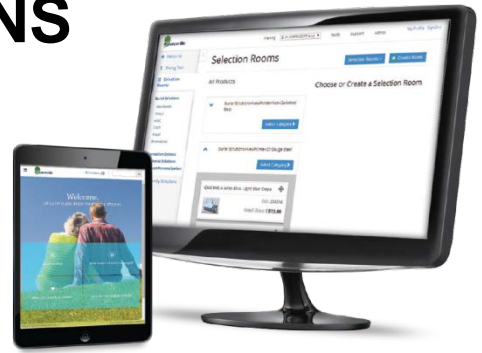



MEANINGFUL SELECTIONS REFERENCE GUIDE

Family Interface
March 2016



Menu




Selections 0

Keyword search


Welcome.

Let us help you make meaningful selections.




Planning a meaningful funeral

Use this decision checklist and planning worksheet as your guide.




Celebrating life through ceremony

See why funerals matter and what makes them meaningful.



Considering the final resting place

Understand choices based on the final disposition and resting place you select.



Making personal selections

Learn more about the product choices that are part of a meaningful funeral.

Copyright © 2013-2016 Batesville Services Inc. - Version: 1.2.1

SAMPLE FUNERAL HOME (Local CSC/Warehouse)

Copyright © 2016 Batesville Services Inc.

Updated 3/2016

MEANINGFUL SELECTIONS REFERENCE GUIDE

Family Interface

Getting Started

Page 3	Logging In
Page 4	Functional Icons
Page 5	Page Design
Page 6	Logo Function
Page 7	Product Selection Menu
Page 8	User Views
Page 9	Accessing Admin Module
Page 12	Search Function
Page 13	External Links
Page 14	Device Compatibility

Getting Around in Meaningful Selections

Main Page with Education Content Blocks

Page 15	Education Content Blocks
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Product Review and Selection Areas

Page 16	Product Selection Menu
Page 17	Burial Solutions
Page 20	Cremation Options
Page 21	Memorial Solutions

Selecting Products

Page 23	Adding Personalization
Page 25	Using Selections List
Page 26	Comparing Selections
Page 27	Saving Selections
Page 28	Accessing Saved Selections

Playing Videos

Page 29	What are my Choices?
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Support

Customer Service & Technical Support

For help with your Meaningful Selections website, call (800) 297-6177 weekdays 8 am-7 pm EDT.

Send Us an Email

technology.solutions@batesville.com

Other Questions?

Customers with questions about Burial Solutions, Cremation Options or Memorial Solutions should contact their Batesville sales representative.

Contact Batesville, Inc.

One Batesville Blvd.
Batesville, IN 47006
(812) 934-7500

www.batesville.com

Getting Started

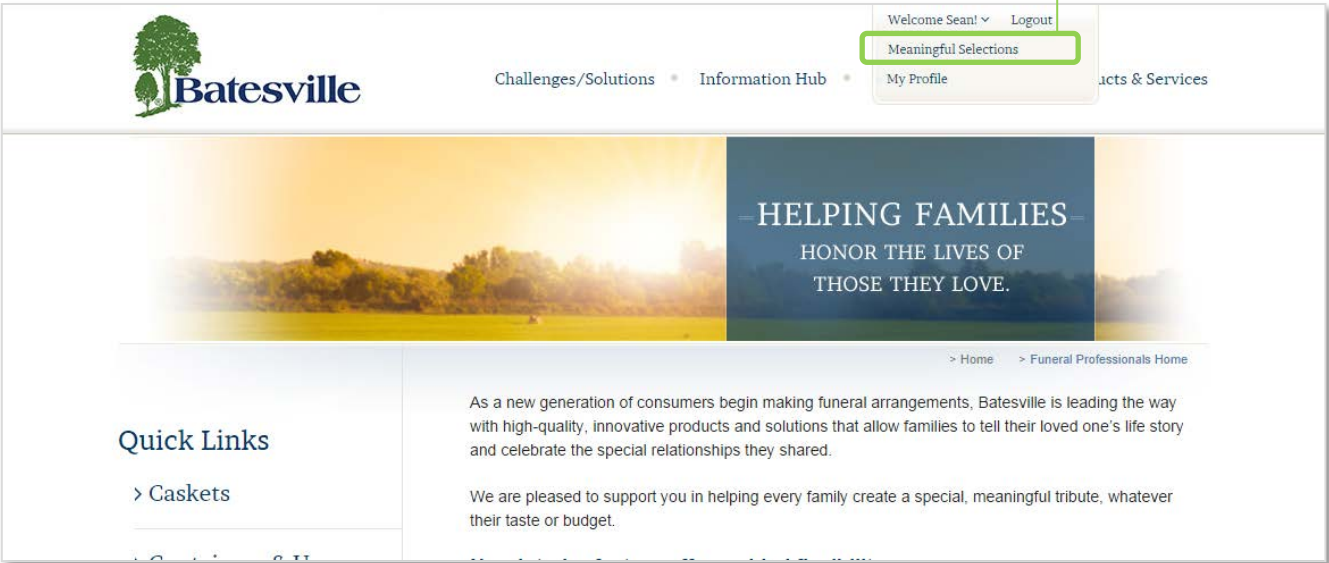
Logging In

You can access your secure Meaningful Selections family interface website after logging into www.batesville.com or by going directly to <https://selections.batesville.com>.

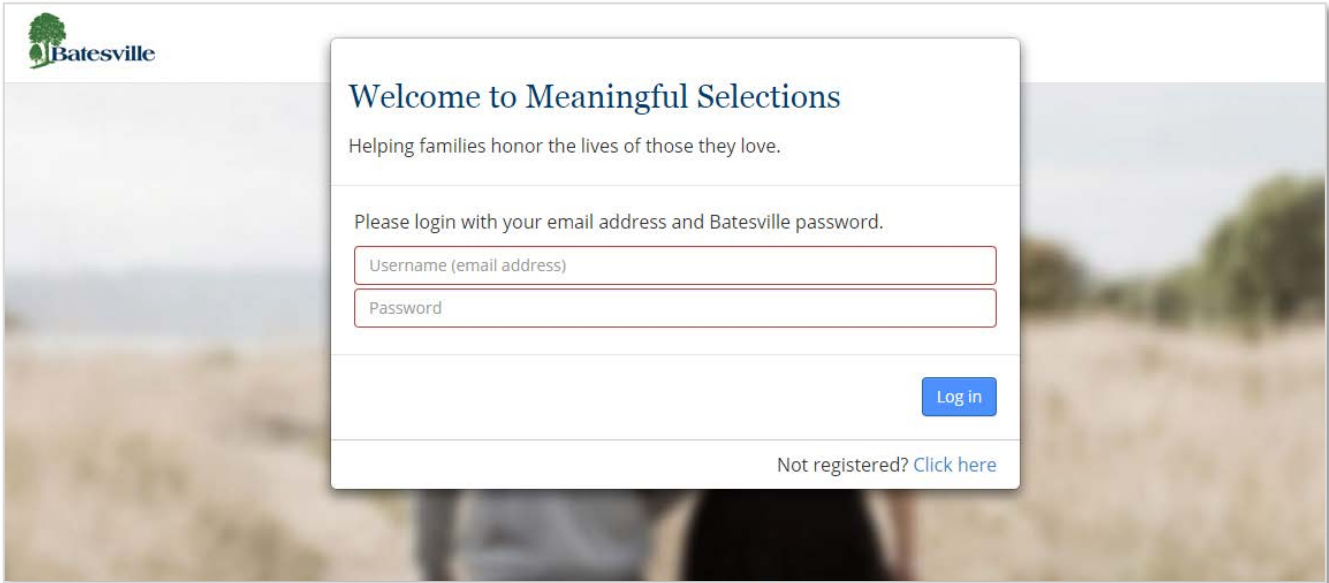
No matter which method you choose to access your site, you will use your [batesville.com](http://www.batesville.com) user ID and password for login purposes. If you login to [batesville.com](http://www.batesville.com) first, you will not need to re-enter your user credentials to access Meaningful Selections. However, logging in directly to Meaningful Selections will not give you access to [batesville.com](http://www.batesville.com)

Access through www.batesville.com (post login)

