LAST WRITES®

(LW2005 – Preliminary)

FLORIDA **GraphTech**

"Completing the Connection to Success."
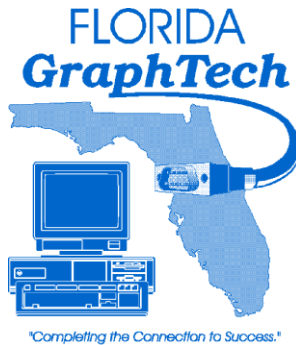
REFERENCE MANUAL

A Product Of:

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INTRODUCTION TO LW2005 VERSION 1.XX

This version of Last Writes® is the first upgrade version of the Microsoft Access 2000 based program and provides both the FL and GA versions. The program contains all the data elements required by a funeral home for the receipt, body preparation, services arrangement and final disposition of any decedent. Through a one-time data entry format, all pertinent data for the Federal, state and local forms, as well as financial data, services arrangements, etc. can be prepared and printed in hard copy form. All official forms have been approved, and will be accepted by the cognizant agency.

The Last Writes® program is currently in use by over 100 independent Funeral Homes. The ease of use, the lack of training need, and the highly responsive and rapid service provided by Florida GraphTech are but a few of the comments which have contributed to the program's wide acceptance.

Just a few of the more significant elements in this version are:

- **Contains the FL and GA Death Certificates and Disposition Permits**
- **Adjustable intensity (darkness) for the back of the DC**
- **Aging Calculation for Accounts Receivable**
- **Case Summary Report**
- **Establishment name on Prayer Cards**
- **Import/Export to and from other drives or computers**
- **Memorandum of Services Report**
- **Preneed Quote Form**
- **Survivor/Purchaser Search Routines**
- **E-mail buttons for several critical forms**
- **"Universal" Register Book formatting**

A complete list of upgrades can be found on the *Program Updates* page of our web-site under "Version History".

ABOUT THIS MANUAL

This document is valid for both the demonstration program and the customized version you will receive if you purchase the program. Program changes through version 1.33 have been incorporated. Please note that some of the functions described in this manual are contingent upon the modules you elect to purchase. (Modules are: Accounting, Cinerator, Direct Disposer, Multi-Branch, Pre-Need and Network.)

SYSTEM REQUIREMENTS

To run the Last Writes® program you need the following hardware:

Computer with a 486 or higher processor, which runs at a speed of at least 133 MHz, running Windows 3.1 or later. (Yes – even Vista!)

SVGA Monitor capable of displaying 800 X 600 Video*

At least 16 MB of RAM

At least 20 MB of free Hard Drive (HD) space

An Internet Connection or a 28.8 Kbps modem (for tech support)
(Cable or DSL connections are highly recommended.)

Laser printer (Hewlett-Packard (HP) PCL 5 compatible) (Ink Jet and multi-function printers have some limitations in printing forms.)

Scanner (Optional - will allow further customization of Prayer Card and Memorial Folder)

* Last Writes® will run fine with the video mode set to 640 X 480, but because of the amount of information displayed on many of the Last Writes® pages, it is much more effective to set the video mode to 800 X 600. (See Page 55 for a typical Windows system setup.)

PROGRAM INSTALLATION

Installation can be from a computer download of from a CD. If you are downloading, we suggest you "Save" the program to your desktop first, then "Run" it by double clicking the new Icon. Follow steps 3 and 4 below. If you have received a CD, proceed as follows:

1. Insert the CD in your CD player. The program installation will automatically start

2. If the program does not Auto-Start, go to START, then RUN and enter the following: X:\LWSetup.EXE (Where X is the drive letter of your CD player.)

3. Follow the instructions on the screen to install the software. For non-networked systems, select only the SERVER installation.

4. For networked systems, select the server installation ONLY for the computer that will contain the data files. This is usually the fastest computer on the network.. If that is not practical, or they are all the same, select the computer on which most of the data entry will take place. All other computers on the network should have the WORKSTATION option selected for installation. Detailed installation instructions for networks are as follows.

PROGRAM INSTALLATION (Cont.)

5. Once the <u>network</u> installation is complete, you will need to identify the location of the data files on the workstations. To do this:

Start Last Writes 2005 on the workstation. You will be prompted to provide the location of the *LWdbfs2000.mdb* file. (See Figure1.)
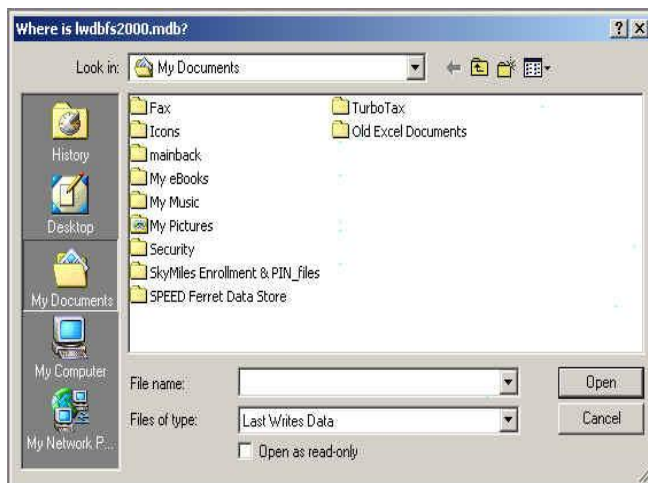
Figure 1. Where is lwdbfs2000.mdb?

PROGRAM INSTALLATION (Cont.)

Use the normal browse capabilities to locate the computer (Server) and the folder containing Last Writes 2005 (See Figure 2.)
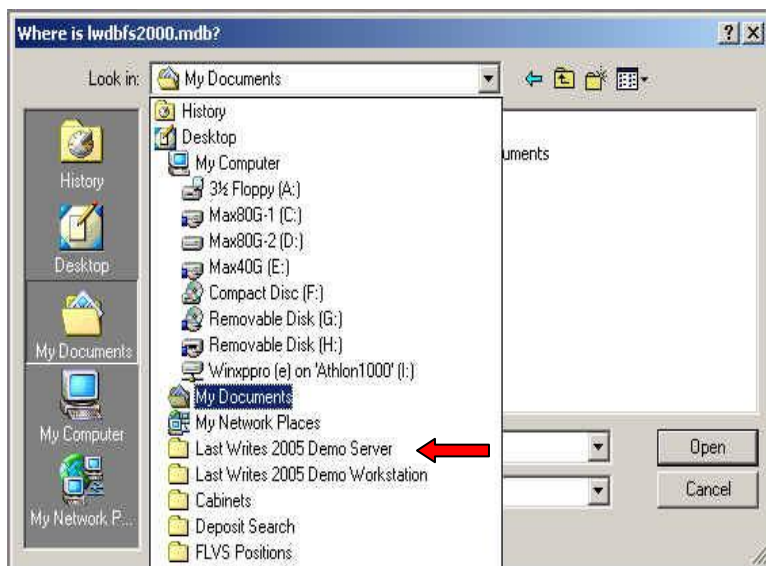
Figure 2. Finding lwdbfs2000.mdb

You will probably need to go into My Network Places to find the Server

(Note – The word DEMO may not be displayed in the folder title)

PROGRAM INSTALLATION (Cont.)

This is where you will find *LWdbfs2000.mdb* (See Figure 3).
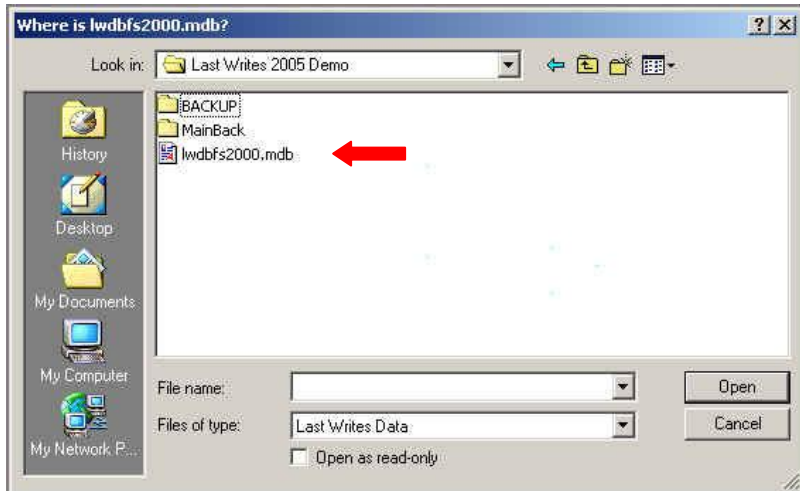
Figure 3. Here it is.

Double-click the file in the window and the necessary attachments will be made automatically (See Figure 4). You should have to do this only one time unless a network error occurs.

Figure 4
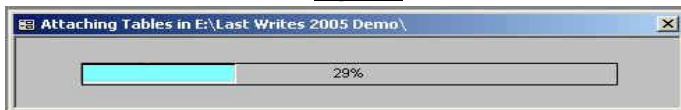
PROGRAM STARTUP

When you initially open the Last Writes® program from your Desktop, you will see two icons. The icon labeled Last Writes 2005 will launch the program.
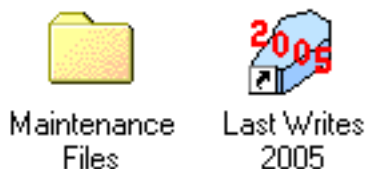
The main focal and control point for Last Writes® is the SWITCHBOARD. When you click on the small casket icon, and then the CONTINUE button on the banner screen, the next screen will be the Last Writes® SWITCHBOARD. All record establishment, data entry, form selection and printing instructions are controlled from this screen. A series of "switches" (or "buttons"), defining the primary function you wish to perform are clearly labeled and logically positioned for maximum understanding with minimum instruction. Where necessary, the visible switch will activate a sub-menu with additional switch-selectable options. All selections, however, cascade down from this main selection source. This document will familiarize you with the main and sub-menu selections available to you.

