



## The Pulse of Wholesale Monitoring

Innovation continues to guide everything we do at Securitas Technology, and as we move into April, I want to call special attention to the **Dealer News to Know** section in this month's Pulse. This area includes several **critical operational, billing, and compliance updates** that require dealer review and action. These changes directly impact on how accounts are processed, how monitoring teams respond, and how we collectively maintain accuracy, safety, and regulatory alignment across all markets.

This month's Pulse also highlights key technological insights, upcoming events, and additional resources designed to keep you informed and better equipped to serve your customers. Together, we are building a smarter, more connected security ecosystem—one that supports long-term growth, operational stability, and shared success.

### Event Spotlight



**SILSA NW**  
Security, Integration, & Life Safety  
Association of the Northwest.



### 2026 Annual Fire Symposium — Event Attendance

Our team recently attended the **2026 Annual Fire Symposium**, held March 10 at the Muckleshoot Convention Center in Auburn, WA. **Chelsea Prophete, General Manager**, and **Michael Russell, Strategic Sales Manager**, were on site representing our organization.

The symposium brought together AHJs, industry partners, and fire-protection professionals to review updates in fire codes, compliance requirements, and emerging life-safety technologies. We look forward to sharing key insights and takeaways from the sessions in next month's full event recap.



🌟 Upcoming Event Spotlight



**11th Annual LLSSA Dealer Conference**  
**April 8–9, 2026**  
**Natchitoches Events Center**  
**750 2nd Street | Natchitoches, Louisiana**

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Join the Louisiana Life Safety & Security Association for two days of networking, innovation, and industry connection. This premier event brings together dealers, technicians, and manufacturers from across the region and features a dynamic

tradeshow showcasing the latest life safety and security technologies. Educational sessions will also be offered throughout the conference, including a CEU course on Case Files presented by Michael Russell

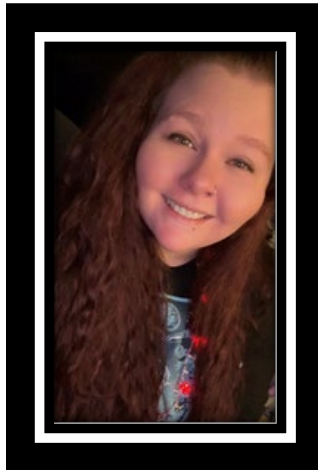
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## 🌟 On the Horizon

### Trade shows and CEU Opportunities

- May 21-22 Alabama Alarm Assoc. Southern Conf – Orange Beach, AL
- September 16-18 Tennessee Network of Sec Integrators – Franklin, TN
- September 22-23 – Mississippi Security Assoc – Pearl, MS
- November 18-19 – Louisiana Life Safety Security Association

## 🌟 Employee Spotlight:



Brittany has 12 years of experience in the alarm monitoring industry. She began her career as an operator and has since grown into an essential role in Data Entry. She enjoys the problem-solving aspects of her work and the opportunity to support customers and colleagues with accurate, detailed information.

Outside of work, Brittany is a proud mom of two — a 14-year-old daughter and an 11-year-old son. She spends much of her free time outdoors with her family and cheering on her son at basketball games.

# Dealer News to Know

## *Updates Impacting Your Accounts*

### **CHANGES TO INVOICE & STATEMENT DELIVERY**

In the coming months, we will transition to email delivery of all invoices and statements, discontinuing distribution via USPS. Additional details will be communicated through the Dealer Portal and via email as implementation progresses.

### **STAY INFORMED**

Industry expectations continue to evolve across fire, life-safety, and monitoring operations. Now is the time to:

- Evaluate internal processes
- Confirm compliance readiness
- Identify opportunities to enhance service offerings

Staying informed and engaged positions your business for sustained growth in 2026.

### **GO NUMERIC WITH PINs**

Upcoming automation tools — including **Automated Cancel Options** — perform best with **numeric-only PINs**.

#### **What to do:**

Review your accounts and begin converting customer PINs to numeric formats to ensure full system compatibility.

### **BILLING QUICK REMINDERS**

#### **Cancellations:**

Email [wholesale-changes@securitas.com](mailto:wholesale-changes@securitas.com) by the **20th** to avoid next-cycle billing. Save your confirmation email.

#### **Mid-Cycle Cancellations:**

- ✓ Unpaid invoice → Credit applies automatically
- ✓ Paid invoice → Credit rolls forward

## **PASSCODE UPDATE**

Effective December 1, 2025

- Name must match passcode on file (unless generic code)
- One additional verification attempt permitted
- Passcards not required for call list contacts (unless specified)

## **SUBSCRIBER AGREEMENTS REQUIRED**

All new accounts must include a **Subscriber Agreement** when submitted to:

[wholesale-changes@securitas.com](mailto:wholesale-changes@securitas.com)

*Exception:* MASweb Long Form submissions do not require a separate agreement.

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## **Reminder: Zone Lists Required Before Activating Burglary Accounts**

We continue to see instances where dealers activate burglary accounts **without a completed zone list**. When accounts are brought online without this information, it limits our operators' ability to properly evaluate alarms and respond accurately.

This gap can create serious challenges during a real burglary emergency — including sending police into situations “blind,” without the critical details they need to stay safe and respond effectively.

**Please ensure all burglary accounts are activated *only after* a full and accurate zone list has been submitted.**

Your attention to this requirement helps protect our customers, our operators, and responding agencies.

If you have any questions, feedback, or concerns, please don't hesitate to reach out to **Chelsea Prophete, General Manager**. Chelsea is available to support our dealer network and ensure you have the resources you need to succeed. You can contact her directly at [chelsea.prophete@securitas.com](mailto:chelsea.prophete@securitas.com) or by phone at **360-888-8898**.

# DEALER INFORMATION & RESOURCES



## UPDATE CONTACT INFORMATION

Has your company or contact information changed?

To ensure timely communication and uninterrupted service, please confirm that we have your current company details on file—including billing and operational contacts.



## WEBSITE & DEALER PORTAL ACCESS

Access important resources, notices, and account tools online:

### WEBSITE

<https://www.securitastechnologydealers.com>

### DEALER PORTAL

<https://portal.securitastechnologydealers.com>



## FM APPROVED

Securitas Technology is compliant with FM Approval Standard 3011 “Central Station Service for Fire Alarms and Protective Equipment Supervision.”

Learn more through the [Dealer Portal](#).

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