Drop down menu



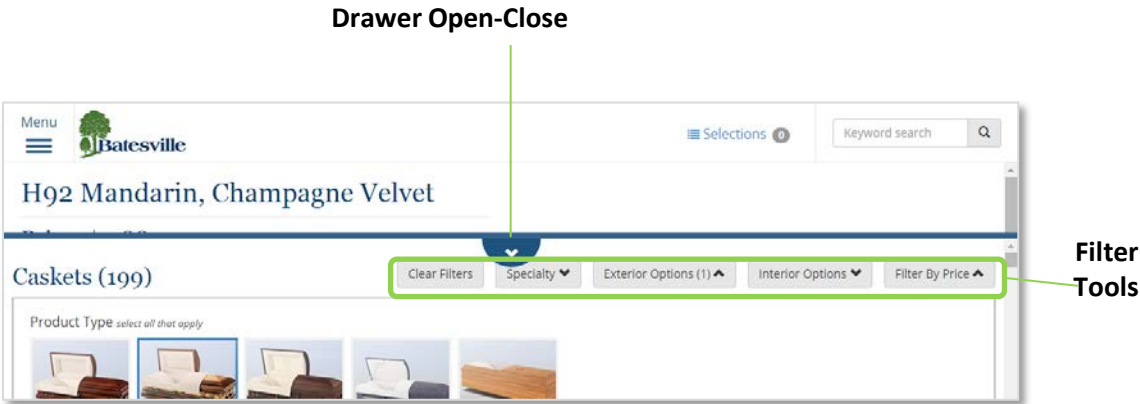
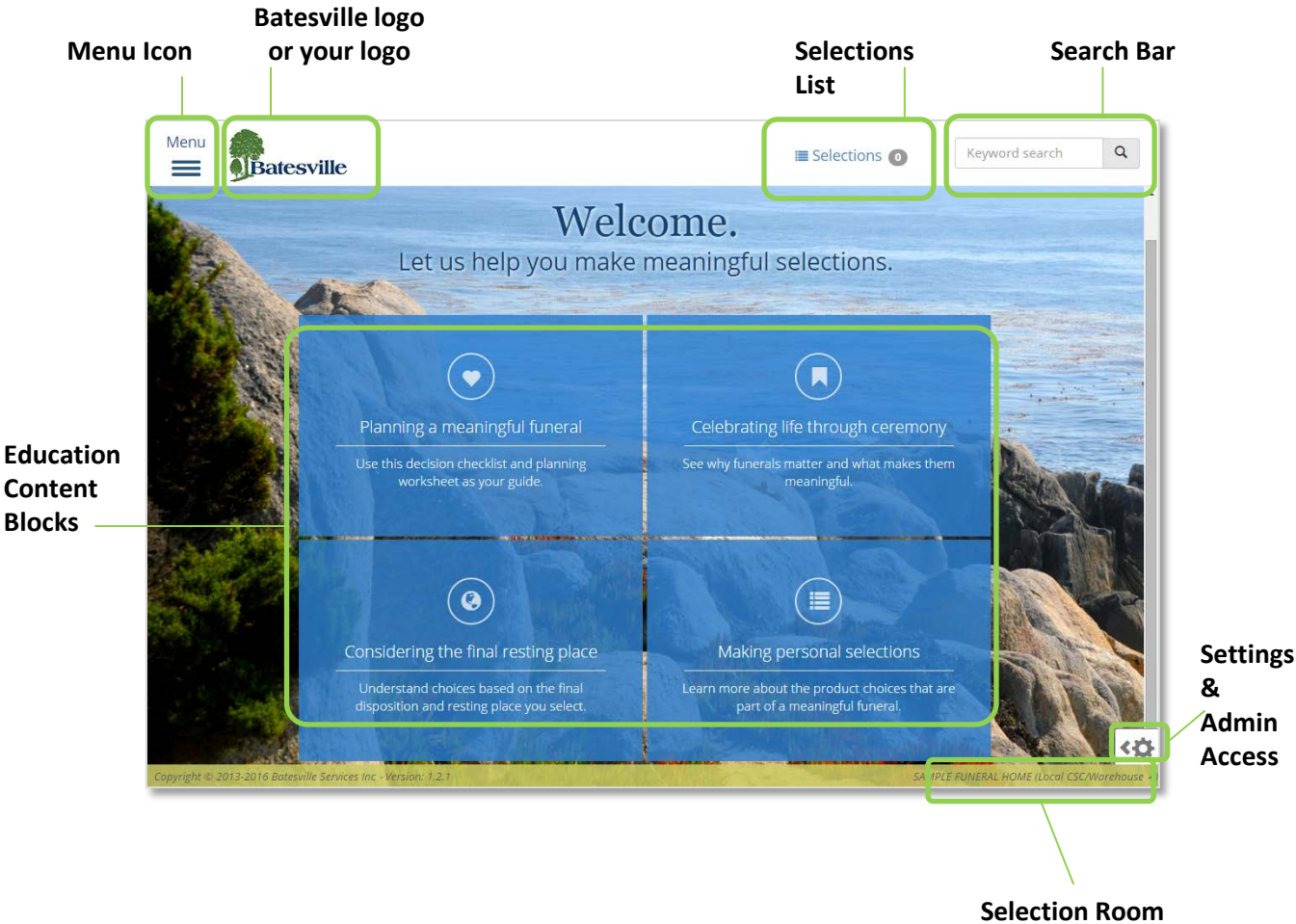
Direct access through <https://selections.batesville.com> (no access to [batesville.com](http://www.batesville.com))



Getting Started

Identifying Functional Icons

Your website features icons in consistent areas that perform standard functions in Meaningful Selections. The screen examples below identify several of these icons with explanation of specific functions provided in this guide.



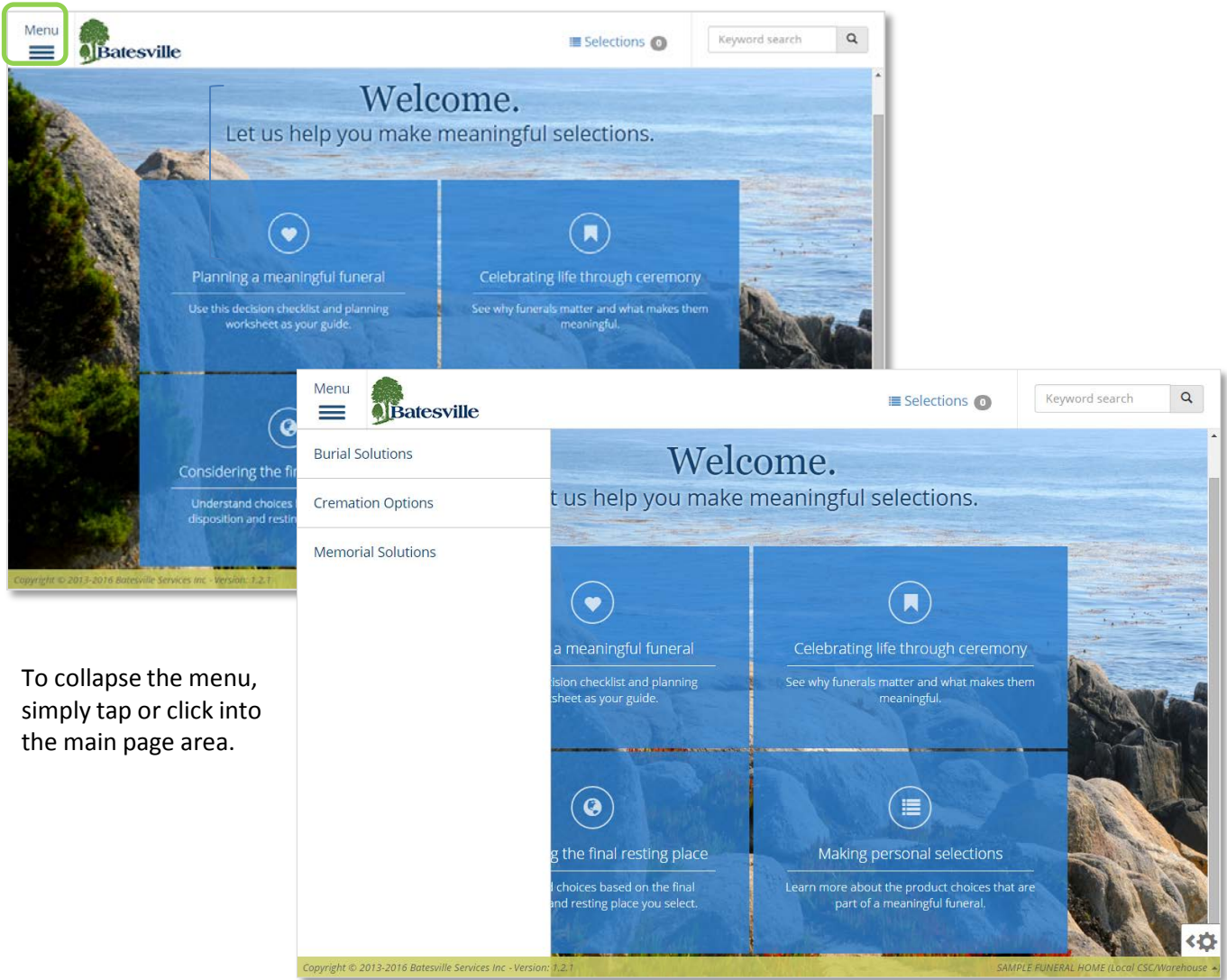
Getting Started

One Page Design Elements

The Meaningful Selections family interface was built incorporating elements of the one page design approach. While not a true one page website, the design provides the user with enough information to make a decision and act upon it. The purpose of this design is to allow you the flexibility to navigate throughout the entire site with very few clicks. With this smart website, you can navigate from educational content to product information quickly and seamlessly.

Meaningful Selections allows you to explore using a variety of drawers and expanding menus. As you navigate throughout the site, you're never far away from where you began your journey.

Using the example below, clicking on the Menu icon in the upper left opens the product selection menu.



To collapse the menu, simply tap or click into the main page area.

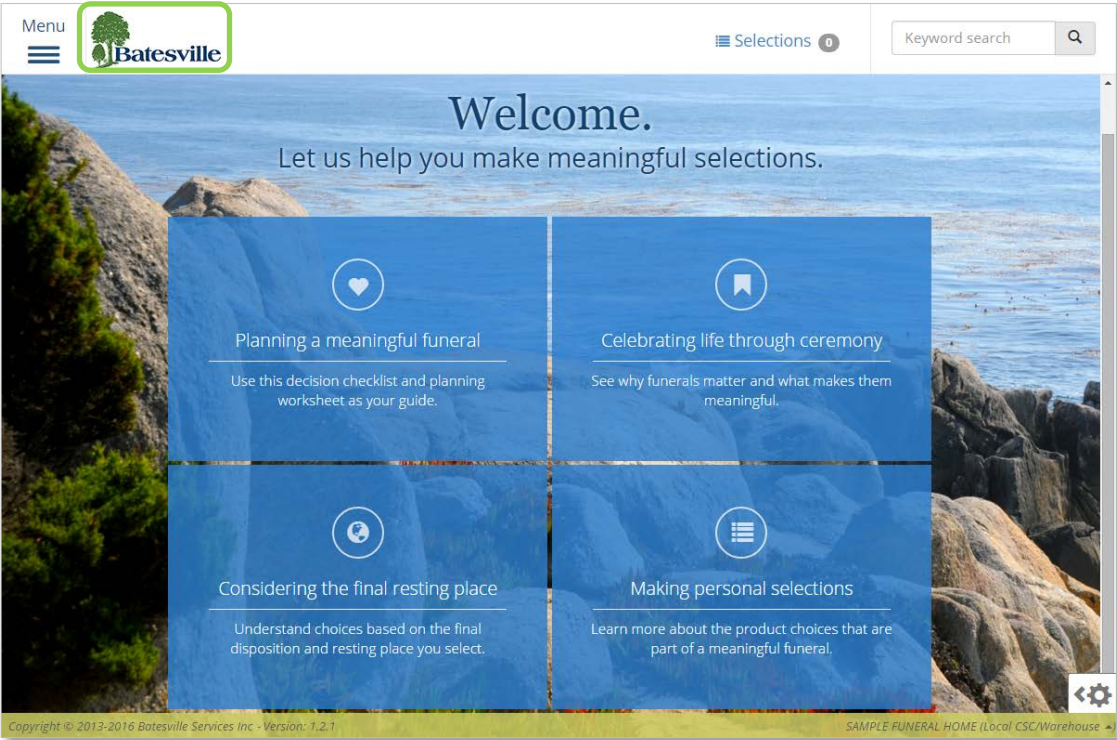
Getting Started

Logo Function

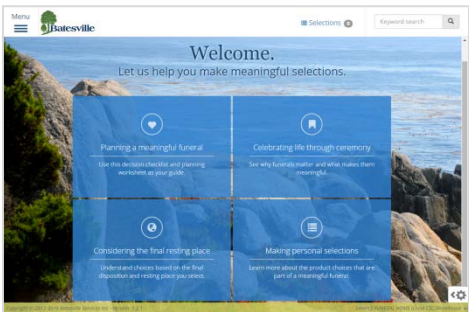
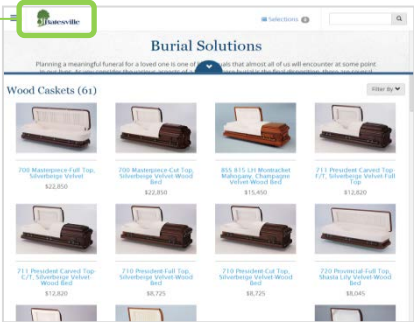
The logo acts as a reset button to take you back to the main page view. This is always available, no matter where you are in the navigation.

