



Item Pricing Guide

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Table of Contents

Table of Contents	1
Items/Services	2
Add an Item(s) to Angelpaw	2
Items/Services Catalog Setup	4
Cremation Services	5
Configuring Items: Special Services, Urns and Jewelry	6
Accounts	8
Adding accounts	8
Pricing	10
Build Your Own Pricing (a la carte) and Additional Items (for any order)	10
Package Pricing	10
Create a Group	12
Create Order	14
Urn and Additional Items	14
Create Order Form	16

Items/Services

Services and Products that your Care Center offers to the pet parents through your sales channels (Vets/Corporate Accounts/Ecommerce/Walk In Customers).

- Cremation Services
- Jewelry
- Additional Services (Paw prints, Hair Clipping, etc.)
- Urn(s)

These are the base catalog for all your accounts/sales channels.

You can customize their availability and pricing on a per account basis or group of accounts.

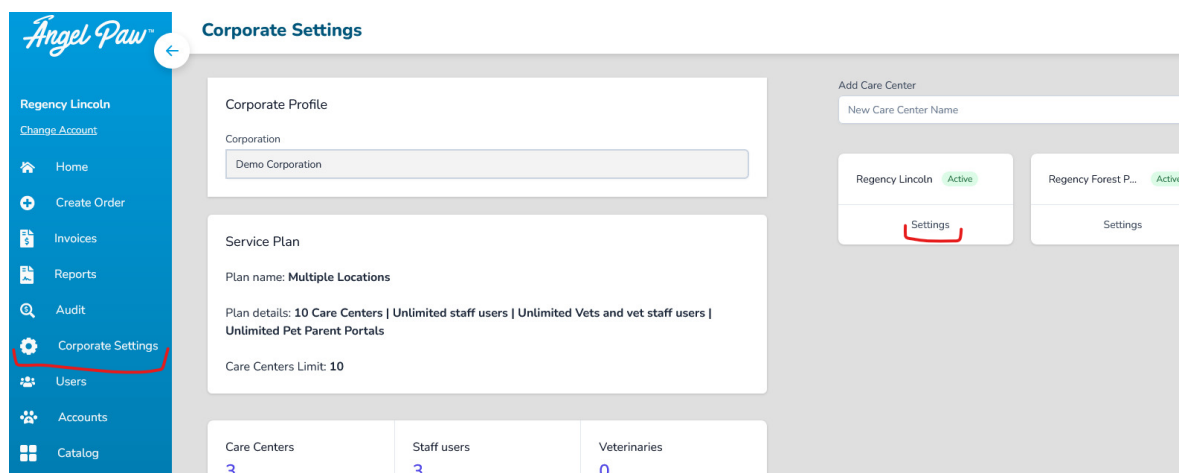
Pricing Examples (pricing customization is explained later in this guide):

1. Account for Vet 1, has the Private Cremation 0 - 10 lbs enabled and priced at \$50.00 and Account for Vet 2 has that same service enabled but priced at \$65.00
2. The Group "**Banfield Vets**" has 3 packages and they all have the standard urn included free of charge.

Add an Item(s) to Angelpaw

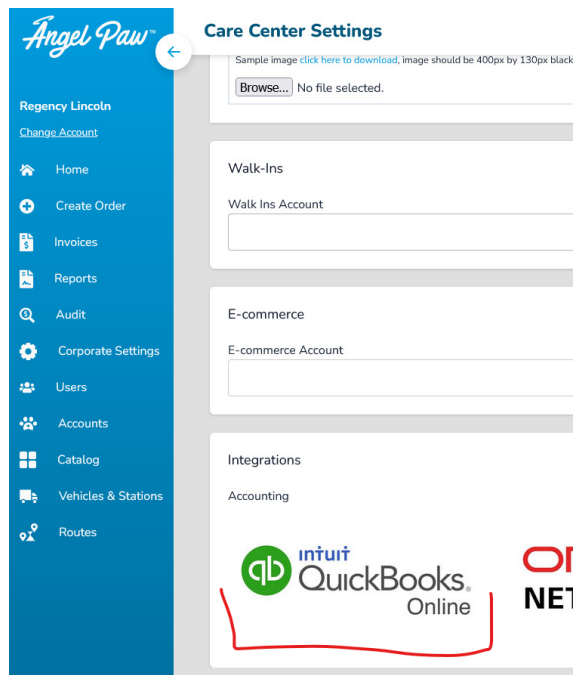
1. Login as a Crematory Manager or Crematory Corporate User.
2. Click on "**Corporate Settings**" on the main menu.
3. Search for the "**Care Center**" on the right side of the screen, and click on "**Settings**" (link right below the Care Center name)

