



The State of Ohio Board of Embalmers and Funeral Directors

# Automated Reporting Preneed Payment System

END-USER MANUAL

February 23, 2018  
Version 1.3



**ARPPS Contact Information**

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## 1.0 Overview

The State of Ohio Board of Embalmers and Funeral Directors (Board) is tasked to track and record all funeral home preneed contracts dated from October 1, 2017 onward, and that all preneed contracts incur a one time \$10 payment per contract. Funeral Homes will be required to submit their quarterly filings within sixty days after the reporting quarter. To manage these tasks the Funeral Board has created and published the Automated Reporting Preneed Payment System (ARPPS). This new system will allow Funeral Homes to manage their business accounts, create and manage their users, create and submit preneed contract data, and pay the required fee for each contract.

### Preneed Filing Schedule

Quarter	Contract Quarter	Contract End Date	Filing Start Date	Filing End Date
2017Q4	OCT-DEC	12/31/2017	1/1/2018	3/1/2018
2018Q1	JAN-MAR	3/31/2018	4/1/2018	5/31/2018
2018Q2	APR-JUN	6/30/2018	7/1/2018	8/30/2018
2018Q3	JUL-SEP	9/30/2018	10/1/2018	11/30/2018
2018Q4	OCT-DEC	12/31/2018	1/1/2019	3/1/2019

### This document is intended for the following audience

This document is intended for any level of user who may have to ability to create, read, manage, and report Funeral Home accounts, Preneed Contract Data, Quarterly Filings and payments.

### Support Assistance

ARPPS provides an automated system to submit system errors to the Funeral Board. If you encounter a system error then please go to page 26 for Support Instructions.

### System Note

This application has been built on the Salesforce.com Lightning platform. As a Software as a Service (SaaS) platform, the entire application and database is web based. As a SaaS application, the software vendor will make regular updates to the system which can impact the look and functionality of the system. This is to ensure that the system meets the latest security and performance requirements. The license user will always be notified in advanced when these updates occur.

## 1.1 Phase 1

The first phase of the ARPPS system will occur in early December 2017 and will give the Funeral Home users the ability to:

1. Login and access their account
2. Change your password
3. Create contacts to the business account
4. Enable contacts to become a regular user or and admin user
5. Assign roles to a contact. Users can be assigned the ability to submit contract data and/or submit the quarterly filing report.
6. Assign the person to a Funeral Home who is the AIC (Actually In Charge)

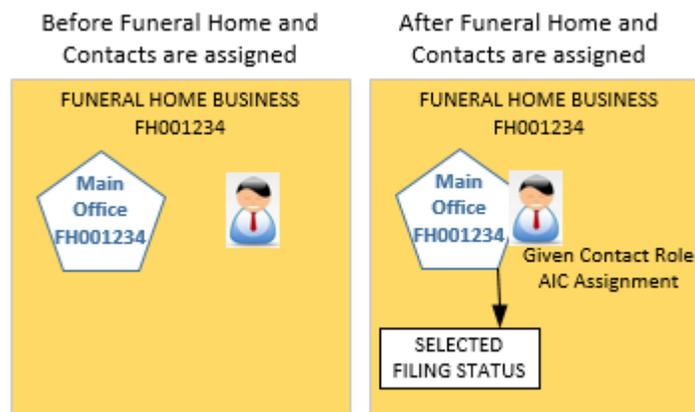
7. If there are two or more funeral homes assigned to its Business (Main) Office, then the business can consolidate these funeral Homes into one filing group.
8. The last step for the Funeral Home business is to select their method of submission for the quarterly filing. When the selection is completed the system will lock in all the Funeral Home settings. To make a change the Funeral Home will have to contact the Funeral Board. These selections include;
  - a. I plan to submit and file ALL of my Preneed Contracts knowing that I am responsible to file all my contracts.
  - b. I plan to submit and file ONE OR ALL of my Preneed Contracts knowing that I am responsible to file all my contracts.
  - c. I plan for my third party Funding Vehicle to submit all my Preneed Contracts, knowing I am responsible for filing all my contracts.

## 1.2 Phase 2

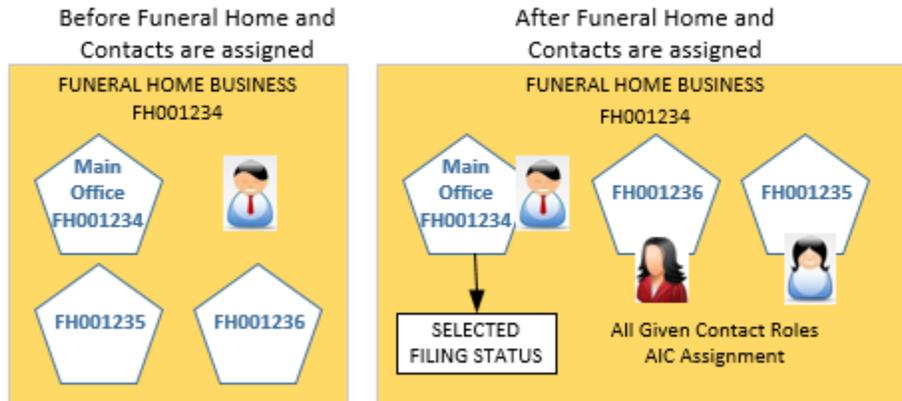
**ARPPS Phase 2** will occur in January 2018 and will allow the Funeral Home user to submit or upload their quarterly (2017 Q4) preneed contract data along with their payment payment.

## 1.2 Understanding how ARPPS organizes your business

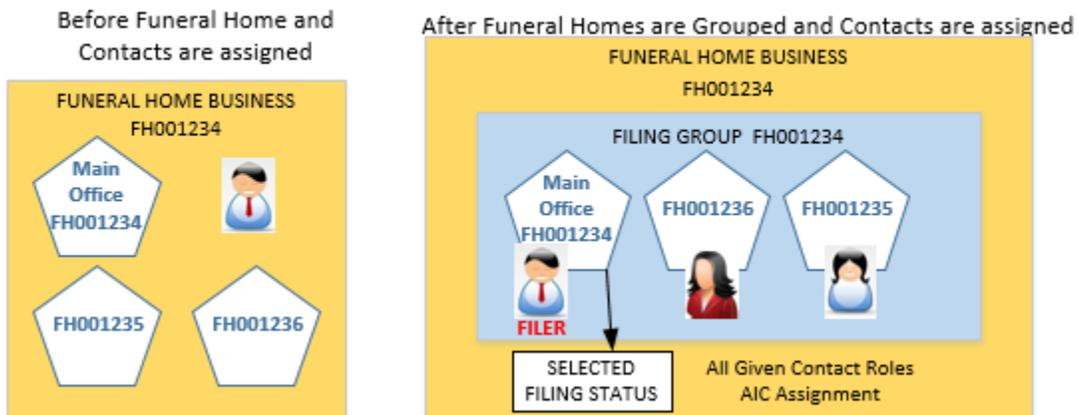
1. To establish ARPPS, the Board copied all the Funeral Board license accounts and loaded them into the system. If there was single Funeral Home owner, then they were organized under their own account. If there were multiple Funeral Homes under one owner, then they were tied to an identified main office. One Funeral Home person, the Actually In Charge (AIC), was made the primary contact and administrator for the business.
2. If you have one Funeral Home, it has been identified as the Main Office and is called the Funeral Home Business. It acts as a container to hold your Funeral Home, contacts, users, and quarterly submission selection status. It will contain all the same license information as your Funeral Home.



3. If you have more than one Funeral Home, then one Funeral Home has been identified as the Main Office and is called the Funeral Home Business. It acts as a container to hold your Funeral Homes, contacts, users, and groups. It will contain all the same license information as your Funeral Home. In this scenario, all three Funeral Homes will file separately.



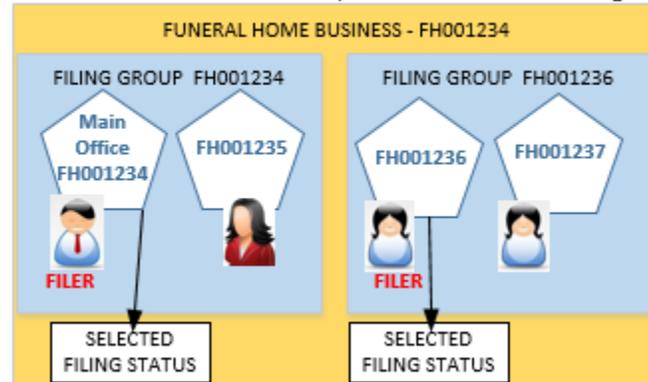
4. **GROUP OPTION:** ARPPS will allow a business with multiple funeral homes to group all of them together under the main office license number. In this occurrence, the main office has been selected to manage and submit all the preneed contracts for the entire business under its own license number. One or more contacts can be assigned to the main office to manage and/submit the quarterly filing.
  - a. **Assigning the Group Leader** – After you have created a group, the first funeral home (it does not have to be the main office) added to the group becomes the group leader, whereby all preneed contracts will be filed under the group leader’s license number.



**IMPORTANT NOTE:** The main office does not need to run a group. Any funeral home can be assigned as the group leader.

5. Another Group setup is to create two or more filing groups under one business. In this configuration, a Funeral Home Business has four funeral homes. It can create two separate filing groups and assigning a Contact user to perform the quarterly submission.

After Funeral Homes are Grouped and Contacts are assigned



### 1.3 Your first time tasks using ARPPS

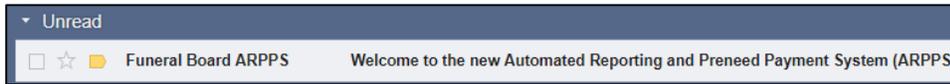
- **When you access ARPPS for the first time you will:**
  - Who will be your AIC? Will it be you the Account Business Admin? If the AIC is someone else, then you'll need to create a new contact.
  - Be sure to enable your contacts as users so they can access ARPPS
  - Assign the primary contact as your AIC
  - You can create additional contacts
  - Give your Contact the ability to create contracts and submit quarterly filings
  - FINAL STEP:** Select your quarterly filing status
    - *Remember: Once you select your Submission Status your business organization is locked in and can only be changed by the Funeral Board*
- **Other matters to consider when you manage your account.**
  - ✓ To add people to your account, you must first create them as a contact.
  - ✓ A contact can add new contracts and/or submit quarterly filings, or just be a reader.
  - ✓ A contact must be enabled as a user to give them access into ARPPS
  - ✓ A user can be given two different types of roles
    - Funeral Home User – create and manage preneed contracts, view all preneed contract records, view quarterly submission, submit a quarterly submission, make quarterly payments.
    - The Funeral Home Admin can do everything the Funeral Home user can do plus add and manage contacts and users.
  - ✓ An admin can be switched off if another admin is available.
  - ✓ There is no limit to the number of admins you desire.



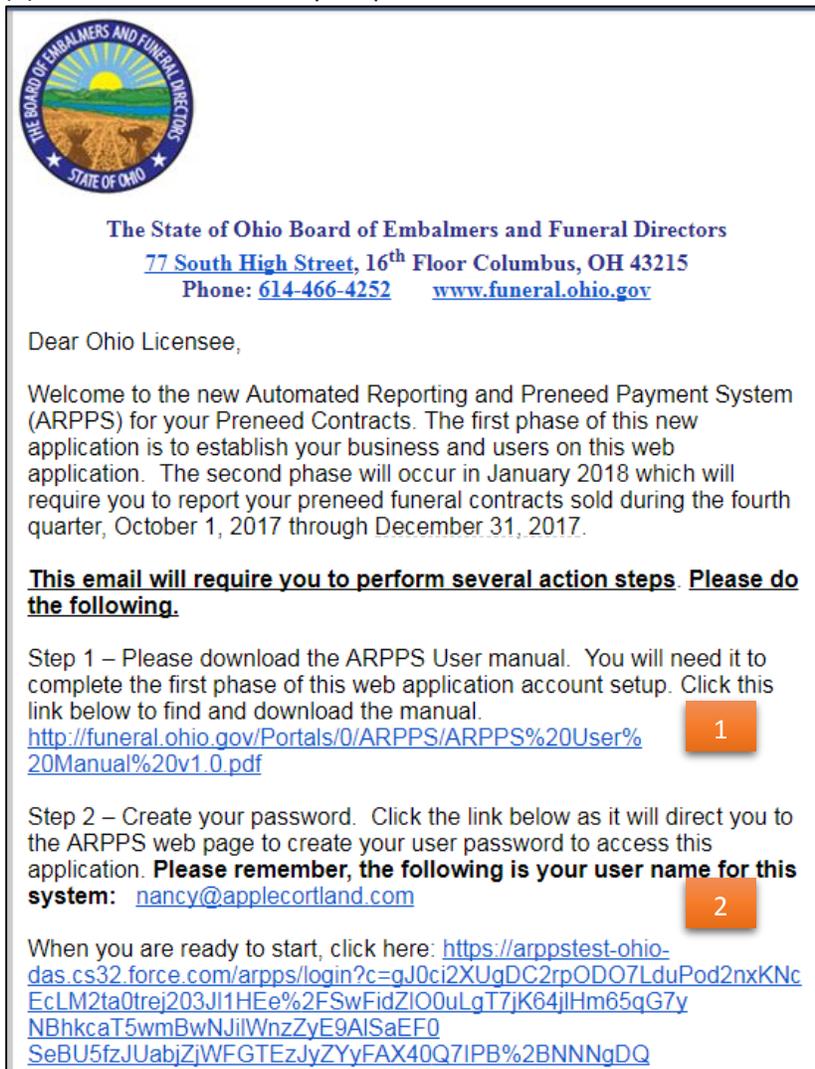
## 2.0 Login

As we mentioned earlier, one AIC was assigned to the main office account as the administrator. To access your account ARPPS will send an email to their email address.

