NORTH CAROLINA BOARD OF FUNERAL SERVICE

INSTRUCTIONS FOR MONTHLY CREMATION REPORTS

The NC Board of Funeral Service has opened the online portal for the preparation and submission of your Monthly Cremation Report at www.ncbfs.org. Please review these instructions for guidance on proper completion of the Report. We recommend that you print these instructions so that you can refer to them as you complete your monthly report.

Please click on this link to access the Monthly Cremation Report Sign On:

https://ncbfs.igovsolution.net/online/CrematoryLogin.aspx

GETTING STARTED

▪ User Name and Password

To access the online system, you must sign up for an account by creating a **User Name** and **Password**. The User Login page will offer you an option for **Sign Up**. Click this option. You will be prompted to provide whether you are a **Crematory or an Alkaline Hydrolysis** facility. You will also need to enter your **Permit Number. This number must be a 4-digit number, so please add sufficient "0's" in front of your permit number to assure that it has 4 digits.** Once you have entered the Permit Number, enter the last 4 digits of the **Licensed Manager's social security number**.

Once you have entered a User Name and confirmed your Password, click the Submit button. If the User Name and Password are accepted, you will see a confirmation message.

▪ Resetting Your Password

If you need to reset your password, you will need to indicate your Permit Type [Crematory or Alkaline Hydrolysis]; Permit Number; and last 4-digits of the Licensed Manager's social security number by clicking the Forgot Password option from the User Login screen. You will see an Alert Message reminding you to write down the temporary password the system will provide once you have provided the permit type, permit number and SSAN digits. Enter the Temporary Password in the Old Password block. Then create and confirm your new Password. Click Submit. You should see a confirmation message if the new password has been accepted.

USING THE SYSTEM

Once you have logged in, you will see three [3] option: Profile Information, Cremation Report For _____ , and Crematory Report. Please note that you may Logout of the system if necessary by clicking the button in the upper right.

▪ Profile Information

The system will automatically provide the **Profile Information** which cannot be edited. If you note any errors, please contact Glenda Ryan, the Board staff member responsible for processing cremation reports, at gryan@ncbfs.org.

- <u>Cremation Report Section</u>

In the **Cremation Report** section, you may add entries that have not yet been submitted. Once a report has been submitted, you cannot edit the information but you can download the report if you need a hard copy. First, select the appropriate month for your cremation report by clicking the arrow for a dropdown menu. Only months for which a report has not been submitted will be listed. Click on the appropriate month.

<u>Once you have entered all cremations for the appropriate month (reporting period), you can submit your report and payment. You can therefore submit your monthly report beginning the 1st of the month following the reporting period. Be sure that your report is submitted no later than the 10th of the month following the reporting period to avoid late fees.</u>

Remember that you must submit a monthly cremations report to the Board even if no cremations have taken place in a particular month.

- <u>Adding Entries</u>

Click on **Add New** to add entries to your report. *(Please note that the header for this screen is **Add New Crematory**.)* You may add entries from previous months so long as they have not been previously submitted as well as entries for the current month.

When you click **Add New**, you will be prompted to provide Decedent's Name, Date of Death, Date of Cremation, Name of Entity Cremation, Name of Authorizing Agent, and Relationship of Authorizing Agent[s] to Decedent. Required fields are indicated with an asterisk. Once you have completed your entries, click **Save**. You will see a confirmation message confirming that the information has been saved.

- <u>Editing or Deleting Entries</u>

Before submitting your Report, you may edit or delete an entry. If you wish to delete an entry, click the **Delete** icon on the far right of the screen. To **Edit** an entry, click the Edit icon. Be sure that you are clicking the icon on the particular row you wish to delete or edit.

The system will show a **Confirmation Message** asking if you want to delete the record. If you select **Yes**, the record will be removed from the Report.

REPORT SUBMISSION AND PAYMENT OF FEES
You cannot submit a Report until the report period has ended.

In the Crematory Report section, you will see the Total Number of Cremations entered, Late Fees (if applicable), and the Total Amount Due. Once you have verified that the information is correct, click on the **Click Here To Pay & Submit** option. On the **Pay and Submit Report** screen, enter the name of the Authorized Representative of the Crematory. Enter the credit card information and click the **Submit** button. You will see an **Alert Message** confirming successful submission and payment. Your report will then be archived as a Previously Submitted Report.

<div align="center">

YOU MUST USE THIS PAYMENT OPTION ON THE REPORT!
DO NOT USE THE **PAYMENTS** TAB ON THE BOARD WEBSITE

</div>

DOWNLOADING PREVIOUSLY SUBMITTED REPORTS

Crematory reports that you have submitted previously will appear in the Crematory Report section. If you wish to download a prior report, click on the Download icon on the far right of the screen for the Month/Year you wish to view. Reports previously submitted will be in PDF format and will show the following information:

- Crematory Demographic Information   Reported Cremations
- Name of Authorized Representative   Total Number of Cremations Submitted
- Late Fees, if applicable   Total Fee