



We send our newsletter to interested cemeterians by e-mail only. If you would like to be added or removed from our list, please let us know.

All clients will continue to receive our newsletter by e-mail or first class mail.

**1-800-332-7532 or
cims@ramaker.com**

Please contact us with any e-mail or address changes.

Visit us on the web!



www.1cims.com
or
www.cimscemeterysoftware.com

Inside this issue:

Featured Cemetery	2
Large Cemetery Maps	2
Staff Attends Shows	2
CIMS 4.0	3
Veteran Markers	3
Client Referrals	3
Helpful Tips	4
Maintenance Program	4
Staff Profile	4
Newest Clients	4

User Group Conference Informed Many

Cemeterians from across the United States gathered for Ramaker & Associates' third annual CIMS User Group Conference. The seminar was held on October 2, 2008 at the Kalahari Resort in beautiful Wisconsin Dells, WI.

The day began with IT Specialist, Curtis Paul, reviewing CIMS and how the software has changed over the years. It was interesting to see how "simple" the original CIMS 2.0 looked compared to Version 3.4. The morning session continued with regional sales representative, Deb Karpen, discussing Tips, Tricks and Traps that clients might be missing. This was a great time for attendees to share thoughts and ask questions. "I didn't know that!" was heard often.

Following a delicious pasta buffet, Rachel Tygum, CIMS Project Manager, taught users how to keep track of any unknown burials they have in an "Unknown" section on the map. Unknown sections can be added to your CIMS program starting at \$500. Contact us for more details. Rachel also answered other CIMS mapping questions.



Flag Folding Demonstration

Our guest speaker this year was Ken Grant, Bureau Director, from the WI Department of Veterans Affairs. He gave an informative presentation about Veteran Cemeteries and the Military Funeral Honors Program. Included in his discussion was the National BOSS recordkeeping system and marking Veteran graves. A flag folding demonstration was also given (see picture above). We thank Ken for sharing his experience and expertise with us.

Curtis returned later in the day to talk about the new features that will be included in Version 4.0 to be released this year. (See article on page 2.) Brandon Finley, Director of CIMS, finished the day reviewing kiosks and website options for hosting cemetery data. He also led a discussion time for clients to make suggestions on how to improve CIMS.

Thank you to all who attended and for the positive comments we received. Watch our summer newsletter for more information regarding the next User Group Conference coming up this fall.



CIMS User Group Attendees

2009 CIMS User Group Conference will be Thursday, October 1, 2009

CIMS Featured Cemetery By: Rachel Tygum

Cedar Grove Cemetery, Lebanon, TN

Cedar Grove Cemetery began operations in 1846, and it covers approximately 25 acres, with 10-11 acres reserved for future development. Buried here are some of the important people in the history of Lebanon. The likes of politicians, Civil War officers and soldiers are laid to rest in the cemetery. Dealing with a large amount of historical data that was becoming unmanageable, the City of Lebanon issued an RFP for cemetery software in 2005. Ramaker & Associates was awarded the project, and CIMS was up and running in 2006. Cemetery Administrator Sam Crutcher undertook the large task of sorting through the historical records and making corrections to the map. In all, Mr. Crutcher and the CIMS team went through 20 rounds of map changes over the course of three years. Mr. Crutcher talks about the process below:



1. How did you go about finding all of the changes you needed to make to your maps?

Before we had CIMS, our operation was based on a Card system, along with copies of Deeds. We also had a map based on the cards. The map was not as accurate as it should have been. As a matter of fact, some of the information was just wrong. Once CIMS was installed, I cross referenced all of the information we had. It was at this point that I discovered the changes that needed to be made. Therefore, I created a simple Field Check form to accurately show the burials and spaces in our cemetery. The next step was to pass this information to the CIMS staff.

2. What was the hardest part of that process?

The most time-consuming part was to accurately record the information from the field surveys, then to precisely relay this information to the CIMS staff to try and make their job easier when they made the necessary changes. It was a little difficult to explain over the telephone the changes that I was requesting, but the staff was very patient and understanding. I feel that they have done a tremendous job for us.

3. What are your favorite features of CIMS?

One feature that I like is the coloring of the layers. At a glance, one can tell the status of graves and spaces whether they are sold, used or reserved. That is better than trying to shuffle through hundreds of cards to find this same information. Also, very useful to us is the fact that we can scan and save into the CIMS program most any information regarding a burial (i.e., Deeds, Interment Orders, Obits.) and have it on screen or just a mouse click away. Also, beneficial to us are the many different ways of printing different types of reports. That feature is truly a time-saving device.

