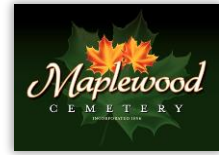


Documents and Forms

The Maplewood Cemetery Sales Process



Introduction

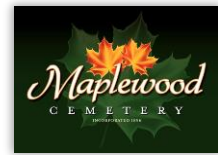
Welcome Documents and Forms

Our sales process is intended to be easy and helpful for the customer to understand and complete.

- There are many documents that are needed to help our customers and record their requests and transactions.
- Our internal process must be followed and completed to make sure that everything gets recorded properly.
- Most customers have never been through this situation. You are guiding them, and they count on that. Many of our customers will have many questions about the whole situation they are now in. I have included other topics that may help answer some of those questions.
- It is very important to get the process and the information correct the 1st time.
- Communicating the outcome to the right people promptly will be important.
- The **MWC public** website <https://maplewoodcemetery.org/> has a lot of information about Maplewood Cemetery. Do not be worried about referring a customer to the website. The maps, listings, **Frequently Asked Questions** (FAQs), our **Rules & Regulations**, and more are there.
- Those documents and forms will be explained here. The responsibilities for these documents may change overtime but should be reviewed and managed properly.
- The frequency of updates needed will also be explained.
- And, of course, there are a few NYS REQUIRED documents and formats. They are here as well!

Documents and Forms

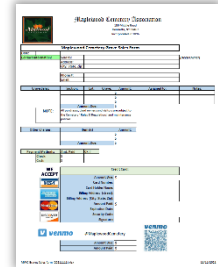
The Maplewood Cemetery Sales Process



Let's get started!

Customer & Sales forms:

- **Sales Form:** This may be our most used and important form.
 - The use and processing of this form is covered in detail in the **MWC Sales Training manual**.
 - The sales form itself may not need to be updated very often, but the contents of the completed form are important.
 - Used by anyone selling a grave.
- **Sales Training manual:** This manual describes the sales process. The manual should be updated when there are details that change in this process.
 - The manual describes the importance of getting the information recorded correctly. The notification process is very important to make sure the proper personnel are notified, and the next steps are put in motion.
- **The MWC glossy pamphlet:** This pamphlet was printed at **Vistaprint**. MWC had 1500 MWC brochures (new design) in 2010. We still have some.
 - A brochure is included in every **DEED packet**.
 - These brochures are also available in the shed brochure holder.
- **Rates and Charges:** This form needs to be updated whenever a price has changed.
 - Refer to the NYS Cemetery 101 manuals for the requirements for more information. The Rates and Charges brochure is included in every **DEED packet**.



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Cemetery Prices and Charges

The cemetery must file its list of lot prices with the NYS Division of Cemeteries.

The Division does not approve prices for final resting places.

A cemetery may have different requirements and prices for how many remains and types of remains are allowed per grave.

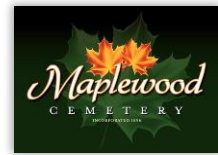
The NYS Division of Cemeteries must approve a cemetery's service charges. These services include grave openings, foundations, and cremation – this is not an all-inclusive list. For more information contact the senior accountant assigned to your area.



- The MWC Board must decide on any price changes. The Secretary or the Treasurer will then send a letter to the Cemetery Division for review and

Documents and Forms

The Maplewood Cemetery Sales Process



approval. Once approved, the new Rates and Charges brochure must be sent to the Cemetery Division for its records. This record will be used in any audit.

- **Rules & Regulations:** The MWC Board must decide on the Rules and Regulations. The Secretary will then send the pending Rules and Regulations to the Cemetery Division for review and approval. Once approved, the new Rules and Regulations brochure must be sent to the Cemetery Division for its records. A copy of the Rules and Regulations is included in each **DEED Packet**, also available in the shed brochure holder, and posted on the shed bulletin board.

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Cemetery Rules and Regulations

The cemetery's rules and regulations must be up to date.

The original rules and regulations, as well as any changes, must be approved by the Division before they can become effective.

The cemetery must provide purchasers with a copy of the rules and regulations prior to the purchase of a lot.

The cemetery must post its rules and regulations in its office if it has one. If there is no office, it may post them on the cemetery premises (laminated sign).

Rules and regulations of a cemetery are subject to change and should state that.



