

# **Servation** **Web Dispatch Service**

## Service Customer User Guide Version 1.00

**Security** Center

10750 Forest Lane, Dallas, Texas 75243  
Tel: 888.451.4646 - Fax: 214.349.0482

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## Introduction

SERVICE + **AUTOMATION** = **SERVATION**

### Connecting Service Customers and Vendors

**Servation** is a new web-based customer and vendor dispatch service that has been developed to enable customers with large branching networks and regional or site-specific vendors to easily automate their service orders and service tracking. This service also enables Service Vendors to provide up-to-the-minute order tracking and completion scheduling for useful feedback to Service Customers.

**Servation** is now on line and available 24/7 for your organization.

## Service Customers

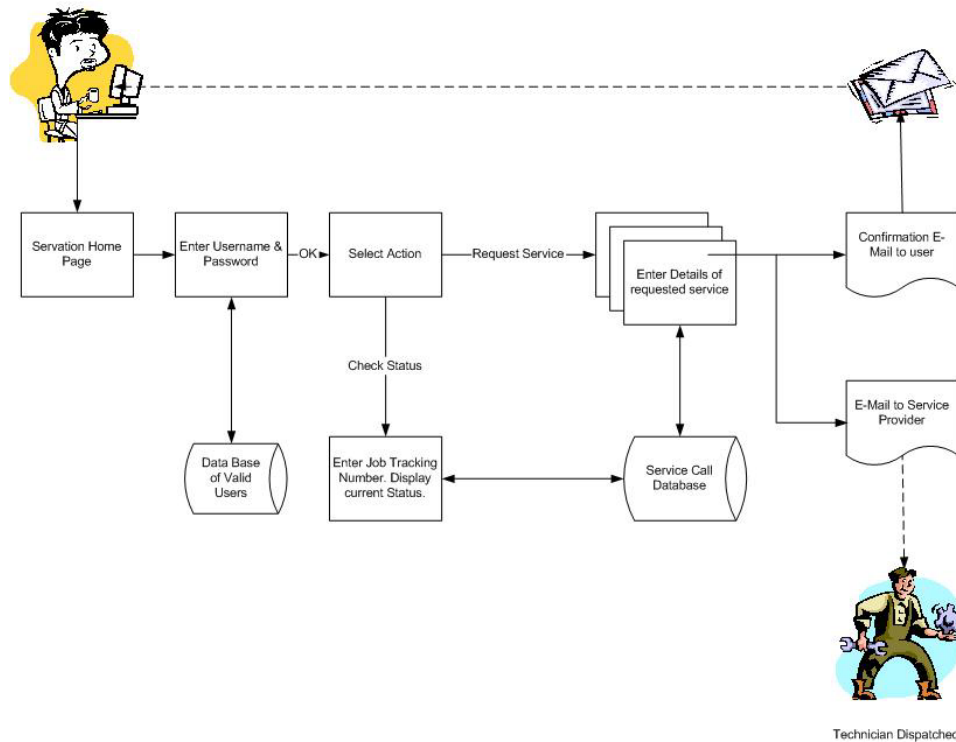
Service Customers may utilize the **Servation** website to enter a service order. Once connected to the **Servation** website the system will:

- Connect to a respective database of locations and service providers.
- Allow the user to enter a service request.
- Assign a service order number.
- Send email to the service provider.
- Send email to the customer, verifying the service request.
- Tracks the service order.
- Allows the user to receive automatic updates from vendor as to progress, order verification, completion, and any notations.

## Advantages for Service Customer

- Eliminates Calling time and phone time.
- Eliminates communication errors.
- Provides accurate up to the minute information concerning service dispatch.
- Provides structure to service calling.
- Automatically tracks multiple service vendors by branch, region or nationally.

## Service Customer Diagram





## Contact Support

The Security Center provides a support line regarding the operation and use of the **Servation** website. Users may reach a technical support representative using any of the following methods.

**Service Hotline:** 888 - 451 - 4646  
**Central Station:** 972 - 243 - 6143  
**FAX:** 214 - 349 - 0482

## Internet

To access The Security Center website for more information on the company, products, and updates, use the following URL:

[www.SecurityTexas.com](http://www.SecurityTexas.com)


## Service Customer Operations

### Enter New Service Request

### Log In to System

1. Once connected to the internet, access The Security Center website: [www.SecurityTexas.com](http://www.SecurityTexas.com).
2. Select "Security Center of Texas", then select "Request Service" and the following logon page will be displayed.