Open the email.



- (1) Click the link to download the user manual (great job!)
- (2) Click the link to create your password.



- (3) The link will direct your browser to the Change Password screen
- (4) Change your password as instructed and click the Change Password button

3



## Change Your Password

Enter a new password for **thomas.denegre2@gmail.com**. Your password must have at least:

- ✓ 10 characters
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

\* New Password

..... 4 Good

\* Confirm New Password

..... Match

**Change Password**

(5) The system will direct you to your Accounts and Contacts screen or your HOME PAGE

(6) On the right side is your Funeral Home Business. This is your main office being used as a container to hold other Funeral Homes, contacts, and users.

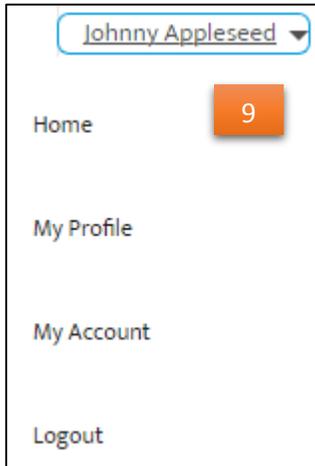
(7) ARPPS has already loaded your name and information. CLICK ON THE LINKS to proof read yur data. It should be correct as the source data is from eLicense. If the information needs to be corrected then submit a SUPPORT TICKET.

(8) This is the top comman menu bar

- Ohio.gov will direct you to the State of Ohio webpage
- Home icon will direct you back to the home page

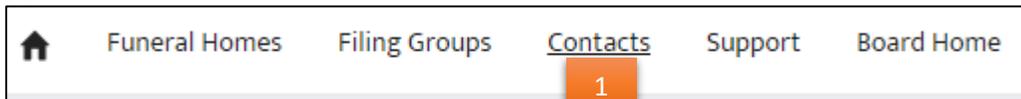
- Funeral Homes will display a list of your funeral homes
- Filing groups will display a list of your filing groups – you can create and manage your groups
- Contacts will display your list of contacts – you can also create and manage the contacts
- Support (SUPPORT TICKET) will direct you to the screen where you can submit defects when you encounter a problem with ARPPS
- Board Home will direct you to the Funeral Board’s website

(9) Clicking the down arrow will display the list below. Here you can review and manage your profile, account, or logout.



### 3.0 ADD A NEW CONTACT

(1) Go to the Command menu and select the Contacts button



(2) ARPPS will display the Contact List. Click the NEW BUTTON



the form. Remember – the contact’s email address

+ Follow
Edit
Enable Customer User

**\* Name**

Salutation

First Name

**\* Last Name**

Title

**\* Phone**  ⓘ

Extension  ⓘ

**\* Email**

Additional Email

Mobile

**\* Account Name**

\* Account Name

Search Accounts... 🔍

Apple Cortland Funeral Homes Inc
4

(614) 555-1234

Created By

**System Information**

Created By Last Modified By

Cancel
Save & New
Save

- (4) Ensure the Account name is selected to your main business. Start typing the name and when it appears select it.
- (5) Click the SAVE BUTTON to create your new contact.
- (6) ARPPS will display your new contact record.
- (7) If you want that person to access ARPPS then click the ENABLE CUSTOMER USER BUTTON

6

### Contact Information

7

Contact  
Ms. Nancy McIntosh

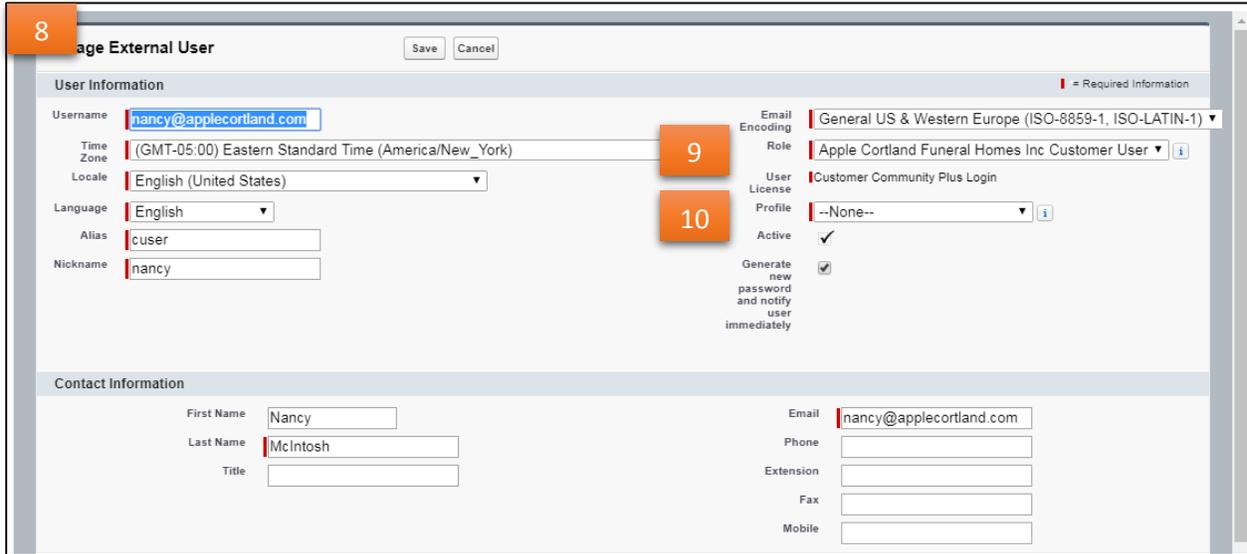
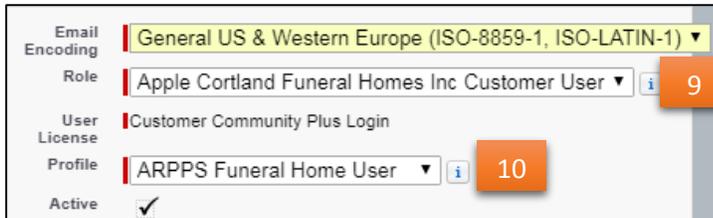
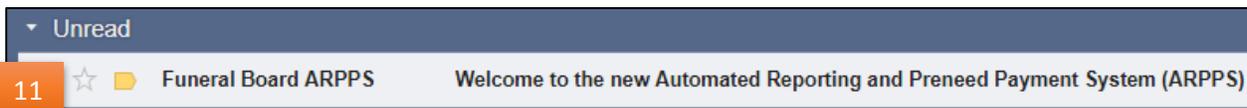
+ Follow
Edit
Enable Customer User

Title	Phone(2) ▼	Extension	Email	Mailing Address
Actually In Charge	(614) 555-9821		nancy@applecortland.com	

**Name**  
Ms. Nancy McIntosh

**Title**  
Actually In Charge

- (8) ARPPS will display the MANAGE EXTERNAL USER screen.
- (9) Change the Role to "Name of your Business" Customer user
- (10) Change profile either to
  - (a) ARPPS Funeral Home User
  - (b) ARPPS Funeral Home Admin
- (11) Go to the bottom of the form and click the SAVE BUTTON and ARPPS will send an email to your new user to Change their password.

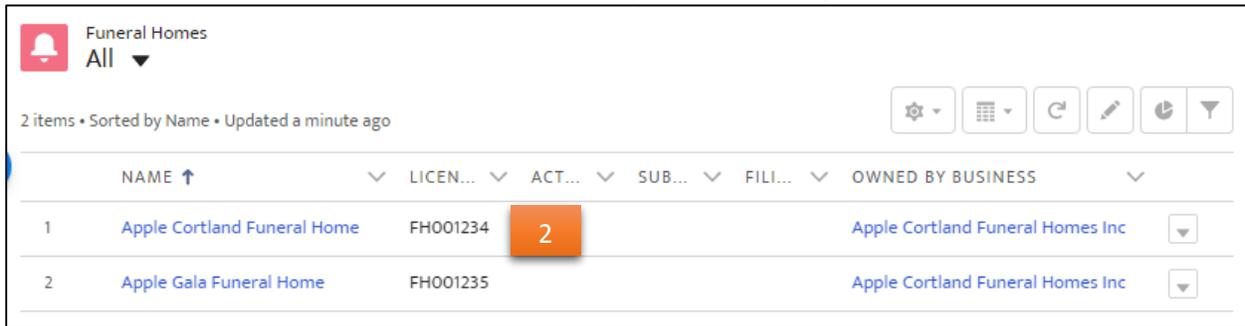




## 4.0 Assign a Contact to a Funeral Home

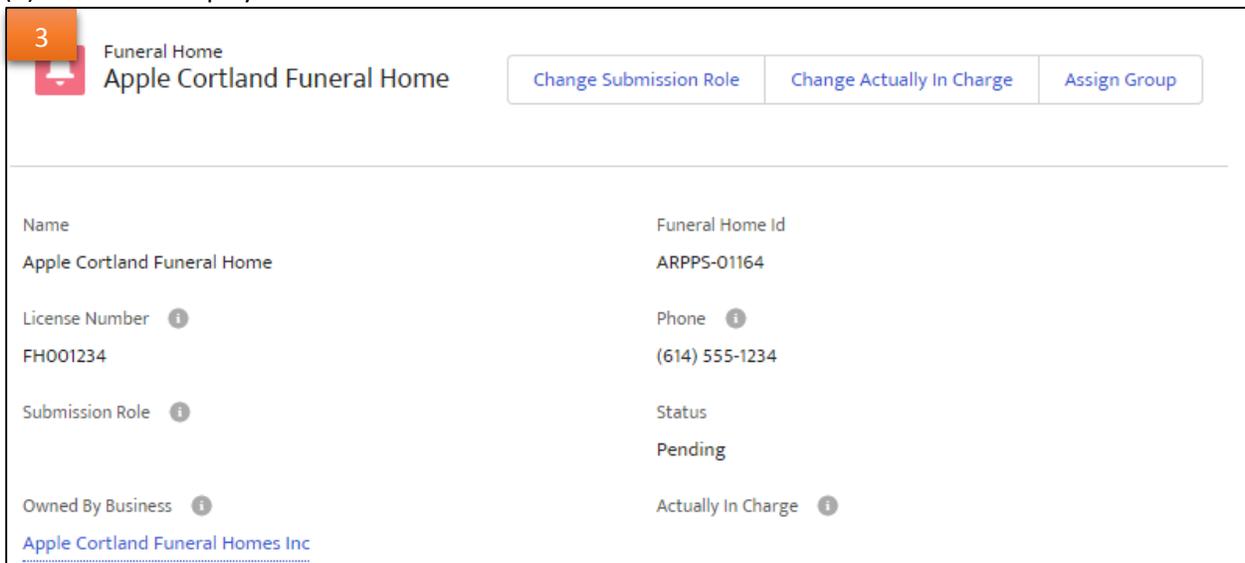
(1) Go to the top command menu and select Funeral Homes



(2) At the Funeral Home List click the Funeral Home you want to assign the new contact.



(3) ARPPS will display the Funeral Home Account details

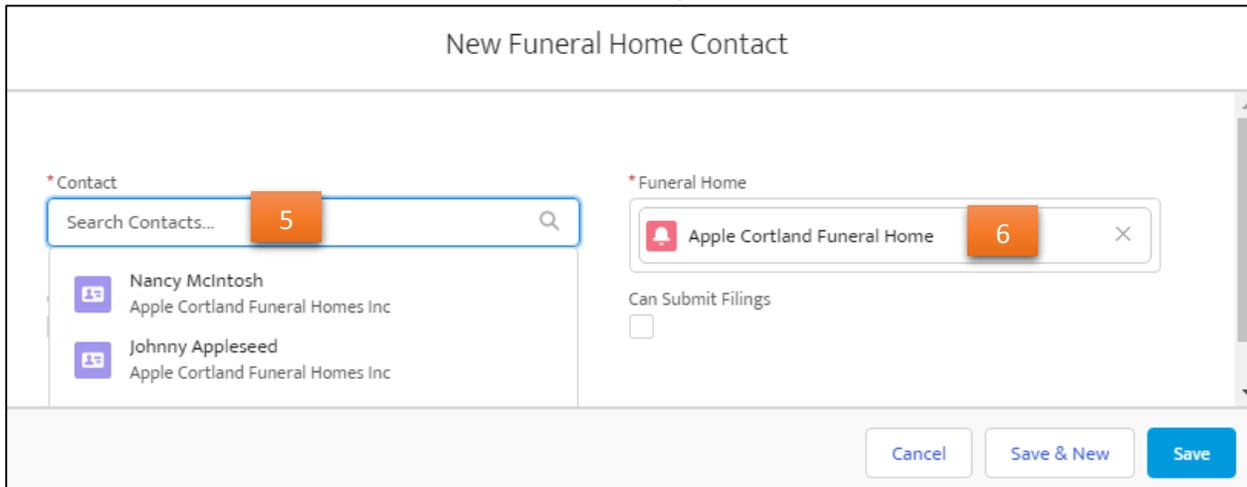


(4) Go to the bottom where it says ASSIGNED CONTACTS. Click the NEW BUTTON.



(5) ARPPS will display New Funeral Home Contact form. Starting typing the contact's name until it appears then select it.

(6) Under Funeral Home select the correct one to be assigned to.