4.



5. Scroll all the way down on the "**Care Center Settings**" screen, look for the "**QuickBooks**" logo and click on it.

6.



7. You are now on the "QuickBooks Online" screen on Angelpaw, here there are 2 tables on the main content area, the top one is for customer accounts, and the bottom one is for Items/Services.

8. Scroll down to the "Items/Services" table:

- a. If items are already available on your QuickBooks account, you will see them below, you may check the box on the first column to import each item, once checked, a button will appear on the top of that table "Import Selected", you may check multiple items (a restriction is that items must have a SKU, Name and Price in order to be imported, if any of those is missing you have to go to your QuickBooks account and update the item over there, then come back to Angelpaw)

b.

QuickBooks Online ADMIN

Add Item to QB

bamboo

Items

☒ Created at
 ☒ Updated at

Import Selected

	Name	Description	SKU	Retail Price	Status
☒	Urn, Bamboo, L	210005 - Urn, Bamboo, L	210005	\$ 0	
☒	Urn, Bamboo, M	210004 - Urn, Bamboo, M	210004	\$ 0	
☒	Urn, Bamboo, S	210003 - Urn, Bamboo, S	210003	\$ 0	
☒	Urn, Bamboo, XL	210006 - Urn, Bamboo, XL	210006	\$ 0	
☒	Urn, Bamboo, XS	210002 - Urn, Bamboo, XS	210002	\$ 0	
☒	Urn, Bamboo, XXL	210007 - Urn, Bamboo, XXL	210007	\$ 0	

- c. If an item or items are missing on QuickBooks, you may also add items to QuickBooks right on Angelpaw, just click on **"Add item to QB"** and fill in the form, once completed the item will be added to QuickBooks and to Angelpaw.

d.

QuickBooks Online ADMIN

Items Add Item to QB Created at Updated at bamboo

Import Selected

☒	Name	Description	SKU	Retail Price	Status
☒	Urn, Bamboo, L	210005 - Urn, Bamboo, L	210005	\$ 0	
☒	Urn, Bamboo, M	210004 - Urn, Bamboo, M	210004	\$ 0	
☒	Urn, Bamboo, S	210003 - Urn, Bamboo, S	210003	\$ 0	
☒	Urn, Bamboo, XL	210006 - Urn, Bamboo, XL	210006	\$ 0	
☒	Urn, Bamboo, XS	210002 - Urn, Bamboo, XS	210002	\$ 0	
☒	Urn, Bamboo, XXL	210007 - Urn, Bamboo, XXL	210007	\$ 0	

e.

×

New Item/Service

Item/Service Name

Service/Item Name

Description

Description

SKU

SKU

Price

Base Price

Weight Start

Weight Start

Weight End

Weight End

Category

×

QuickBooks Settings Below (Required):

Item/Service Type:

▼

Items/Services Catalog Setup

Angelpaw has rules in place that ensure that pets/packages are being correctly serviced/packaged, meaning that the crematory operators (and crematory floor staff) are not allowed to move pets freely unless they have completed the services/packaging that the order requires.

The above is possible as long as the items/services are correctly set up (under their correct category).