4. Have you found a way to use CIMS that you didn't know about before you got the program?

Quite a few times I have had customers from out of town or out of state request a map of our cemetery that shows a particular space or burial. In response to them, I would enlarge the CIMS overview map, highlighting the area in question, print that page and E-mail it or send via standard mail.

Large Cemetery Maps By: Rachel Tygum

Are you looking for a way to display your cemetery's information without sharing your computer screen with the public? Several CIMS clients have approached Ramaker & Associates about creating large wall maps, normally 3 ft. by 4 ft. There are several options for what information to show on the maps, the typical choices include:

- Graves colored by status
(sold, sold with burial, available, reserved, etc.)
- Burial shapes and names
- Marker shapes
- Owner names
- Location information

The price of the maps depends on several variables such as size, number of maps, and what you'd like shown. A map simply showing location information and grave status starts at \$300. More involved maps that include owner and burial names as well as location and marker information start at \$500. We can also create single section maps if you have a rather large cemetery, or are only selling graves in a certain area. Feel free to pick what colors and text you'd like, just like in CIMS!

CIMS Staff Attends Shows

Brandon Finley is representing CIMS software at two shows:

The **Ohio Township Association's Winter Conference and Trade Show** was held **February 4 - 6, 2009** at the Hyatt Regency in Columbus, Ohio. The show was very successful with many happy clients and interested cemetarians stopping by our booth to say "hi" or gather software information.

The **International Cemetery, Cremation and Funeral Association (ICCF) Annual Convention and Exposition** show will be held **April 20 - 22, 2009** at the Mandalay Bay Resort & Casino in Las Vegas, Nevada. Visit Brandon in Booth #230.

Version 4.0 coming soon By: Curtis Paul

Ramaker & Associates is proud to announce that CIMS and CIMS *Light* version 4.0 are set for release in late February. Here is a summary of features included in this version.

Previous Ownership:

Both CIMS and CIMS *Light* can now record Ownership History for every grave space. This information can be added manually or written automatically by the program when a user changes the owner of a space. Users will have the ability to query ownership history based upon Owner Name, Co-Owner Name, Sold Date, Cost, and Remarks. There is also an Ownership History report available for any individual grave space.

Disinterred Burials:

When a burial is removed in CIMS or CIMS *Light*, the program will now prompt the user with the option of saving the burial information to the Disinterred Table. This table, available from the Utilities Menu, will allow users to review and maintain a list of all disinterments. There is also a disinterment report that displays all records in the table.

Ability to Type Names:

Currently in both CIMS and CIMS *Light*, text boxes for customer names such as Owners, Co-Owners and Burials have been locked preventing the users from typing names directly into these boxes. In version 4.0, users will now have the ability to type and choose names from a drop-down list everywhere a customer name is required. If the name of the desired customer isn't in the list, the very top option allows the user to create a new customer record (see image).

Customer Information:

All Customers records can now be classified as either a Customer, Cemetery Employee, or External Client. These classifications are automatically assigned by the program, but can be changed by the user. These classifications help filter the new customer drop-down lists so that only relevant records are displayed.

New Reports:

Both CIMS and CIMS *Light* have four completely new reports. They are the Previous Ownership Report, the Disinterred Burials Report, the Reserved Spaces Report, and the Cemetery Summary Report, which gives a complete summary of burials, sales, deeds, and markers for a 1, 3 & 5 year timeframe.

In addition, many of your favorite reports have been modified to include more data, or remove redundant data.

As always, this update will be delivered on CD, free of charge to all cemeteries on the CIMS Maintenance program. For more information about the CIMS Maintenance program, or to inquire about upgrading from an older version of CIMS or CIMS *Light*, contact Ramaker & Associates at 1.800.332.7532 or cims@ramaker.com.

Veteran Markers

As mentioned on page one, Ken Grant gave an informative presentation on Veteran benefits and the funeral honors program at our last CIMS User Group Conference. Cemeterians should know that headstones and markers previously furnished by the Government may be replaced at the Government's expense if they are badly deteriorated, illegible, stolen or vandalized. Details can be found on the United States Department of Veterans Affairs national website (<http://www.va.gov>) listed under Burial & Memorials/Headstones and Markers/Replacement Headstones and Markers.

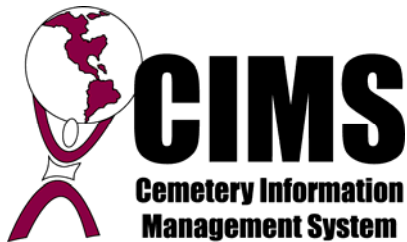


You can also contact the Memorial Programs Service Unit at **1-800-697-6947**. Ken strongly suggested including a digital photo with the application to show the actual condition of the marker. This website is also loaded with other helpful information ranging from military records; survivor benefits; public affairs; and special programs for Veterans. Take a minute to check out this website to see if the Department of Veterans Affairs can help your cemetery or those you serve.

