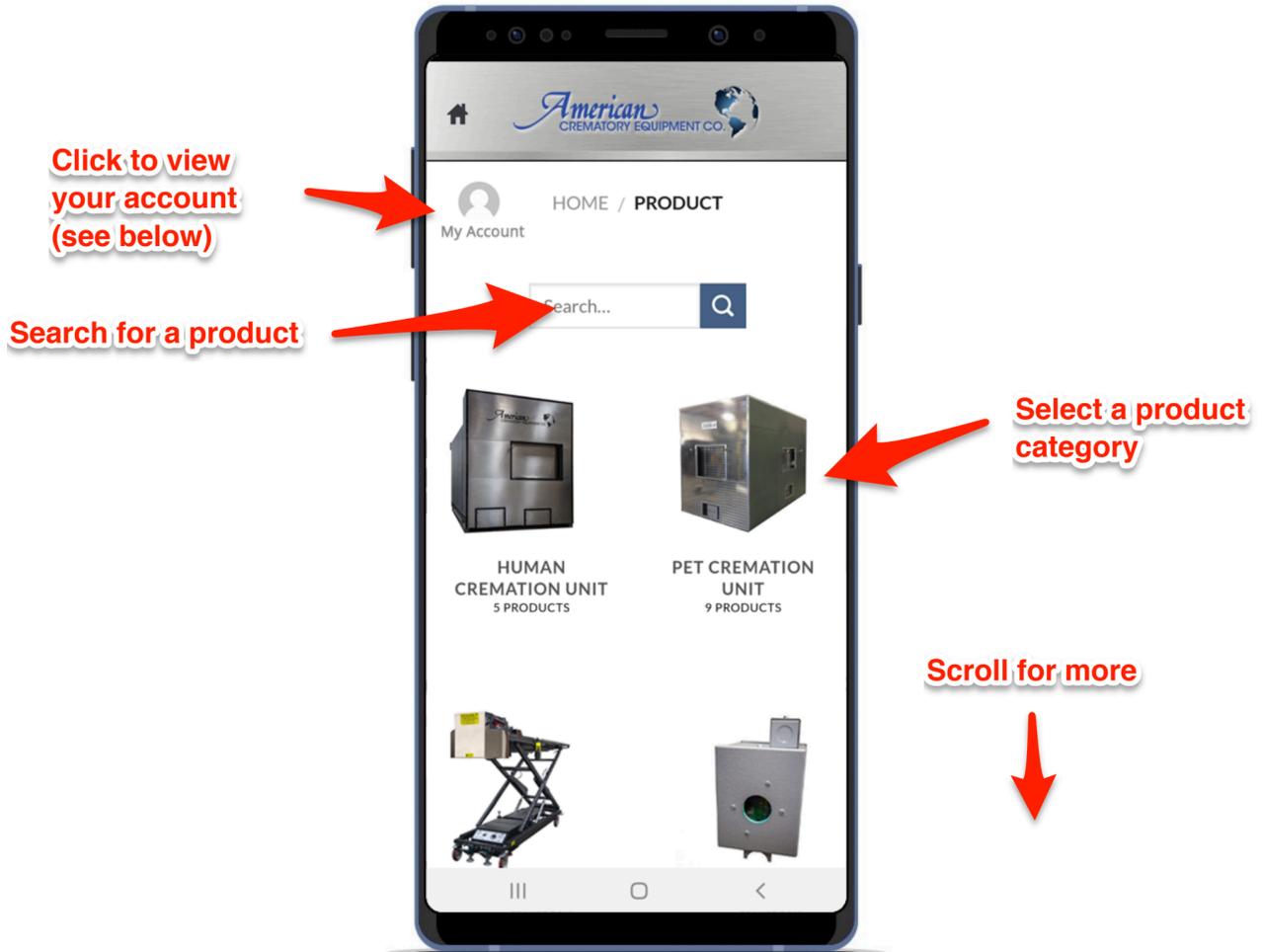
# TUTORIALS

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



# MARKETPLACE

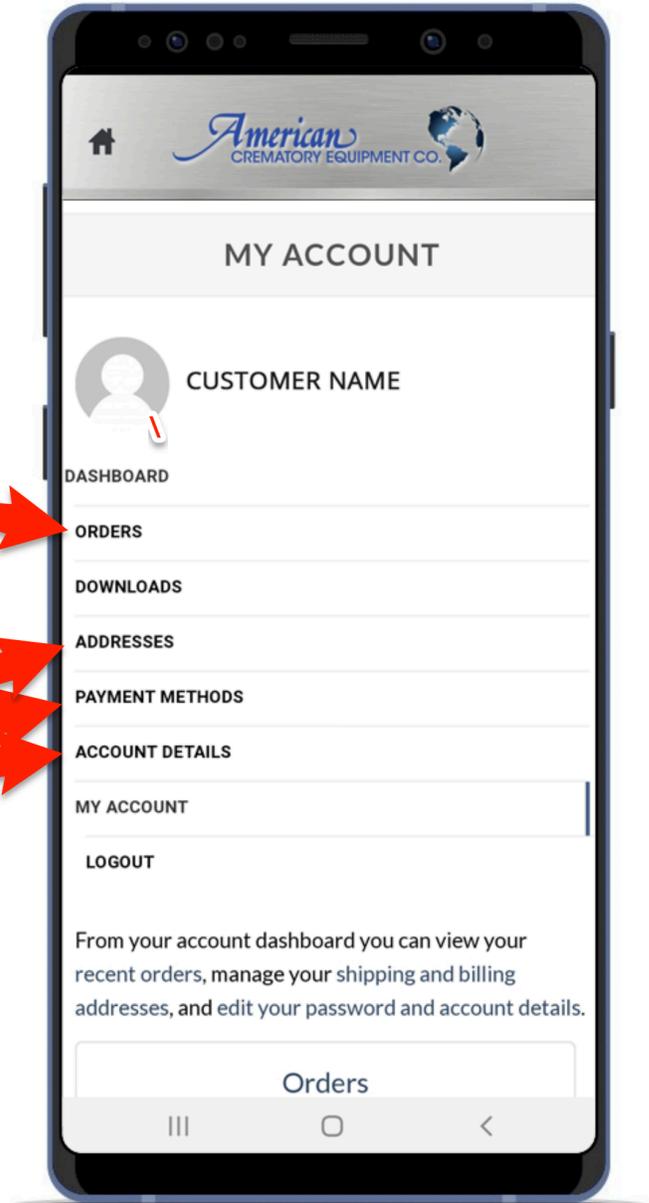