For example,

1. Communal Cremation Services that don't require any items to be returned, will end after the cremation has completed.
2. Special services that require the pet body, will not allow a pet to be cremated unless that service has been performed.
3. A package won't be available to load to the vehicle for return, unless all their ordered items have been marked as packaged.

Cremation Services

1. Click on the Catalog option on the menu
2. Find the service you want to configure as a cremation, look at the "**Category**" column and configure it for the service.

3.

Items Catalog ADMIN

Items

Category

Search Items

Name	Image	SKU	Weight Start	Weight End	Category	Base Price
Ink Paw Print in Memory Frame - Added Service	Upload picture	300728	0	0	Special Services x	63.00
Pendant, Solid Silver Cylinder Cremation	Upload picture	250040	0	0	Jewelry x	250.00
Private Cremation - 0-5 lbs	Upload picture	100030	0	5	Private Cremation Service x	9.66
Private Cremation - 10-20 lbs	Upload picture	100032	10	20	Private Cremation Service x	31.71
Private Cremation - 20-30 lbs	Upload picture	100033	20	30	Private Cremation Service x	31.71

4. The service must be configured under one of these categories:

- a. Private Cremation Service
- b. Individual/Semi Private Cremation Service
- c. Same Day Private Cremation Service
- d. Same Day Private Witnessed Cremation Service
- e. Private Witnessed Cremation Service
- f. Witnessed Individual Service
- g. Private Aquamation Service
- h. Burial Service
- i. Equine Individual Service
- j. Livestock Individual Service
- k. In-Home Euthanasia & Private Cremation Service
- l. In-Home Euthanasia & Private Aquamation Service

- m. Communal Cremation Service
- n. Stray Communal Cremation Service
- o. Equine Group Service
- p. Livestock Group Service
- q. Strays

5. Note: Services affect the pet cremation flow:

- a. Individual services are returned to the pet parent or veterinary/account
- b. Strays/Communal/Group services, if no other item is added to the order, are not returned, after the cremation they are moved to "Completed orders"

Configuring Items: Special Services, Urns and Jewelry

1. Click on the Catalog option on the menu
2. Find the item that you want to configure as a special service, urn or jewelry, look at the "**Category**" column and configure it for the item.
3. It must be configured under one of these categories:

a. Special Services

- Special Services
- Paw Prints
- Clay Paw Print
- Paper Paw Print
- Engraving/Printing
- Paw Print Frame
- Equine Special Services
- Livestock Special Services

b. Urns

- Urns
- Decorative Metal Urns
- Standard Metal Urns
- Jewelry Urns
- Caskets
- Biodegradable Bamboo Casket
- Biodegradable Urns
- Bamboo pouch
- Figurine Urns
- Mini Urns
- Keepsake Urns
- Tealight Urns
- Clay & Ceramic Urns
- Wooden Urns
- Standard Urns
- Upgraded Urns

- Equine Urn
- Livestock Urn

c. Jewelry

- Jewelry
- Equine Jewelry
- Livestock Jewelry
- Engraving
- Equine Engraving
- Livestock Engraving
- Name Plate
- Equine Nameplate
- Livestock Nameplate
- Birthstones
- Equine Birthstones
- Livestock Birthstones
- Bag
- Box

- 4. Note: Any item/service that is performed at the crematory and that requires the pet body must be configured as a special service, in order for Angelpaw to block the cremation from happening before these services are performed**
- 5. Jewelry and Urns show up at the packaging station for the crematory packager staff to package them with the cremains**

Accounts

Accounts are the entities in Angelpaw that hold pricing for a particular channel and/or corporate customer.

They can be a veterinary account(s), hospital account(s), shelter account(s) or the Care Center's Walk Ins account.

**Individual pet parents are not considered accounts under Angelpaw, we use a vet/hospital account and record the order under that vet/hospital or the Care Center's Walk Ins account if they are a retail customer.*

Once an account is set, you will be able to customize pricing for that account and finally enter service orders and start tracking them.