The icon labeled Maintenance Files will bring up the series of icons depicted below.
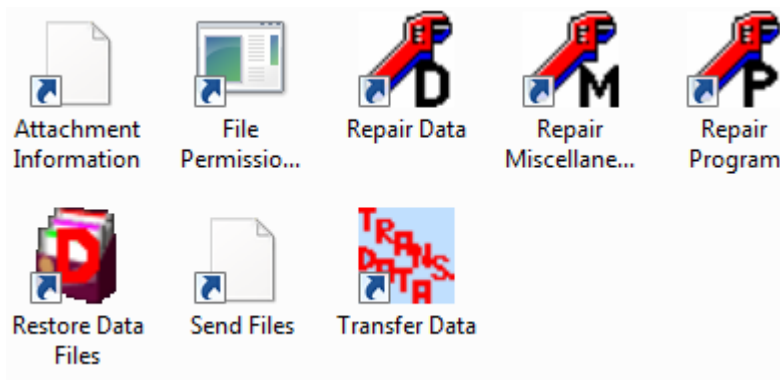
These icons are used to perform various operations within the program.

The "Repair" icons are used to repair and compact the databases when/if they become corrupted for unknown reasons, e.g. power surges, improper shutdowns etc. If you are ever notified by the program that there may be a corrupt database, you should run the three "Repair" e.g., Repair Data, Repair Miscellaneous and Repair Program files in this folder before you contact Florida GraphTech.

The "Restore Data Files" Is a maintenance utility that should <u>only be run after Florida GraphTech tells you to do so</u>. The operation will restore data from your last backup, but will overwrite any data that has not been backed up**. <u>A consequence of running this utility could be a loss of data.</u>**

The "Transfer Data" icon should only be used following the initial installation and IF you were running an earlier version of Last Writes®. This icon enables a series of switches which will let you selectively transfer data from your old program to your latest Last Writes® program. IF YOU RUN THIS UTILITY MORE THAN ONCE, YOU WILL END UP WITH DUPLICATE RECORDS IN YOUR DATABASES.

The remaining three icons Attachment Information, File Permissions Fix and Send Files, are primarily to assist Florida GraphTech in troubleshooting procedures, and should only be exercised if requested by them.

<u>FORM CONVENTIONS</u>

Some buttons are common throughout the program and perform the same function when selected. Examples are PRINT, EXIT, CANCEL and HELP. These buttons, when present, are placed in the upper left-hand corner on all forms. By design, all of them will not be available on every form you select. The HELP button will bring up context sensitive help for the particular form you are currently viewing. With the exception of the EXIT button on the Switchboard, Exit buttons will return you to the Switchboard. Cancel buttons let you abort a procedure, such as print, and return you to the decision point.

Most of the forms in the program will also contain two check-boxes in the upper left-hand area. The boxes are labeled COMPLETED BUT NOT SENT (yellow) and COMPLETED AND SENT (green). Checking one of these boxes causes the related switch on the Switchboard to change color according to the box checked. This provides you with a visual status of that form and that case by simply viewing the Switchboard. The status is also available under the CHECKLIST button. The "SENT" status for all forms can be changed on the Checklist page.

GENERAL DATA ENTRY PROCEDURES & PROTOCOLS

Data entry is very straightforward; simply enter the appropriate data in the appropriate data field as determined by the field titles and the position of the cursor. (In the case of Check boxes, it is probably more advantageous to simply mouse click on the appropriate box.) Common problems associated with data entry stem from two common procedural mistakes. They are; 1) not having the cursor properly positioned, or 2) not entering data in the proper format. Cursor misplacement is generally caused by "Mousing" to the wrong position within a pre-defined field. Using the TAB or ENTER key to move to the next field minimizes this problem. Data formats for time, dates, SSN's and Phone Numbers are predefined and must be followed.

Please review the information available from the HELP button on the Switchboard for additional information on this subject.

Last Writes® also has extensive pop-up menus for rapid and accurate data entry. The data entries for Physicians, Churches, Cemeteries, Caregivers, etc. can be entered in this manner. A small pop-up arrow icon at the right end of a data field will indicate that pop-up data is available. Clicking in the field or on the arrow will cause the available data to become visible. If there is a small "+" sign adjacent to the small pop-up arrow, you can enter new data into the appropriate database for future use. Simply click on the "+" sign to open the appropriate database.

Most date fields can be filled in by double clicking within the field, or by clicking on the small calendar icon in order to pop-up a 3 panel calendar with the current month in the center. Year and month can be selected from the sides of the calendar display, then click on the appropriate date. The date field will then be automatically filled in.

INITIAL DATA ENTRIES

Although not mandatory, you will find it beneficial if your initial data entries are devoted to:

a.) filling out the information under the PROGRAM SETUP form on the Switchboard, including the Pre-need Trust Types you use most frequently.

b.) specifying the style of Memorial Folders you prefer,

c.) entering your file data for Physicians, Cemeteries, Churches and Hospital/Nursing Homes in the appropriate database, and

d.) entering data into your General Price List (GPL)

The basis for this recommendation is that this data is used in completing both At-Need and Pre-Need forms, and having the data available will simplify the data entry process. You may also want to review the data in the Miscellaneous Databases and make any additions and/or corrections which will simplify your data entry process.

INITIAL AT-NEED DATA ENTRY

For all At-Need accounts, the first action that must be taken is to establish an account with the appropriate number assigned. Clicking on the NEW DECEDENT button will produce a dialog box requesting specific information. You must enter a name for the decedent and insure that the account number is the correct one. When the box contains the correct information, select SAVE. This establishes a unique account and number for that individual.

Data entry can then proceed by bringing up the ARRANGEMENT RECORD form and entering all the pertinent data. Data entered is saved in designated record fields for later recall, modification, printout or deletion. It is not essential that all data be entered at one time, but anything omitted will result in blank spaces in associated forms. Future data entries may be made by simply recalling the decedents record, either by name or account number, and proceeding with the data entry process. Data does not have to be entered in the Arrangement record. Data entered in any form will be automatically incorporated into all other forms where the data field has the same identity. Similarly, any data modified in any field will be changed in all forms.

INITIAL AT-NEED DATA ENTRY (Cont.)

The single exception to this rule is in the PREVIEW MODE of the Monthly Reports. All data visible in this mode can be modified, but any changes made to the METHOD OF DISPOSAL will not result in any change to the Death Certificate (DC). The change will appear in the monthly report, but the only way to change this field in the DC is to do it in either the Arrangement Record or the DC form. A note of caution is presented in the Preview Mode of the Summary report.

INITIAL PRENEED DATA ENTRY

Clicking on the Preneed button on the SWITCHBOARD will cause a submenu to appear that is similar in content to the At-need side. The NEW RECORD button will provide options for establishing a new account or recalling an existing one. Data entry is performed in the same manner as in the Arrangement Record, but all data will be stored in a separate database.

SWITCHBOARD OVERVIEW

As you go through this document, you should be aware of the geometry of the SWITCHBOARD layout. For reference, a layout drawing and a switch function listing are provided on the next three pages. Basically the SWITCHBOARD is divided into two sections. The left section is the At-Need side, and the right section is for Preneed, various databases and the administrative tasks.

Each switch on the SWITCHBOARD is interactive, which means if you activate the switch, either by Mouse clicking on it or using the "Hot Key", an appropriate action will follow. The action is usually doing or showing the item identified by the switch legend, although in some cases additional switches (menu items) will appear. Hot Keys are defined by an underscored letter in the switch legend, and are employed by holding down the ALT key and striking the underscored keyboard letter or symbol. The Hot Key for the Purchase Contract is the letter P and the Hot Key for the Payment record is y. Hot Keys are not case sensitive so the fact that the P is capitalized is of no consequence. Holding down ALT and striking P will bring up the Purchase Contract form. If a symbol is designated as a Hot Key, it will be necessary to use the SHIFT key as well as the ALT key to activate the function. If there are no letters underscored in the switch legend, it can only be activated with a click from the pointing device in use. A detailed definition of each switch and its function(s) is provided in this document.

Last Writes® Switchboard (Main Menu)

(Background color will vary by state)

Last Writes Funeral Home
P.O. Box 542761 Merritt Island, Florida

LW 2005
Version 1.33
Last Writes Web

Help | Branch | Setup
Exit | All Decedents

New Decedent
Delete This Decedent
Change Case#

Search by:
Last Name
Case #
Survivor/Purchaser

Decedent | Case #

Arrangement Record
Purchase Contract
Payment Record

Release Remains
Cremation Authorization

Social Security 721
VA Burial Benefits
VA Flag
VA Marker

Register Book

Death Certificate
Disposition Permit
Nat'l Cemetery

Newspaper Obituary

Physician Certification
Mortuary Release

Memorial Folder
Prayer Cards
Clergy Record

Correspondence/Misc.

Checklist

Photo

Form Complete. | Form Sent:

Preneed

Miscellaneous

Casket Price List
General Price List

Reports

Stationery/Labels

Blank Forms

Upcoming Services

Import/Export

Cremation Customers

Supply Database

Casket Manufacturers
Cemeteries
Churches
Clip Art
Hosp/Nurs Homes
Memorial Folder Verses
Prayer Card Verses
Memorials
Physicians
ZipCode

Misc. Databases

1 1

Left Side of Switchboard

Switchboard Button	**Switchboard Button**
Sub-Menu Button	**Sub-Menu Button**
Setup	Physicians Certification
Help	Mortuary Release
Exit	Memorial Folder
Branch	Double Fold & Pre-Printed Single
All Decedents	Full Size Single Fold
New Decedent	Prayer Cards
Delete This Decedent	Clergy Record
Last Name (Search By)	Correspondence/Misc.
Case # (Search By)	Cancellation Notice
Survivor/Purchaser (Search By)	Cemetery Notification
Preneed	Condolence Letter
Arrangement Record	Cremation Certification
Purchase Contract	Cremation Arrangements Verification
Payment Record	Embalming report
Release Remains	Envelopes
Cremation Authorization	Funeral Attendance Verification
Social Security 721	ID Tags
VA Burial Benefits	Insurance Assignment
VA Flag	Release of Cremains
VA Marker	Shipout/Schedule sheet
Register Book	Various Receipts
Death Certificate	(State Forms)
Disposition Permit	Checklist
National Cemetery	Photo
Newspaper Obituary	
Long Obituary	
Short Obituary	
Narrative Obituary	
(Various Newspaper Forms)	

