

Service SOP

Brinks – (800) 615-3844
Dealer Pin - 83789

Steps to Complete a Service Call

1. Under “Case Notes” you can view why the customer is requesting service and gain an understanding of the work you will need to complete in the home.
2. Upon arrival, call Brinks and place the account on test.
3. Once the system has been placed on test, resolve all the customer’s concerns and ensure the system is fully functional.
4. Send a FULL SET of signals.
5. Once you have sent signals, call Brinks and verify the signals were received. Ask for a confirmation number (write this down) and take the system off test.
6. Go to the “Case Notes” section in Orion and notate the details for how you resolved the service; be sure to include the signal confirmation number provided by Brinks.
7. If equipment was installed or removed from the account, update the Case Equipment tab in Orion. (screenshots to follow)
8. Be sure you have answered any questions the customer has before leaving.

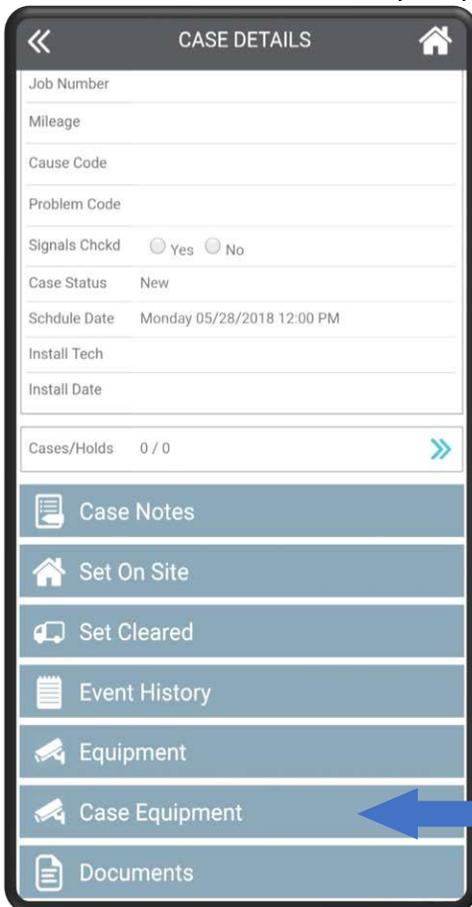
Important Notes for Service Calls

1. **SENDING PROPER SIGNALS** - If you are there to fix or install zoned equipment, you must send a signal for the zone(s) you worked on. If you are there to fix or install non-zoned equipment (such as z-wave devices or cameras) then you still need to send in a signal. This can be a panel panic or a zone. (Comm tests do not count)
2. **REPLACING TAKEOVER EQUIPMENT** – If you are servicing equipment that was taken over and need to replace it, always call into the office to get approval.
3. **REPLACING NEW EQUIPMENT** – If you are replacing equipment that was originally installed by Skyline you must follow the RMA (Return Merchandise Authorization) Process. For more details see the RMA Process sheet in your Handbook.
4. **YOUR CASE NOTES** – Be as detailed as possible when inputting your notes in the “Case Notes” section and notate anything that you feel may be relevant.
 - a. For example: Replaced Zn. 2 Back Door. Sensor was not communicating and showing loss of supervision. Also, Zn. 3 Living Room Motion was showing low battery. Replaced batteries. Sent and verified signals. Conf# 18954-1136.

Updating the Case Equipment

CASE EQUIPMENT – Anytime equipment is installed or removed at a service call, you must update your Case Equipment tab in Skyline Mobile, located on the customer information page for your service call. This will take away any installed equipment and add any pulled equipment to your warehouse.

For example – You replace a door contact. This means that you installed 1 new door contact and that the old contact is in your possession.



Select the Case Equipment tab on your service calls customer information page, located towards the bottom.

NEW EQUIPMENT

Item _____

Quantity 1

Sold By _____

ADD EQUIPMENT

Qty	Sold By	Equipment Name
-----	---------	----------------

PULLED EQUIPMENT

Item _____

Quantity 1

Sold By _____

ADD EQUIPMENT

Qty	Sold By	Equipment Name
-----	---------	----------------

New Equipment– Section is used when you install new equipment.

Item– Select the item that you installed. Brand specific

Quantity– Select the amount of the equipment installed.

Sold By– Select Sales if the equipment is Skyline’s. Select Sub Dealer if the equipment was provided by the rep.

Add Equipment Press here when ready to add the equipment to the case.

Pulled Equipment This section is for adding any equipment that was removed from the account. To add the equipment, follow the same process above, but in this section.

NEW EQUIPMENT

Item _____

Quantity 1

Sold By _____

ADD EQUIPMENT

Qty	Sold By	Equipment Name	
X	1	Sales	2GIG SLIM DOOR/WINDOW (DW10)

PULLED EQUIPMENT

Item _____

Quantity 1

Sold By _____

ADD EQUIPMENT

Qty	Sold By	Equipment Name
-----	---------	----------------

Note– As you add equipment, you will see it in the section. You can also remove any equipment that is added by mistake by selecting the “X” next to the item.

Helpful Fact– As you add equipment it will automatically add the equipment to the case notes section (Still need to add other details)