New Funeral Home Contact

\* Contact

Search Contacts... 5

- Nancy McIntosh  
Apple Cortland Funeral Homes Inc
- Johnny Appleseed  
Apple Cortland Funeral Homes Inc

\* Funeral Home

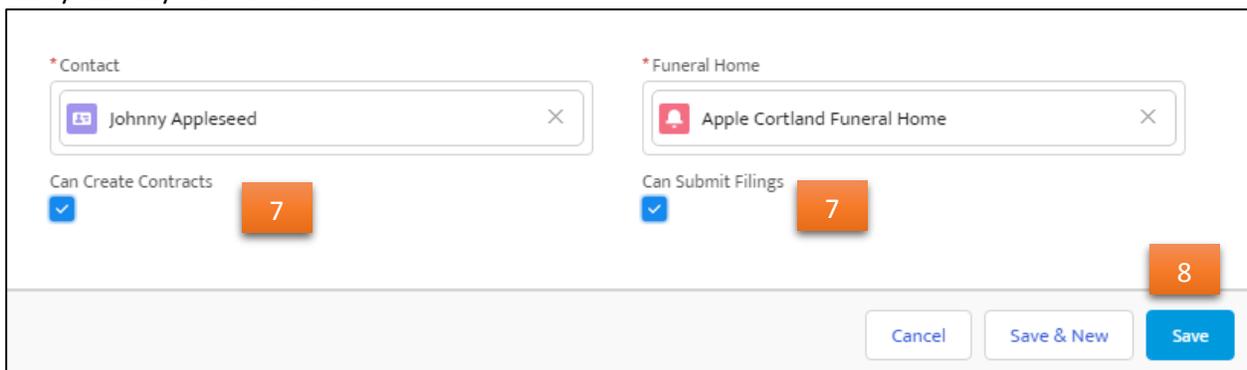
Apple Cortland Funeral Home 6

Can Submit Filings

Cancel Save & New Save

(7) IMPORTANT – this is where you assign this user a role to Create Contracts and /or Submit quarterly filings. Just check the boxes.

(8) Click the SAVE button to assign the user and enable their functional roles. If necessary you can always modify these roles.



\* Contact

Johnny Appleseed

Can Create Contracts 7

\* Funeral Home

Apple Cortland Funeral Home

Can Submit Filings 7

8

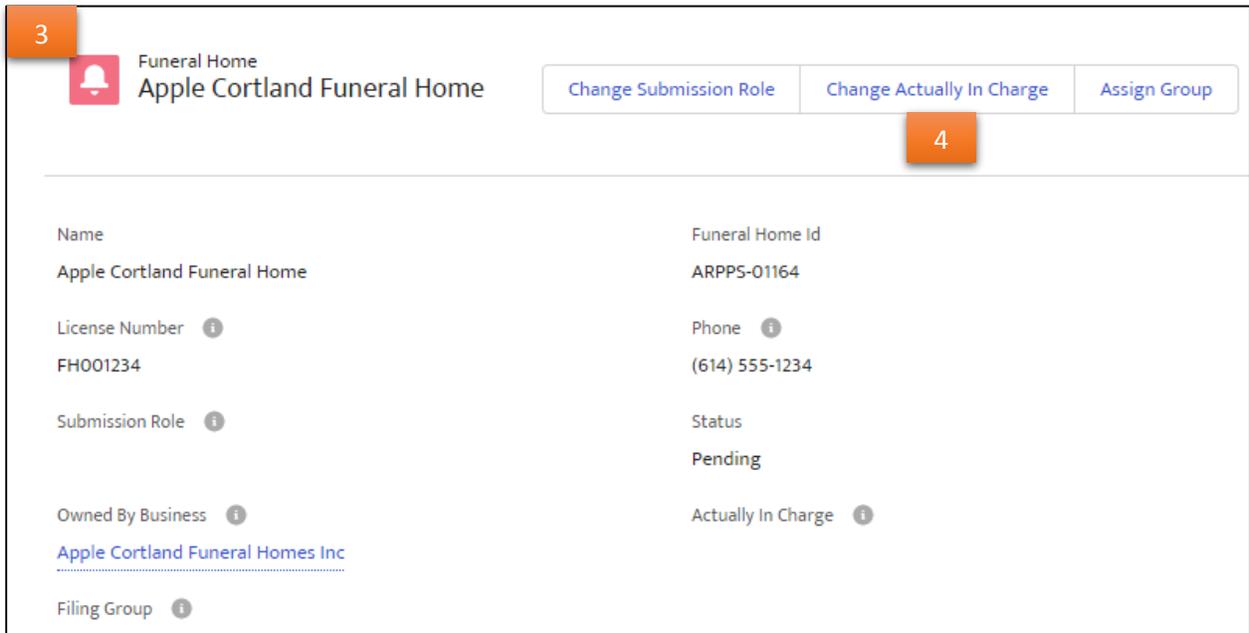
Cancel Save & New Save

## 5.0 Assign a contact as the AIC for a Funeral Home

- (1) At the top of the screen click the HOME Icon
- (2) At the top command menu click the Funeral Home button
- (3) Select and click the Funeral Home you want to assign a person as the AIC.

REMEMBER: Assigning the person as the AIC provides no functionality to the Funeral Home. You are just identifying who the AIC is for this business.

- (4) Click the button Change Actually in Charge



3

Funeral Home  
Apple Cortland Funeral Home

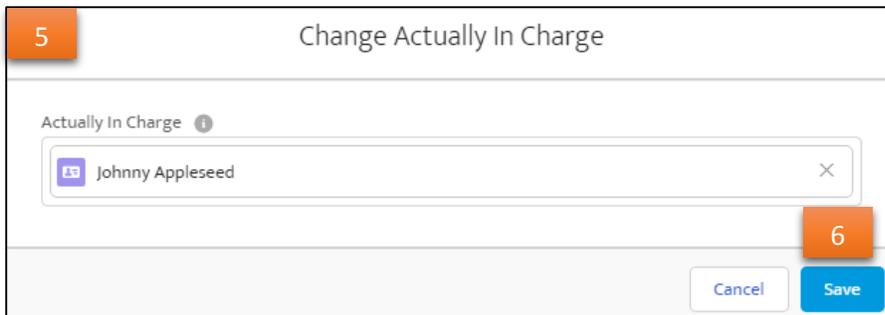
Change Submission Role    Change Actually In Charge    Assign Group

4

Name	Funeral Home Id
Apple Cortland Funeral Home	ARPPS-01164
License Number ⓘ	Phone ⓘ
FH001234	(614) 555-1234
Submission Role ⓘ	Status
	Pending
Owned By Business ⓘ	Actually In Charge ⓘ
<a href="#">Apple Cortland Funeral Homes Inc</a>	
Filing Group ⓘ	

- (5) ARPPS will display the form Change Actually In Charge. Start typing the name of the person until it appears. Select the name

- (6) Click the Save Button to complete the AIC Assignment



5

Change Actually In Charge

Actually In Charge ⓘ

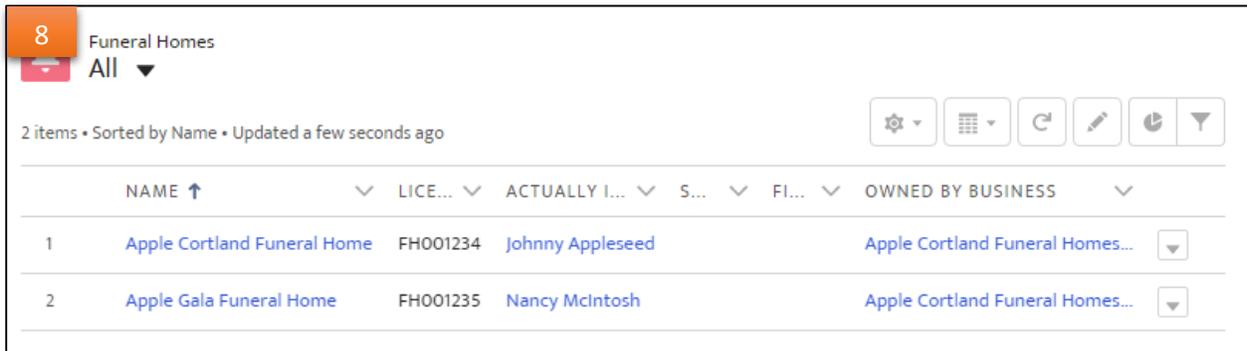
Johnny Appleseed

6

Cancel    Save

- (7) If you have multiple Funeral Homes, repeat the process until all the AIC positions have been assigned.

(8) At the top of the screen on the command menu Click the Funeral Homes button, ARPPS will display the list of Funeral Homes, license numbers, AIC contacts, and their assignment to the main business.



8 Funeral Homes  
All ▼

2 items • Sorted by Name • Updated a few seconds ago

	NAME ↑	LICE...	ACTUALLY I...	S...	FI...	OWNED BY BUSINESS
1	Apple Cortland Funeral Home	FH001234	Johnny Appleseed			Apple Cortland Funeral Homes... ▼
2	Apple Gala Funeral Home	FH001235	Nancy McIntosh			Apple Cortland Funeral Homes... ▼

**NOTE:** At this point in the process you have assigned your contacts and AIC. If you are not going to group your multiple Funeral Homes into one filing group, then your next step is to select your filing submission status to finalize your account. If you are ready to select your Submission Status then jump to page 23.

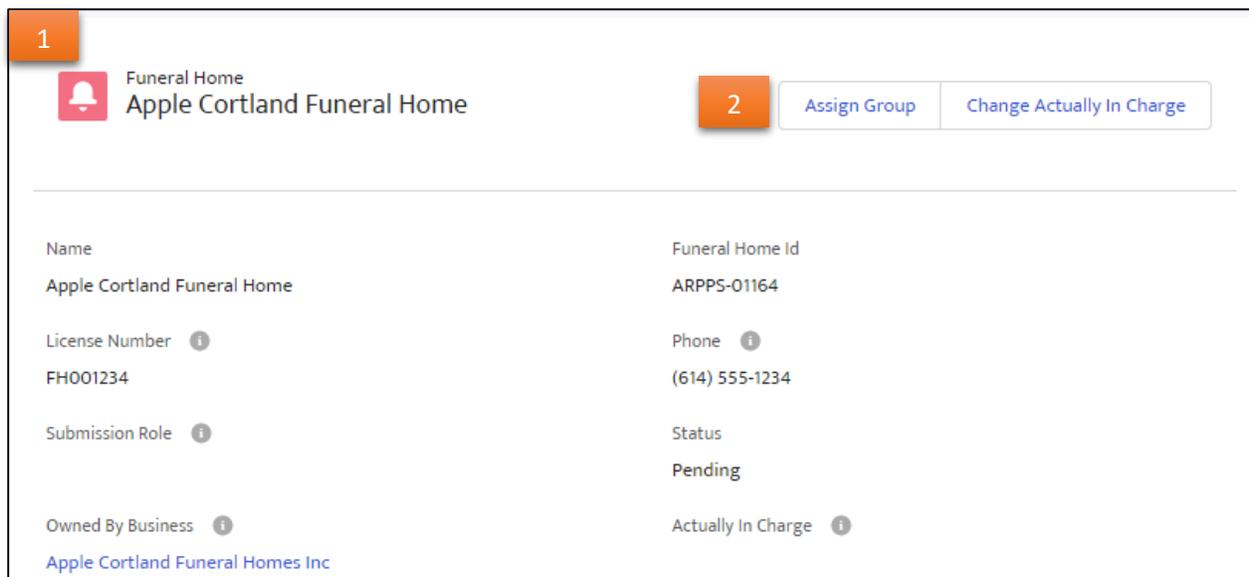
## 6.0 Create a Filing Group

Creating a filing group allows a business with two or more funeral homes to create contracts and submit quarterly filings under the main business account. You can always create and assign more contacts to the group to manage the workload. To complete this action you must (1) Create a new group (2) Assign existing funeral Homes to the group, and (3) You can add more contacts into the group.

HELPFUL HINT: The first Funeral Home assigned into the group must be the main business account funeral home. The AIC assigned to this funeral home will automatically be the AIC for this group. Be sure this contact as the profile and roles to create contracts and submit quarterly filings.