The Batesville logo is the default, but you can easily personalize your Family Interface with your own logo as well as choose from a selection of background images and more with the editing tools in the Admin Module.

Starting Page View



Tap or click here to return to the main page view



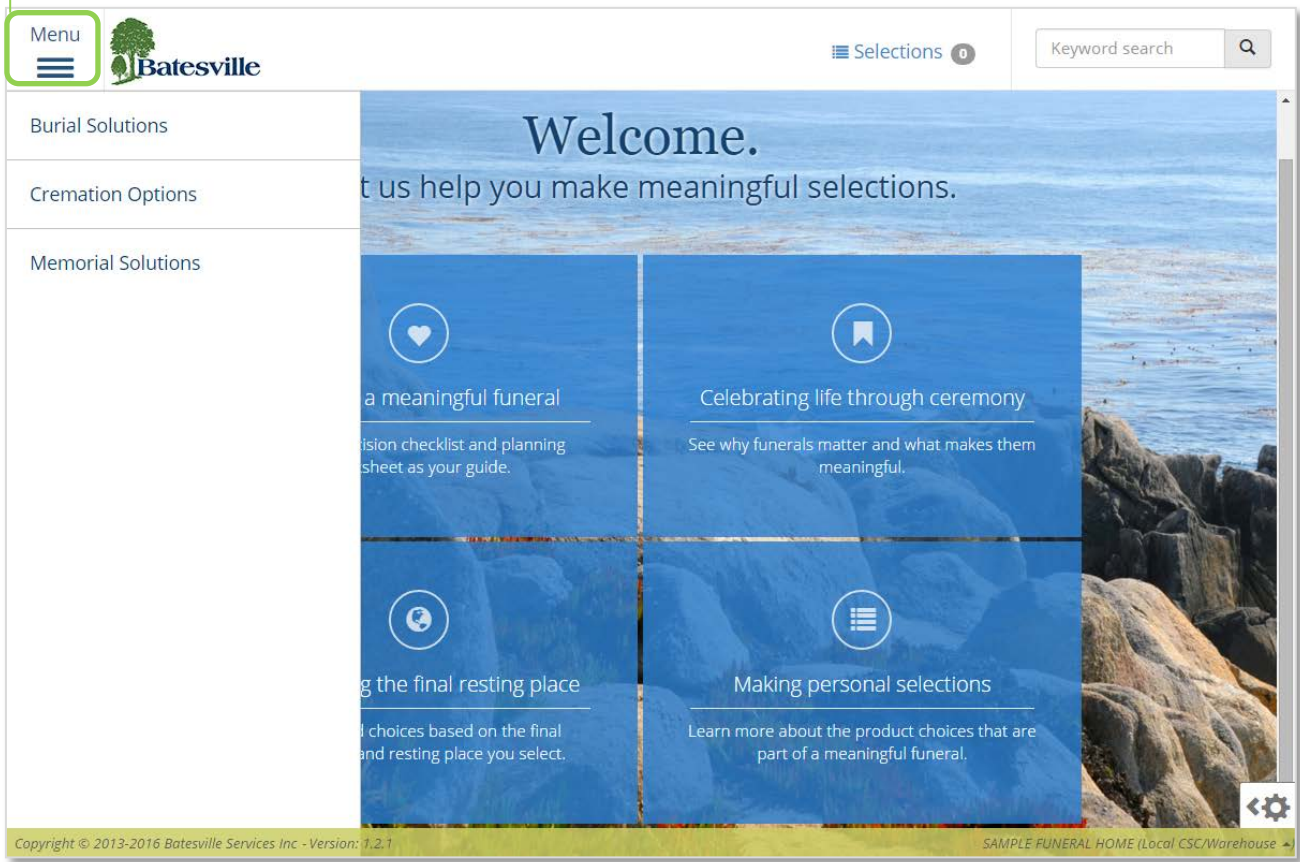
Getting Started

Product Selection Menu

The Menu icon allows you to expand the product selection menu. Like the logo, this icon is always available, no matter where you are within the site. Tap or click the icon to expand the menu and choose the product category you want to explore: Burial Solutions, Cremation Options, Memorial Solutions or Additional Offerings.

Starting Page with Product Selection Menu Expanded

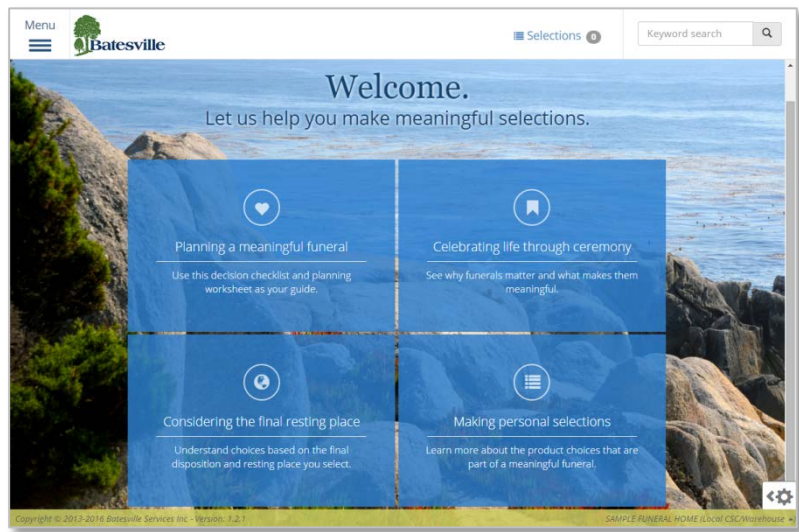
Menu Icon



Getting Started

Family Interface and Funeral Home Admin Module

Meaningful Selections is comprised of two unique user views. The Family Interface is designed to be used directly with families to review product choices as part of the arrangement process. The Admin Module is designed to be used by funeral home ownership, management and arrangement staff as a tool to set pricing, assortments, add products, personalize product descriptions and user views.



Family Interface
<https://selections.batesville.com>

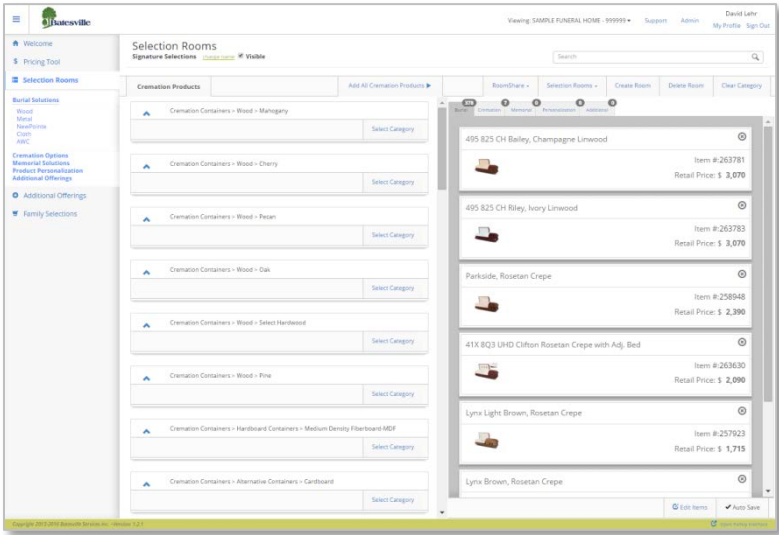
Consumer-Facing
*For Arrangers, Funeral Directors**

- Product education and selection
- Multiple selection rooms
- Filters, search function
- Save selections with personalization

Funeral Home Admin Module
<https://selections.batesville.com/admin>

Funeral Home Staff Use Only
For Funeral Home Management

- Configurator engine for family interface
- Set retail pricing, multiple selection rooms, content
- *Access saved selections from family interface
- Receive alerts from Batesville

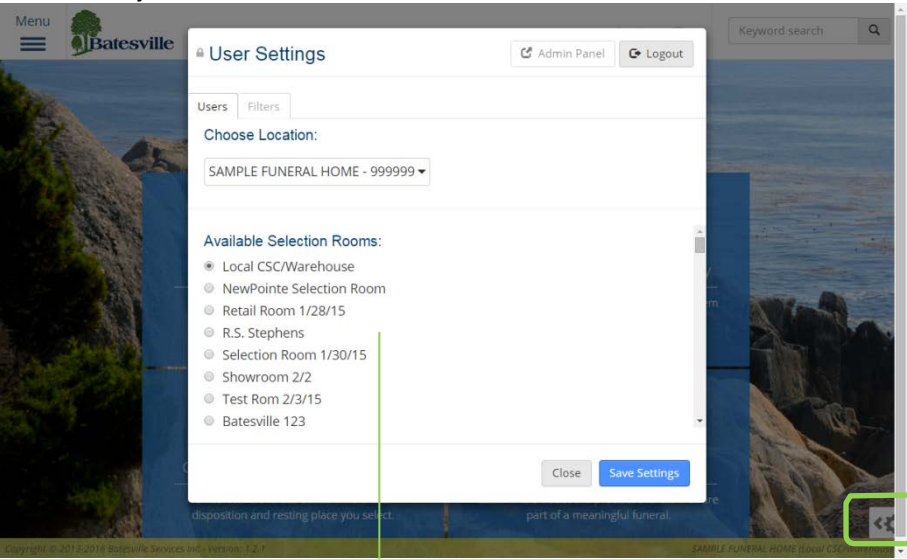


Getting Started

Moving Between Family Interface and Admin Module

The Admin Module can be accessed through the Family Interface. A Personal Identification Number (PIN) has been added as a security step to prevent accidental Admin access of consumers who may have unsupervised access to the Family Interface.

Family Interface




Step 1: Open your settings box by clicking on the gear icon on the lower right of your Family Interface screen, then click on change settings.