NEW YORK
STATE
OF OPPORTUNITY
Department of State
Cemeteries

ABOUT CEMETERIES IN NEW YORK STATE

Public Cemetery Regulation in New York State



November 7, 2023

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Cemetery Disclosures

NYS N-PCL Section 1510(o)

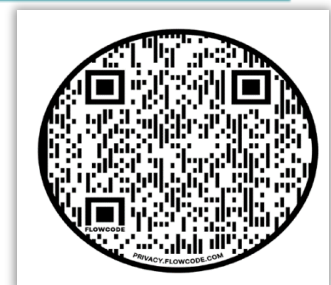
A cemetery must provide the cemetery disclosures to all potential lot owners.

You can find a copy of the disclosures on our website

You can use the QR code on the next slide to add to your cemetery's website, brochures, etc. It is a direct link to the disclosures on our website.



NEW YORK
STATE
OF OPPORTUNITY
Department of State
Cemeteries



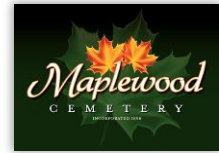
- **Cemetery Disclosures**
- **NYS Required**
- **This document is**

created and maintained by NYS. The link is in this QR code.

- **Copies of this document are in the shed brochure holder for our customers.**

Documents and Forms

The Maplewood Cemetery Sales Process



- **Frequently Asked Questions (FAQs):** The FAQ brochure can be quite helpful to new customers. This document is available in the shed brochure holder and posted on the MWC website. This document should be revised as needed.

Customer Deed Packet: A deed is created by the Secretary after each grave sale. The indenture-contract stating what they have purchased. Included in this packet are:

- **The Maplewood Cemetery Association Indenture:** Signed by the MWC President and Secretary. The deed is embossed with the MWC 'Official' seal. This is a legal document, and the deed owners should keep this with their other secured legal documents. This should only be created by the MWC Secretary after a confirmed grave sale purchase.
- **Grave Sale Receipt:** A copy of the grave sale purchase statement is included.
- **A Welcome Letter:** This letter welcomes the new deed owner to the Maplewood Cemetery Association. There is a map on the back of this with the purchased grave(s) highlighted for reference. This letter would only require revision if the message to the new deed owner had to be changed or the map of the cemetery changed.
- The **Rules and Regulations** document is included in the packet.
- The current **Rates and Charges** brochure is included in the packet for reference. Please note that this is only for reference, this is not a price guarantee for the future.

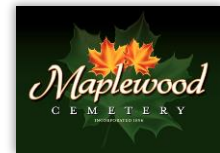
Others forms:

- **NYSAC: 2024 NYSAC MEMBERSHIP DUES form.** NYS Association of Cemeteries
 - Form and dues required for membership renewal annually. The dues base on the number of interments per the previous year.
- Tax forms and other annual reports will be covered in another manual.



Documents and Forms

The Maplewood Cemetery Sales Process



The MWC Bulletin Board:

November 7, 2023

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Required Signs:

19 NYCRR 201.7 states that a sign must be posted in the office of the cemetery (in 20-point font), and if there is no office, it must be posted at the entrance(s) in 40-point font and must contain the following information:

1. Cemetery Name as regulated by the New York State Cemetery Board
2. Phone number of the NYS Division of Cemeteries: (518) 474-6226
3. Name, title, and phone number of the primary contact person for the cemetery.



This is the current **NYS REQUIRED SIGN**.

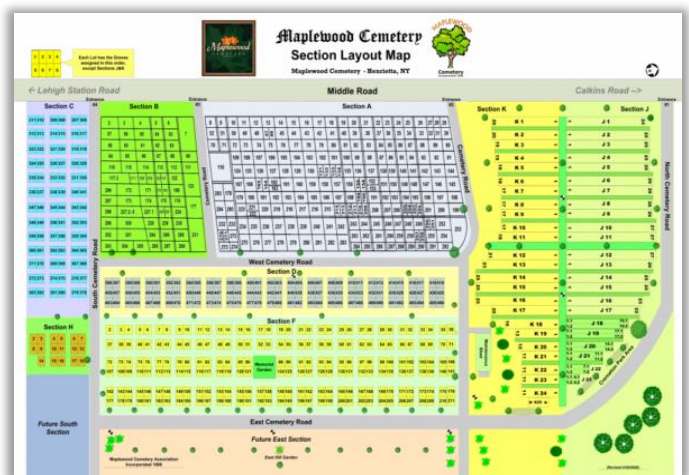
This is posted on the bulletin board as required.