(1) Go to your Funeral Home list and open your main office Funeral Home

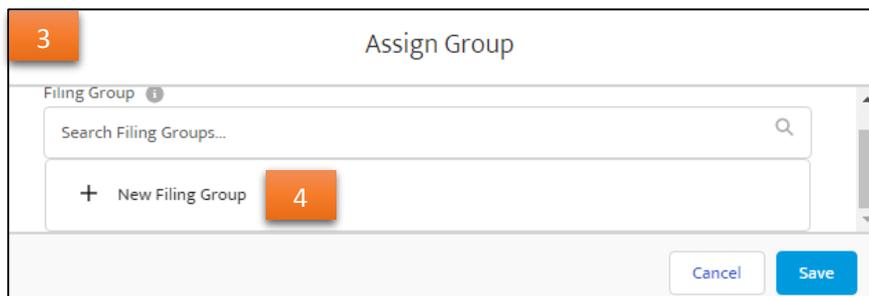
(2) Click the Assign Group button



Name	Funeral Home Id
Apple Cortland Funeral Home	ARPPS-01164
License Number ⓘ	Phone ⓘ
FH001234	(614) 555-1234
Submission Role ⓘ	Status
	Pending
Owned By Business ⓘ	Actually In Charge ⓘ
Apple Cortland Funeral Homes Inc	

(3) ARPPS will display the Assign Group form

(4) Inside the Search Filing Groups select “+New Filing Group”



Assign Group

Filing Group ⓘ

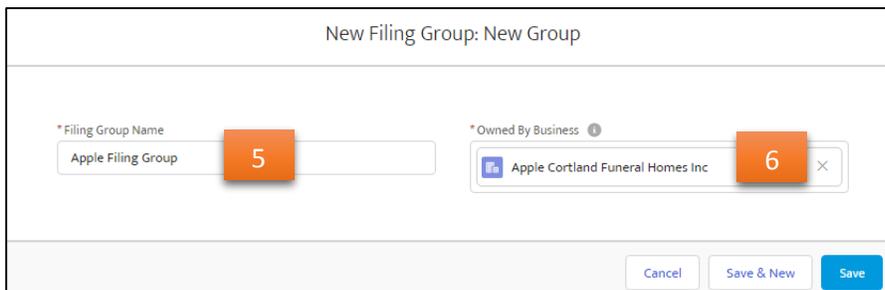
Search Filing Groups... 🔍

+ New Filing Group 4

Cancel Save

(5) Name the filing group

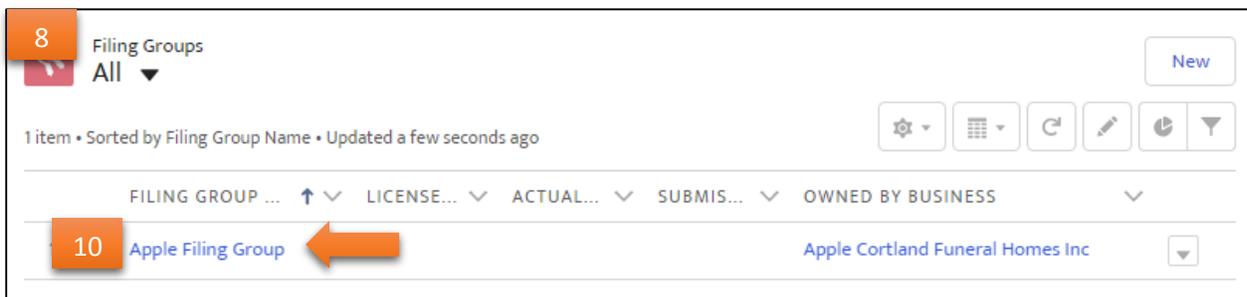
(6) Select “Owned by Business”



(7) At the top of the screen click the Filing Groups button



(8) ARPPS will display the filing group and the Owned by Business Name



FILING GROUP ...	LICENSE...	ACTUAL...	SUBMIS...	OWNED BY BUSINESS
Apple Filing Group				Apple Cortland Funeral Homes Inc

(9) To add more Funeral homes to the group, repeat the process of going to the Funeral home Account, click the button Assign Group, and select the group name.

(10) To verify all the funeral homes in one group click the filing group name

(11) Next, you need to add the Funeral Home License number to the Group. Inside the Group filing record click the Edit button.

(12) ARPPS will display the Edit Filing Group form

(13) Go to “File with this Home’s License”. Start typing the name. When it appears select the Funeral Home.

(14) Click the SAVE Button to assign the license number to the Group.

**12** Edit Apple Filing Group

*Filing Group Name Apple Filing Group	Filing Group Id FG-00035
File With This Home's License ⓘ Search Funeral Homes... <b>13</b>	Owned By Business ⓘ Apple Cortland Funeral Homes Inc
Actually In Charge ⓘ Johnny Appleseed	Submission Role ⓘ
License Number	File Under License ⓘ

**14**

Cancel Save & New Save

File With This Home's License ⓘ

Search Funeral Homes...

- Apple Gala Funeral Home  
FH001235
- Apple Cortland Funeral Home **13**  
FH001234

(15) ARPPS will display the Group Filing record details.

15

Filing Group  
**Apple Filing Group**

Delete
Change Submission Role
Change Actually In Charge

---

Filing Group Name  
**Apple Filing Group**

File With This Home's License ⓘ  
[Apple Cortland Funeral Home](#)

Actually In Charge ⓘ  
[Johnny Appleseed](#)

License Number  
G-FH001234

Filing Group Id  
FG-00035

Owned By Business ⓘ  
[Apple Cortland Funeral Homes Inc](#)

Submission Role ⓘ

File Under License ⓘ  
FH001234

License Number

🔔

Funeral Homes (2)

Grouped Homes

NAME	LICENSE NUMBER	ACTUALLY IN CHARGE	
<a href="#">Apple Cortland Funeral Home</a>	FH001234	<a href="#">Johnny Appleseed</a>	▼
<a href="#">Apple Gala Funeral Home</a>	FH001235	<a href="#">Nancy McIntosh</a>	▼

[View All](#)

👤

Assigned Contacts (2)

Group Contacts with roles

16

New

CONTACT NAME	CAN CREATE CONTRACTS	CAN SUBMIT FILINGS	FILING GROUP CONTACT: FILING ...	
Johnny Appleseed	✓	✓	<a href="#">FGC-00035</a>	▼
Nancy McIntosh	✓	✓	<a href="#">FGC-00036</a>	▼

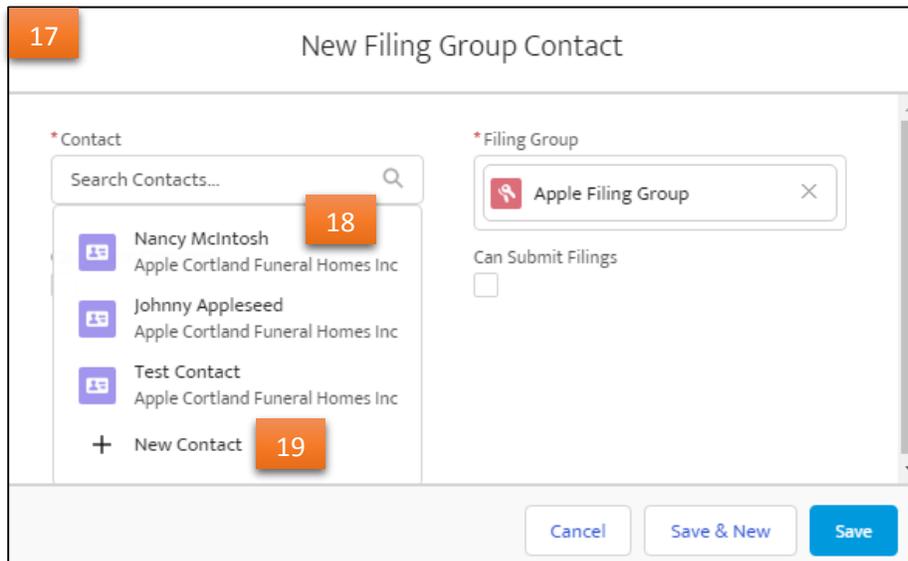
### 6.1 Change Group Contacts

(16) Click the NEW Button by the Contact section

(17) ARPPS will display the New Filing Group Contacts

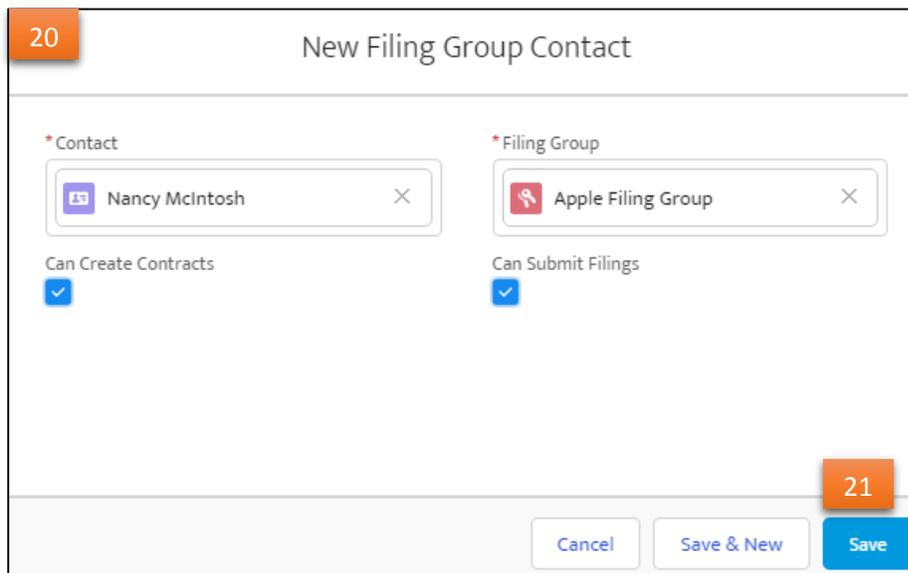
(18) Start typing the name of the contact and select it when it appears

(19) Or click the +New Contact Link to create and assign a new contact. Remember, you still need to enable them as a User for ARPPS Access.



(20) Select the Roles or functionality they can do at the group level.

(21) Click the Save button to complete the Group contact assignment.



(22) ARPPS will displays the Group record where you can see your assignment changes.

**22** Funeral Homes (2)

NAME	LICENSE NUMBER	ACTUALLY IN CHARGE
<a href="#">Apple Cortland Funeral Home</a>	FH001234	▼
<a href="#">Apple Gala Funeral Home</a>	FH001235	▼

[View All](#)

---

**Assigned Contacts (2)** [New](#)

CONTACT NAME	CAN CREATE CONTRACTS	CAN SUBMIT FILINGS	FILING GROUP CONTACT: FILL...
Johnny Appleseed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FGC-00026 ▼
Nancy McIntosh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FGC-00027 ▼

[View All](#)

(23) To assign a person as AIC for the Group, at the top of the Group record click the button Change Actually in Charge.

**23**

 Filing Group  
Apple Filing Group

[Delete](#)    [Change Submission Role](#)    [Change Actually In Charge](#)

(24) ARPPS will display the Change Actually in Charge Button

(25) Select the contact to be the AIC and Click the Save button

**24** Change Actually In Charge

Actually In Charge ⓘ

Search Contacts... **25**

**25**  
[Cancel](#)    [Save](#)

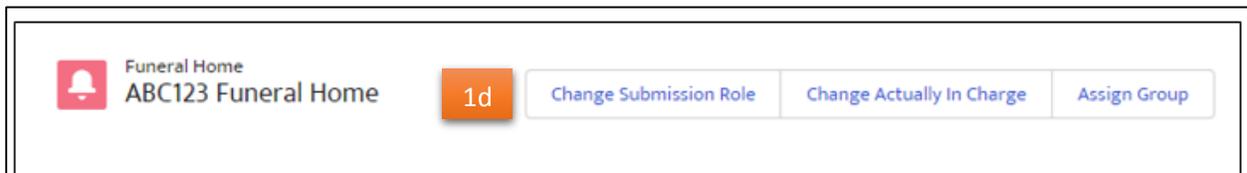
## 7.0 Selecting Your Submission Role for your Quarterly Submission

1. As mentioned previously, you must report your preneed contracts sold for the quarter within sixty days after the quarter has ended. You must select one of the three choices.
  - a. I plan to submit and file ALL of my Preneed Contracts knowing that I am responsible to file all my contracts.
  - b. I plan to submit and file ONE OR ALL of my Preneed Contracts knowing that I am responsible to file all my contracts.
    - i. Note: it's possible that the Funeral home will be submitting contracts and your Funding Vehicle provider too.
  - c. I plan for my third party Funding Vehicle to submit all my Preneed Contracts, knowing I am responsible for filing all my contracts.
2. Remember – once you submit your submission role you cannot change it again by yourself. You will have to contact the Funeral Board to change it.

### 7.1 Directions to Selecting Your Submission Role

#### (1) If you are filing for a single Funeral Home

- a. Go to the top Command menu and Click the Funeral Home Button
- b. The Funeral Homes list will be displayed
- c. Click open your Funeral Home Name
- d. Click the Change Submission Role Button



#### (2) If you are filing for a group of funeral homes

- a. Go to the top Command menu and Click the Filing Group Button
- b. The Filing group list will be displayed
- c. Click open your Filing Group
- d. Click the Change Submission Role Button

Filing Group

**Apple Filing Group**

Delete
Change Submission Role
Change Actually In Charge

2d

---

Filing Group Name  
**Apple Filing Group**

File With This Home's License ⓘ  
[Apple Cortland Funeral Home](#)

Actually In Charge ⓘ  
[Johnny Appleseed](#)

License Number  
G-FH001234

Filing Group Id  
FG-00035

Owned By Business ⓘ  
[Apple Cortland Funeral Homes Inc](#)

Submission Role ⓘ

File Under License ⓘ  
FH001234

Currently no filing

- (3) ARPPS will display the Change Submission Role form
- (4) Select the Submission Role
- (5) Under "I Understand These Changes Are Final" select "I Understand"
- (6) Click the Save Button

3

### Change Submission Role

\*Submission Role ⓘ

4
--None--

\*Actually In Charge ⓘ

Johnny Appleseed
×

\*File With This Home's License ⓘ

Apple Cortland Funeral Home
×

\*I Understand These Changes Are Final ⓘ

5
--None--

Cancel
6

By setting the submission role, you will no longer be able to change the filing group assignments, actually in charge person, or submission role for this group or its homes. You will need to contact the board to make these changes in the future.