Change Settings

Lock Icon

Step 2: Click the lock icon. You will be prompted to create a PIN.



User Settings

Admin Panel

Logout

UsersFilters

Choose Location:

SAMPLE FUNERAL HOME - 999999

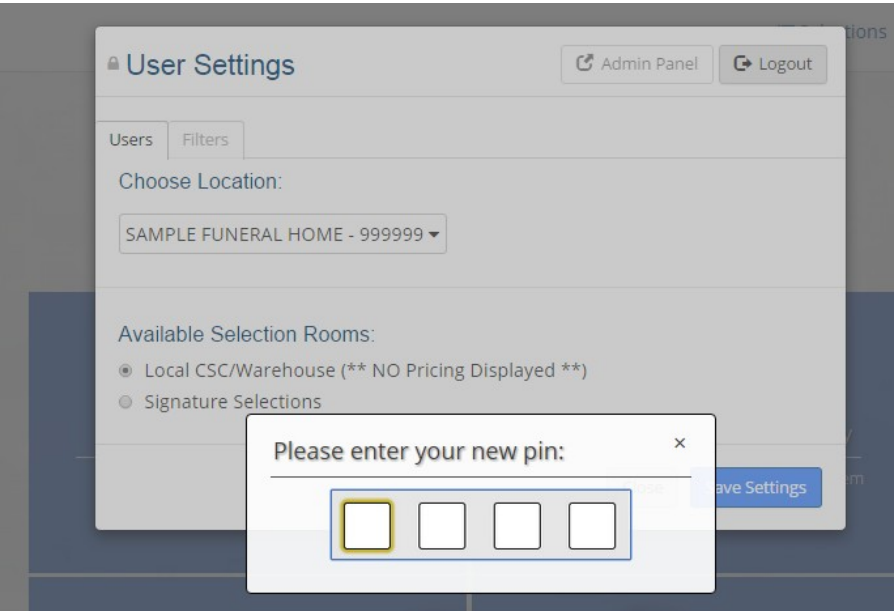
Available Selection Rooms:

Local CSC/Warehouse

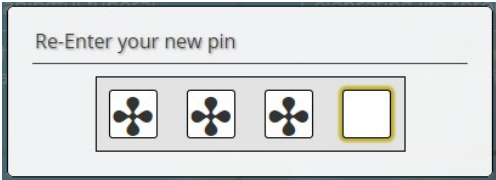
Getting Started

Moving Between Family Interface and Admin Module (continued)

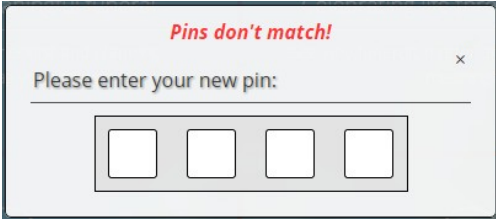
Step 3: Enter a 4 digit PIN. Please note, this should be easy for you to remember, but not easy for someone to guess. For example, don't use a PIN like 1234 or 1111.



After creating your PIN, you will be asked to re-enter it.



If your PINs don't match, you will be prompted to enter again



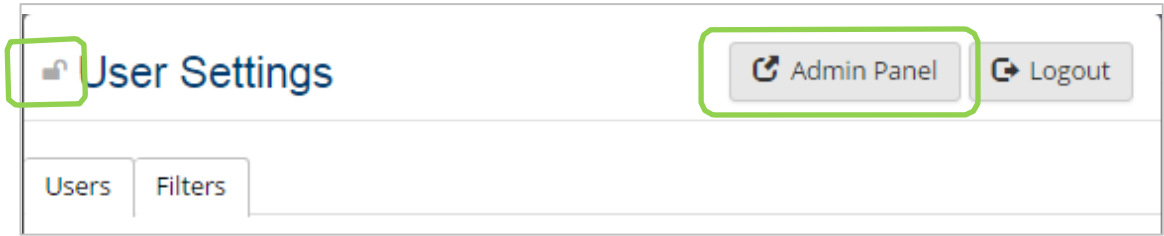
After entering your PIN, you will have a 15 minute window to access the Funeral Home Admin Panel from your Family Interface.



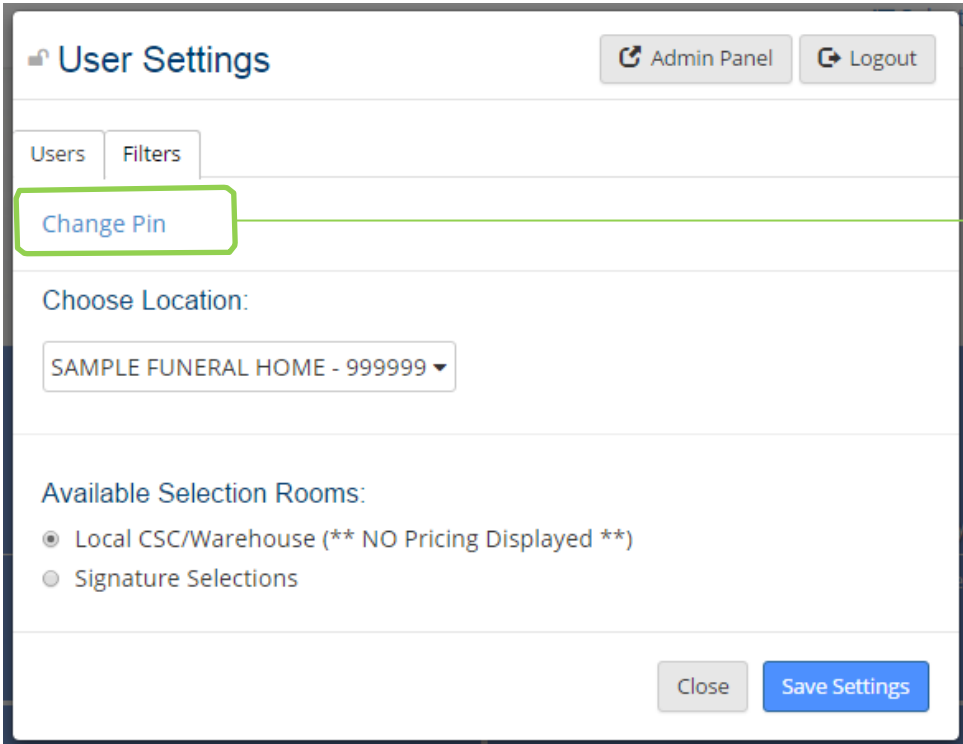
Getting Started

Moving Between Family Interface and Admin Module (continued)

Step 4: Admin access is unlocked: click the icon to lock your admin or enter your Admin Panel by clicking on the link



After creating your PIN, you will need to click on the lock icon each time you want to access the admin module. You can reset your PIN at any time.



Click to
change your
PIN

If you forget your PIN, please contact our Customer Service and Technical Support Team at (800) 297-6177, weekdays, 8 am to 7 pm Eastern Time.

Getting Started

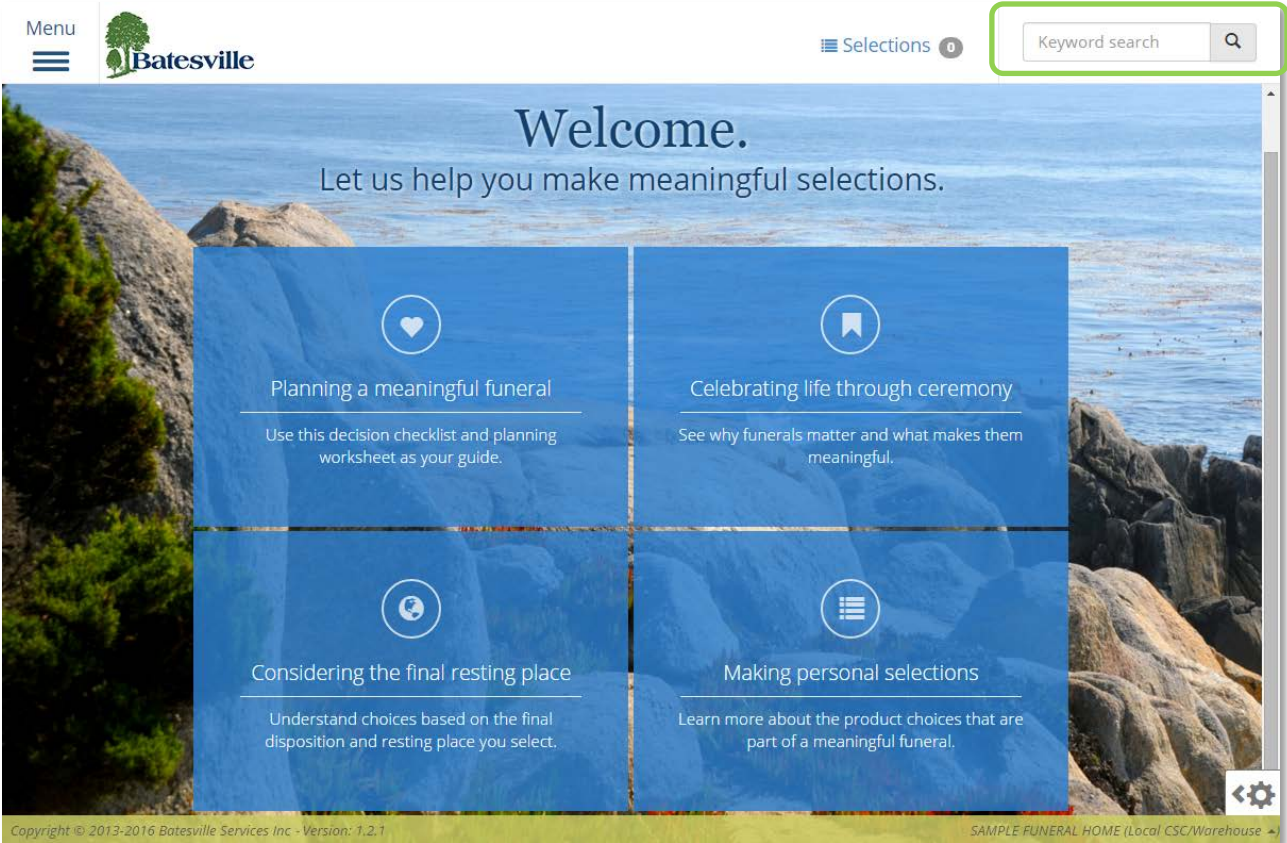
Search Function

The Search Function allows you to search for products using key words identified in the product description. When using the search function, tap or click the magnifying glass icon to the right of the text box to indicate your search. Hitting enter or return on your keyboard will also enable this function.