Adding accounts

1. Login as a Crematory Manager or Crematory Corporate User.
2. Click on **"Corporate Settings"** on the main menu.
3. Search for the **"Care Center"** on the right side of the screen, and click on **"Settings"** (link right below the Care Center name)
4. Scroll all the way down on the **"Care Center Settings"** screen, look for the **"QuickBooks"** logo and click on it.
5. You are now on the **"QuickBooks Online"** screen on Angelpaw, here there are 2 tables on the main content area, the top one is for customer accounts, and the bottom one is for Items/Services.
6. On the top table:
 - a. If accounts are already available on your QuickBooks portal, you will see them below, you may check the box on the first column to import each account, once checked, a button will appear on the top of that table **"Import Selected"**, you may check/import multiple accounts.
 - b. If an account or accounts are missing on QuickBooks, you may also add them to QuickBooks right on Angelpaw, just click on **"Add Account to QB"** and fill in the form, once completed the account will be added to QuickBooks and to Angelpaw.

QuickBooks Online ADMIN

☐	Name	Email	Phone	Status	Action
☐	A & M Animal Clinic	demo.samyzaki93@yahoo.com	(619) 454-2466		
☐	Ecommerce 2	ecommerce23@demopaw.com	6195597887		
☐	HOSPITAL NEW	hospi@mail.com	6195597887		
☐	Kindred Integrative Veterinary Svcs	demo.kristylwalter@kindreddvm.com	(619) 679-3818		
☐	Kingston Veterinary Clinic	demo.rekaufervmd@hotmail.com	(619) 288-3689		

7. Note: Add a "**Walk Ins**" account here, in order to have your retail pricing under this account (for pet parents that call or bring their pets), and create/import accounts for each of your vets and each location for corporate accounts (i.e.: one for Banfield Park, one for Banfield Vista, etc)
8. Note: Each account that you create will also add a user under that account, which you can share with your vets/corporate customers, so they can enter orders (once you have set up pricing for them)

Pricing

Pricing in Angelpaw is flexible, you are able to customize pricing on a per account level basis, or to a group of accounts, also, under each account (or group) you are able to set "**a la carte**" pricing or package based pricing.

Build Your Own Pricing (a la carte) and Additional Items (for any order)

1. Click on "**Accounts**" from the main menu
2. Look for the account (or group) for which you want to configure BYO pricing, click on it
3. Scroll to the section titled "**Item Pricing**"
- 4.

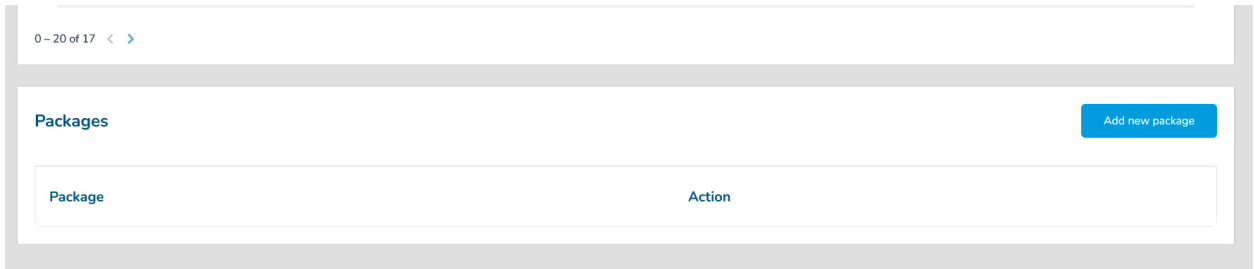
Item	Vet Price [1]	Group Price [2]	Base Price [3]	Show/Hide	Description
Ink Paw Print in Memory Frame - Added Service	63.00	-	63.00	☒	300728 - Ink Paw Print in Memory Frame - Added Service
Pendant, Solid Silver Cylinder Cremation	50.00	-	250.00	☒	250040 - Pendant, Solid Silver Cylinder Cremation
Private Cremation - 0-5 lbs	9.66	-	9.66	☒	100030 - Private Cremation - 0-5 lbs
Private Cremation - 10-20 lbs	31.71	-	31.71	☐	100032 - Private Cremation - 10-20 lbs
Private Cremation - 20-30 lbs	31.71	-	31.71	☐	100033 - Private Cremation - 20-30 lbs
Private Cremation - 30-40 lbs	53.76	-	53.76	☐	100034 - Private Cremation - 30-40 lbs