Right Side of Switchboard

Switchboard Button	**Switchboard Button**
Sub-Menu Button	**Sub-Menu Button**
Preneed	Cremation Customers
New Record	Preview invoices
Search By Last name	Payment Record
Search by Contract/Trust #	Customer Database
Monthly Set of Invoices	Supply Database
Preneed Summary Report	Casket Manufacturers
Casket Price List	Cemeteries
Reports	Churches
Direct disposer Facility Report	Clip Art
Funeral Establishment Report	Hosp/Nursing Home
Cinerator Facility Report	Memorial Folder Verrses
Accounts Receivable/Aging	Prayer Card Verses
Contract Summary	Memorials
Payment Summary	Physicians
Sales Analysis	Zip Code
Invoices	Misc. Databases
Responsible Party	Airlines
Case Summary	Business/Industry
National Cemetery Decedents	Cities
Stationery/Labels	Employers
Stationery	Military Ranks
Labels	Occupations
Blank Forms	Origin (Death Certificate)
Arrangement Record -FL	Race (Death Certificate)
Cremation authorization	Relationships
Embalming Report	Religions
Upcoming Services	County Fees (FL)
Import/Export	
Export All At-Need and Preneed Records	
Import All At-Need and Preneed Records	
Export Preneed to Excell Spreadsheet	
Email Preneed Spreadsheet	
Reports	
Export financial Data	

PROGRAM SETUP

Selecting the **PROGRAM SETUP** button produces a form with 6 tabs for the entry of numerous pieces of information that will be used throughout the program. There are also fields and check-boxes for establishing default selections and making some adjustments.

GENERAL Tab

Name, Address and Phone Number of establishment - self-explanatory (NAME and ADDRESS CANNOT BE CHANGED BY USER)

Default type of body normally received (for a New Record)

Branch Selection (If applicable**)**

Support Services - The name and license number of any support facilities you may use, such as refrigeration, crematory, removal service, embalming etc. - self-explanatory.

Purchase Contract **Administration Fee** and **Annual Interest Rate** - These values are used in the Purchase Contract. Values can be changed at any time.

Printing Tab

Select whether you want to print form & data for the Disposition Permit, or use the State provided forms.

Determine how much offset is required to properly align Burial Permit and preprinted prayer cards.

Determine which intensity level, of the available 10, provides the most satisfactory shade of gray for the backside of the Death Certificates.

Select which of two methods of printing works best with your printer.

Determine if you want separate pages for caskets, vaults and urns, or if you just want a continuous printout.

.

Employees Tab

Enter name, position, and license numbers for all licensed employees.

Financial Tab

Invoices can be printed such that the addressee and return addresses are visible through a double window envelope, or just the addressee's through a single window envelope. Select your preference.

Specify what Administration fee and interest rate should be applied within the Purchase Contract. You can also specify the application of aging to invoices.

Service Selections

You can predefine "packages" of services for ease of quoting and completing the Purchase Contract. Typical packages are called "Full Service", "Service Without Viewing", etc. To establish such packages, perform the following steps:

1) Complete the General Price List (GPL)

2) Click on the **Program Setup** button on the Switchboard, select the FINANCIAL tab, then the **Service Selection** button.

3) Select **Add A New Record**, and then assign a title appropriate for the type of service you are defining.

4) Fill in the necessary price fields

NOTE: items that have a small square button just to the left of the descriptions are line items in the GPL. Clicking on the button will insert the GPL price. A second click will zero the amount. All prices can be inserted or overwritten at any time without changing the GPL price. If you DO change GPL prices, it will be necessary to modify each predefined package to incorporate the changes.

Misc. Tab

You can specify any user desired checklist line items. You can also specify the names of the most commonly used Trust Accounts.

Determine the type of Memorial Folders you most frequently use.

Establish if you want the official facility name, or the chapel name, used in "Services At" printouts.

If desirable, you can have the option of selecting either the Florida or Georgia version of the program from the Switchboard. In most cases, only establishments near the FL-GA border would select this option.

Verify Database Integrity – for integrity check only

Repair History – A chronological listing of repair activities.

SMTP-Server for email – Help: Assists you in identifying your e-mail server for purposes of e-mailing forms. Help is provided for users of Outlook Express, Windows Mail (Vista), Microsoft outlook 97 and 2002, Thunderbird and Eudora.

Security Tab

This tab enables setup, change or disabling of Preneed, Financial, Payment Record and Change Case # passwords. Accessed by entering the default password "Master".

NOTE: If passwords are changed, it is your responsibility to remember them. Florida GraphTech has no way of determining what passwords YOU have selected.

Help

The **HELP** button provides context sensitive help for the Last Writes Program. Data formats, data entry criteria, form completion instructions, etc. are provided as appropriate on each form and sub-form.

EXIT

The **EXIT** button will take you out of the Last Writes Program after generating a backup copy of your program. Each day's backup will overwrite the previous backup of the same day. For example, if you exited the program last Friday, you would have made a backup of all your program files up to the time you exited. When you exit the program the following Friday, you will again backup the program, overwriting the backup from the previous Friday.

We encourage all users to exit the program with this button each day in order to safeguard your program files. You are further encouraged to periodically make a copy of your latest backups and remove them from the computer site. This function is provided as convenience and is not intended to be a substitute for frequent and complete system backups.

Branch

The **BRANCH** button is functional only if you have selected and purchased the **Multi-Branch Module**. This button then allows you to select the branch you wish to enter data for. If you should accidentally enter data in the wrong branch, there are provisions for moving the data between branches (See the "Change Case # " button on page 18.)

The **ALL DECEDENTS** button is directly related to the "SEARCH BY" buttons just below and to the right of it on the Switchboard. Selecting this button will bring up a List Menu offering you the choice of: "Traditional Funeral", "Cremations Only", "Direct Disposals", or "All Decedents". Your selection will then limit or expand the search criteria accordingly when you elect to search for a specific case. If, for example, you select "Cremations Only", only those cases which meet that criteria will be in the list of cases displayed for your selection. The ALL DECEDENTS legend is the default selection of the program, but it will change if you select one of the other options.

NEW DECEDENT

Select the NEW DECEDENT button to initiate a new case in the database. You will then be given the following data entry and selection options:

"SELECT BRANCH" - This option is only available if you are a multi-branch establishment. When you select the appropriate branch, all data entry will be assigned to that branch in the same manner as though you changed the branch on the Switchboard.

"CASE #" - Assign the next appropriate case number. Last Writes® will not allow a duplicate case number.

"FIRST, MIDDLE, LAST NAMES" - Enter applicable data.

"TRADITIONAL FUNERAL/CREMATION" - Select this option if your establishment is handling the full service for the decedent. Cases will be reported in the appropriate monthly report(s) according to the type of service provided.

"CREMATION ONLY" - This option can only be selected if: a) you are a crematory and using the Last Writes® crematory module and: b) you are providing just the cremation service for another funeral home or agency. This case will only be reported in the "Cinerator Facility Report".

"DIRECT DISPOSAL" - This option can only be selected if: a) you are using our Direct Disposer module and: b) you are providing the service under a Direct Disposer license. This case will be reported under the "Direct Disposer Facility Report".

DELETE THIS DECEDENT

The **DELETE THIS DECEDENT** button will remove all data AND Case Number reference from the database. *Be sure that is what you have in mind before selecting this option.*

The **CHANGE CASE #** button actually affords the opportunity to: a) Change the branch a case is assigned to; b) Change the assigned case number, and; c) Change the manner of disposition. This selection is included primarily to avoid the necessity of re-entering information if erroneous assignments are made in the initial data entry.

LAST NAME

The (Search By) **LAST NAME** button enables you to find an existing record for a know decedent. Selecting this option will produce a dialog box asking you to type in the first few letters of the name you are searching for. If you enter a single letter then click on GO, a list containing all names beginning with that letter will appear. Entering more letters will shorten the list of possibilities.

A single mouse click on a selected name will recall all forms and data associated with that case. The name and case number for that decedent will appear in the appropriate windows for identifying the currently active case. As each new case is entered and assigned a case number, the name and number will automatically be added to the list, in correct alphabetical sequence, for future recall.

CASE #

The (Search By) **CASE #** button will produce a similar approach to finding a specific case when only the Case Number is known. Case Numbers will appear in ascending order of the assigned digits. A single mouse click on a selected number will recall all forms and data associated with that case. The name and case number will appear in the appropriate window for identifying the currently active case. As each new case is entered, the case number and name will automatically be added to the list in correct numerical order.

SURVIVOR/PURCHASER

The (Search by) **SURVIVOR/PURCHASER** button will produce a sub-menu for searching for any name that has been recorded as a survivor or purchaser in any previous case. It is not necessary to know the entire name to conduct a meaningful search. A search can be made on a single letter, any number of letters, or the full name. Selecting to search for a survivor, then entering the character string of "son" will produce a list of all listed survivors whose name contains those letters e.g. Anderson, Johnson, Wilson, etc. Selecting a name from the results of the search will result in the name and case number associated with that name, being identified as the currently active case.

(Functional only if Pre-Need Module has been ordered.)

Selecting PRENEED produces a sub-menu with the following selection options:

New Record
Search By Last Name,
Search By Contract/Trust #
Monthly Set Of Invoices (Requires Accounting Module)
Preneed Summary Report

The **NEW RECORD, SEARCH BY LAST NAME**, and **SEARCH BY CONTRACT/TRUST #** buttons function just like their counterparts on the At-Need side, and as described earlier.

 The **MONTHLY SET OF INVOICES** allows you to generate invoices for all accounts that have a balance due. You are expected to enter the dates of coverage for which you wish invoices to be generated. Dates selected as **START DATE** and **END DATE** are inclusive.

Selecting **PRENEED SUMMARY REPORT** enables you to compile a summary report of your Preneed activities over the time frame you specify. As an added feature, we have provided the option of printing this report without disclosing the financial data. This provides a handy reference document for people (like auditors), without fully disclosing the monetary value of any given contract. Again, the selected dates are inclusive. You have the option of printing a list of only those accounts with an outstanding balance, or a list of all accounts. Additional choices are available for selecting how you want the data presented. You can choose to have the data sorted by **NAME**, by **CONTRACT/TRUST #** sequence, or by **DATE**.