Product descriptions include item number and product name. Many descriptions also include the color of the product exterior, interior fabric or material, and product line. Any of these can be used to generate results in the search function.

Starting Page

Search Function

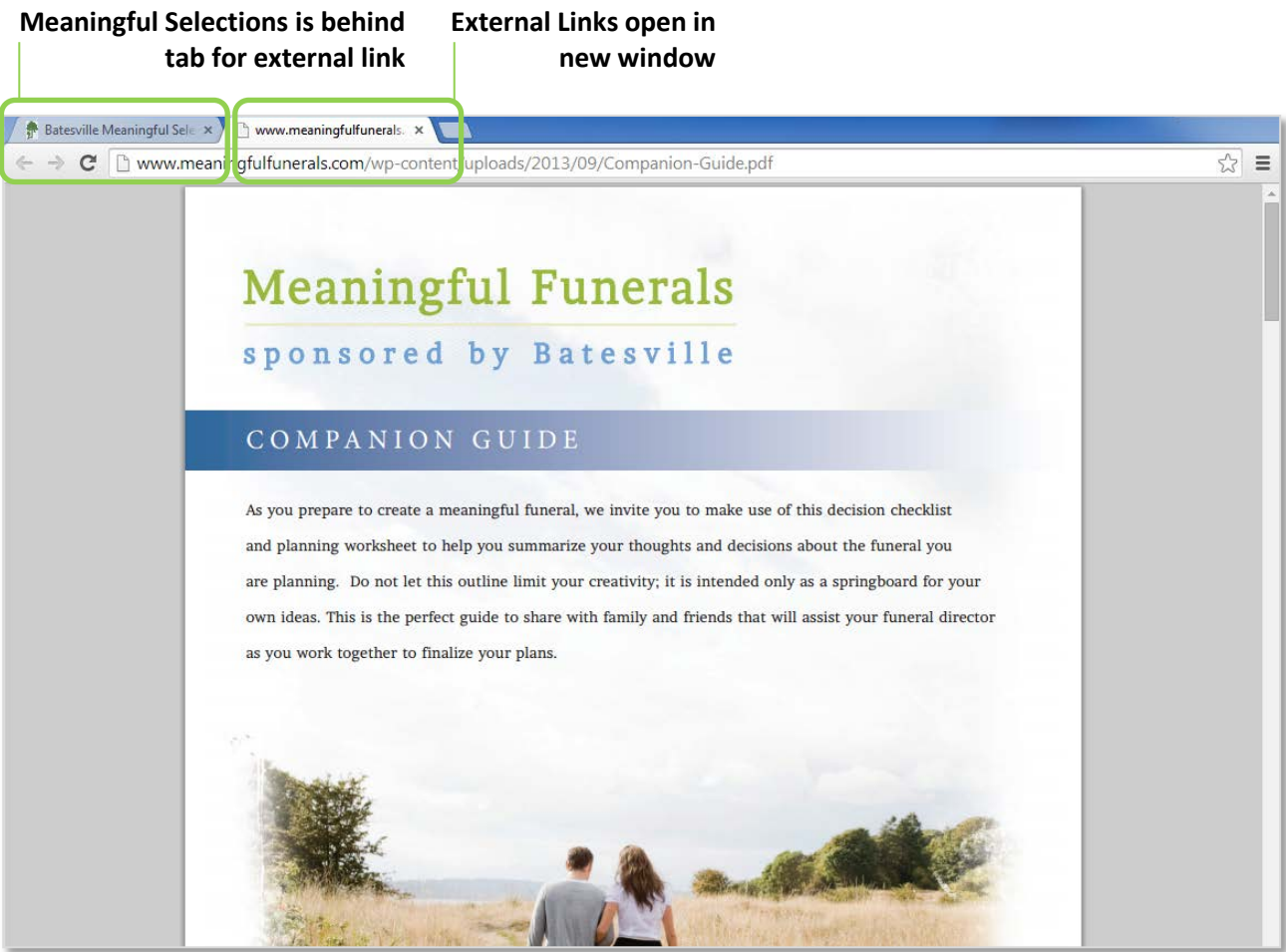


Getting Started

External Links

Meaningful Selections contains most of its content within the user interface. There are limited areas in the site that will open an external link when you navigate to those areas. For example, the top left content blocks on the main page opens a Companion Guide PDF from www.meaningfulfunerals.com.

All external links will open a new window. Your Meaningful Selections site will remain open as well, but will be positioned in the background behind your open link. To get back to Meaningful Selections, simply close the external link or click on the tab featuring Meaningful Selections.



Getting Started

Device Compatibility

Meaningful Selections was created using a responsive design approach. This allows it to respond to the user behavior and environments based on screen size and orientation. If you move from a laptop to an iPad, Meaningful Selections will automatically respond to accommodate for resolution, image size and overall layout.

Although Meaningful Selections should be compatible with most devices that are internet compatible, extensive user testing has been conducted using the following device types.

iPad and iPad Air



Windows Surface



Samsung Gallery Note 10.1



HP 23" Touchscreen All-In-One



Large Screen Monitors



Laptop PCs



Batesville Kiosk Touch Screen



Lenovo 23" Touchscreen All-In-One

Used in our Customer Business Center

Browser Requirements

To ensure full functionality, Meaningful Selections must be used with one of the following browsers:



Google Chrome



Mozilla Firefox



Internet Explorer 10 and higher



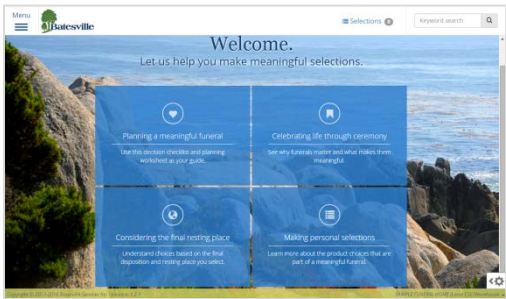
Apple Safari

*Not compatible with smart phones



Getting Around in Meaningful Selections

Main Page with Education Content Blocks



The main page view is designed as a starting page for the Family Interface product selection experience. This view features four boxes with links to education information that may be helpful for families as you guide them through the selection process.

If you prefer, this function can be disabled, allowing you to create and format your own content using a content editing tool in the Admin Module.

Planning a Meaningful Funeral offers advice and aids in the funeral planning process.

Click on the Meaningful Funerals Companion Guide for a checklist to use with families.

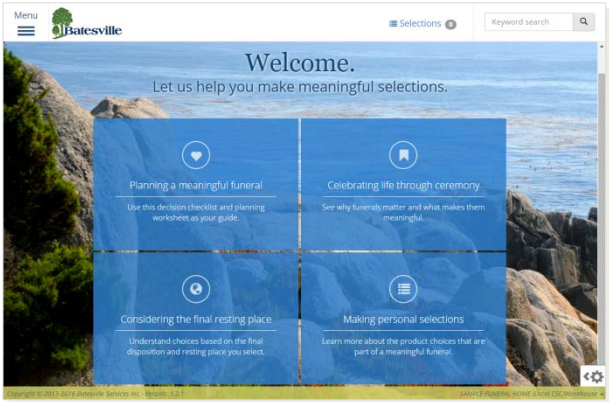
Celebrating Life Through Ceremony helps families understand the different ceremonies that can be held to celebrate their loved one. This information helps to simplify the decision making process.

Considering the Final Resting Place helps in aiding the decision of where a loved one will be laid to rest. The choices discussed in this block are designed to complement the personalized life tribute your families have arranged.

Making Personal Selections displays content to help families honor their loved one's unique personality. Personalization can be as simple or detailed as they would like, honoring special relationships, interests, spirituality, and service.

Getting Around in Meaningful Selections


Product Review and Selection Areas: Menu



The product review and selection areas of Meaningful Selections are accessed through the menu icon in the upper left corner of the page. Tapping or clicking this icon expands the menu along the left side of the screen.

The first time you access the menu, all product categories will default to the closed position. Tap or click to expand the three product categories: Burial Solutions, Cremation Options, and Memorial Solutions.

Menu



Burial Solutions

What are my choices?

CASKETS

- Wood
- Metal
- NewPointe
- Cloth
- AWC


Featured Products

- LifeStories
- LifeSymbols

Cremation Options

Memorial Solutions

Menu



Burial Solutions

Cremation Options

What are my choices?


Cremation Caskets and Containers

Urns

Urn Vaults

Memorial Solutions

Menu



Burial Solutions

Cremation Options

Memorial Solutions

What are my choices?

Remembrance Keepsakes

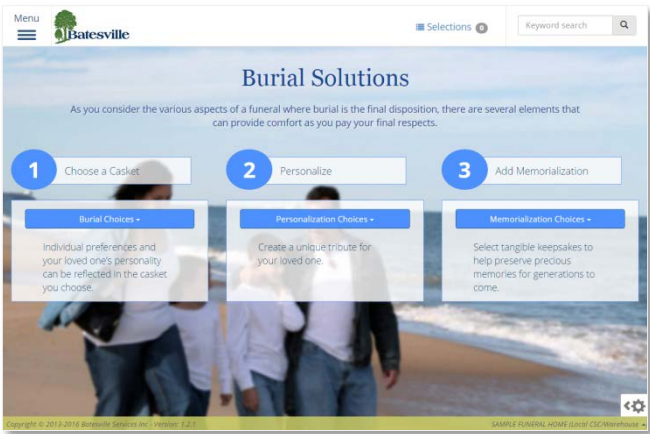
Remembrance Jewelry

Memorial Stationery

Getting Around in Meaningful Selections

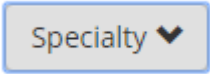
Product Review and Selection Areas: Burial Solutions

The Burial Solutions menu allows you to easily view your burial casket assortment. Tapping or clicking on the Burial Solutions main title will open the Getting Started page. Based on your product assortment and preferences of families, you can use the three steps to select a casket, a personalized casket and add memorialization.



You can also simply choose from the choices on the left side menu. Burial products are categorized on the menu by type (Wood, Metal, NewPointe, Cloth and AWC), and personalization (LifeStories/LifeSymbols).

Dimensions Filter

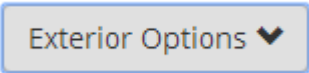


Displays Dimensions oversized casket products.

Specialty *select all that apply*



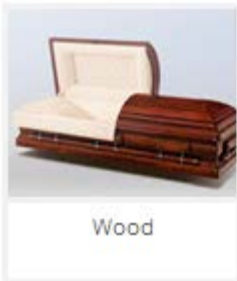
Material Type Filters



Selecting any of these product categories will open a new drawer, with secondary filtering available to further refine.