5. Note: Each item from your catalog is available here, you will configure its availability for this vet/group and its price
6. **Note: The resolution of the price goes, first at the account level, then if no account level price is set, Angelpaw checks if the account is part of a group, if so, then applies the price/availability set at that level.**
7. Turn the switch on for each item that you want to enable for this account/group, also make sure you set the price for this account.
8. This configuration will affect the services under option "**Build your Own**" when creating an order for the current account (or if configuring a group for each accounts under a group), and also all "**Additional Items**" (special services, urns, etc) that are selected below the services on the "create order" screen.

Package Pricing

You may also create packages, in order to streamline order creation, also to restrict urn options that may be free of charge under particular service types for example.

1. Click on **"Accounts"** from the main menu
2. Look for the account (or group) for which you want to configure packages, click on it
3. Scroll to the section titled **"Packages"**
- 4.



5. Click on **"Add new Package"**
 - a. Add a name and description for the package
 - b. Scroll to the **"Service Item(s)"**, below on the left there is a **"search"** text box, start typing the service type for this package, for example **"Private"**, you will then see below all services which have the word **"Private"** in their name, choose all the services that apply to this package (for example, add **"Private Cremation 0 - 5 lbs"** and **"Private Cremation 5 - 20 lbs"** and **"Private Cremation 20 lbs >"**, so multiple services can be added, although only 1 can be selected on the create order screen, you may also set each service(s) custom price if needed)
 - c. Scroll below to **"Package item(s)"**, search for the additional item(s) that you want to be part of the package, each item may also have individual custom price (can be zero)
 - d. Finally click on **"Save Package"**
 - e.

Package: Private Cremation

Package Name

Package description

Is an Ecommerce Package? ☐

Service Item(s)

Available Service Item(s)	Selected Service Item(s)
Pri - Private Cremation - 0-5 lbs - Private Cremation - 10-20 lbs - Private Cremation - 20-30 lbs - Private Cremation - 30-40 lbs - Private Cremation - 40-50 lbs	- Private Cremation - 0-5 lbs 10 - Private Cremation - 5-10 lbs 20 - Private Cremation - 10-20 lbs 30

f.

The screenshot shows a web interface titled "Package Item(s)". It is divided into two main sections: "Available Item(s)" on the left and "Selected Item(s)" on the right. In the "Available Item(s)" section, there is a search bar with the text "paw" and a magnifying glass icon. Below the search bar, the text "Ink Paw Print in Memory Frame - Added Service" is visible. In the "Selected Item(s)" section, there is a list of items with their corresponding prices in a table-like format:

Item Name	Price
Urn, Bamboo, XS	0.00
Urn, Bamboo, S	0.00
Urn, Bamboo, M	0.00
Urn, Bamboo, L	0.00
Urn, Bamboo, XL	30

- g. Note: The weight based services (and items) are filtered when creating an order, so these will only show up as long as the services/items weights are configured correctly under the catalog screen.

Create a Group

Angelpaw allows groups to be created, in order to set pricing only once if multiple accounts have the same pricing for both a la carte and packages.