4

Submission Role ⓘ

4
--None--

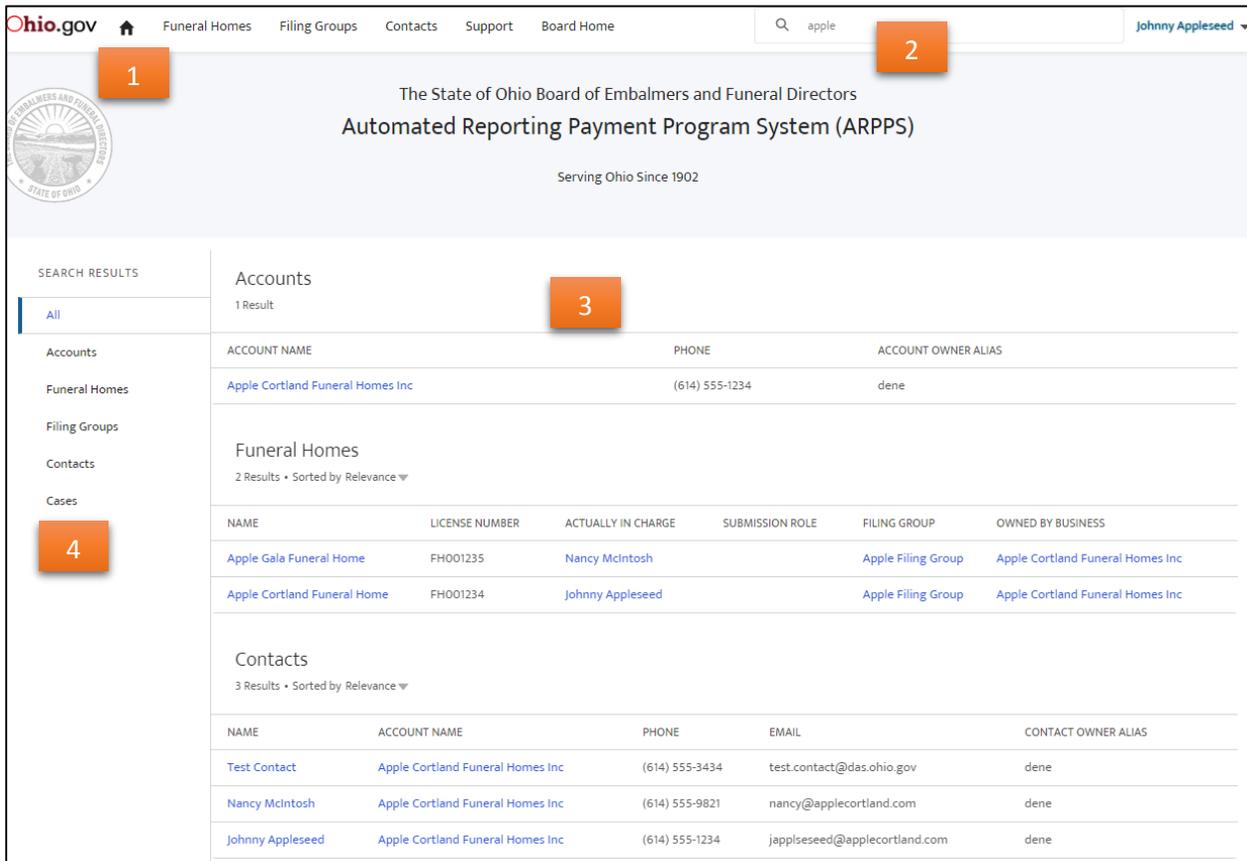
- ✓ --None--
- I plan to submit and file all of my Preneed C...
- I plan to submit and file one or all of my Pre...
- I plan for my third party Funding Vehicle to ...

(7) Return to the Funeral Home List and you will see that your submission role has been assigned and locked in.

Funeral Homes				
All ▼				
2 items • Sorted by Name • Updated a few seconds ago				
	NAME ↑	LICE...	ACTUALLY IN ...	SUBMISSION ROLE <b>7</b>
1	<a href="#">ABC123 Funeral Home</a>	FH009876	<a href="#">George Washington</a>	I plan to submit and file one or all of my Preneed ...
2	<a href="#">ABC456 Funeral Home</a>	FH008765	<a href="#">Thomas Jefferson</a>	I plan to submit and file one or all of my Preneed ...

## 8.0 Using the Search Feature

- (1) Click the Home Icon at the top of the screen
- (2) In the search window input a common name used in your account
- (3) ARPPS will display all results using that common name.
- (4) On the left margin ARPPS will group the different sections the common name was found.



The screenshot shows the ARPPS search results page for the user 'Johnny Appleseed'. The search term 'apple' is entered in the search bar. The results are grouped into three sections: Accounts, Funeral Homes, and Contacts. The 'Accounts' section shows one result for 'Apple Cortland Funeral Homes Inc'. The 'Funeral Homes' section shows two results for 'Apple Gala Funeral Home' and 'Apple Cortland Funeral Home'. The 'Contacts' section shows three results for 'Test Contact', 'Nancy McIntosh', and 'Johnny Appleseed'. The search results are sorted by Relevance.

SEARCH RESULTS						
Accounts						
1 Result						
ACCOUNT NAME	PHONE	ACCOUNT OWNER ALIAS				
<a href="#">Apple Cortland Funeral Homes Inc</a>	(614) 555-1234	dene				
Funeral Homes						
2 Results • Sorted by Relevance						
NAME	LICENSE NUMBER	ACTUALLY IN CHARGE	SUBMISSION ROLE	FILING GROUP	OWNED BY BUSINESS	
<a href="#">Apple Gala Funeral Home</a>	FH001235	<a href="#">Nancy McIntosh</a>		<a href="#">Apple Filing Group</a>	<a href="#">Apple Cortland Funeral Homes Inc</a>	
<a href="#">Apple Cortland Funeral Home</a>	FH001234	<a href="#">Johnny Appleseed</a>		<a href="#">Apple Filing Group</a>	<a href="#">Apple Cortland Funeral Homes Inc</a>	
Contacts						
3 Results • Sorted by Relevance						
NAME	ACCOUNT NAME	PHONE	EMAIL	CONTACT OWNER ALIAS		
<a href="#">Test Contact</a>	<a href="#">Apple Cortland Funeral Homes Inc</a>	(614) 555-3434	test.contact@das.ohio.gov	dene		
<a href="#">Nancy McIntosh</a>	<a href="#">Apple Cortland Funeral Homes Inc</a>	(614) 555-9821	nancy@applecortland.com	dene		
<a href="#">Johnny Appleseed</a>	<a href="#">Apple Cortland Funeral Homes Inc</a>	(614) 555-1234	jappleseed@applecortland.com	dene		

## 9.0 Reporting ARPPS Problems

If you encounter a problem or error message using ARPPS you can easily submit a case ticket to the Funeral Board for remediation.

Review the errors on this page.

### 9.1 How to use the ARPPS Support feature

(1) Go to the top command menu and click the Support button



(2) Contact Name – start typing your name. When it appears select your name.

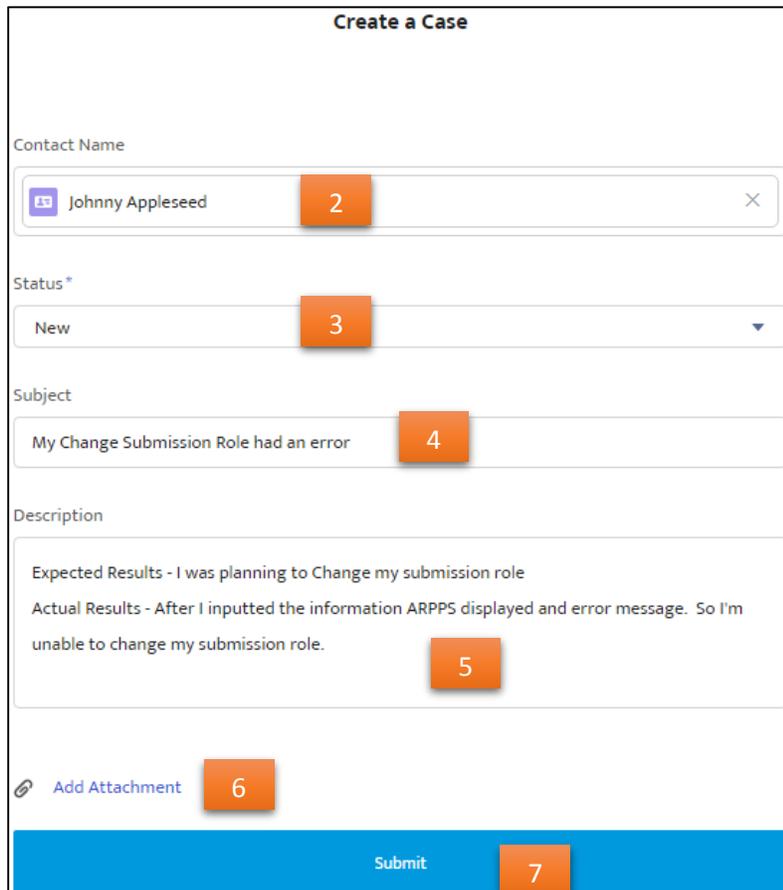
(3) Status – keep it New

(4) Subject – Brief title of the problem

(5) Description – Please explain two things (a) Expected Results – what were you expecting to occur (b) Actual Results – what actually occurred.

(6) Always provide a screenshot of the error and include the URL address as it provides a lot of information. [Click here for tips on taking screenshots.](#)

(7) Click the Submit Button to complete your Defect Case submission. Your Defect Case will be reviewed by the Board and someone will contact you either by phone email to follow-up.



**Create a Case**

Contact Name  
Johnny Appleseed 2

Status\*  
New 3

Subject  
My Change Submission Role had an error 4

Description  
Expected Results - I was planning to Change my submission role  
Actual Results - After I inputted the information ARPPS displayed and error message. So I'm unable to change my submission role. 5

Add Attachment 6

Submit 7

## Section 2 – Reporting zero contracts or creating contracts and submitting them for payment

# Create and Submit Contract Filings

## 10.0 FILING INSTRUCTIONS

At the end of each quarter for a calendar year all Funeral Homes in the State of Ohio have sixty days to submit its Preneed Contract data and recovery fee through the Automated Reporting Preneed Payment System (ARPPS). If no preneed contracts were sold during a quarter, you are still required to file a report with zero transactions.

### **Key Links**

- Funeral Board website - <http://funeral.ohio.gov/>
- ARPPS - <https://ohio-das.force.com/arpps/s/login/?startURL=%2Farpps%2Fs%2F&ec=302>
- ARPPS Online User Manual - <http://funeral.ohio.gov/Portals/0/ARPPS/ARPPS%20User%20Manual%20v1.0.pdf>

## 10.1 Pre-Filing Checklist

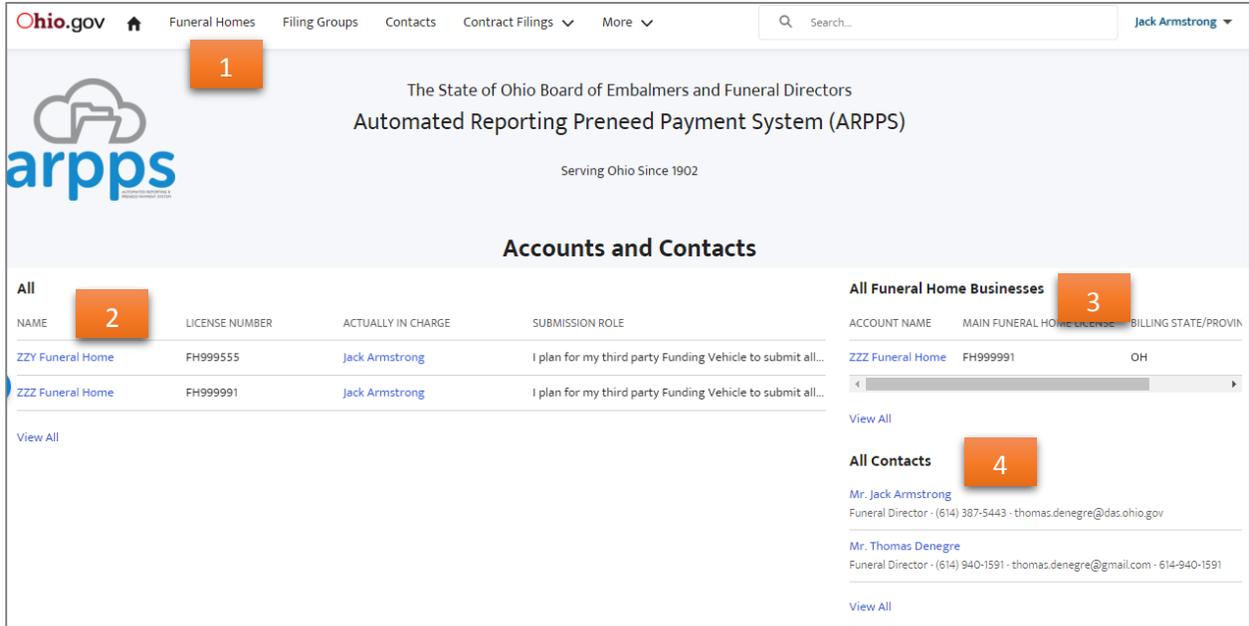
Before you can create contracts you must first have the following items prepared.

- You registered all of your funeral homes in ARPPS
- Your Funeral Home status is Active
- You have your ARPPS identification number for your funeral home such as ARPPS-01173
- You assigned someone as the Actually In Charge of each funeral home
- You have assigned someone to create contracts and submit the quarterly filing
- You created a Filing Group for one or more of your funeral homes.
  - It is possible to setup some of your funeral homes in one filing group, and have some of your funeral homes file for themselves.
- You have selected one of three types of submission roles for your quarterly filing
  - Your funeral home or filing group will submit all your preneed contracts
  - Your funeral home or filing group will submit all your preneed contracts and/or your insurance company or funding vehicle will also file and pay for your preneed contracts.
  - Your funding vehicle will do all your filings with recovery fee payments
- You know your ARPPS user name
- Your Password –if you forgot your password, please use the Forgot Password link on the login page

## 11.0 ARPPS User Interface Layout

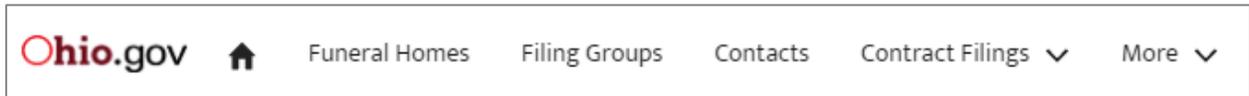
### STEP 1 – Login

### STEP 2 – ARPPS Home Page – Account and Contacts



The screenshot shows the ARPPS Home Page. At the top, there is a navigation bar with the Ohio.gov logo, a home icon, and links for Funeral Homes, Filing Groups, Contacts, Contract Filings, and More. A search bar and the user name 'Jack Armstrong' are also present. Below the navigation bar, the ARPPS logo and the text 'The State of Ohio Board of Embalmers and Funeral Directors Automated Reporting Preneed Payment System (ARPPS) Serving Ohio Since 1902' are displayed. The main content area is titled 'Accounts and Contacts' and is divided into three sections: 'All', 'All Funeral Home Businesses', and 'All Contacts'. The 'All' section contains a table with columns for Name, License Number, Actually in Charge, and Submission Role. The 'All Funeral Home Businesses' section contains a table with columns for Account Name, Main Funeral Home, License, and Billing State/Province. The 'All Contacts' section lists contact information for Mr. Jack Armstrong and Mr. Thomas Denegre. Orange callout boxes with numbers 1 through 4 highlight specific elements: 1 points to the ARPPS logo, 2 points to the 'All' section header, 3 points to the 'All Funeral Home Businesses' section header, and 4 points to the 'All Contacts' section header.