Find new crematory units, ancillary equipment, and supplies & parts you can order from convenience of your mobile device.



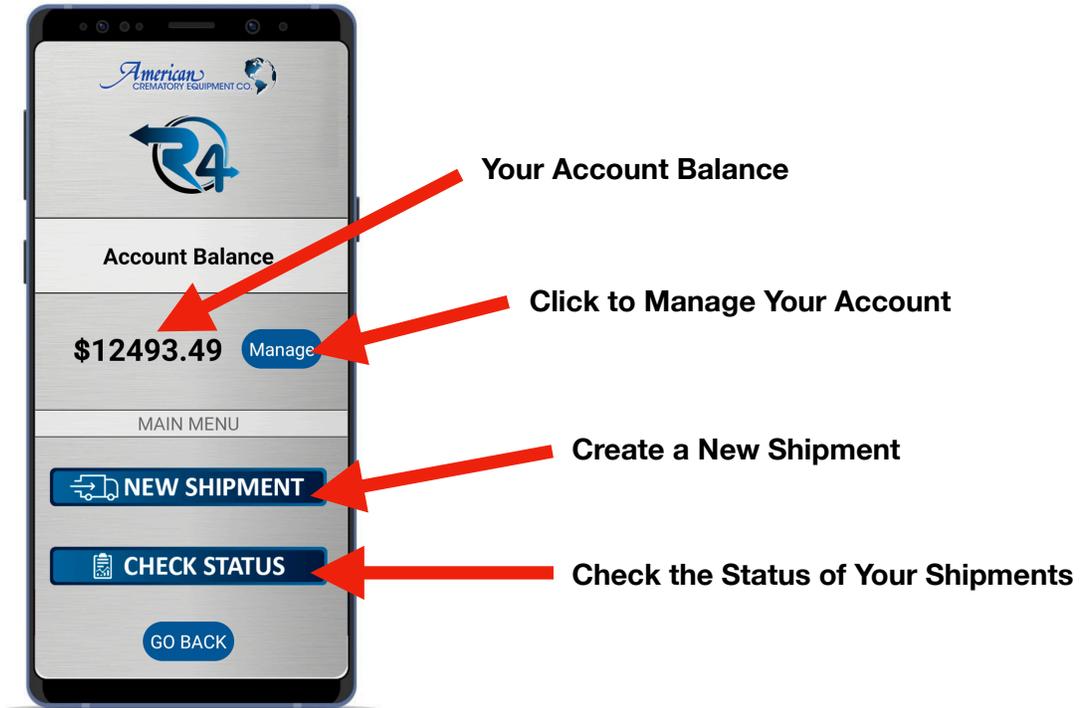
# MARKETPLACE (My Account)

