

Multiple ways of looking up a customer system (AlarmBiller)

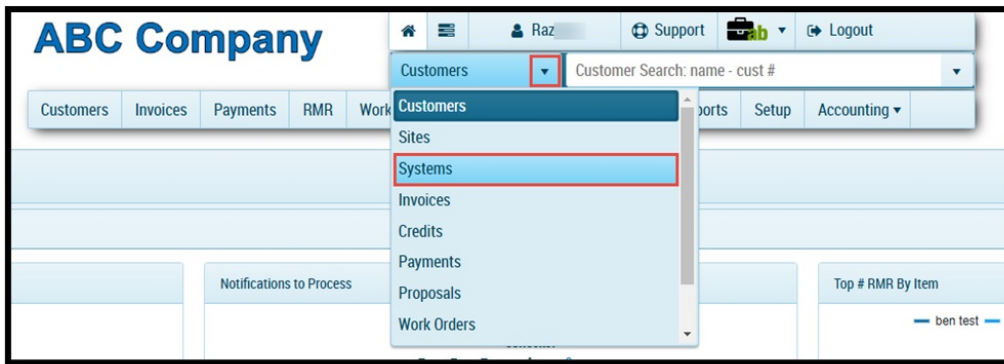
11/18/2024 8:45 am EST

The system in AlarmBiller is the equipment installed.

In AlarmBiller a customer system can be looked up in multiple ways.

There are multiple ways of looking up a customer system in AlarmBiller by the system number.

1. Switch the search criteria from the top drop-down from Customers to Systems (then type the system number in the search area and push the Enter key):



2. Search the site from the main menu by accessing Customers -> Systems:

ABC Company Customers Customer Search: name - cust # Logout

Customers Invoices Payments RMR Work Orders Proposals Calendar GL Reports Setup Accounting

Customers New Customer

Customers Sites **Systems**

Available Columns Show Custom Fields Custom Grid Layouts

Search Systems Export to Excel Show Inactive Systems

Drag a column header and drop it here to group by that column

System...	Site Name	System Ty...	Panel Type	Address	City	State
0	Default Site	CCTV	5800-CO	9105 Connecticut ave.	Cleveland	OH
01	Default Site	Access	asdjf	9105 Connecticut ave.	Cleveland	OH
A31-0000...	I'M FOR KIDS TEAM - ULC	Fire	235AB	20 INVERNESS SQUA...	CALGARY A	AB
0380	My Site	Fire	Panel 2	189 Avenue C	New York	NY

3. Access the system from the customer's account by accessing the Sites/Syst tab (on the customer's account) and then click on little triangle icon to the left of the site and see the system:

Invoices Credits **Sites/Sys** RMR Work Orders Proposals Payments CC/eCheck Notes Contacts Utilities

Sites/Systems New Site

Show Inactive Sites

Site #	Site Name	Address	City	State								
1	My Test-Customer	5775 Joy Rd	Canton	MI								
<table border="1"> <thead> <tr> <th>System Number</th> <th>System Type</th> <th>Panel Type</th> <th>Warranty Start Date</th> </tr> </thead> <tbody> <tr> <td>88123556</td> <td>Burglar Alarm</td> <td>235AB</td> <td>01/10/2019</td> </tr> </tbody> </table>					System Number	System Type	Panel Type	Warranty Start Date	88123556	Burglar Alarm	235AB	01/10/2019
System Number	System Type	Panel Type	Warranty Start Date									
88123556	Burglar Alarm	235AB	01/10/2019									
123	Site #2	5775 Joy Rd	Canton	MI								

10 items per page 1 - 1 of 1 items

10 items per page 1 - 2 of 2 items

4. Click the system number in blue and the system information will display:

System: Burglar Alarm - 88123556

[Customer](#) [Back to Site](#) [Edit](#)

Customer: My Test-Customer - 1326
System Number: 88123556
System Type: Burglar Alarm
Panel Type: 235AB
Panel Location:

Warranty Labor: 90 Day Warranty
Warranty Part: ONE YEAR
Warranty Start: 01/10/2019
Service Level: T&M - \$49.95 Trip
Central Station: CMS
Account Number: 88123556
Inactive Date:

Comments:

Notes RMR Work Orders System Parts Call List Zones Utilities

Notes

[Add Note](#)

Note	Modified	Modified By	Type	Expiration
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◀ ◁ 0 ▷ ▶ 10 items per page No items to display ↻