- The bulletin board on the shed needs to be updated whenever the Rules and Regulations are changed, or the required sign information is changed.
- The Rules and Regulations are laser-jet printed using a legal-sized paper and then laminated.

This Section map is also posted on the bulletin board and is very popular.

This should be updated as needed.

Both the NYS Required sign and the Section map are on foam board and printed at **BuildASign.com** using UV resistant ink. They usually last a year or so and should be replaced when information changes or they look faded.



Revision date: 1/9/2024

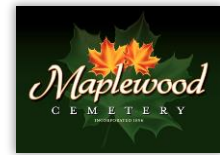
Gary Stockmaster

CONFIDENTIAL for authorized personnel only

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The Maplewood Cemetery Sales Process



The MWC Shed – Federal & NYS Labor Law Poster



Search...

BROWSE CATEGORIES ▾

LABOR LAW POSTERS

POSTER REPLACEMENT SERVICE

🏠 > 2024 Labor Law Posters > New York Labor Law Poster

New York Labor Law Poster

State, Federal, & OSHA in One Poster



This poster is up to date and meets compliance requirements for all businesses in the state of New York.

- ▶ Includes **NEW June 2023 EEOC (Pregnant Workers Fairness Act)** and **April 2023 FLSA (PUMP Act)** federal updates.
- ▶ Includes all **18** required notices from **NY**, Federal & OSHA into one professionally laminated 25.5" X 40" poster
 - ▶ **New York Minimum Wage: \$16.00 - Effective 01/2024**
 - ▶ New York Minimum Wage
 - ▶ Veteran Benefits & Services
 - ▶ Whistleblower Protection



These Labor Law posters are updated every year and are required to be posted for our employees. This is posted in the shed.

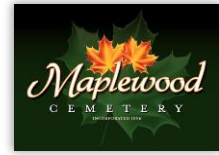
Order them from [Labor law Center.com New York-labor-law-posters](https://laborlawcenter.com/new-york-labor-law-posters)

Note: Occasionally we will receive NYS Poster solicitations from other companies that charge more and seem to use scare tactics to get you to purchase their products.

The **Labor Law Center** is based in California and has been a good value for a good poster. I order a new poster when the discount code is emailed to me, usually in December.

Documents and Forms

The Maplewood Cemetery Sales Process



The wrap up.....

There are key, important, required, and handy documents that have evolved over the years. I have tried to include the most important and required items. There will always be others that pop up.

I have adopted the **TRI-FOLD** style for most of the documents. This style looks good and fits easily in a letter envelope as well as the shed brochure holder. Most of the documents are printed 'at home' on a color Laser-Jet printer. The required quick turn around of revised Section Maps make the 'at home' approach more practical.

Other methods of printing can be used. The keys here are 'professional looking' documents with a quick turnaround printing ability. The 'source' documents are mostly formatted in **Microsoft (MS) Word**.

The larger signs are created in **MS PowerPoint** and the section maps are created in **MS Excel**.

Most, if not all, of the source files are available on the **MWC Admin website**.

WEBSITE Note: The documents listed here are also available on the MaplewoodCemetery.org customer website. The source documents can be saved in an ***.html format** for posting by the webmaster.

A few of these documents can also be **downloaded** from the website. That format link should be the **Portable Document Format, *PDF**.

Conclusion: Many of these documents may require 3 different formats depending on their intended usage. Keeping all the formats in-sync and updated frequently is important. Fortunately, once a source document is done, it can be saved in the multiple formats easily.

Other Reference materials: All are on the MWC Admin website.

Reports/NYS Cemetery Div

- cemeteries-101-basics
- cemeteries-101-accounting-basics
- Not-For-Profit-Corporation-Law-Article-15-Public-Cemetery-Corporations
- NYS public cemetery regulations
- NYS treasurers-manual-final-100611

Reports/Training

- MWC Treasurer QBO Training
- MWC Treasurer Training
- MWC Sales Training
- MWC Business Reports
- MWC PM Reports
- MWC Graves SOLD Reports
- MWC Section Maps Training
- MWC Documents and Forms (this document)