If you have the Multi-branch module, Preneed Contracts and Sales can be organized by Branch. Simply select the branch title before you enter the Preneed data. Printouts of reports will be limited to the selected branch. When transferring a Preneed case to At-Need, you will be asked to specify the branch to which the case is being transferred.

The latest version of Last Writes® provides an Arrangement Record for both Florida and Georgia. The program will default to the appropriate State based upon the facility address provided when the program is purchased. The other State(s) can be accessed with the "STATE" button at the top left of the displayed forms if you have elected to show this button during "Setup".

The ARRANGEMENT RECORD button brings up the primary form for data entry. With some minor exceptions, the top portion of the form is nearly identical to the Florida/Georgia Certificate of Death in terms of data arrangement. We have tried to break the data entry process down into a series of logical steps which does not require scrolling around the form in order to view the various fields. We have placed a series of tabs at the top of the Arrangement Record to facilitate this process. Tabs labeled **Demographic Information** (parts 1 and 2) reflect the upper portion of the new DC. Other Tabs have been labeled as **Certifier Information, Report Information, Services, Disposition, and Decedent Personal Information.** Data entry fields for data which is not required for the DC, but which is related and used in other forms, will have a colored background. One of the more significant differences in this version of Last Writes® is the inclusion of several small command buttons with red legends on them. Each of these buttons is intended to make the data entry process as simple and error free as possible. Most of the buttons will bring up a list of data entry options, which have already been entered in a supporting database. By picking the desired item from these lists, you are insured of proper spelling, correct addresses, phone numbers, etc. There are also small arrow buttons at the end of numerous fields. Clicking on these arrows will cause a list of pre-entered data, appropriate for that field, to "pop-up". A small red "+" button next to the arrow buttons brings up the database containing that data so you can add even more data to the pop-up. As time progresses and if you take full advantage of the "+" buttons, your data entry options will increase in number, affording you an even greater opportunity for error free data insertions. There is also a "Calculate Age" button, which will use the date of birth and date of death entries to accurately calculate the age, and automatically insert it in the appropriate block. Months, days, and hours will also be automatically calculated and inserted for deceased infants.

ARRANGEMENT RECORT (CONT.)

Following the data entry in the "**Demographic Information**" sections of the form, additional information should be entered in the other sections. All the available data should be entered in each of these sections as soon as possible since this data will be used in completing the rest of the forms identified on the Switchboard. It should be noted, however, that if data is not entered initially, it can be entered directly into each form as appropriate. Data entered in this manner will then be reflected in the Arrangement Record any time it is accessed in the future. In other words, it is not mandatory that all data be entered in the Arrangement Record. Data entered in other forms will be just as valid and useful.

Data entry for the remaining sections is self explanatory, and will vary as a function of circumstances and family choices. At the bottom of the "Disposition" form is a free-form NOTE field where you can enter any data you choose. Remarks, reminders, questions, etc. are all valid entries.

PURCHASE CONTRACT

The **PURCHASE CONTRACT** provides the primary financial agreement between the establishment and the purchaser. A lot of the data entered will be extracted from your General Price List (GPL) and/or your Casket Price List (CPL). This section assumes that data entry has already been made in those databases.

All line items in the PURCHASE CONTRACT have a space for inserting a price. Where the line item is identical to the line item in the GPL we have provided small "insert" buttons just to the left of the line item. A mouse click on the button will insert the price contained in your GPL. A second click will zero out the amount. Simply placing the cursor in the field and entering the desired amount can overwrite any inserted price (or zero).

Where there is a site option e.g. providing the same service at your establishment, or an alternate site, two "insert" buttons have been provided. One is labeled **FH**, for Funeral Home, and the other is labeled **OT** to indicate the OTher site. Careful selection is necessary. Where there is no matching GPL or CPL line item, it is necessary to place the cursor in the appropriate block and enter the amount.

All subsections are automatically totaled, and a grand total for all items is provided.

In the **MERCHANDISE SELECTED** area, the small boxes with the down-pointing arrow at the right end of the line item brings up a selection list from your CPL. Selecting any item will cause the price and description of that item from your CPL to be inserted.

The **SERVICE SELECTION** button at the top of the form will complete the PURCHASE CONTRACT form in accordance with the definitions of your pre-determined Service Selections. (See page 15 for the details of those items.)

The **CASKET RENTAL FORM** button provides you with an acceptable form for rentals. All available data will be automatically inserted, and the form can be printed for signature(s).

A **PRINT MEMORANDUM** button, also at the top, provides a summary printout for customer distribution.

PAYMENT RECORD

(Functional only if the Accounting Module has been ordered.)

The **PAYMENT RECORD** form serves as the accounting ledger page for the active account. The Balance from the Original Purchase Contract is shown, and entries can be made for any subsequent payments or additional debits. Spaces are provided to record the date, a description of the transaction, and the amount of each charge or payment. A running total for the account will be automatically calculated with each entry.

You have the option of printing a **RECEIPT**, or an **INVOICE** from this form. Individual buttons are provided for each form. The INVOICE forms should only be printed from this form when you want to issue them on an individual basis. To generate monthly invoices for several people you should use the **REPORTS AND LABELS** button.

RELEASE REMAINS

The **RELEASE REMAINS** form is prepared in order to maintain the chain of custody trail required by law. With proper signatures, it permits the Medical Examiner or other agency to release the remains of the decedent to the authorized funeral home. All available data will be automatically inserted in the form, which can then be printed for signature(s).

The **AUTHORIZATION TO EMBALM** is also a part of this form.

The **CREMATION AUTHORIZATION** form, when properly executed, allows the funeral home to proceed with the cremation and disposition procedure as requested by empowered individuals. Specific directions for disposition of the cremains can be inserted as a part of the authorization. All available data will be automatically filled in, and the form can then be printed for signature(s). Florida statutes applicable to crematories are included.

Social Security 721

VA Burial Benefits

VA Flag

VA Marker

The **SOCIAL SECURITY 721, VA BURIAL BENEFITS, VA FLAG AND VA MARKER** forms are all standard Federal forms, which have not been modified in any way. Data will be incorporated if/as available. We have been assured by all agencies involved that the forms are acceptable to all offices. (Blocks in blue in the Marker form are optional inscription items)

The only cautionary advise is to note that when you print the reverse side of the VA Burial Benefits form, you must insert the form such that the bottom of side one is fed into the printer first. This is different in that most two-sided forms are printed top-to-top. This form, however, is printed top-to-bottom. Instructions provided at the time of printing will remind you of this requirement.

REGISTER BOOK

The **REGISTER BOOK** button produces a sub-form applicable to all page types normally available for the Last Writes® program. Margins are selectable so that various sized books can be printed. The option of printing the headings or using blank pages is also available to the user.

There is also a data overview button that provides a form for you to enter data not normally entered in the Arrangement record, such as the names of Organist's and Soloist's, as well as the musical selections.

DEATH CERTIFICATE

The **DEATH CERTIFICATE** (DC) in this version of Last Writes® prints only the form and data. There are no provisions for utilizing the State provided forms,

Vital Statistics of FL and DHR of GA have advised Florida GraphTech that any Funeral Home address included in the Death Certificate should reflect a physical address - not a P.O. Box

Notice: Within specified limits, you can vary the margins on the DC by using the "Margins" button at the top of the form. If you are unable to adjust the margins for your printer to settings that are acceptable to your Registrar, your only option is a different printer. Last Writes® cannot be modified to provide greater adjustments.

As a condition of Vital Statistics acceptance, the DC printed from within Last Writes must replicate the form provided by the state to the maximum extent possible. In Florida, you must also have the four filing holes punched prior to submittal. Hole locations have been identified on the left side of the FL form with small, appropriately placed circles. It is critical that the holes be punched in exactly those locations. Under the main menu *PROGRAM SETUP – Print tab*, you can elect to have the hole outlines printed or not, by selecting/de-selecting the option.

Due to variations in printers, we have provided two print options for the backside of the DC. One of the two methods should provide you with a satisfactory intensity for Vital Statistics' approval. Selection of either method is made under the same tab as the above. We suggest you try both methods to determine which is preferable.

DISPOSITION PERMIT

The **DISPOSITION PERMIT,** unlike the DC, can be printed in one of two ways. The primary difference is that the BTP is a three-part form, utilizing a copy color distribution system. You have the choice of using the State provided forms, which must be separated into single sheets before use or by printing to properly colored paper. You can select the default option of your choice under the **Program Setup** form. (See page 14 for details)

Using the State provided forms has the same alignment considerations as the DC, and the alignment compensations are made in the same manner.

DISPOSITION PERMIT (Cont.)

The State does, however, allow you to use colored paper to print the form and data from within the Last Writes® program. The only criteria given is that the paper must be 20 lb. bond paper in White, Pink and Canary colors. (Realistically, the canary copy is for internal files, so the only color actually required is the Pink.)

At the time of printing you will be given a menu asking you to elect to print to a stack of preprinted, colored forms, or to print the sheets individually (front only) as you select them. If you have selected the blank paper option, you will be asked to elect to print to a stack of colored paper, or to print the individual sheets as you select them. Using blank paper will require you to feed the paper in the proper sequence for both front and back printing. The fact that the directions on the back vary slightly for each color forces this sequence and printing procedure.

NAT'L CEMETERY

At the present time, the Florida National Cemetery is the only one listed. Other National Cemeteries will be added as forms become available. The **FLORIDA NATIONAL CEMETERY** form is the standard form with no modifications.

NEWSPAPER OBITUARY

The **NEWSPAPER OBITUARY** button provides access to several underlying forms. The forms are identified as: **LONG OBITUARY**", **SHORT OBITUARY**", **NARRATIVE OBITUARY** and "**PAID FUNERAL NOTICE**". Some unique newspaper notices are also included. The primary difference between the Long and Short Notice is the inclusion of the Services Information in the former. Printed forms will contain the appropriate data extracted from the **ARRANGEMENT RECORD.** These forms have been found to be acceptable to most newspapers throughout the State. We suggest you FAX a sample copy to the newspaper(s) in your area to confirm that the information is complete and formatted to meet their requirements

The Narrative Obituary can be e-mailed by using the buttons provided on the form.