Product Type *select all that apply*

Product Type *select all that apply*



Getting Around in Meaningful Selections

Product Review and Selection Areas: Burial Solutions (continued)

Price Filter*

Filter By Price ▼

Price

\$1,900

\$18,900

Metal Filters

Exterior Options ▼

Materials *select all that apply*



Bronze



Copper



Stainless Steel



16 Gauge Steel



18 Gauge Steel



20 Gauge Steel



Non-Gasketed Steel

Exterior Colors *select all that apply*



Violet



Plum



Indigo



Blue



Opal



Green



Ivory



Brown



Red



Pink



White



White/Pink




Silver




Grey

Interior Options ▼


Interior Colors *select all that apply*




Moss Pink




Shasta Lily




Light Blue




Saffron




Rosetan



Champagne



Silverbeige



Natural









Getting Around in Meaningful Selections

Product Review and Selection Areas: Burial Solutions (continued)




Wood Filters

Exterior Options ▼

Materials *select all that apply*


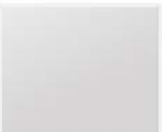






							
Mahogany	Walnut	Cherry	Maple	Sycamore	Oak	Pecan	Select Hardwood

Exterior Colors *select all that apply*

		
Light	Dark	None

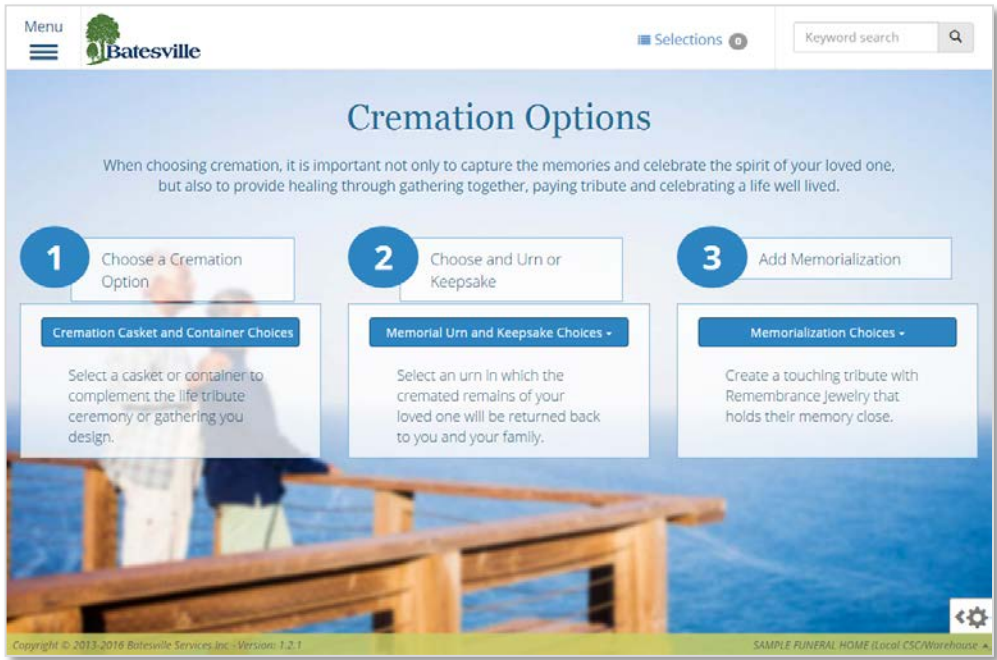
Interior Options ▼

Interior Colors *select all that apply*

							
Moss Pink	Shasta Lily	Light Blue	Saffron	Rosetan	Champagne	Silverbeige	Natural

Getting Around in Meaningful Selections

Product Review and Selection Areas: Cremation Options

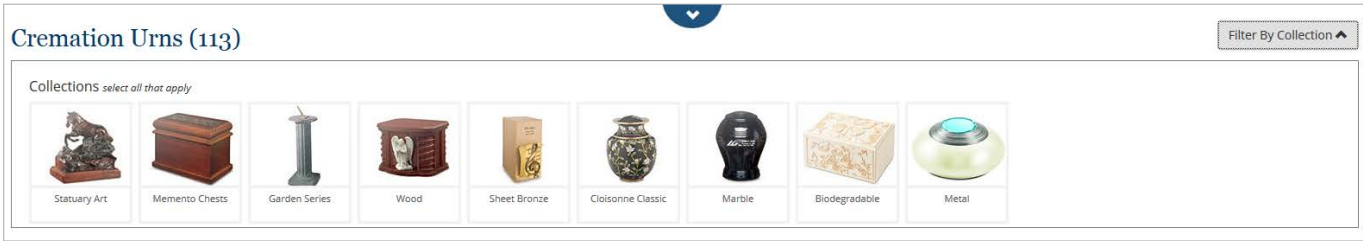


The Cremation Options menu allows you to easily view your cremation product assortment. Tapping or clicking on the Cremation Options main title will open the Getting Started page. This is a landing page for the cremation products area.

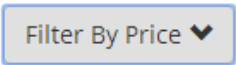
Based on your product assortment and preferences of families, you can use the three steps to select a cremation casket or container, choose an urn and add memorialization.

Cremation Caskets and Containers follow the same filtering logic created for burial caskets. The urns category follows the same group methodology as the Cremation Options printed catalog. The Urn Vaults category contains no secondary filters.

Cremation Urns Filters



Price Filter*



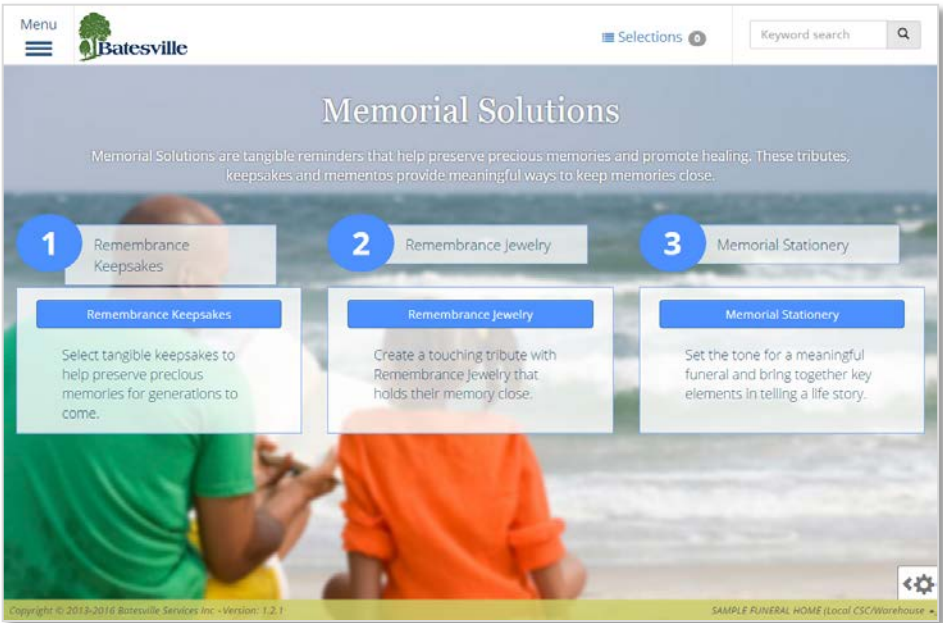
Price



*Access to this function may be limited by your admin and is not available on read-only version.

Getting Around in Meaningful Selections

Product Review and Selection Areas: Memorial Solutions

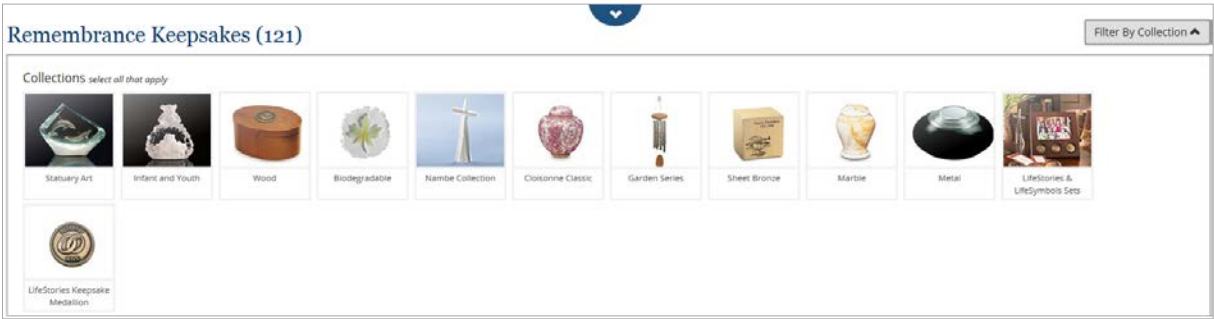


The Memorial Solutions menu allows you to easily view your Memorial Solutions assortment. Tapping or clicking on the Memorial Solutions main title will open the Getting Started page. This is a landing page for memorial products.

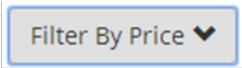
Based on your product assortment and preferences of families, you can use the three steps to select a keepsake, jewelry item or stationery.

Memorial Solutions is the product category for keepsake urns, jewelry and stationery products. Secondary filters for keepsakes and jewelry follow the printed catalog methodology.

Remembrance Keepsakes Filters



Price Filter*



Price



*Access to this function may be limited by your admin and is not available on read-only version.

Getting Around in Meaningful Selections

Product Review and Selection Areas: Memorial Solutions (continued)

Remembrance Jewelry Filters

Remembrance Jewelry (80)

Filter By Collection ▲

Collections *select all that apply*



14K Gold



Sterling Silver




Stainless Steel Jewelry

Memorial Stationery Filters


Memorial Stationery (115)

Filter By Collection ▲


Collections *select all that apply*




Memorial Folders




Collections - Memorial Folders




Collections - Prayer Cards




Acknowledgement Cards



Bookmarks



Prayer Cards



Registry Books

Price Filter*

Filter By Price ▼

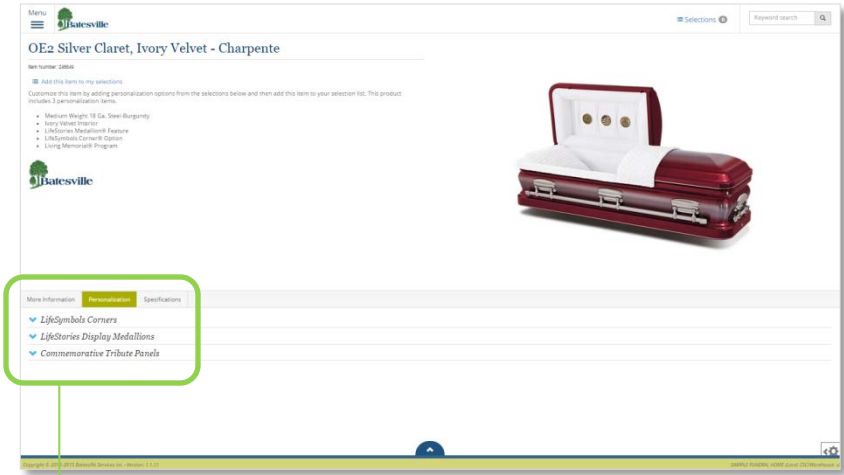
Price



*Access to this function may be limited by your admin and is not available on read-only version.

