



The Pulse of Wholesale Monitoring

As we begin 2026, we want to thank you for your continued partnership and share what's ahead in the year to come. The start of a new year brings a renewed focus on strengthening our processes and enhancing the support we provide to you and your customers.

In this month's issue, we're highlighting several important updates—including enhanced passcode verification procedures, streamlined system test allowances, and refinements to account activation requirements—all aimed at improving clarity, accelerating response times, and delivering an even more seamless monitoring experience.

In addition, we invite you to join us for our **Dealer Update Webinar on January 13, 2026, at 1:00 PM CST**, where we will hear from our new General Manager, **Chelsea Prophete**. Chelsea will share important updates and outline key changes planned for the new year, offering insight into initiatives that will impact your business and the support we deliver moving forward. [REGISTER HERE](#).

Our commitment remains unchanged: to support your success through dependable service, clear communication, and ongoing operational improvements that help your business start the year strong and continue to grow.



Chelsea Prophete became our new **General Manager** in **July 2025**, assuming the position left vacant following James Beaty's departure from Securitas. She brings more than 22 years of experience in the wholesale industry throughout the Pacific Northwest, with a strong background in operations, accounting, technology support, team leadership, and client relations. In her role, Chelsea oversees Dealer Support, Data Services, Monitoring-related Technical Support, and Sales, and serves as the primary point of contact for escalations. She is also our guest speaker for the January 2026 Dealer Update Webinar. Please join us as Chelsea provides important updates on policy, procedures, and staffing changes.

Dealer Update Webinar – January 13, 2026 1 PM CST

Time is running out to join us for this live event. The registration deadline is 5 PM CST on January 12, 2026.

[Register Here](#)



Register now for our January Dealer Update Webinar, featuring a special introduction from our new General Manager, Chelsea Prophete.

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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Securitas Technology Corporation - **Wholesale Monitoring**

Sales: 469-636-2376

Client Relations: 800-932-3304, option 2

wholesale-dealer@securitas.com