PHYSICIAN CERTIFICATION

The **PHYSICIAN CERTIFICATION** is a form that may, or may not be required by the Medical Examiner (M.E.) in your District. Where it is used, it is frequently referred to as the "No-No-No form"; a reference to the desired answers from the M.E. In essence, it asks the M.E. to certify that the death in question did NOT occur under any suspicious circumstances. If there is a requirement for such a form in your District, the form will have been customized to meet the requirements of your local M.E.

The form will contain data obtained from the arrangement record, plus a selection made at the time of printout as to the intended disposition of the body. The printed form will then require the signature of the M.E., certifying the manner of death, and authorizing the desired disposition.

MORTUARY RELEASE

The **MORTUARY RELEASE** form is also M.E. District-dependent and may, or may not be, required. It is a form to be signed by the appropriate family member, authorizing the M.E. Office to release the remains of the decedent to the specified funeral home.

MEMORIAL FOLDER

The **MEMORIAL FOLDER** button will bring up a sub-menu offering you the selections of 1)"Full Size Single Fold", or 2) "Double-Fold & Pre-Printed Single". For the most part, the only decisions necessary are directed towards the style of folder desired. Available options include Verses, the Survivor List, Clip Art, or Photos. Last Writes contains libraries for both Verses and Clip Art, and the Survivor List is prepared in the **ARRANGEMENT RECORD**. The use of photos is left to the discretion of each user, and does require the knowledgeable use of a scanner.

Notice that the selection buttons under Pre-Printed or Double-Fold categories are exclusive. Only one type of Memorial folder can be selected.

Each type of folder will be addressed in the following paragraphs.

(Cont.)

"**PRE-PRINTED SINGLE FOLD**" - This type of folder is of commercial stock, obtained from the supplier of your choice. The left inside page usually contains a pre-printed Verse, a box for a Survivor List, or it may be blank. If you wish to use pre-printed stock you need to check which style of stock you intend to use. If you select the "blank" category, you will then be able to select either the clip art or verse you desire from the existing libraries. Verses and Clip Art, as well as the Survivor List can be previewed prior to final selection. The right side will contain the memorial data shown on the form display.

At the bottom of the inside right display you have some options to exercise. To print interment information on the Memorial folder, click on the labeled box so that it displays and "X". For "Place of Interment ", you can select "**CREMATION**", or you can use the information recorded in the **DEATH CERTIFICATE**. You can also overwrite this information with your selection from either the Local or National Cemeteries list. Check-boxes enable you to specify which list you wish to choose from.

"**DOUBLE FOLD**" - This form can be printed on plain white bond paper or any other paper of our choice, as long as it is compatible with your printer. You are, in fact, encouraged to "mix and match" the various options with a variety of colored paper.

The available options under the Double-Fold are more numerous than under the Pre-Printed, although the end result can be quite similar. The options available to you are:

1) **CLIP ART/SURVIVORS**,

2) **CLIP ART/VERSE**,

3) **PHOTO/SURVIVOR** or

4) **PHOTO/VERSE**.

he nomenclature is designed to convey the arrangement of FRONT COVER/INSIDE LEFT PAGE. That is, if you selected option 2, the front cover would contain the Clip Art of your choice, and the inside left page would contain the Verse of your choice.

The Clip Art, Verse and Survivor List are derived from the same sources as in the Pre-Printed folders, and can be previewed in the same manner. When printed, the right side will contain the memorial data shown on the form display.

At the bottom of the inside right display you have some options to exercise. To print interment information on the Memorial folder, click on the labeled box so that it displays and "X". For "Place of Interment ", you can select "**CREMATION**", or you can use the information recorded in the **DEATH CERTIFICATE**. You can also overwrite this information with your selection from either the Local or National Cemeteries list. Check-boxes enable you to specify which list you wish to choose from.

"**FULL SIZE SINGLE FOLD**" - This form can also be printed on the paper of your choice. Although the form is more complex to prepare, you are given several additional options to work with. Both the front and the inside of the form are primarily comprised of 'windows' where you can insert the words of your choice. You also have the option of manipulating the titles of the various sections by altering the size, the font etc. The specific area you are working in is defined by a series of "radio buttons" which enable you to make the area or window you wish to work in the active window. The areas and windows are defined as:

Titles

Scriptures

Memorial

Clip-Art

Service Order

You select the area you want to be active by selecting one of the labeled buttons. If you select **TITLES** for example, the titles of the various sections can be manipulated by growing or shrinking the size of the title. Additionally, you can change the font, the font size, and you can make it bold or Italics. If you are placing text within a window, you can expand or contract the size of the window, move it up or down on the form, change the text font, bold or italicize it, and left or center justify it.

If you design a folder of particular appeal, you can save the settings with the **SAVE SETTINGS AS DEFAULT** button. Each side of the folder is controlled independently, so you should save the settings for both sides. Resorting to the program default settings is only a button click away with **GET DEFAULT SETTINGS**.

Scanned in photos and Clip Art images can however, be incorporated by a user who is knowledgeable of cut and paste routines.

The **PRAYER CARDS** button brings up a form for selecting the style of cards in use, the selection of a preferred verse, and a review of the name and pertinent dates that will appear on each of the cards.

Prayer Cards are, in general, purchased from the supplier of your choice in the 8-up configuration. They may or may not have a pre-printed verse. Last Writes can handle either style.

On blank stock you can select the verse you want from the available Verses library. Both English and Spanish verses are available. The name of the deceased, as well as the date of birth and date of death will be appropriately positioned on each card.

If preprinted stock is used, the name, DOB and DOD locations can be adjusted in the same manner that DC and BTP adjustments are made. See Paragraph 1 for details.

Provisions have been made for adjusting the printing margins if you experience offsets. Simply select the MARGINS button in the upper left-hand corner and adjust the appropriate margin(s) to change. Be sure to save the margin settings you need to use.

CLERGY RECORD

The **CLERGY RECORD** button produces a form, which contains all of the information, which will be printed on the form, including any notes inserted in the available space. Notes will appear on the back of the folded form

Unless you have had the program modified for your particular Clergy Record, blank paper stock measuring 7" X 7" is required.

Provisions have been made for adjusting the printing margins of the Clergy Record. Simply select the INSIDE (or OUTSIDE) MARGINS button in the upper left-hand corner and adjust the appropriate margin(s). (Inside or Outside refers to the folded record) Be sure to save the margin settings you need to use.

The **CORRESPONDENCE/MISC**. button provides access to a variety of forms, which may be of benefit in day-to-day activities. All forms, when printed, will have all available data included. Specifically, the forms are:

"Condolence Letter" - A post-service letter normally used as a cover letter for an enclosed Verse or Prayer. Enclosures suitable for framing are generally provided.

"**Cremation Certificate**" - A certificate attesting to the contents of an urn, and listing name, date of cremation, and permit number.

"**Funeral Attendance Verification**" - A form letter frequently required by public transportation companies if bereavement fares are requested.

"**Insurance Assignment**" - A "signature ready" form for assigning insurance proceeds to your business.

"**Release of Cremains**" - A "signature ready" form for releasing the urn and contents to an authorized individual.

"**Cancellation Notice**" - A blank form to be provided to Purchasers at the time of sale IF such notices are required by law. The form allows three (3) business days for cancellation, and ten (10) business days following receipt, for return of applicable funds.

"**Embalming Report**" - A blank report to be filled out detailing the findings, procedures and methods used in performing the embalming service. This form is beneficial to both parties if the body is to be shipped to another facility for services.

"Cemetery Notification" Basic information about the decedent, the services, and final burial site

"Cremation Arrangements Verification" A form attesting to who made the cremation arrangements

"ID Tags" Small identification tags listing the decedent

"Ship out/Schedule Sheet" A form detailing the shipout and flight schedule for transfer of remains.

Official forms available under this button include:

Application for Death Record" DH 1969 and forms for some ME Districts

"Death Registration Delay Report (DH 2355)"

"Affidavit to Release Cause of Death (DH 1959)"

"Affidavit of Amendment of certificate of Death (DH 433)"

"Application for Amendment to Florida Death Record (DH 524) "

CHECKLIST

The **CHECKLIST** button provides easy access to a detailed list of task and functions to be performed with each new case. Check-boxes are provided for each item in the list. See Section 1 for information about the user-defined fields

In addition to the above items, there is an area in the Checklist form to identify whether specific forms have been completed and/or sent to a required destination. Unless one of the boxes has been checked, the Switchboard will display the default color of a red legend on a gray switch. If the "Sent" box is checked, the related button on the Switchboard will display a red legend on a green switch. The "Completed" boxes are for status display only, but if the "Completed" checkbox has been checked *ON THE INDIVIDUAL FORM*, the related Switchboard button will have a yellow background. Collectively, the color of the switchboard buttons can provide an indication of how much effort has been completed, and how much remains to be done for any given case. The "Sent" button has been made interactive on the Checklist to avoid the necessity of pulling up each form to change the status. The Checklist also contains its own "Completed" and "Sent" check-boxes. The legend at the bottom of the left section of the Switchboard defines and reflects the meaning of each color.

PHOTO

The **PHOTO** button provides a convenient place to "paste" a scanned in photograph of the deceased if desired. Individuals should have a good working knowledge of scanners, scanning techniques, and data storage requirements before incorporating photographs into an account.

If a photo is pasted in this area, it must be inverted so that it will be right side up when the printed form is folded.

CASKET PRICE LIST

The **CASKET PRICE LIST** button brings up a sub-menu from which you control data entry, data view and data deletions. The specific buttons available on the sub-menu are:

> **Add New Item**
> **Delete This Item**
> **Print Price List**
> **Caskets (Spreadsheet View)**
> **Copy another Branch's Casket**
>   **Information**
> **Casket Manufacturers**

The first three items are self-explanatory. The spreadsheet view of your casket price list provides a view similar to the printed list, but if you so desire, you can edit the list is this mode. Simply place the cursor in the field you wish to edit and add or delete characters.

If you are running the Last Writes® Multi-Branch module, it is only necessary to enter one price list, and then you can copy the data for the other branch(s) using the Copy button. Any differences or variations will require the basic list to be edited and corrected for each branch.

The Casket Manufacturers button simply takes you to the Casket Manufactures database.