## 11.1 Navigation – Command Menu



The screenshot shows the navigation command menu, which is a horizontal bar containing the Ohio.gov logo, a home icon, and links for Funeral Homes, Filing Groups, Contacts, Contract Filings, and More.

### 1) Navigation Command menu

- a. Ohio.gov - URL link to [www.ohio.gov](http://www.ohio.gov) 
- a. Home Icon - will direct user back to the ARPPS Home Page which is your Account and Contacts Page 
- b. Funeral Homes – List of all your funeral homes
  - i. Click a Funeral Home to see details and employee contacts for the Funeral Home
  - ii. If the Funeral Home is assigned as the Filing Group, then you can view all its filings and contracts
- c. Filing Groups -  will display your filing group. Click the filing group to view:
  - i. Filing Group Name, AIC, License Number, and Filing Submission Role
  - ii. Funeral Homes assigned to the filing group
  - iii. All employee contacts (not customers) assigned  to the filing group
  - iv. Filings (Quarterly)

1. Inside each filing will contain the contracts created or uploaded for that quarter
    - v. Preneed Contracts List – Listing of all your Preneed Contracts
  - d.  Contacts List of all your employee contacts (not customers).
    - i. create new employee contacts
  - e. Contract Filings
    - i. Unsubmitted Filings
    - ii. Submitted Filings
    - iii. Paid Filings
  - f. Preneed Contracts
    - i. Unfiled Contracts
    - ii. Filed Contracts
  - g. Support – Submit a request when the ARPPS application fails to work
- 2) Funeral Homes List – List of all your Funeral Homes

NAME	ARPPS ID	FUNERAL HOME LICENSE NUMBER	ACTUALLY IN CHARGE
<a href="#">Juliet01 Funeral Home</a>	ARPPS-01204	FH999881	<a href="#">Peter Juliet</a>

- a. Click the Funeral Home to see details and contacts for that entity
  - b. If the Funeral Home is assigned as the Filing Group, then you can view all its filings and contracts
- 3) View all Funeral Home Businesses – view all funeral homes assigned to this account

All Funeral Home Businesses	
ACCOUNT NAME	MAIN FUNERAL HOME LICENSE
<a href="#">SSSS Funeral Home Corp</a>	FH-999876

- 4) View All Contacts – **Create and view only Funeral Home employees. Do not add customers nor vendors to this list. List will indicate if user has the ability (1) To create Contracts or (2) Create Contracts and Submit Filings**

Assigned Contacts (1)		
CONTACT NAME	CREATE CONTRACTS (ONLY)	CREATE CONTRACTS AND SUBMIT FILINGS
Peter Juliet	<input type="checkbox"/>	<input checked="" type="checkbox"/>

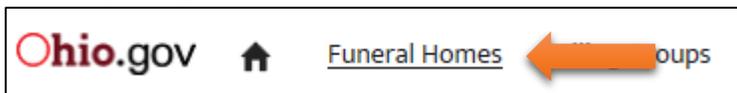
## 12 Create your Quarterly Filings

If there were zero transactions for the quarter this step is still required.

Before you can report zero contracts, create a contract, or upload a contract you must first create your quarterly Contract Filing record. This will act as a folder to contain your preneed contract records or your zero filing records.

### 12.1.1 Create your Quarterly Filing Record

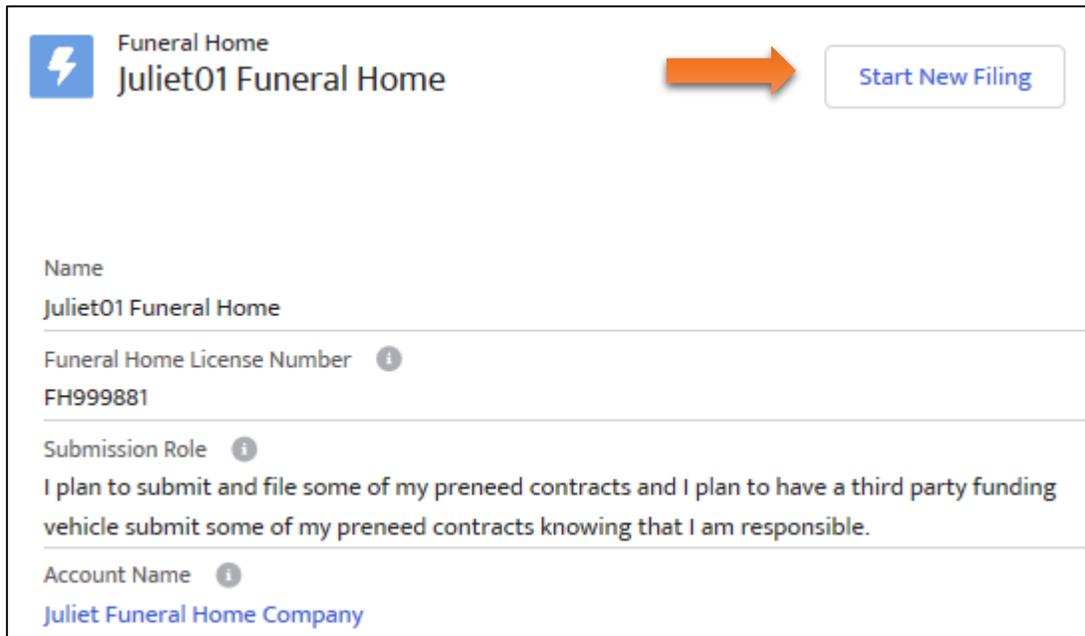
1. Log into ARPPS
2. At the top navigation command menu select FUNERAL HOMES



3. ARPPS will display your funeral home name

NAME	ARPPS ID
<a href="#">Juliet01 Funeral Home</a>	ARPPS-01204

4. Click your funeral home name
5. ARPPS will display the details of your Filing Group (Filing Group name, Funeral Home, Assigned Contact(s), Filings, and Preneed Contracts)



**Funeral Home**  
Juliet01 Funeral Home

[Start New Filing](#)

Name  
Juliet01 Funeral Home

Funeral Home License Number ⓘ  
FH999881

Submission Role ⓘ  
I plan to submit and file some of my preneed contracts and I plan to have a third party funding vehicle submit some of my preneed contracts knowing that I am responsible.

Account Name ⓘ  
Juliet Funeral Home Company

6. At the far right is the button - START NEW FILING
7. If this is your first filing for a quarter, then you must create a Filing Record to contain your preneed contracts.
8. To create a Filing Record click the button – START NEW FILING

Add a New Filing for ARPPS-01204
Save Cancel

**Contract Filing**

Select the filing period for this contract filing.  
*Note: You will only have one contract filing record per fiscal period for the*

After you save this contract filing record, you can add contracts to it.  
*Note: You can also skip this step and just start adding your contracts.*

When you have added all contracts for the filing period, you will need to return to this contract filing record, and submit it. When you submit it, you will need to pay the total amount of the recovery fees for each contract on the filing. When your payment is accepted, the filing will be finalized.

If you add additional contracts, and this contract filing was already submitted, but not paid, it will revert to unsubmitted. You can continue to add more contracts to it if necessary.

If you add additional contracts, and this contract filing was already paid, you will start an addendum. The contract filing will be marked unsubmitted. You can continue to add

Fiscal Year

Fiscal Quarter

9. ARPPS will display Start New Filing screen with the following instructions
10. Select the fiscal (Calendar) Year which is the same as a Calendar year

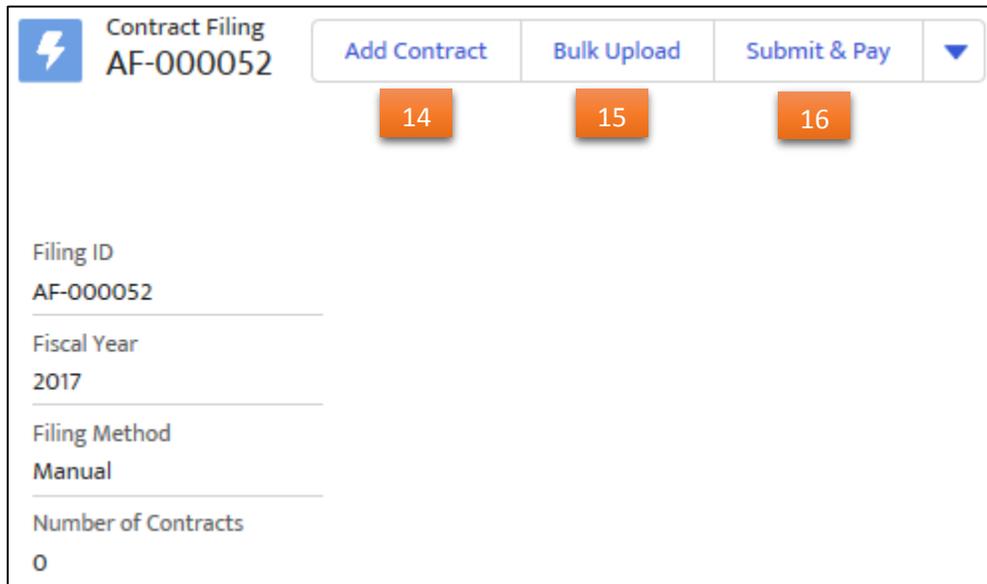
Fiscal Year

Fiscal Quarter

11. Select the fiscal (Calendar) year quarter
  - a. Quarter 1 (JAN, FEB MAR)
  - b. Quarter 2 (APR, MAY, JUN)
  - c. Quarter 3 (JUL, AUG, SEP)
  - d. Quarter 4 (OCT, NOV, DEC)
12. Click the SAVE Button.
  - a. Note: You may only have one contract filing record per fiscal period for the selected funeral home depending on how your account was registered.
  - b. After you save this contract filing record, you can add contracts to it.
    - i. Note: You can also skip this step and just start adding your contracts.
  - c. When you have added all contracts for the filing period, you will need to return to this contract filing record, and submit it. When you submit it, you will need to pay the total amount of the recovery fees for each contract on the filing. When your payment is accepted, the filing will be finalized.
  - d. If you add additional contracts, and this contract filing was already submitted, but not paid, it will revert to unsubmitted. You can continue to add more contracts to it if necessary.
  - e. If you add additional contracts, and this contract filing was already paid, you will start an addendum. The contract filing will be marked unsubmitted. You can continue to add

more contracts to it if necessary. When you are finished with the addendum, you will need to submit the filing again and pay the recovery fees for the addendum items. When the additional payment is accepted, the filing will be finalized.

13. Your new Contract Filing record



Contract Filing  
AF-000052

Add Contract    Bulk Upload    Submit & Pay

14    15    16

Filing ID  
AF-000052

Fiscal Year  
2017

Filing Method  
Manual

Number of Contracts  
0

→ For **ZERO CONTRACTS**, click SUBMIT & PAY. ARPPS will then display the 'PAY OUTSTANDING RECOVERY SCREEN' verifying the reporting period, number of contracts (0), your account name, and amount due (\$0.00). Click the SUBMIT FILING Button on the 'PAY OUTSTANDING RECOVERY SCREEN' to complete.

- 14. ADD CONTRACT – Click the Add Contract button to create a contract one at a time.
- 15. BULK UPLOAD – Use ARPPS Upload template to input multiple contracts at a time. You will first input the contract data into the spreadsheet. Save it as a CSV file. Upload the file into ARPPS inside your Contract Filing record.
- 16. SUBMIT & PAY – once you completed inputting all your contracts you can submit them for payment.

## 13.0 Creating Contracts

There are two ways to create and submit your preneed contracts for a specific filing quarter.

- 1) **Method 1 – Upload File:** You can upload a prefilled worksheet containing all your preneed contract data for a specific quarter. (For this method, you MUST use the Board’s contract/worksheet template) The Board’s website [www.funeral.ohio.gov](http://www.funeral.ohio.gov) , contains the required worksheets/templates for each quarter for you to download. Only one quarter can be reported on a worksheet. Before you upload the worksheet you must create the quarterly filing record online through your ARPPS account. The Filing Record will contain the uploaded preneed contract data. Once the uploaded contracts are completed you can submit the filing and make the payments.
- 2) **Method 2 – Create Contracts Online** - You can manually create the preneed contract(s) within ARPPS directly no uploading. Before you create the contract you must create the quarterly filing record online through your ARPPS account. The Filing Record will contain your preneed contract data. Once you have entered all your contracts you can submit your filing and complete your payments.

### 13.1 Preneed Contract Filing Method 1 – Download the ARPPS worksheet

In this first method you must download a pre-built Excel worksheet for the specific quarter, from the Funeral Board website to input your preneed data. You will then access ARPPS to create the quarters filing record so the uploaded contracts can be assigned to it.

Steps to successfully prepare your worksheet.