**View for past orders for easy reordering**

**Manage your  
Marketplace  
Account  
Details**



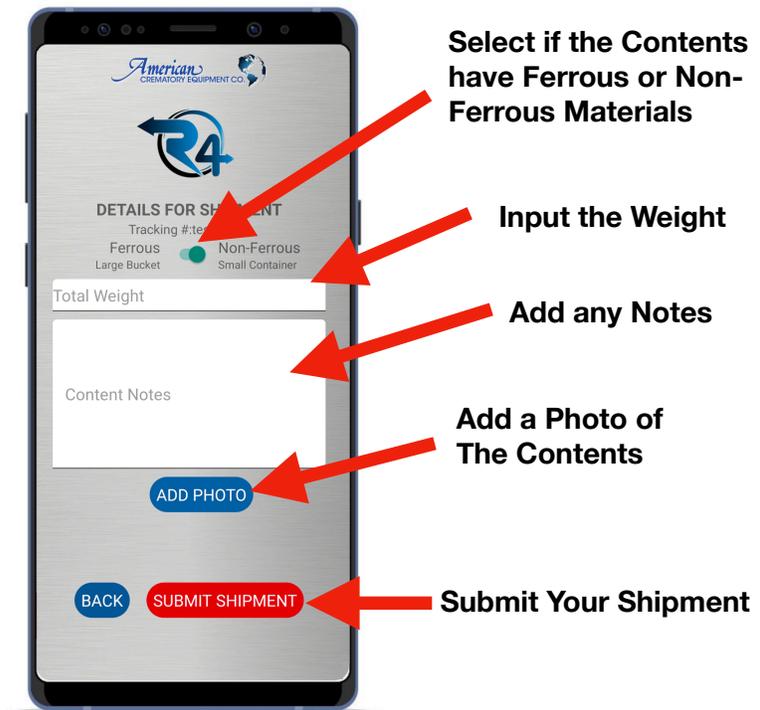
# R4 Program



Select the Tracking Number of the Bin you are Sending



Select if the Contents have Ferrous or Non-Ferrous Materials

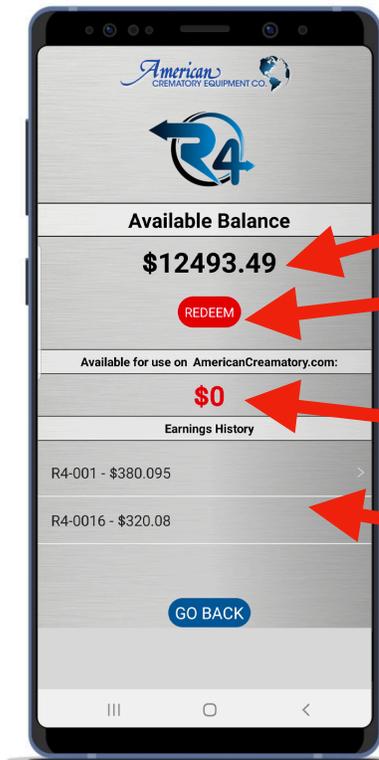


Input the Weight

Add any Notes

Add a Photo of The Contents

Submit Your Shipment

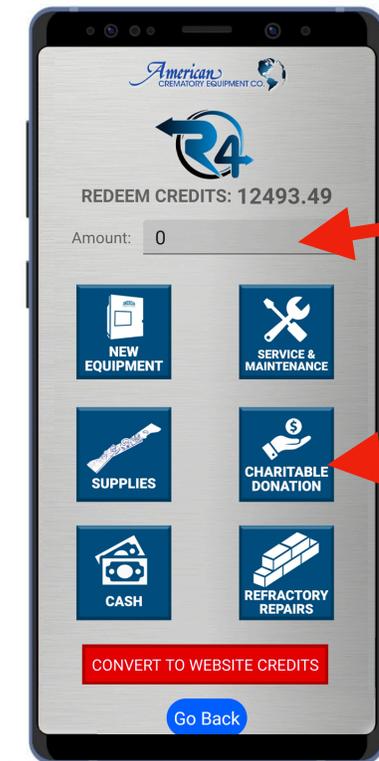


Account Balance

Click to Choose how to Redeem your Balance

Your AmericanCrematory.com Website Credits

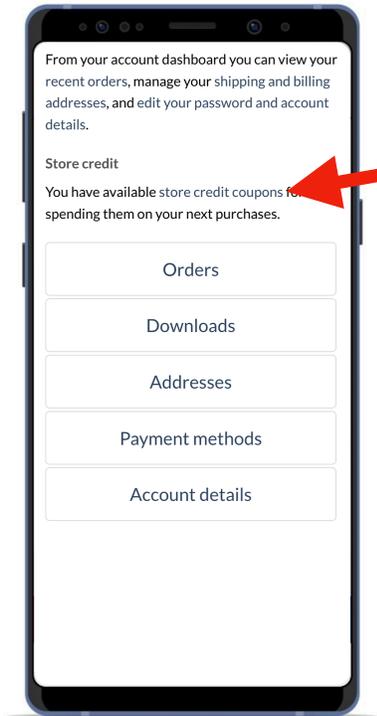