GENERAL PRICE LIST

The **GENERAL PRICE LIST** (GPL) button produces a form for recording the individual line item prices for your goods and services. The form can be printed as required, and each printed copy will reflect an "as of" date, which is derived from the clock and calendar of your computer. Many of the line items are ported directly to your Purchase Agreement form as described on page 21. Prices will also be ported to your "Selected Services" packages as described on page 15.

Notice that the majority of goods are listed in the GPL as having a price "range". Specific prices will have to be entered in the Purchase Contract for these items on a case-by-case basis.

The **REPORTS** button produces a sub-menu of 10 items for administrative and general use. (Some reports are not required in GA.) The listed items are:

> **Facility Establishment Report**
> **Cinerator Facility Report ***
> **Direct Disposer Facility Report ***
> **Accounts Receivable Report ***
> **Contract Summary Report ***
> **Payment Summary Report ***
> **Sales Analysis Report ***
> **Invoices ***
> **Responsible Party Report**
> **National Cemetery Deceased Report**

* Available only if Applicable Module has been ordered.

The **FACILITY ESTABLISHMENT REPORT** button will be visible in all versions of the Last Writes® program. The only data entry required to print the Florida State mandated form of Cases Embalmed and Bodies Handled, is selection of the beginning and end dates.

The **CINERATOR FACILITY REPORT** button will only be functional if you have the Cinerator Module Installed. The only data entry required to print the Florida State mandated form is selection of the beginning and end dates.

The **DIRECT DISPOSER FACILITY REPORT** button will only be functional if you have the Direct Disposer Module Installed. The only data entry required to print the Florida State mandated form is selection of the beginning and end dates.

The **ACCOUNTS RECEIVABLE REPORT** prepares a report covering all accounts receivable from the beginning use of the Last Writes® program to the end date you specify. You can specify if you wish to apply the "Aging" interest rate specified in the Program Setup by selecting/deselecting it. 'You can optionally select whether you want the data sorted by Purchaser, by Decedents Name, by Case #, or by Date. You also have the option of determining if the report reflects the normal outstanding-balance accounts, or the accounts which have been written-off. With the exceptions of selecting the end date and determining your options, no data entry is required. This button will only be functional if you have ordered the Accounting Module.

The **CONTRACT SUMMARY REPORT*** button will provide a report summarizing your contract activity over any time span you specify. (Limited by the date you started using the program) Data entry of beginning and end dates, as well as selecting how you want the data sorted are all that's really required. Sort options are by Purchaser, Decedents Name, Case # and Date.

The **PAYMENT SUMMARY REPORT*** button provides the opportunity to view or print this report for any time period you specify. Data entry of beginning and end dates is required. You can optionally select whether you want the data sorted by Decedents Name, by Case #, or by Date.

The Preview button provides the opportunity to view the data prior to printing.

The **SALES ANALYSIS REPORT*** provides a detailed breakdown of sales by category, over the specified time frame. Major categories are: Services/Facilities/Transportation, Merchandise, Cash Advances, and Other Services.

The **INVOICES*** button is intended for batch printing of invoices to all accounts with an outstanding balance due. Data entry of beginning and end dates is required. There is also a "Preview" button, which provides a spreadsheet view of all invoices to be printed. Within this view you have the ability to check (or uncheck) any invoice for printing. If the account is checked, the invoice will be printed. An auxiliary button to check/uncheck all invoices shown is also available.

* (available only if you purchase the Accounting Module)

The **RESPONSIBLE PARTY REPORT** provides a listing of all individuals who have been identified as the person responsible for the financial obligations of any given case. You will be asked to enter the time frame you wish the report to encompass.

CASE SUMMARY REPORT provides a summation of cases over the timeframe selected. Sort options are by Decedent, Case #, Date, or Purchaser.

The **NATIONAL CEMETERY DECEDENTS REPORT** causes a printed list of all cases that you have processed where interment was in a National Cemetery.

The **STATIONERY/LABELS** button brings up 2 options; one for a blank note screen for the free-form composition of simple messages and notes. This form is not, and was never intended, to replace the word processing capabilities available in other programs. The Labels option allows you to print mailing labels to all parties selected in the Preview mode. Only the Avery 5610 (or equivalent) format labels can be printed. Data entry is limited to selecting the range of dates of service you wish to encompass for your mailing list.

BLANK FORMS

The **BLANK FORM** button produces a sub menu consisting of a blank **Arrangement Record**, a blank **Cremation Authorization** form and a blank **Embalming report**. The forms were included to enable the portability of a form to a remote site for data gathering, e.g. to the decedents home or to the Embalming Room.

The **UPCOMING SERVICES** button offers two different forms of data. One is identified as "Basic" and the other "Detailed". In addition to the fields for Decedent, Services, Services Date, Services Time, Viewing, Family Viewing and Disposition, show on the Basic form, these additional fields are included on the detailed form: Certifier, Certifier Phone, Number of DC's, DC to Doctor, DC Filed and Disposition Method. Either form can be displayed, printed or faxed.

NOTE: Although the following information covers a wide variety of database contents, most of the databases share certain common features. Search By, Add Record, Delete Record and Print are command buttons in all databases. The Clip Art and Verses databases have comparable buttons, but in place of the form you will normally encounter when opening a database, those will present a "window' containing one of the database records. They will also have command buttons for "Next Record", "Previous Record", "First Record" and "Last Record" for navigating the database.

In all other databases you will notice 4 small icons at the bottom left edge of the form. There are left and right pointing arrowheads with a bar next to them, and inside of them, there are left and right pointing arrowheads with no bars. The bars indicate that clicking on that arrowhead will take you to the first record in the database if you use the left one, or the last record if you use the right one. The arrowheads without the bars are used to scroll through the records one at a time. The right one scrolls down, and the left one up. A legend reading Record "x" of "yy" is displayed to show you which record you are currently viewing.

You should also notice the "Enter ZIP First!" notice in most databases. If the zip code <u>is</u> in the ZIP Code database, entering it first will automatically enter the City, State, and if applicable, County, for you.

IMPORT/EXPORT

The IMPORT/EXPORT Button provides a convenient way to backup your data, to transport your data, and to move your data between non-networked computers. To move data from your Last Writes® program to another computer or a floppy disk, you must first tell the program you wish to EXPORT data, then define the dates you wish the data for, specify where the data is to go (Destination Drive), and finally, start the EXPORT activity. Financial data is automatically included in the export. If you already have the data on a floppy drive, you would select IMPORT, tell the program where the data is, and then start the IMPORT activity. A single 3.5 floppy disk should easily accommodate 450 records. Payment Records can be imported or not, at the discretion of the user.

When the number of cases exceeds the capacity of a target disk, it will be necessary to partition the Export into two or more intervals. By selecting dates that contain some, but not all of the records, you can span two or more disks. For example, Disk 1 may encompass date from Jan. 1, 1998 to Sept. 30 1998, and Disk 2 could encompass Oct 1, 1998, to the current date. Even if there is some overlap between the dates it will not be a problem because Last Writes® will not accept duplicate records. A message will alert you to inadequate disk space on the target drive and suggestions for correcting the problem are provided.

Following the import or export activity, you can review the records that have been moved by selecting the VIEW IMPORT/EXPORT RECORD button.

The DELETE button purges the range of Import/Export records defined by the Begin/End dates selected.

INFORMATION DATABASES

Last Writes® incorporates multiple databases to assist you in filling out forms.
After entering data in the appropriate database, you will save time and minimize typographical errors by using the various pop-up buttons throughout the program to correctly enter information. A brief description of each of the databases follows.

| CREMATION CUSTOMERS |

The **Cremation Customers** button provides for financial tracking of the "Cremations Only" service. Invoicing and Payment Records for/by individual customer are included. (Only available with Cinerator Module.)

| CASKET MANUFACTURERS |

The **CASKET MANUFACTURERS** button provides access to an auxiliary database for storing all pertinent information about your casket manufacturers such as name, phone numbers addresses, Fax numbers etc.

| CEMETERIES |

The **CEMETERIES DATABASE** button allows access to your list of local cemeteries. Once these records are entered, Cemetery data entry only requires selection of the desired one from a list to enter all pertinent data. You will also have access to our list of National Cemeteries if that is required

| CHURCHES |

The **CHURCHES DATABASE** button allows access to your list of local Churches. Once these records are entered, entering data for a Church is identical to the method used for a cemetery entry.

| CLIP ART |

The **CLIP ART DATABASE** button allows access to the Clip Art library. The opening screen cautions users about the knowledge and experience recommended before proceeding with the inclusion of a new clip art image.

HOSP/NURS HOMES

The **HOSPITAL/NURSING HOME DATABASE** button allows access to your list of local care giving facilities. Once the records are entered, data entry is just a matter of proper selection.

MEMORIAL FOLDER VERSES

The **MEMORIAL FOLDER VERSES** database provides access to all 23 verses, as well as the opportunity to add new ones. If new verses are added, they will be included in the selection list for future applications.

PRAYER CARD VERSES

The **PRAYER CARD VERSES** database is not only the place where custom verses are stored; it is also a "Prayer Card Editor" for those verses. You can change font names and sizes in any of 5 selectable areas, and preview the custom card to see if it meets the expectations of the designer. All fonts and sizes available on your computer are made available, but the size of the prayer cards will impose limitations on the selections.

MEMORIALS

The **MEMORIALS** database should list the charitable agencies that families frequently request donations for. Some titles have been included but local information is still required.

PHYSICIANS

The **PHYSICIAN**S database provides a list of potential certifiers for DC's. Entering the information requested on the data entry form will save countless keystrokes in the preparation of the many forms required.

The **ZIP CODE DATABASE** provides access to a very key and critical database in the program. Although the entries in the database were valid at one time, the Zip Code system is rather dynamic, with new ones being added and others being changed rapidly. This database structure facilitates upgrading existing entries, adding new ones and deleting others.

In many forms, simply entering the Zip Code in the appropriate block will cause the blocks for City, State and County to be auto-filled, thus saving numerous keystrokes.

Users are encouraged to keep the Zip code database as current as possible.

The **MISCELLANEOUS DATABASE** is included primarily to save keystrokes by providing a database of material that is commonly entered in your forms, but is frequently unique to your area. For example, the terms

used for a business or industry, employers, occupations etc. would be entirely different in a citrus community, from those in an industrialized city.