Getting Around in Meaningful Selections

Selecting Products: Adding Personalization

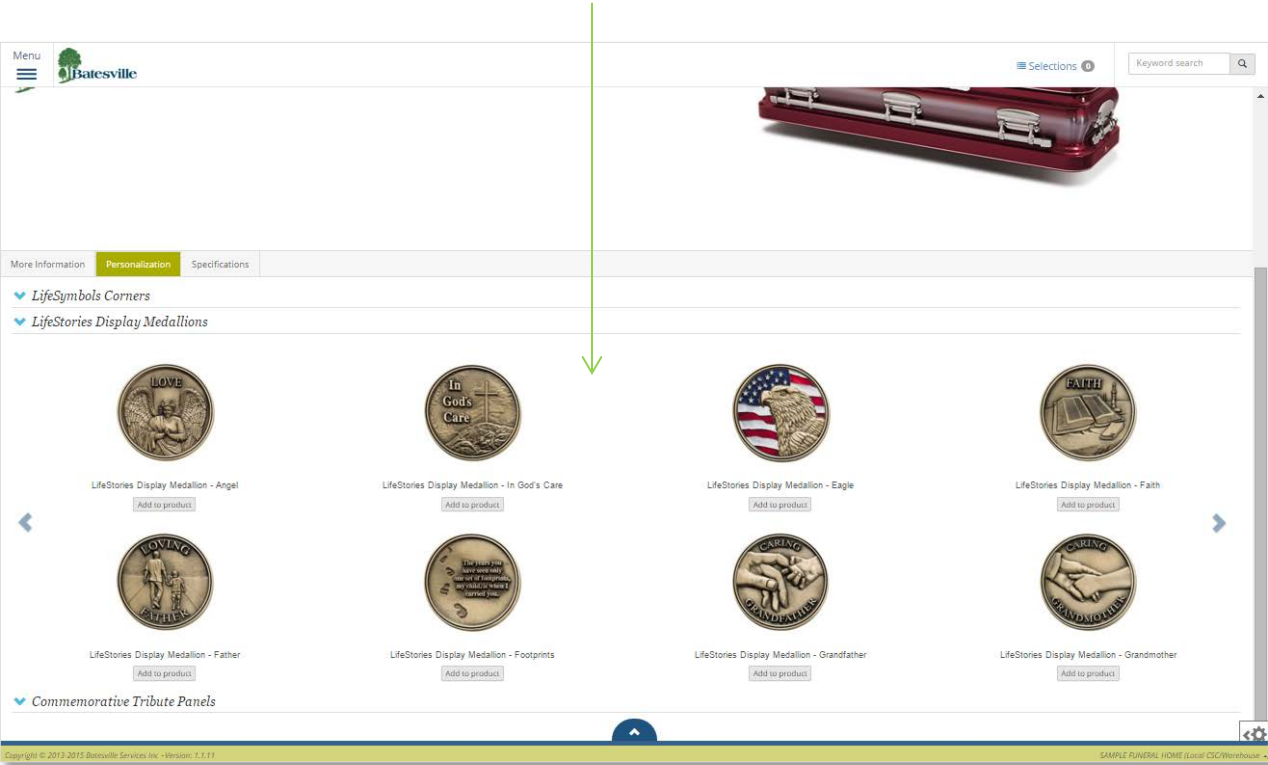


The Selection list is available for all products and will be your method for identifying product selections from your families.

To add a product to the selection list, start by adding any personalization that is available and desired by the family.

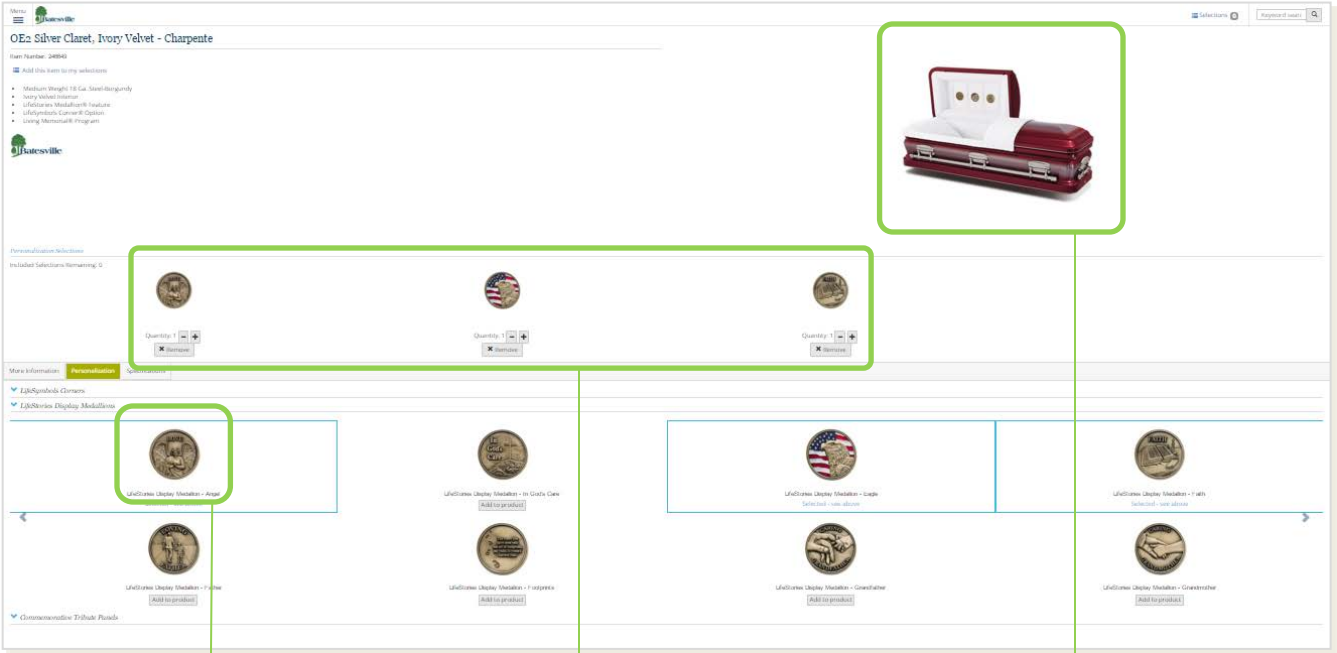
LifeStories and LifeSymbols personalization items vary by product.

Click on the personalization type to display items available.



Getting Around in Meaningful Selections

Selecting Products: Adding Personalization (continued)



Visual count for personalization selected with product.

Click or tap image to zoom



Click or tap image to zoom




Getting Around in Meaningful Selections

Selecting Products: Using Selections List

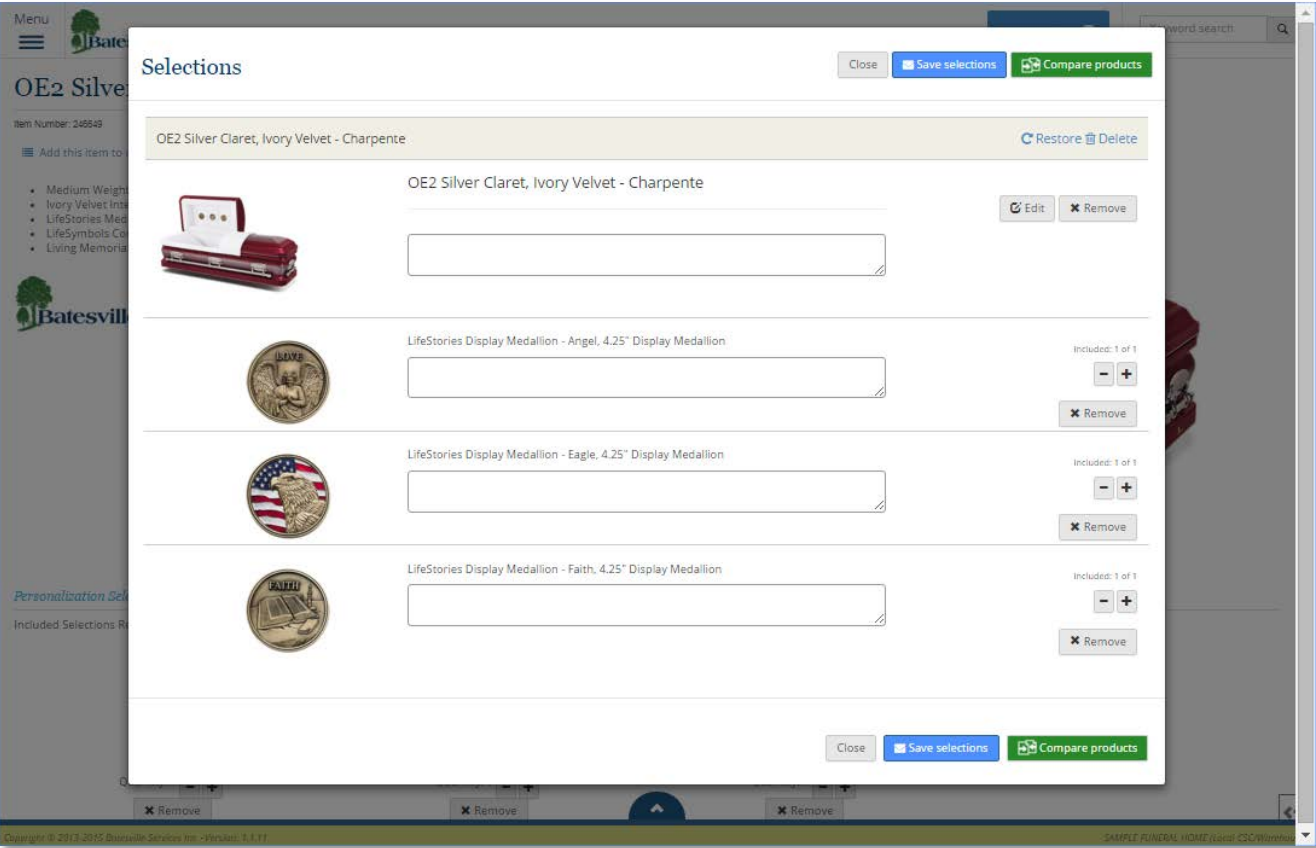
OE2 Silver Claret, Ivory Velvet - Charpente

