The Pulse of Wholesale Monitoring

As we prepare to say goodbye to 2025, we look forward to what the new year brings and the opportunities it creates to elevate the way we support you and your customers. In this month's issue, we're highlighting several key updates—including enhanced passcode verification procedures, streamlined system test allowances, and improvements to account activation requirements—all designed to provide greater clarity, faster response times, and a more seamless monitoring experience.

Our goal remains the same: to support your success by delivering dependable service, transparent communication, and operational enhancements that keep your business moving forward.

MASweb vs. Dealer Portal: What's the Difference?

To help streamline your experience, here's a quick distinction between our two online tools:

- **MASweb Portal**
  Designed for managing individual monitored accounts. Use MASweb to review alarm activity, update contacts and passwords, verify test signals, and access real-time account information.

- **Dealer Portal**
  Focused on your business relationship with the monitoring center. Access pricing, rate cards, dealer documents, onboarding materials, support resources, and general dealer information.

Together, MASweb supports **account operations**, while the Dealer Portal supports **your business and administrative needs**.

Dealer Portal Update!

We've made improvements to our Dealer Portal to help you access important resources more quickly and easily.
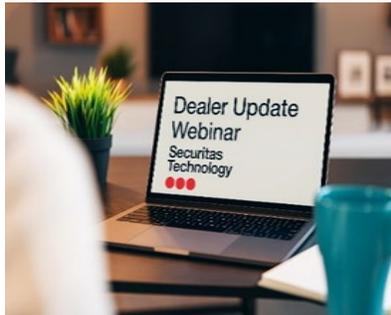
🔗 **NEW in QuickLinks:**

- Certificate of Monitoring

- Cancellation Forms

- MASweb Request Forms

If you have any questions or need help retrieving your documents, please reach out to your Dealer Relations team—we're here to support you!

Dealer Update Webinar – January 13, 2026 1 PM CST

Time is running out to join us for this live event.

Register Here

Register now for our January Dealer Update Webinar, featuring a special introduction from our new General Manager, Chelsea Prophete. We'll share important monitoring updates, tools, and best practices designed to support your business and enhance partner success.

Topics Include:

- **Policy, platform, and operational updates**

- **Activation and testing best practices**

- **Account data and clean-up guidance**

- **Dealer tools, portal enhancements, and new programs**

2025 Tradeshow & Convention Year in Review

Our 2025 tradeshow season was exceptionally strong, with participation across a wide range of national, state, and regional tradeshows throughout the year. These events provided valuable opportunities to reconnect with current clients, meet new prospects, strengthen vendor relationships, and stay engaged with ongoing industry initiatives and emerging technologies.

Attendance remained strong at every stop, and the in-person interaction helped us deepen relationships, expand our market reach, and continue building meaningful dealer partnerships. Our final event of the year delivered excellent engagement and productive discussions, closing the season on a strong and positive note.

Looking ahead to 2026, we will continue expanding our tradeshow presence and will also be adding CEU classes at select events to support continued dealer education, industry best practices, and professional development.

2025 LLSSA Highlights

LLSSA Tradeshow 2025 – A Successful Close to the Year

The 2025 LLSSA Tradeshow was a tremendous success and a memorable way to close out this year's tradeshow and convention season. We enjoyed the opportunity to reconnect with current clients, speak with new prospects, engage with key vendors, and get caught up on important state association business. The event was very well attended, buzzing with industry energy and collaboration throughout.

We are grateful for the meaningful conversations, fresh relationships, and insights shared. Thank you to everyone who made this year's LLSSA tradeshow such a valuable and productive experience.

Employee Spotlight: Karla Peeples – Data Services Lead

Karla's journey with Securitas Technology began in May 2011, when the sign on the building still read *SentryNet* and the team was in her hometown of Greenville, MS. Shortly after, in February 2012, the company relocated to Memphis, TN—opening the door to new opportunities for growth.

Karla quickly advanced from Operator to Lead Operator and now serves as our Data Entry Lead. In this role, she ensures all client data is accurate, complete, and entered in a timely manner. She manages the flow of incoming department emails, supports her team in meeting expectations, and continues to assist by phone—building strong relationships with our alarm companies and their customers.

Karla shares that the friendly voices on the other end of the line make her day brighter, and she looks forward to continued success here at Securitas Technology.

Important Information/Updates

🔴 **Dealer Notice: Numeric PINs Preferred for Upcoming System Enhancements**

To ensure compatibility with upcoming automation features—such as Automated Cancel Options—all dealer accounts are encouraged to use numeric PINs for their customers.

These tools are designed to streamline operations and improve response efficiency; however, they perform best when PINs are numeric.

Please review your current customer PIN structures and begin transitioning to numeric-only formats where possible to take full advantage of these features.

🔴 **Accounting Reminders & Helpful Tips**
We want to ensure your billing experience is smooth and hassle-free. Please review these helpful reminders to keep your account running seamlessly.

Cancellation Requests
Email any cancellation requests to wholesale-changes@securitas.com by the 20th of the month to avoid billing for the next cycle. Be sure to save the confirmation email you receive for your records.

Quarterly, Semi-Annual, or Annual Billing
If a site is canceled mid-cycle, an automatic credit will be issued.

- If the related invoice is unpaid, the credit will apply automatically.
- If it's already paid, the credit will roll forward to your future invoices.

🔴 **Passcode Verification Changes – Effective December 1, 2025**

Passcode verification

- Name provided must match name associated with passcode (unless generic/universal code without name)

- Allow for 2nd chance to verify passcode when calling premise (aligns with industry standard)

- Passcard not required from call list contacts unless specified within alarm response procedure

🔴 🔒 **Important Notice: Subscriber Agreements Required**

Per the **Master Monitoring Agreement**, all dealers must include an executed **Subscriber Agreement** when submitting new accounts to **wholesale-changes@securitas.com**.

This documentation is required to ensure compliance and proper account activation.

Please note: If you are submitting the customer through **MASweb using the Long Form**, a Subscriber Agreement does not need to be submitted separately, however, you are required to have an executed agreement on file and must be able to provide upon request.

Thank you for helping us maintain consistent and accurate account records.

🔴 🔒 **New System Test Allowance Time**

Beginning November 6, 2025, the Monitoring Operations Center (MOC) will implement a two-week test allowance on all accounts, including commercial fire.

Operators will no longer require written requests for test times exceeding eight hours, aligning our procedures with SES Direct policies.

Dealers remain responsible for notifying the appropriate fire authorities when required.

🔴 🔒 **Account Activations**

A quick reminder that before monitoring can be activated on any new account, we must receive the following items:

Successful test signals from the system

Current contact list and passwords (if applicable)

Complete zone descriptions

Signed monitoring contract

These requirements are outlined in your dealer agreement and reflect industry best practices. Providing these items prior to activation ensures a smooth start-up and helps us deliver reliable, accurate monitoring for your clients from day one.

OUTAGE UPDATE PAGE	View notices by logging into the Dealer Portal

UPDATE CONTACT INFO	Has your company or contact info changed?

WEBSITE and DEALER PORTAL ADDRESS

WEBSITE - http://www.securitastechnologydealers.com
DEALER PORTAL - http://www.portal.securitastechnologydealers.com

We are FM Approved

Securitas Technology is compliant with FM Approval Standard 3011 "Central Station Service for Fire Alarms and Protective Equipment Supervision." **LEARN MORE**

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