Some of the databases are single field entries, while others are more expansive. You can either overwrite existing data, or make new entries in configuring these databases for your application. The databases included under this miscellaneous category are:

> **Airlines**
> **Business/Industry**
> **Cities**
> **Employers**
> **Military Ranks**
> **Occupations**
> **Origins**
> **Race**
> **Relationships**
> **Religion**
> **County Fees**

A small down arrow button at the right end of a data field is indicative of a pop-up list for providing that data.

DATABASE REPAIR

On rare occasions, a database will become corrupted because of an uncontrollable event such as a power outage, a hardware failure or an improper termination of the Last Writes® program. Users are cautioned not to shut the computer off when the program is up and running. A computer being used as a server for Last Writes® must not be shutdown while the program is opened on a workstation. If the Last Writes® program gives you an error message and will not run, go to the program folder, select the *MAINTAIN LASTWRITES DATABASE* Icon. Run the maintenance program to see if this clears the problem. If the problem is still present, contact Florida GraphTech at (321) 453-2703.

If you are unable to locate the *Maintain Lastwrites Database* icon, go to our website at www.lastwrites.com and click on the PROGRAM UPDATES link. Select the *Desktop Icon Restorer* file and download it. Double click on the icon placed on your desktop and the file will restore the maintenance icons

PROGRAM MODIFICATONS

All requests for modifications to program forms, reports or database content will be quoted on a case-by-case basis. Prices will be quoted based upon complexity, impact on database structure, value added to the basic program and the design time involved. Proposed changes that have an "across-the-board" appeal may be incorporated at no charge, subject to Florida GraphTech evaluation. Other than minor cosmetic corrections, no changes will be made until and unless you agree in writing to the quote we provide. Quotes and approvals can be submitted by mail or Fax. Program enhancements incorporated by Florida GraphTech will be provided free to customers who have subscribed to our Service Policy.

GENERAL SERVICE POLICY

THE Last Writes® Program is unconditionally guaranteed for the first 60 day of use. If you return the program disk and the on-line communications package (if purchased from us), including all documentation, you will receive a full refund.

In order to qualify for on-line support after the 60 day trial period, you must have the following things in place:

1) A Current Service Policy

2) Internet Access

In practically every case, corrections and/or modifications will be provided by "Patches" posted on the Internet. You will be provided with a link to your specific patch if/as warranted.

COMMUNICATIONS SOFTWARE

If you do **not** have Internet access, it will be necessary for you to have installed a third party communications program call PC ANYWHERE (PCA) for Florida GraphTech to access your data. The program is available form Florida GraphTech at a greatly reduced price, or may be purchased from practically any software vendor or office supply store. If you are running Windows XP, you must have PCA version 10.5 or later. You are requested to install the HOST Mode of this program per the vendor's instructions, and to notify us of the phone number to call in order to reach your modem. If you wish to password-protect your data, it will be essential that you provide us with the specified User ID and password for on-line upgrades, changes or corrections. Service response is slower and far less timely without Internet access.

Note: It is advisable to contact Florida GraphTech once you have installed PCA, so that a communications check can be run. This will save time in the event that you do require program-access service.

The On-line Technical Support Service Policy is as follows:

Annual Policy - $250.00 per year (A $50.00 annual savings)

Monthly Policy - $25.00 per month (If started at the end of the 60 days. If not started at that time, only the annual policy will be available!)

On-site service is possible by pre-arrangements. Costs are currently quoted as

:

        Travel Time $30.00 per hour
        On-site time $75.00 per hour per rep.

PROGRAM   PROBLEMS

Problems determined to be inherent in the Last Writes® program (such as coding errors) will be resolved free of charge. This does not include acts of God, such as lightning or floods, or problems induced by the utility companies or the user. Nor does it cover problems with the Microsoft Access database manager.

FREQUENTLY ASKED QUESTIONS

Q. Are any special forms required to fully utilize the program?

A. Every form in the program is capable of printing both the form and the data. No Federal, State or Local preprinted forms are required.

Q Does that mean we don't need the State provide DC and DP forms?

A. In the case of the Disposition Permit, you have the option of printing form and data, or sending data only to a preprinted form. We have found that State provided Death Certificate forms vary so much in both vertical and horizontal registry that printing to plain bond paper is preferable. Fewer rejections for "alignment" problems result.

NOTE: Official offices and Florida GraphTech strongly recommend use of the "Print form and data" option.

Q. Do I have to have a Laser Printer?

A. We strongly recommend using an HP-PCL5 (or higher) compatible laser printer. While an ink jet printer or multi-function machine will print many of the forms quite well, they generally cannot print close to the bottom of the page. This can lead to official forms being rejected. While Florida GraphTech will make every effort to see that Last Writes® will work properly with your printer, we do not guarantee compatibility with printers that don't meet the PCL5 standard.

Q. Why do I need a modem?

A. You don't really need a modem to run the program. If, however, you should ever need technical support on short notice e.g. your data becomes corrupted, a particular form won't print, etc. and you have a pending service, Florida GraphTech will not be able to access your files and effect a prompt repair. The only alternative is to copy files to a magnetic media, and mail them back and forth; a process that can take days.

Q. How long does it take to get technical support if I need it?

A. You will generally be contacted in less than 4 hours. Usually the problem can be resolved with the first call but if not, we will attempt to effect repairs as soon as possible. Calls are serviced in the order received, and some delay may be encountered until support personnel are available.

FREQUENTLY ASKED QUESTIONS (Cont.)

Q. Does Last Writes® have a check writing capability?

A. No. We recommend a program such as Quicken or QuickBooks for this purpose.

Q. Does Last Writes® contain an Accounting Program?

A. Not an accounting program per se. We do enough accounting functions to enable a qualified Accountant or CPA to extract all of the data they would need in order to maintain your financial records.

Q. How do I receive upgrades?

A. When we release a new version you will be advised of its availability and additional cost. Upgrades, can be installed by us via modem. We will capture your current data and move it into the upgraded version at no cost to you.

Q. Can the program be purchased with a credit card?

A. At this time, we accept payment by VISA or AMEX credit cards, as well as checks. In all cases, the initial payment is for 25% of the selected configuration.

Q. How can I find my SMTP host information?

A. Go to the Program Setup (Upper left above the main menu), then click on the Miscellaneous tab. Next to the box labeled *SMTP-SERVER for email*, click on the HELP button. Help is provided for identifying the most common SMTP Servers.

HINTS AND TIPS

Pop-Ups: When you are entering data in a field that has a pop-up list, it is not necessary to bring up the list. Simply start typing and the words will appear. You only have to type enough characters to uniquely distinguish the option you want.

Calendars and Calculator: Use Cont-L to pop-up the calendar or Cont-R to pop-up the calculator from anywhere in the program.

Database Repair: When the Last Writes® Program is installed, it sets up a Program Group containing Icons for: "Maintain Databases"," Restore Data Files", and "Restore Program Files". If the program hangs up or gives you an error message, record all the data in the error message then try the following:

Click on the "Maintain Databases" Icon and follow the on screen instructions to repair the database. Then try to run the program again. If the problem is still present contact Florida GraphTech at (407) 453-2703.

Database Backups: Last Writes makes a copy of your program files every time you exit the program. You can also make a copy by clicking on the "Backup Program Files" in the program group mentioned above. Do this only if so instructed by Florida GraphTech Technical Support

Death Certificate Printing Problems: If you get a runtime error when printing the DC, try going to the FUNERAL HOME DATA form and changing the vertical/horizontal offsets to a smaller value. You should then be able to print.

Also, the Last Writes® program provides two different printing approaches. If you have problems, go to PROGRAM SETUP, select the PRINTING tab , then select the "other" mode.

Printer Problems: If you encounter a problem printing a document, get out of Last Writes® and try printing from some other application. If the problem is unique to Last Writes®, try printing a different form. If the problem is present in all forms, try restoring the program files with the "Restore Program Files" Icon. If this fails to resolve the problem, contact Florida GraphTech.

HP LaserJet 5L or 6L: If you have one of these printers, you may find your computer "locks up" or "freezes" when you try to print from Last Writes®. The printers come with two different drivers. The one that installs by default is the "host-based" driver and causes these problems. Try re-installing the drivers and select the "PCL" driver when the option is presented. This has proven to be 100% effective in resolving 5L/6L printing problems.

Backups: If you don't make regular backups of your data, you're just asking for trouble. See your computer consultant for help in establishing a backup scheme, and then be sure to use it.

Networked Systems: Make sure that the Server is the first system to boot up, and the last system to be shut down. Shutting off the server while someone is running Last Writes® on a work-station is the shortest trip to corrupted files.

Autocorrect: In some cases, the Microsoft Autocorrect feature does more than you want it to. For example if you type in a name like "Tahn", Autocorrect will change it to "Than". If you type in something like "Cna ", Autocorrect will make it "Can". In order to overcome this feature, the following procedure is offered: Type in "Tahn" (or "Cna "or whatever your problem spelling is) in some field somewhere, then hit the spacebar (it will autocorrect to "Than" at this point). Then hit CTRL-Z and It will revert back to "Tahn ". Then click on some other field. It will remain as "Than". You can then reenter the field clicking several spaces to the right of "Tahn" and you will see the cursor goes to the end of the word - there will be no extra space at the end.

 "Invalid Use of Null" This error message indicates missing data in a required field; usually a case without a last name. To locate the problem go to the REPORTS button, then select CASE SUMMARY. Select a starting date earlier than the date you started using Last Writes®, then select PRINT& PREVIEW. The resulting list will reflect the problem case at the top and in place of a last name, just a comma will appear. Note the case number and exit from the REPORTS menu. Search for the recorded case number and correct the problem.

If you are unable to locate the problem this way, an alternative method is to use appropriate dates to split the cases into two groups, then try to determine which half has the problem by running the same report or function you were running when you first received the error message. Continue to sub-divide the cases until you can narrow it down to just a few cases, then carefully inspect those cases for missing data.

Commonly Used Terms

Cable Modem – A modem supplied by your cable provider.

Character String - See Search String

Check Box - A box on a form where an option is either selected or not. An "X" in the box denotes selection.