1. Column A- ARPPS\_ID# - be sure you inputted your ARPPS Id number, such as ARPPS-01173. (Do not use your funeral home license number)
2. Column B – FV\_ID# - Use the correct Funding Vehicle ID Number. A list of Funding Vehicles is provided on the Funeral Board website
3. Be sure there is the correct data in all the columns. Only Recipient Address 2 and Purchaser Address 2 are not required data.
4. Be sure your Contract Date is a date and the correct format, such as 12/02/2017. The date must also fit inside the relevant filing quarter.
5. Save your file
6. Final preparation step. You must convert your file into a CSV file format. This is the only format which will allow ARPPS to receive and process your data.
  - a. For online instruction to convert an Excel File to CSV go to:  
<http://www.funeral.ohio.gov/Portals/0/ARPPS/ARPPS%20CSV%20file%20type.pdf>

## 14.0 Method Two – Create a Contract Online

Another way of filing your preneed contract is to create your contracts manually in ARPPS to file them. Before you create a contract you must first create the relevant Quarterly Filing record. Once all your contracts are completed, you can submitted your filing and make the credit card payment.

### 14.1 Access ARPPS and create Quarterly Filing Record

STEP 1 – Login

STEP 2 – ARPPS Home Page – Account and Contacts

See Section 2.1 Navigation – Command Menu

See Section 3.1.1 Create your Quarterly Filing Record

### 14.2 Create a Manual Preneed Contract

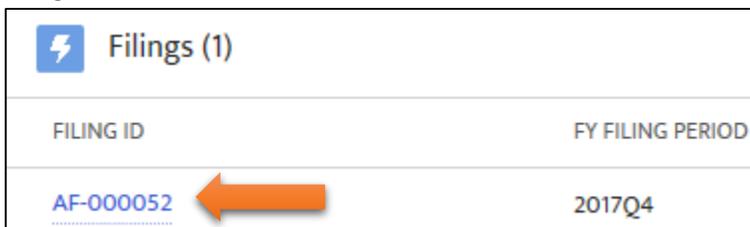
1. Start by Clicking the Navigation Command menu item Funeral Homes



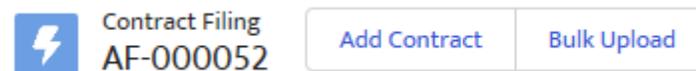
2. ARPPS will direct you to the Funeral Homes screen



3. Click the Funeral Home name link to display your Funeral Home Details and scroll down to the Filing Record



4. Click the Filing ID for that quarterly FY Filing period. ARPPS will display the Contract Filing record



5. To create a single contract click the ADD CONTRACT Button
6. ARPPS will display the Preneed Contract form for that reporting quarter

Add a New Contract for ARPPS-01204 -- 2017 Q4 Save Cancel

---

**Filing Period**

You are adding a new contract to an existing filing period...

When you have added all contracts for the filing period, you will need to go to the contract filing record, and submit it. When you submit it, you will need to pay recovery fees for each contract on the filing. When your payment is accepted, the filing will be finalized.

If the contract filing was already submitted, but not paid, it will revert to unsubmitted. You can continue to add more contracts to it if necessary.

If the contract filing was already paid, you will start an addendum. The contract filing will be marked unsubmitted. You can continue to add more contracts to it if you are finished with the addendum, you will need to submit the filing again and pay the recovery fees for the added items. When the additional payment is accepted, the filing will be finalized.

---

**Contract**

Policy / Contract Number <input style="border: 1px solid red;" type="text"/>	Contract Type <input style="border: 1px solid red;" type="text" value="--None--"/>
Contract Date <input style="border: 1px solid red;" type="text" value="2/21/2018"/>	Amount <input style="border: 1px solid red;" type="text"/>
Deposit Amount <input style="border: 1px solid red;" type="text"/>	Recovery Fee <input style="border: 1px solid red;" type="text" value="10.00"/>
Funding Vehicle <input style="border: 1px solid red;" type="text" value="&lt; Please Select &gt;"/>	

---

**Recipient**

Recipient First Name <input style="border: 1px solid red;" type="text"/>	Recipient Last Name <input style="border: 1px solid red;" type="text"/>
Recipient Address 1 <input style="border: 1px solid red;" type="text"/>	Recipient Address 2 <input style="border: 1px solid red;" type="text"/>
Recipient City <input style="border: 1px solid red;" type="text"/>	Recipient State <input style="border: 1px solid red;" type="text" value="OH"/>
Recipient Zip Code <input style="border: 1px solid red;" type="text"/>	Recipient Phone <input style="border: 1px solid red;" type="text"/>
Recipient Email Address <input style="border: 1px solid red;" type="text"/>	
Purchaser Is Same As Recipient <input type="checkbox"/>	

---

**Purchaser**

Purchaser First Name <input style="border: 1px solid red;" type="text"/>	Purchaser Last Name <input style="border: 1px solid red;" type="text"/>
Purchaser Address 1 <input style="border: 1px solid red;" type="text"/>	Purchaser Address 2 <input style="border: 1px solid red;" type="text"/>
Purchaser City <input style="border: 1px solid red;" type="text"/>	Purchaser State <input style="border: 1px solid red;" type="text" value="OH"/>
Purchaser Zip Code <input style="border: 1px solid red;" type="text"/>	Purchaser Phone <input style="border: 1px solid red;" type="text"/>

7. Fill in the preneed contract form. Data fields with a red line indicate required data. Start by selecting the Fiscal Filing Period.

I = Required Information

8. Once you completed inputting the data click the SAVE Button at the top of the screen.

Add a New Contract for ARPPS-01204 -- 2017 Q4 Save Cancel

9. A common error is inputting the wrong date for the Quarterly Filing Period or not inputting the telephone numbers in the correct format. ARPPS will display the error message. Please correct the error and click the SAVE button again.

Add a New Contract for ARPPS-01184

 **Error:**  
The selected filing period and the contract date must match.

 **Errors**

Please enter the purchaser phone number in the format: (XXX) XXX-XXXX

Please enter the recipient phone number in the format: (XXX) XXX-XXXX

10. When you saved a contract successfully ARPPS will direct you to the Contract Filing record with the new Contract Listed below in the Preneed Contracts section.

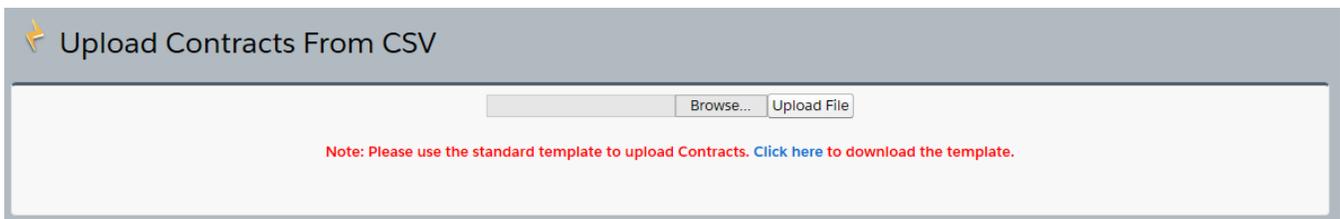


11. Scroll down to the Preneed Contracts section to view your new contract. The contract status should be **SAVED**.
12. Once you have completed inputting all your contracts, the next step is to submit your filing. Please go to the following sections which will instruct you to complete your filings and payment.
  - a. 3.1.3 Submit your Quarterly filing with preneed contract data
  - b. 3.2 FINAL SUBMISSION AND PAYMENT
  - c. 3.3 CREDIT CARD PAYMENT PROCESS

## 15.0 Upload your preneed contract records

### 15.1 Upload your contract worksheet CSV file

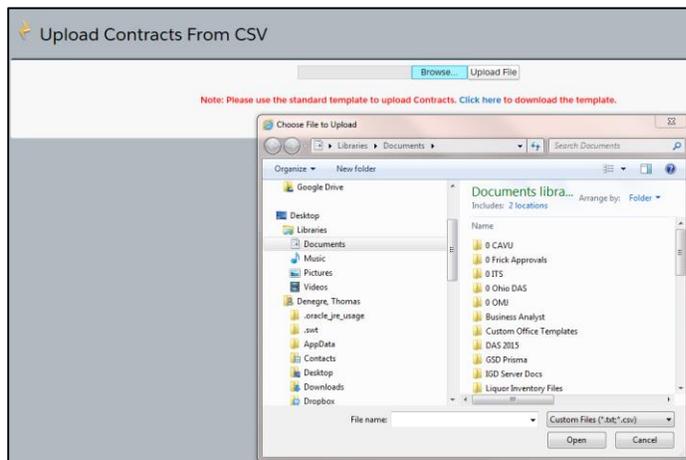
17. Click the Bulk Upload Button
18. ARPPS will display the Upload screen



19. REMEMBER you must save your upload file into a CSV format. For online instruction to convert an Excel File to CSV go to:

<http://www.funeral.ohio.gov/Portals/0/ARPPS/ARPPS%20CSV%20file%20type.pdf>

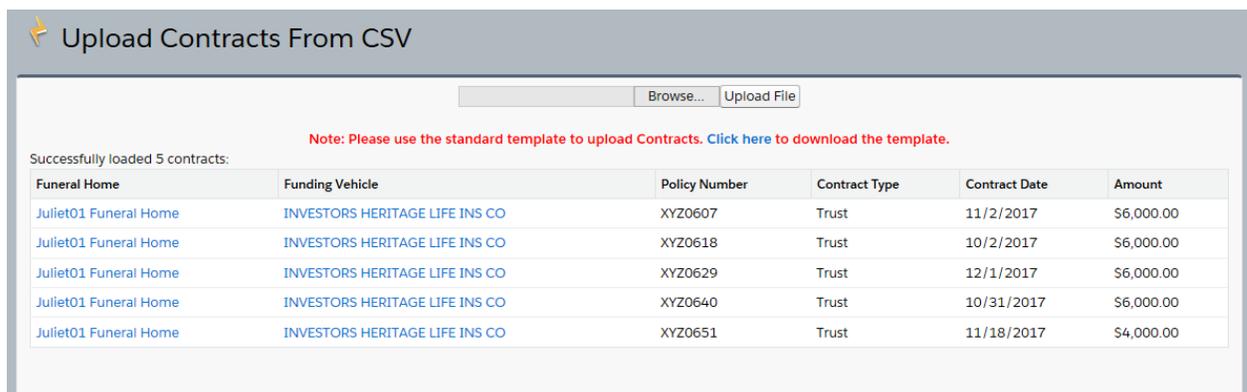
20. Click the Browse button to launch your computer's File Manager



21. Find and select your Upload file and click the UPLOAD FILE Button



22. If your spreadsheet was inputted correctly then ARPPS will display and load your preneed contracts as seen below.



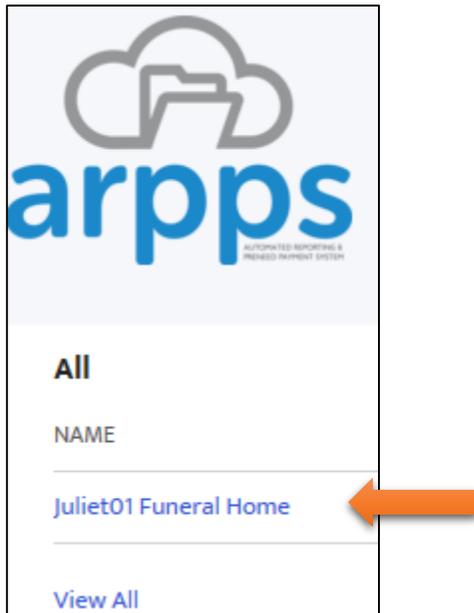
Successfully loaded 5 contracts:

Funeral Home	Funding Vehicle	Policy Number	Contract Type	Contract Date	Amount
Juliet01 Funeral Home	INVESTORS HERITAGE LIFE INS CO	XYZ0607	Trust	11/2/2017	\$6,000.00
Juliet01 Funeral Home	INVESTORS HERITAGE LIFE INS CO	XYZ0618	Trust	10/2/2017	\$6,000.00
Juliet01 Funeral Home	INVESTORS HERITAGE LIFE INS CO	XYZ0629	Trust	12/1/2017	\$6,000.00
Juliet01 Funeral Home	INVESTORS HERITAGE LIFE INS CO	XYZ0640	Trust	10/31/2017	\$6,000.00
Juliet01 Funeral Home	INVESTORS HERITAGE LIFE INS CO	XYZ0651	Trust	11/18/2017	\$4,000.00

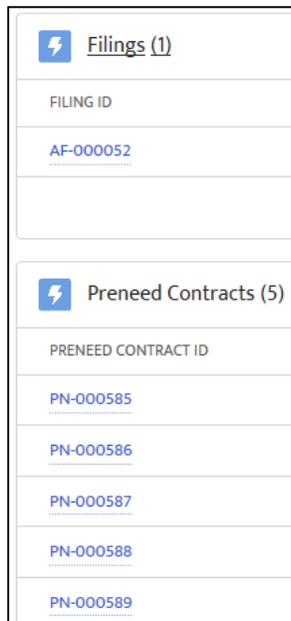
23. Navigate back to your Funeral Home. Go to the top navigation menu and select Funeral Homes



24. ARPPS will open the list of your Funeral Home(s). Click your Funeral Home



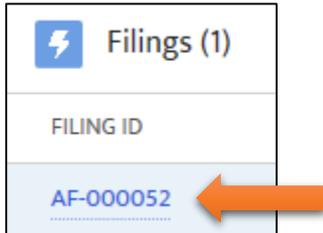
25. Once inside your Funeral Home record, scroll down to your Contract Filing record to view the Filing Record and the Preneed Contracts uploaded into your account.