Client Referrals

Word of mouth is the best source of information. We have always been very thankful to our CIMS users for telling others about our cemetery software. Any CIMS or CIMS *Light* software user who refers another cemetery is eligible to receive a bonus. After Ramaker & Associates receives a newly signed contract, **the referring cemetery will be given a \$250 credit**. This amount will go towards their own Maintenance and Technical Support Contract for one year. A referral form must be returned with the order form or signed contract. You can obtain a copy of the referral form via our website at www.1cims.com in the "What's New" section or by calling us. Thanks again for the help!





Ramaker & Associates, Inc.
1120 Dallas Street
Sauk City, WI 53583

Phone: 800-332-7532
Fax: 608-643-7999
E-mail: cims@ramaker.com
CIMS Website: www.1cims.com

**ARE YOUR RECORDS SAFE FOR
THE NEXT GENERATION?**

Helpful Tips

Can you find your cemetery in Google?

Many of the maps and aerial photos in Google are now very precise and clear. If you would like to add your cemetery location to Google, go to this website and add the address and pertinent information. It will be available in seconds. <http://maps.google.com/support/bin/topic.py?topic=13417> Go to the Satellite view and see an aerial photo of your cemetery. We can add an aerial view to your CIMS map for only \$400!

Find a Grave Website

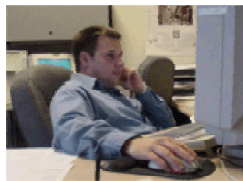
This is a free resource recommended to us at our recent User Group Conference. It can be used for finding the final resting places of famous people and family members. Browse by name, cemetery, location, date, etc. This site also allows you to contribute information that might be missing; add burial records; photos, or even send memorials by adding virtual flowers or a note to a family member's grave. When viewing this website, please remember that it is not complete and information is supplied mostly by the general public and may not be accurate.

www.findagrave.com

Maintenance Program

Included with the purchase of any CIMS or CIMS *Light* software is 120 days of free technical support and upgrades. You then have the option of participating in the CIMS Maintenance Program. Have the security of knowing that you will be able to have your questions answered as often as you need - wherever you are.

If we are not able to help you solve problems over the phone or by e-mail, we are also able to connect directly to your computer via the Internet. All updates to the software are received free of charge while enrolled in the Maintenance Program. Renewal invoices are sent annually. Remember, you can sign up for the Maintenance Program at any time.



- Call us for more details -

Staff Profile

Curtis Paul

Curtis joined Ramaker & Associates more than four years ago and works as an Information Systems Specialist.



He has worked with both clients and Ramaker & Associate employees to meet their information services demands. He has assisted both by assessing their needs, implementing timeframes and strategies, providing training, and following up to make sure everyone's needs are met.

Curtis' knowledge and experience in running and updating systems has proved to be an asset to the CIMS team. He is a strong and creative resource when it comes to making changes and updates to CIMS software.

In his free time, Curtis enjoys officiating at basketball and baseball games; camping; and tinkering with model trains.



Welcome to Some of Our Newest Clients

CIMS *Light*

- Maury Memorial Gardens (TN)
- Fairview Cemetery Assoc. (PA)
- St. Joseph's Parish (CT)
- St. Patrick Cemetery (CT)
- Linwood Park Cemetery (IA)
- City of Marietta (OK)
- Minneopa Cemetery (MN)
- St. Mary Church (CT)
- St. John's Cemetery (NY)
- Shelton Cemetery (WA)
- Washington Grove Cemetery (IL)
- Rayville Masonic Cemetery (LA)
- Woodlawn Cemetery (WV)
- Cemetery District 11 (WA)
- Trinity Lutheran Church (MI)
- City of Inverness (FL)

CIMS

- Guardian Angels Cemetery (MN)
- Riverview Cemetery (MN)
- Fairfield Cemetery (OH)
- Coahoma Cemetery (TX)
- Temple Israel Memorial Park (MN)
- Garrett Township Cemeteries (IL)
- Town of Hampden Cemetery (MA)
- Chapel Hill Memorial Park (WI)
- Union Cemetery Assoc. (IA)
- City of Cheyenne (WY)
- Mountain View Cemetery (WY)
- St. Patrick's Cemetery (IL)
- Mt. Hope Cemetery (WY)
- Deerfield Twp Cemeteries (OH)
- St. Augustine Cemetery (MD)