Item Number: 246649

 Add this item to my selections

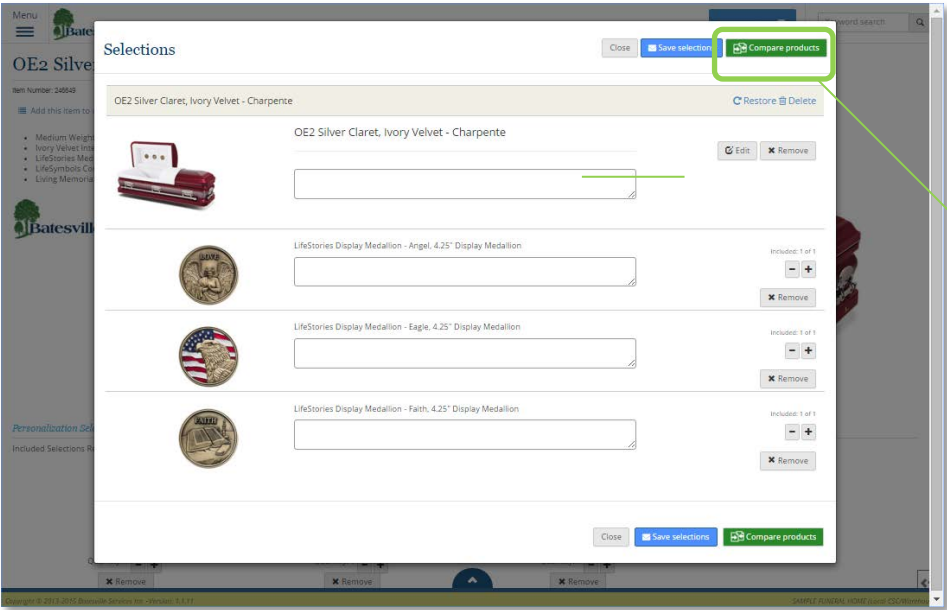
After adding personalization, simply click “Add this item to my selections” which is located under the product item number.

Clicking on Selections List will display selected items.

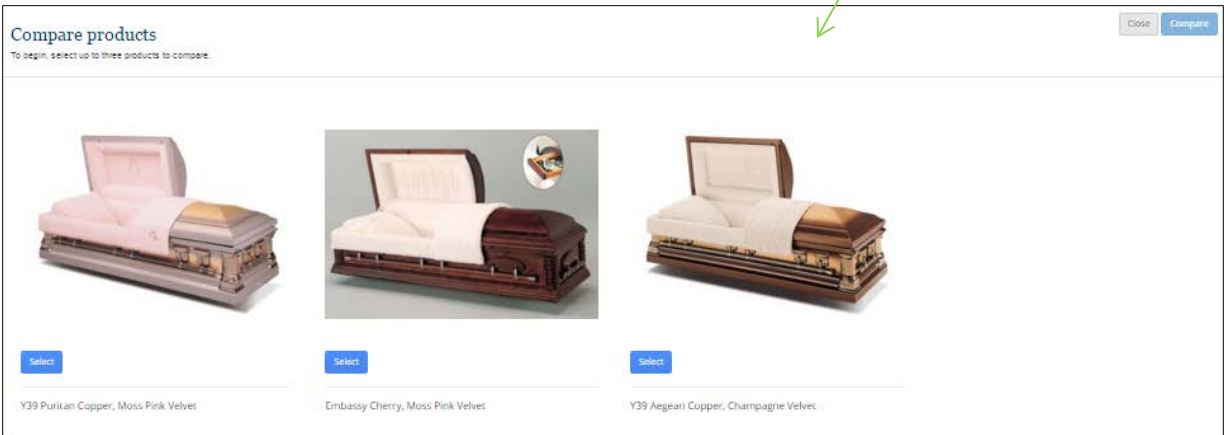


Getting Around in Meaningful Selections

Using Selection List: Comparing Selections



Click the Compare products button to view side-by-side comparisons of up to three products at a time.



For Batesville products, you can view price, product details, available personalization and specifications. For Additional Offerings products, you can view price and the customized description you created for the respective items. For step-by-step instructions, see the [Compare Tool Reference Guide](#)

Getting Around in Meaningful Selections

Using Selection List: Saving Selections



Next, select “Save Selections” to save to your admin module. You can enter contact info and notes, change product quantities, and send an email to the family contact. You can also print a hardcopy.

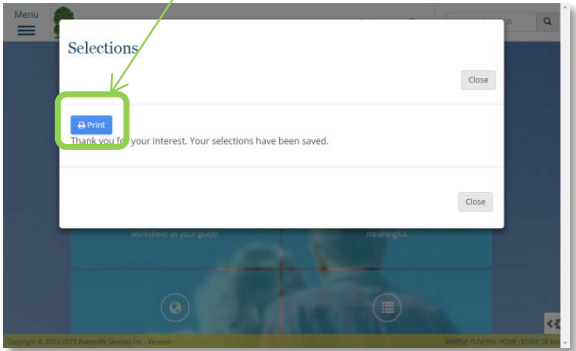
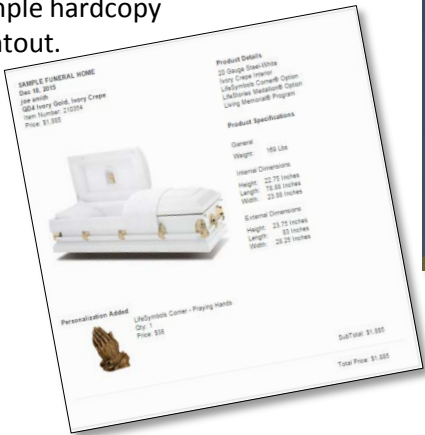
A screenshot of a web form titled 'Customer Details'. It has several sections: 'Family Contact' with fields for Decedent (required), Name (First Name, Last Name), Phone (Phone Number), Email Address, a checkbox '(check to email selections)', Address, City, State, Zip, and a Message field. Below this is 'Additional Family Members' with similar fields for Name, Email Address, and Message. At the bottom is the 'Selections' section, which lists three items: '012 Silver Claret, Ivory Velvet - Charpente', 'Lifetimes Display Medallion - Angel, 4.25" Display Medallion', 'Lifetimes Display Medallion - Eagle, 4.25" Display Medallion', and 'Lifetimes Display Medallion - Faith, 4.25" Display Medallion'. Each item has an 'Included' count of 1 of 1. There are 'Add', 'Restore', and 'Delete' buttons for the first item. At the bottom right of the form are 'Cancel' and 'Save' buttons.

Check to email to family contact.

Click or tap after entering additional family information

Click or tap to print hardcopy

Sample hardcopy printout.



Getting Around in Meaningful Selections

Accessing Saved Selections List

To access saved selections, you will need to navigate to the admin module.

Start by clicking the gear icon at the bottom right of your page. Follow the steps to open your admin (see pg. 9) and access the Family Selections tab.

Change Settings

Lock icon should be unlocked

User Settings

Admin Panel

Logout

Click "Admin Panel"

Close

Save Settings

Funeral Home Admin Module

Batesville

Viewing: SAMPLE FUNERAL HOME - 999999

Support

Admin

Welcome

Family Selections

Active Selections

Archived Selections

Family	Date	Item Count	Order Status	Remove
Jeff Spicoli Family	08-09-2014	4	Open Closed	Archive

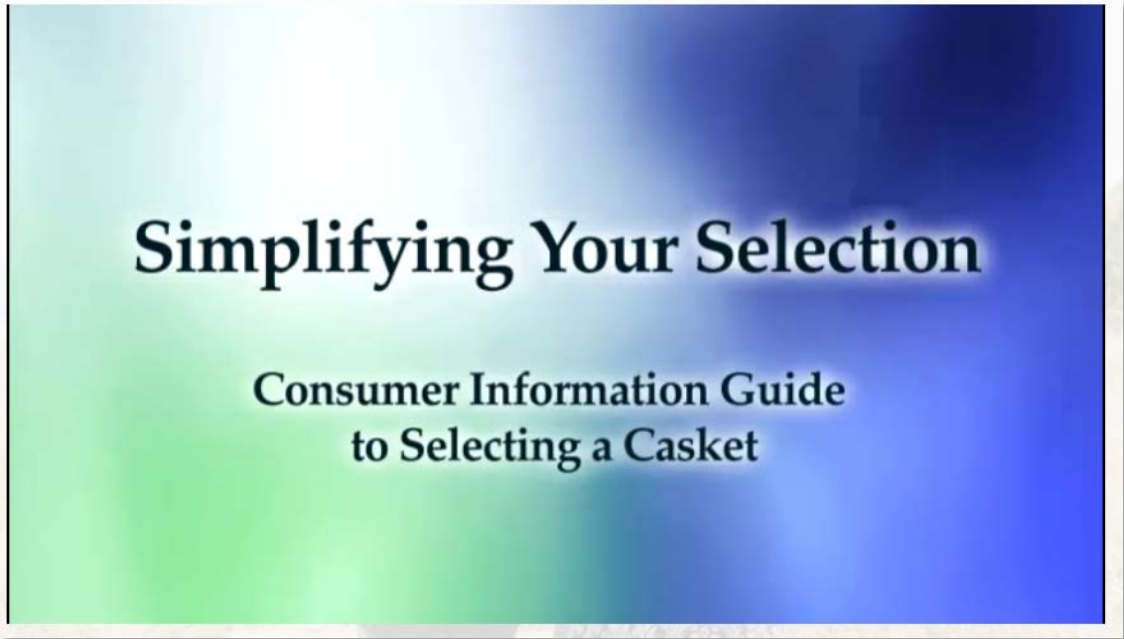
*Access to pricing function may be limited by your admin and is not available on read-only version.

Getting Around in Meaningful Selections

Playing Videos

On the product selection menu, you can select “What are my choices?” in each of the three product categories. Product selection and education videos are posted in each of these sections. Each video can be played full screen, if desired.

Burial Solutions



Cremation Options