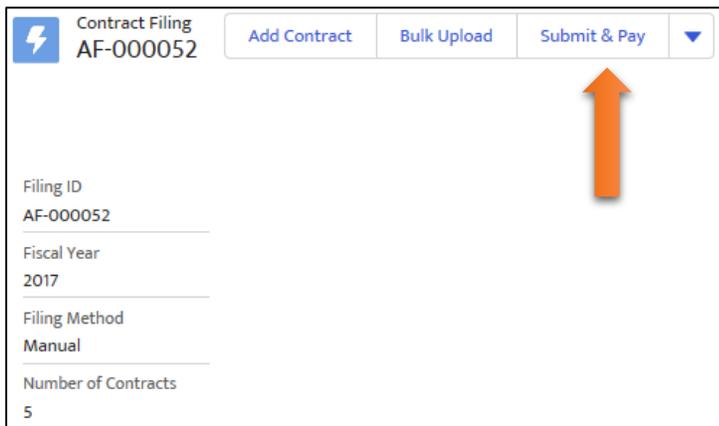
## 16.0 FINAL SUBMISSION AND PAYMENT

Once you have inputted all your preneed contracts for the reporting quarter you can begin the process to submit them for payment.

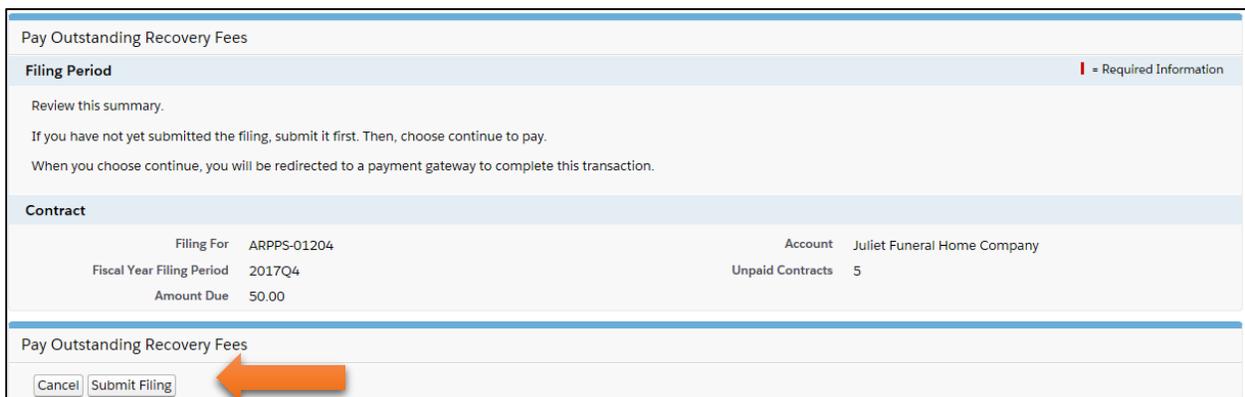
1. While your inside your Funeral home record scroll down to the contract FILING record. Click the Filing record number to open it.



2. ARPPS will display the contract FILING record with the number of contracts and fee amount.
3. Click the SUBMIT & PAY button

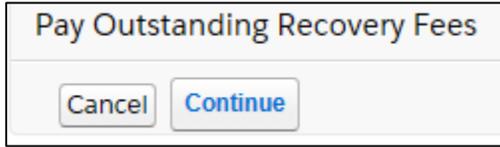


4. ARPPS will display the 'PAY OUTSTANDING RECOVERY SCREEN' verifying the reporting period, number of contracts, your account name, and amount due.



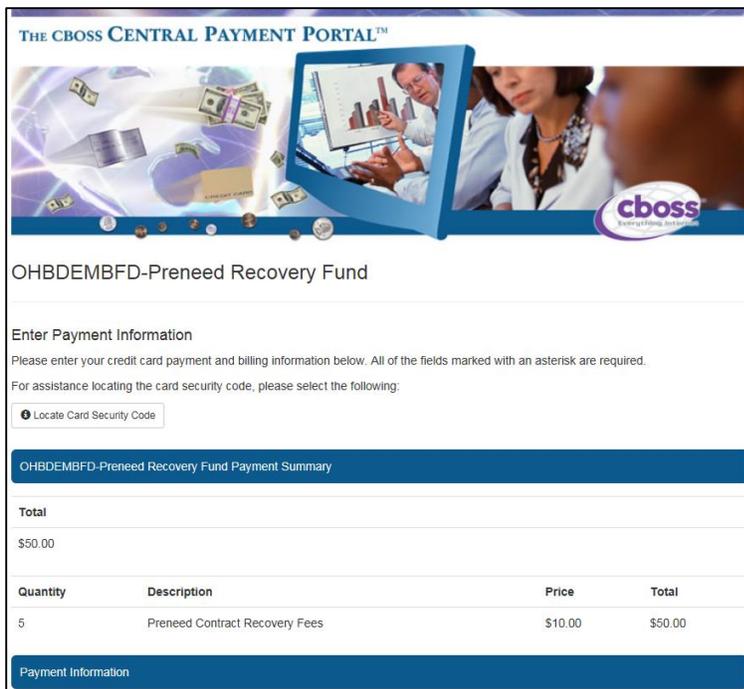
5. Click the SUBMIT FILING Button to continue the payment process

- ARPPS will change the name of the button from SUBMIT FILING to CONTINUE – Click the Continue Button



## 17.0 CREDIT CARD PAYMENT PROCESS – NOT READY TO TEST

- ARPPS will display the credit card payment screen indicating the amount due. Input your credit card and Billing information.



THE CBOSSE CENTRAL PAYMENT PORTAL™

OHBDEMBFD-Preneed Recovery Fund

Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required.  
For assistance locating the card security code, please select the following:

OHBDEMBFD-Preneed Recovery Fund Payment Summary

Total			
\$50.00			
Quantity	Description	Price	Total
5	Preneed Contract Recovery Fees	\$10.00	\$50.00

Payment Information

- Once all your data is inputted go to the bottom of the credit card transaction and click the CONTINUE BUTTON



- If your information has been inputted correctly, the Continue Button will change names to CONFIRM. Click the Confirm button.



10. ARPPS will display the credit card confirmation of payment screen. It will indicate the payment amount, number of contracts, and list of contract numbers.

11. Click the RETURN TO CONTRACT FILINGS Button to return to your Contract Filing record and see the final confirmation of your quarterly filing and payment.

[Return to Contract Filings](#)

FILING ID	FILED BY ID	FILED BY ACCOUNT	FILED BY VEHICLE, H...	FY FILI...	FILING...	NUMBE...	STATUS	TOTAL...	TOTAL...
1	AF-000052	ARPPS-01204	Juliet Funeral Home Company	Juliet01 Funeral Home	2017Q4	Manual	5	Paid	\$50.00 \$0.00

FILING ID	FILED BY ID	FILED BY ACCOUNT
1	AF-000052	ARPPS-01204
		Juliet Funeral Home Company

FILED BY VEHICLE, H...	FY FILI...	FILING...	NUMBE...	STATUS	TOTAL...	TOTAL...
Juliet01 Funeral Home	2017Q4	Manual	5	Paid	\$50.00	\$0.00

- ARPPS will also send an email confirmation of your payment indicating your filing report was completed.



**The State of Ohio Board of Embalmers and Funeral Directors**  
77 South High Street, 16<sup>th</sup> Floor Columbus, OH 43215  
Phone: 614-466-4252    [www.funeral.ohio.gov](http://www.funeral.ohio.gov)

Dear Peter Juliet,

The following ARPPS Preneed Recovery Fee payment has completed processing:

**Filing ID:** AF-000052  
**Filing For:** ARPPS-01204  
**Account:** Juliet Funeral Home Company  
**Fiscal Year Filing Period:** 2017Q4  
**Addendum:** 0

Thank you.

Feel free to contact our business office or [arpps@funeral.ohio.gov](mailto:arpps@funeral.ohio.gov) if you require further assistance.

Best regards,

Board of Embalmer and Funeral Directors

## 18.0 Multiple Funeral Homes using a Filing Group

ARPPS offers funeral home companies that have multiple funeral homes who desire to file under one funeral home license number. To accomplish this task you will need to use your Filing Group, whereby all relevant funeral homes are assigned to a Filing Group and all contracts will be submitted under the filing group and assigned to principle funeral home.

### Precondition

1. You have established your Filing Group and your funeral homes have been assigned to it. See 6.0 Create a Filing Group on page 17

### 18.1 Create a quarterly Filing Record inside the Filing Group

- 1) From top navigation select Filing Group



- 2) ARPPS will display the Filing Group and the assigned Funeral Homes
- 3) Click the START NEW FILING Button for your quarterly filing
- 4) See Section 12 Create your Quarterly Filings on page 31



Filing Group

**Kilo Filing Group**

Start New Filing

Filing Group Name

**Kilo Filing Group**

---

File With This Funeral Home's License i

**Kilo01 Funeral Home**

---

Actually In Charge i

**Sam Kilo**

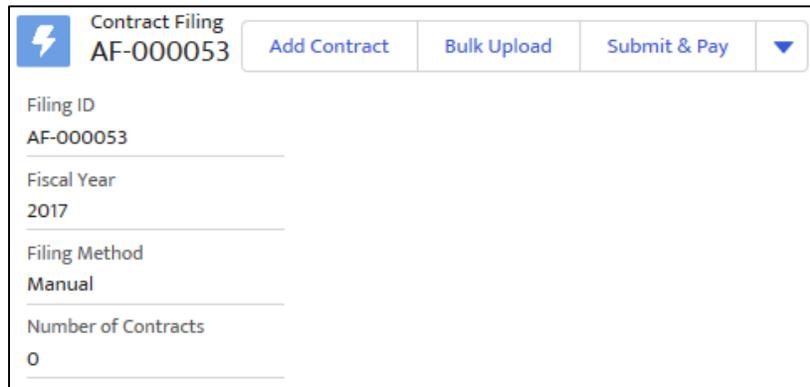
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Group License Number

**G-FH999883**

 <b>Funeral Homes (3)</b>	
NAME	FUNERAL HOME LICENSE NUMBER
<a href="#">Kilo01 Funeral Home</a>	FH999883
<a href="#">Kilo02 Funeral Home</a>	FH999884
<a href="#">Kilo03 Funeral Home</a>	FH999885

- 5) ARPPS will then display your new Contract Filing record where you will have the ability to (1) add a single contract at a time, (2) upload multiple contracts at the same time, and (3) Submit and pay your filings.

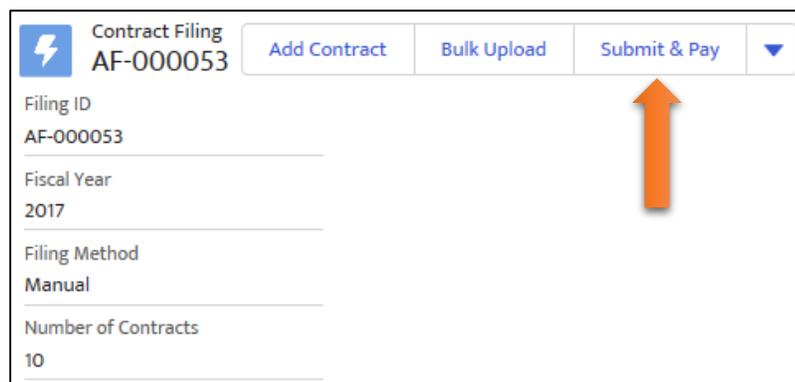


- 6) For Add Contract Button – See 14.0 Method Two – Create a Contract Online on page 35
- 7) For Bulk Upload Button – See 15.0 Upload your preneed contract records
- 8) 15.1 Upload your contract worksheet CSV file on page 38
- a. After you uploaded your contracts

- i. Navigate to the top menu and select Filing Group
- ii. Scroll down and select Filings and Click the Filing ID link



- b. ARPPS will display the Contract Filing and Preneed Contracts. Click the Submit & Pay Button to begin the payment process



- 9) For Submit & Pay Button – See 16.0 FINAL SUBMISSION AND PAYMENT on page 40
- 10) For Credit Card Submission process – see 17.0 CREDIT CARD PAYMENT PROCESS – NOT READY TO TEST on page 41

- 11) Once you have completed the payment process, navigate back to your Contract Filing record. The status will be changed to PAID and your preneed contract status will be changed to paid

Contract Filing AF-000053		Contract Filings > AF-000053 Preneed Contracts	
10 items • Updated a few seconds ago			
		PRENEED CONT... ▼	STATUS
Filing ID AF-000053	1	<a href="#">PN-000591</a>	Paid
Fiscal Year 2017	2	<a href="#">PN-000592</a>	Paid
Filing Method Manual	3	<a href="#">PN-000593</a>	Paid
Number of Contracts 10	4	<a href="#">PN-000594</a>	Paid
	5	<a href="#">PN-000595</a>	Paid
	6	<a href="#">PN-000596</a>	Paid
	7	<a href="#">PN-000597</a>	Paid
	8	<a href="#">PN-000598</a>	Paid
	9	<a href="#">PN-000599</a>	Paid
	10	<a href="#">PN-000600</a>	Paid

- 12) ARPPS will also email you a confirmation of the payment and number of contracts filed.



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Phone: 614-466-4252 [www.funeral.ohio.gov](http://www.funeral.ohio.gov)

Dear Sam Kilo,

The following ARPPS Preneed Recovery Fee payment has completed processing:

**Filing ID:** AF-000053  
**Filing For:** FG-00065  
**Account:** Kilo Funeral Home Company  
**Fiscal Year Filing Period:** 2017Q4  
**Addendum:** 0

Thank you.

Feel free to contact our business office or [arpps@funeral.ohio.gov](mailto:arpps@funeral.ohio.gov) if you require further assistance.

Best regards,

Board of Embalmer and Funeral Directors