Your Shipment Processing History. Click to View a Breakdown of Your Earnings.



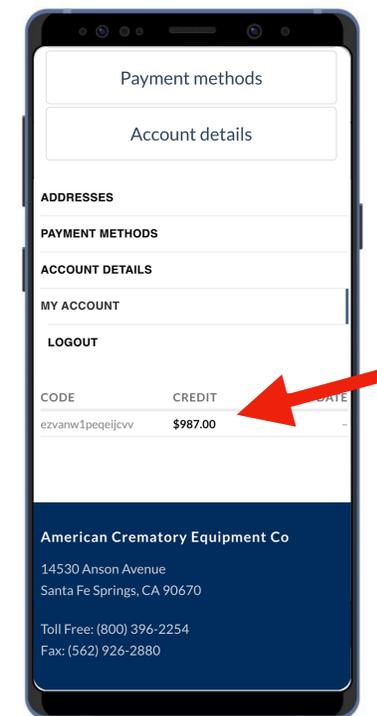
Enter the Amount of Credits You Want to Redeem

Click How You Want to Use Your Credits

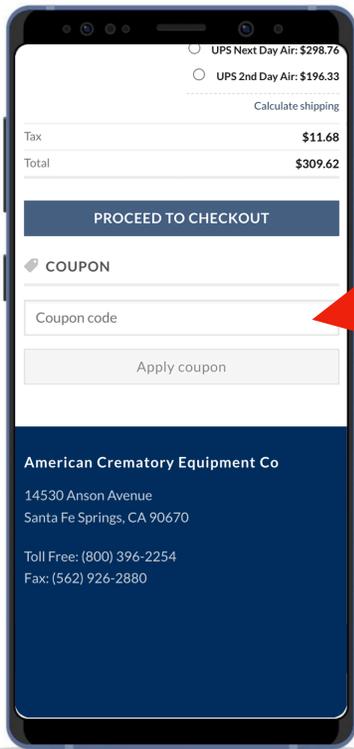
# How to Redeem Website Credits



After you choose to use your credits for 'Supplies', log into your marketplace account (see above) and click 'store credit coupons'



Here you can see how much credit you have available to use. Copy the CODE to use your credits on the website.



**When checking out, use your coupon code to pay with Store Credits.**