To create a group:

1. Click on **"Accounts"** from the main menu
2. Click on **"Account groups"** and then click on **"Add Vet Group/Chain"** and Add a Name to the group (type it on the form).
3. Click on the group name you just created.
 - a. You are now on the group screen, you may add individual accounts to this group by searching them on the right side, there is a text box on the right side of the screen, it says **"Add/Remove Vet"**, click on the text box and type the name of the account that you want to add to this group.
 - b. Once it shows up on the list below, click on it, and it will be auto added to the group (to remove accounts from this group, just click on the x next to the account name on that text box).
4. **Note: you may configure pricing for this group, and this pricing will be presented for the accounts that are under the group.**

5.

Accounts

ADMIN

Vet Groups

Search for Vet Group/Chain

Add Vet Group/Chain

Name

Vet Count

Add New Group:

Banfield Vets

Add Group

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6.

Chain/Group Profile

ADMIN

Vet Chain/Group Information

Add/Remove Vet

Name

Banfield Vets

A & M Animal Clinic x

Accounts

Account

A & M Animal Clinic

Item Pricing

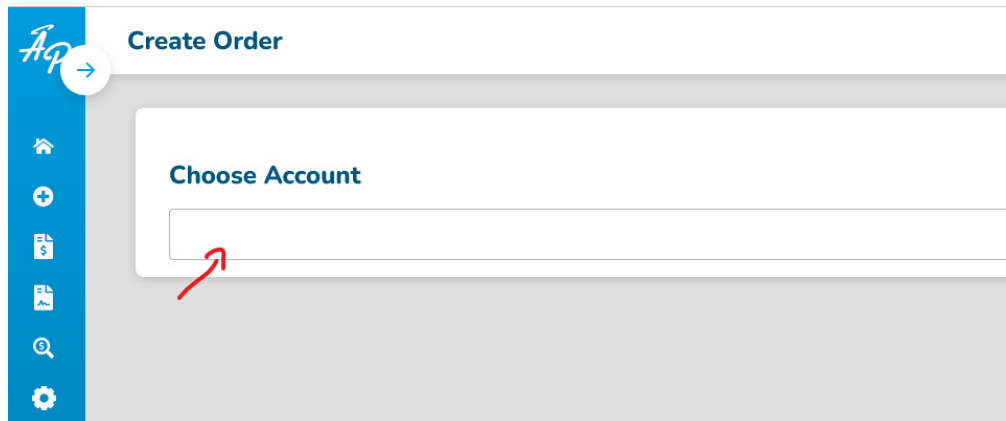
Search Items

Item	Group Price [2]	Base Price [3]	Show/Hide	Description
Ink Paw Print in Memory Frame - Added Service	63.00	63.00	☐	300728 - Ink Paw Print in Memory Frame - Added Service
Pendant, Solid Silver Cylinder Cremation	250.00	250.00	☐	250040 - Pendant, Solid Silver Cylinder Cremation
Private Cremation - 0-5 lbs	9.66	9.66	☐	100030 - Private Cremation - 0-5 lbs

Create Order

To create an order as a crematory manager, you click on the **“Create Order”** option from the menu, then you arrive at a screen with a search field, type the account/vet name to search it and then select it, then you will be presented with the Order Form.

For Walk Ins (Retail service orders), you go to **“Create Order”** and type **“Walk In”** and select that account, then start entering the order details.

The screenshot shows a web application interface for creating an order. At the top, there's a header with the text 'Create Order' in blue. On the left, there's a vertical sidebar with several icons: a home icon, a plus icon, and three document icons with different symbols. The main area of the screen is light gray and contains a white box with the text 'Choose Account' in blue. Below this text is a search input field. A red arrow points to the search input field.

As a Vet, you just click on **“Create Order”** from the menu, and you may start entering the order details.

After you enter the pet weight, you are presented with two options: **“Bundles”** (or packages) and **“Build Your Own”** (a la carte).

Urn and Additional Items

1. If Bundle is selected, you will be presented with an option for an urn (as long as the package was created/setup with an urn or multiple urn options), only one urn can be selected as part of the package, additional urns can be added to the order below.
2. If Build your Own was selected, all other items (besides the service) must be selected from the **“Additional Items”** section, there you must select an item category from the dropdown and choose the items you want to add to the order.

