



# Memorial Order Management System (MOMS)

Our latest software offering is our Memorial Order Management System. When we were faced with upgrading our DOS based management software 8 years ago we decided the best option was to build it ourselves in the most simple way we could.

The result is MOMS - a web based application, designed around workflows.

## FEATURES

- Customisable order form with your branding and consistent, easy to understand layout
- Workflow driven - prompts you when you need to do something
- Office dashboard gives list of all activities that require our action (rather than customer action)
- Snapshot overview of the work in progress via a virtual card rack
- Schedule dates highlight the most urgent orders to work on (not just the customer who shouts the loudest)
- Keep on top of those orders where there is a firm date the memorial needs to be completed by (birthday, anniversary, interment of ashes etc)
- Mobile friendly interface to upload photos to orders or quotes
- Generates cemetery application forms for you
- Dedicated workshop view with all the relevant information shown on one screen
- Workshop interface designed to work with touch screens such as iPads.
- Convenient pay monthly subscription plan based upon number of orders input
- Unlimited users with system locks to avoid users editing the same data
- Track outstanding invoices and payments received

S. Critchley & Son Ltd.  
Agecroft Memorials Works  
Langley Road, Pendlebury  
Manchester M27 8SS



Company Number 4221572  
VAT Number 145 0111 22  
Telephone 0161 736 1794  
www.critchley Memorials.co.uk

Ordered by: Paul Johnson

Order Number	22002
S Critchley Costs	£360.00
Cemetery Fees	£75.00
Total	£435.00
Deposit Paid	£435.00
Balance Due	£0.00

**MATERIALS:** Natural quarried materials can vary in colour and texture. Products made from them are sold subject to such variations, including natural markings and any inherent characteristics.  
**TITLE:** All goods remain the property of S. Critchley & Son Ltd. and no new memorial will be installed in the burial ground until paid for in full. We reserve the right to use photographs of the completed memorial for promotional purposes.  
**COSTS BEYOND OUR CONTROL:** Fees to burial authorities are the customer's responsibility but will be paid by us and added to the invoice. These fees and the VAT referred to on this order are those currently payable. They may be subject to change beyond our control and will be recalculated at the date of invoice should there be any changes.  
**PAYMENT:** A deposit of at least one third of the total order value plus the burial authority fee is required before any work can be started. On completion of the order the customer will either be notified verbally or sent their invoice. The balance is due within 14 days of the date of invoice or notification. Interest charges will be added to overdue accounts calculated on a calendar month basis at the rate of 2.5% per month on the outstanding balance (APR 34.5%).

**ALTERATIONS OR CANCELLATION:** Alterations to this order can only be accepted if made in writing prior to the work being carried out, whereupon an amended order form will be issued. In the event of cancellation for any reason, the sum of £35.00 plus 10% of the order value is forfeit. Any costs incurred in processing the order above this amount will also be forfeit or charged.

**COLLECTION OF MEMORIALS:** Customers collecting memorial are advised that Cemetery Approval, to check the design, material and method of fixing is compliant, is required before placing memorials in the cemetery.

I confirm that the details contained on this order are correct and by virtue of being the grave / memorial owner or having their permission authorise S. Critchley & Son Ltd. to carry out this work

Date 1 October 2024

Signed .....

Location Agecroft  
Memorial Shape -  
Material -  
Size (Approx in mm)  
Foundation Concrete  
Plinth Not Required  
Kerbs Not Required  
Chippings  
Flower Container(s)  
Fixing Date 16 Sep 2023

Grave Number 12-4  
Lettering Colour Silver  
Memorial intended for 0 more name(s)  
The precise layout of the lettering will be left to our craftsmen and may not necessarily be laid out as on this form

Also Her Son  
Henry Johnson  
Loving Husband, Dad And Grandad  
Died 25th September 2021 Aged 79 Years

## The Blast Shop CRM | Dashboard

### Orders requiring our attention

Order number	Deceased name	Order type	Attention
22002	Johnson, Henry	Inscription	Fixed - inform customer Customer informed On hold
22003	McCauley, Susan	New Memorial	Requires invoicing Invoiced On hold
22006	Brooks, Rachel	Inscription	Send Portrait to Supplier Sent to supplier On hold

### The Blast Shop CRM | Amending order

Order number: 23010  
Customer name: 88 Rip Dawson  
Telephone: 0123456789  
Address: 30 Vallfield Vallfield Cott Sheffand Z12 9H1  
GCMF not sent Drawing not done  
Memorial not ordered

Deceased name: Bert Dawson  
Order type: New Memorial  
Material: CAWONLAP  
Cemetery: Agecroft  
GCMF approved on: 13/09/2022  
Amount Outstanding: £180.00

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CONTACTS MEMORIALS ORNAMENTS FOUNDATIONS INSCRIPTIONS OTHER ACCOUNTS WORKFLOW DOCUMENTS

Order type: New Memorial  
Colour: Call Type Granite  
Shape: Plain  
Size: Large Headstone 600  
Finish: All Polished  
In stock: Stocked  
Flower Container Location: Left 200mm  
Fixings:  Rosette/Shell  Anchor  Foundation  
Code: CAWONLAP 1195.00  
None

### The Blast Shop CRM | Amending order - This order has a firm fixing date - 16/09/2023

Order number: 22002  
Customer name: Paul Johnson  
Telephone: 0123456789  
Address: 30 Vallfield Vallfield Cott Sheffand Z12 9H1  
GCMF approved on: 13/09/2022  
Drawing approved on: 08/01/2024  
Memorial fixed on: 08/01/2024

Deceased name: Henry Johnson  
Order type: Inscription  
Material: Material  
Cemetery: Agecroft  
Grave number: 12-4  
Amount Outstanding: £136.00

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CONTACTS MEMORIALS ORNAMENTS FOUNDATIONS INSCRIPTIONS OTHER ACCOUNTS WORKFLOW DOCUMENTS

Name on Memorial: David Johnson  
How many names: 0 from  
Inscription Colour: Silver  
Lettering: 200 Excluded letters  
Price per letter: 2.00  
Location: 0 letters  
Also Her Son: Henry Johnson  
Loving Husband, Dad And Grandad  
Died 25th September 2021 Aged 79 Years  
Price per letter: 2.00  
Location: 0 letters  
None (CALCULATE LETTERING COST)

### The Blast Shop CRM | Amending order

Order number: 22003  
Customer name: Yvonne Cahaly  
Telephone: 01234 56789  
Address: address  
GCMF approved on: 13/09/2022  
Drawing approved on: 13/09/2022  
Memorial in showroom on: 13/09/2022

Deceased name: Susan McCauley  
Order type: New Memorial  
Material: BPOGELMFAF  
Cemetery: Agecroft  
Grave number: 12-5  
Amount Outstanding: £200.00

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CONTACTS MEMORIALS ORNAMENTS FOUNDATIONS INSCRIPTIONS OTHER ACCOUNTS WORKFLOW DOCUMENTS

Created by: Stan Kinch on 13/09/2022  
Quote Book/Number - Old Order Number  
Additional costs  
Additional information  
Workshop Notes  
Choose file No file chosen  
Upload (X) remove (X) remove  
None



The system can be configured to your workflow but the default is a relatively straight forward one built from 3 separate (but connected) workflows:

- Getting cemetery approval
- Getting customer approval for the layout
- Ordering and creating the memorial

At all times, if there is an activity that you need to do (eg send the application forms to the cemetery) then the system will prompt you that there is a task outstanding.

The system tracks when tasks take place so when a customer complains about how long it has taken you have all the information to hand, when forms were given back to you, how long the cemetery took to approve the application etc.