CPL - The Casket Price List

Coded Field - A coded field in a record is one which will accept entries only in a specified format.

Current Record - The current record is the record you are currently working in, viewing or printing.

Cursor - The indicator which shows where you are in the window or field. It covers one character space.

Data - Information entered into a field in a record.

Database - Information stored in the computer is collectively called a database because it is the base from which all data, or information, is retrieved. Your database consists of all of the information you have entered into the tables and fields of the program. A Database is organized into tables such as names, and fields such as last name, first name, middle initial.

Default - A value or preference assigned by the computer, printer or other device if no configuration changes are made.

DP - Florida's Application for Burial-Transit Permit and Georgia's Disposition Permit

Device - A device refers to a piece of computer-related equipment such as a terminal, a printer, a modem, scanner, or a backup drive.

Double-fold - A sheet of 8½ X 11 inch paper folded in the center, once along the long dimension and again across the long dimension.

DPI - Dots Per Inch; Used to quantify the resolution of monitors, scanners, printers etc.

Drive - The drive is the part of the computer where you insert your diskette, tape cartridge, or CD so the computer can read data off of it or copy data onto it.

DSL Modem – A modem provided by your telephone service provider

Field - A field is a space provided for your data entry or for a data entry supplied by the computer system.

Commonly Used Terms (Cont.)

Font - The style of displayed or printed characters, defined both by size and name e.g. 8 point Ariel

Form - The visible screen when data is being entered.

Format - The way the information is sorted displayed or printed.

GPL - The General Price List

HD - Hard Drive: The storage device on which all or part of your programs reside when not active.

IP Address – A unique Internet address for your Cable or DSL modem. Ask your service provider for this information.

M.E. - Medical Examiner

MB - Megabyte; A measurement of the amount of memory available/used in RAM, Hard Drives and other storage media.

MHz - A measurement of the speed of your computer in millions of cycles per second.

Modem - A device (card) installed in your computer which, when connected to a telephone line, allows data, files and messages to be transmitted between computers. (External modems are available.)

Patch – A file posted on the Internet for downloading. It may be for a program modification for all users, or a customer unique file for such things as changing a facility name, address, etc. Unless otherwise specified, program upgrade patches require the Service Contract.

PC - Personal Computer

PC Anywhere (PCA) - The communications package required for on-line (telephone line) support. A modem is required.

Pop-Up Menu - A pre-defined selection list from which to make a choice, thereby minimizing keystroke errors.

Preferences - In some systems, you enter user preferences to tell the system how it should function in certain situations.

Pre-printed - Paper or card stock which already has a scene, logo, verse or other words or graphics printed on it when received from your supplier.

Commonly Used Terms (Cont.)

Preview Mode - Presents data in a format suitable for visual review prior to printing.

Printout - Printouts are outputs of computerized information in written form.

Program - A program is the coded set of instructions, written in a particular computer language, which tells the computer to do something, allowing you to accomplish a particular, or multiple tasks.

Prompt - A prompt is an "input/action request" message displayed in the window

Radio button(s) - Used to make a choice from several options. Usually only one choice is allowed

RAM - Random Access Memory; the memory used in active processing. Not used for storage.

Record - All data fields pertaining to one case or one person comprises a record.

Record Number - Each Name record has a unique record number which identifies it to the system.

Report - The printed output of the selected data.

Resolution - How course or fine the quality of output appears on a monitor, scanner or printer. High quality means high resolution.

Return - Return and Enter are different labels for the same key. Different brands and types of keyboards have different-looking return and enter keys.

Search String - A series of two or more characters contained in the specific sequence you are searching for.

Screen - A screen is where you see the information on your terminal or monitor.

Single Fold - A sheet of 8½ X 11 inch paper folded in the center once, along the long dimension.

Software - Computer "hardware" and "software" are to each other as a VCR (hardware) is to a video tape (software). You must have both hardware and software to have a usable system.**Commonly Used Terms** (Cont.)

Switchboard - The Last Writes® Main Menu.

Table - A file containing all records of a particular type is usually called a table.

Video Mode - The scanning/refresh rate of the monitor display defined in pixels or dpi. Generally denoted as 640 X 480; 600 X 800 or some higher indication of horizontal X vertical scan rates.

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SERVICE POLICY SUBSCRIBERS

In Order to provide the caliber of support our customers have grown to expect for the Last Writes® program. we have implemented an annual Service Policy program. Subscription to the program entitles you to the befts described below. The policy currently costs $250.00 per year, and is required at all Last Writes® locations if service is expected. The need for Service Policy coverage begins following your 60-day evaluation of the program.

We consider Last Writes® to be a mature application at this point, which simply means that it has been thoroughly debugged. New customers receive the latest version available. *Version 1.17 is the final version available without the Service Policy.* Any future changes are viewed as either program enhancements or as changes mandated by regulatory bodies (such as the new monthly reports or rumored death certificate revisions.)

Updates to the program are available only to funeral homes that subscribe to our Service Policy. The policy extends for one year and offers the following benefits:

Allows you to download all updates that period.

Entitles you to free support of up to ten hours a month

Provides discounts (in some cases free) for customized forms (customization requests must have an "across the board" application to be accepted)

Provides discounts on our backup service

A typical update has included:

New newspaper obits

New Monthly Report forms

New Mortuary Release Forms

Receipt Forms

Program enhancements

Form upgrades are a continuing process and a new release is made available to subscribers when necessitated by requirements, or when sufficient changes have been incorporated to make it beneficial to users.

SERVICES PROVIDED

What we will do …..

A. We are a software provider, not a computer consultant or computer repair service. As such we will gladly work with you to:

1. Get the Last Writes® program properly installed
2. Assist you in printer selection
3. Help you incorporate changes/upgrades/enhancements
4. Determine a data backup capability that meets your needs
5. Provide recommendations about upgrading your Operating System
   Provide Last Writes® support as long as you own the program. If the program performs correctly for the first 60 days of ownership, and you then purchase our Service Policy, repair/recovery assistance will be provided at no additional cost to you.
6. Proven program problems will be fixed at our expense.

What we cannot do however is ….

1. Repair a malfunctioning computer
2. Configure your computer
3. Guarantee that a new printer/scanner/hard drive, modem, etc, or new software you install will have no impact on your current installation. We are not responsible for the consequences of any new hardware or software installation not performed under our supervision.
4. Br responsible for any problems resulting from acts of nature or unnatural events not under our control e.g. power surges or outages, inappropriate shutdowns, component failure, etc.
5. Overcome your lack of capabilities e.g. no Internet Service, no CD drive, etc.
6. Transfer your existing data to a new computer (we can tell you what's required)
7. Configure your network or change your network configuration
.

SERVICES PROVIDED (Cont.)

What we cannot do (Cont.)

8   Transfer your existing data to a new computer (
9   Promise you that your program will be compatible with all
    <u>future</u> versions of your Operating System e.g. Microsoft
    Windows. (Please check with us before upgrading your OS)
10 Guarantee data recovery from crashed hard drives or CPU
    failures. (Unless we have a backup of your data.)
11 Validate any backup data that you personally save to any removable storage
    media.

*For the above types of problems you are encouraged to hire a
local computer 'expert' to service your computer and computing
needs. We are more than happy to answer any questions such
an expert may have relative to the Last Writes® program.*

Addendum #1

<u>800 X 600 VIDEO MODE SETUP</u>
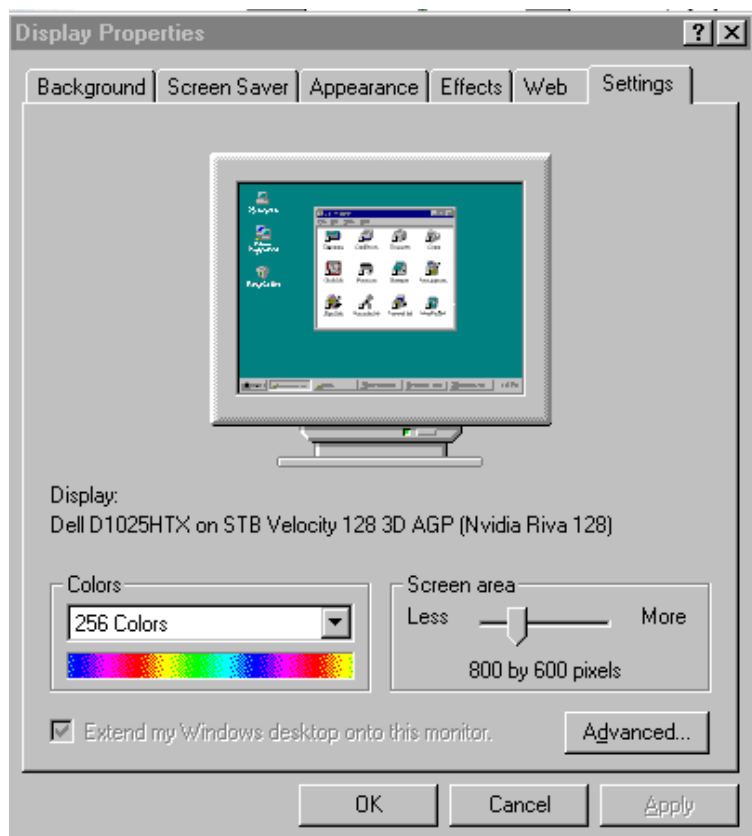
1. Go to START

2. Select SETTINGS

3. Select CONTROL PANEL

4. Select DISPLAY (Icon)

5. Select the SETTINGS Tab

6. Place the cursor on the "Screen Area"

Hold the left mouse button down

and drag the slider until "800 by 600

Pixels" is displayed.

7. Click on the APPLY button

8. Go back to Last Writes®

We have made every effort to make Last Writes® the best solution to your daily task of completing forms. We realize, however, that each of you will have slightly different work habits and different concepts of what helps you the most. We would like to encourage you to let us know what you like about the program, what additional features you would like to see, and yes, even what you could do without. Your comments will help us provide an even better product and more satisfactory service.

Thank you,

Jim, John & Jim

CONTACTS

FOR _FLORIDA GRAPHTECH_ SALES AND SERVICE, OF THE LAST _WRITES_® PROGRAM, CONTACT:

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