3.

Additional Items

Category

Special Services (74)

Search Item(s)

 Paw Print Memory Chest Large - 0 + Unit Price: 253.50 SKU: CMB770	 Paw Print Memory Chest Small - 0 + Unit Price: 211.56 SKU: CMB770S	 Classic Paws Slate Large - 0 + Unit Price: 246.15 SKU: 2897F
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4. At the end step, after clicking on **“Create Order”** button at the bottom of the order form, you will be presented with a sidebar, indicating to scan the RFID tag, if you currently do not have the RFID usb scanner, you may click on **“click here to manually type the RFID Tag Number”**, than manually enter the RFID number into the text box (and confirm by entering again below)

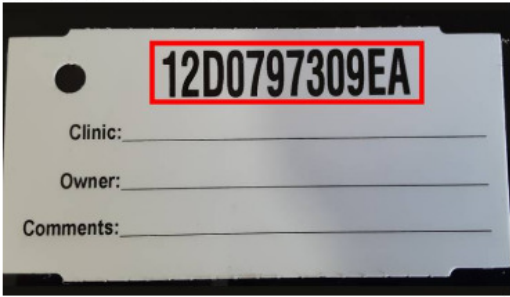
5.

×

RFID Tag

Scan the RFID tag with your USB RFID Reader

This is what the tag looks like:



If you don't have an RFID Reader available,
[click here to manually type the RFID Tag Number](#)

6. Multiple services (pet cremation(s)) for a single pet parent must be entered separately

Create Order Form

Pet parent, pet information and Order Type (Bundle or BYO)

Pet Parent Information

Pet Parent First Name (*)

John

Pet Parent Last Name (*)

Bon

Email Address

john@bon.com

Phone Number (*)

+1 (619) 559-7887

Change Address

Street Address

7171 Lullaby Lane

Apt

5B

City

Stanton

State

CA

Zip Code

90680

☐ Subscribe Pet Owner to service notifications?

This in turn creates a pet owner portal account, for service tracking and direct contact with crematory

Pet information

Pet Name (*)

Chico

Pet Gender (*)

Male

Pet Type (*)

Dog

Pet Breed (*)

American Cocker Spaniel

Color

Brown

Weight (in lbs) (*)

10

Order information

Type of Order (*)



Bundles

Select from pre-built packages.

Selected package



Build your Own

Select your favorite items and create a personalized order.

Select package

16

(Bundle option selected), service, Urn and category selection for additional items (urn, special services, jewelry, etc)

Package (*)


Private Cremation

Selected

Urn(s)


210002 - Urn, Bamboo, XS
☐
SKU: 210002


210003 - Urn, Bamboo, S
☒
SKU: 210003


210004 - Urn, Bamboo, M
☐
SKU: 210004


210005 - Urn, Bamboo, L
☐
SKU: 210005


210006 - Urn, Bamboo, XL
☐
SKU: 210006


210007 - Urn, Bamboo, XXL
☐
SKU: 210007

Additional Items

Category

Special Services (1) x v

Search Item(s)

Additional items selection, special instructions for the order, delivery option, order summary and payment information



Ink Paw Print in Memory Frame -
Added Service

-

2

+

Unit Price: 63.00

SKU: 300728

Special Instructions

Special instructions

No Instruction

Delivery

Delivery method (*)

Deliver Back (Vet | Account)

Order Items

Code	Image	Description	Qty	Unit price
100031		Private Cremation - 5-10 lbs	1	\$ 20
210003		210003 - Urn, Bamboo, S	- 1 + Remove	\$ 0
300728		300728 - Ink Paw Print in Memory Frame - Added Service	- 2 + Remove	\$ 126

Order total: \$ 146.00

Payment information

Payment method (*)

On Account

Create Order