**Servation** Web Dispatch Service


 You have attempted to access Membership-level content

[Servation Home](#)

**Members - Log In Here**

User ID:

Password:

 [Guest: Sign up to receive information about membership.](#)

Connecting Customers and Vendors -- online -- 24/7

3. Enter a User ID and Password and click the **LOG IN** button and the following page will be displayed.

### Select Customer Options

4. Under the **Orders** section, select the [New Service Request](#) hyperlink.

The screenshot shows the Servation Web Dispatch Service interface. At the top left is the 'Servation' logo. To its right is a blue header bar with 'Web Dispatch Service' and contact information: '10750 Forest Lane, Dallas, Texas, 75243', 'Service Hotline: 888 - 451 - 4646', 'Central Station: 972 - 243 - 6143', and 'FAX: 214 - 349 - 0482'. Below the header is a 'Cancel' button. The main content area features a 'Welcome - US Bank' message. Below this is a blue bar with 'ORDERS' and 'STATUS' sections. Under 'ORDERS' is a link for 'New Service Request', and under 'STATUS' is a link for 'Check Existing Service Request'. At the bottom, there is a copyright notice: 'Copyright 2003, Security Center Texas, All Rights Reserved' and a link for 'Questions, Problems or Feedback - send E-mail to webmaster@SecurityTexas.com'.

### Enter Account Information and Select Service Type


5. Once the order request page is displayed, complete the information. Specific fields will be displayed and/or auto-complete based on the database which has been created during the administrative setup.
  - Required fields will be indicated with an “ \* “.
  - Only one service type may be selected.

6. Complete the information and click the **SUBMIT** button to display the various service options for the select service type.

		<b>Web Dispatch Service</b>	
		Service Hotline: 888 - 451 - 4646 Central Station: 972 - 243 - 6143 FAX: 214 - 349 - 0482	
		<input type="button" value="Cancel"/>	
Customer Name Account Number Your Name* Your Email Address* Work Ticket, PO or Reference Number* Branch or Store Number Contact Person at Service Location Service Location - Street Address* Service Location - City* Service Location - State* Service Location - ZIP* Service Location - Phone Number*	<input type="text" value="US Bank"/> <input type="text" value="3456-7890"/> <input type="text" value="Mary Gregory"/> <input type="text" value="maryg@email.com"/> <input type="text" value="123456"/> <input type="text"/> <input type="text"/> <input type="text" value="123 Address"/> <input type="text" value="Dallas"/> <input type="text" value="TX"/> <input type="text" value="75214"/> <input type="text" value="214-555-1212"/>	<b>Service Requested</b>  <input type="radio"/> Alarm Service <input checked="" type="radio"/> Film Camera <input type="radio"/> Video Tape <input type="radio"/> Digital Video <input type="radio"/> Lock Service <input type="radio"/> Drive In Service <input type="radio"/> ATM First Line Service <input type="radio"/> ATM Cash Service <input type="radio"/> ATM Communications <input type="radio"/> Other Service	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>			
<p style="color: red;">* Required Field</p> <p style="color: red;">If this is a Security Emergency situation call (888) 451-4646 for a live operator 24 hours a day.</p>			
Copyright 2003, Security Center Texas, All Rights Reserved Questions, Problems or Feedback - send E-mail to <a href="mailto:webmaster@SecurityTexas.com">webmaster@SecurityTexas.com</a>			

## Select Service Options

Depending on the service type, the appropriate service request form will be displayed. All service request forms are shown in the **Reference** section for user review. Each service request form consists of the following form elements:

Check Boxes <input checked="" type="checkbox"/>	The check boxes allow the user to select the various options for the service type. Multiple selections are allowed.
Text Fields <input type="text"/>	Text fields allow users to enter a single line of text.
Text Areas 	Text areas allow users to input and display large amounts of text. Scroll arrows will be available to allow the user review the text prior to submission.

- Once the appropriate service request form is displayed the user may:
  - Select all options that apply.
  - Enter any valid information into the text fields or text areas.
- Click the **SUBMIT REQUEST** button and a confirmation will be displayed.

## Confirm Service Request

- The **Confirmation of Order** page allows the user to review the service request and verify the information entered. Two hyperlink options are available:
  - [Reset Service Order Form](#) is available in the event either the customer information or the service request information is incorrect. The current service request will be cancelled, and the user will be allowed to re-enter the information.

- [Submit Service Order](#) allows the user to complete the service order and receive a work order number.

10. To complete the service request, click the [Submit Service Order](#) hyperlink to display the confirmation page.

# Servation

## Web Dispatch Service

10760 Forest Lane, Dallas, Texas, 75243

Service Hotline: 888 - 451 - 4646  
Central Station: 972 - 243 - 6143  
FAX: 214 - 349 - 0482

### Confirmation of Order

Your Name	Mary Gregory
Your Email Address	maryg@email.com
Customer Name	US Bank
Account Number	3456-7890
Reference Number	123456
Branch or Store Number	
Contact Person at Service Location	
Service Location - Street Address	123 Address
Service Location - City	Dallas
Service Location - State	TX
Service Location - ZIP	75214
Service Location - Phone Number	214-555-1212
Type of Service	FilmCamera
Service Requested	No Activation on hold up alarm
Problem Description	

Verify that all of the above information is correct. Press [Submit Service Order](#) to dispatch a service technician. Press [Reset Service Order Form](#) to change any of the information.

[Submit Service Order](#) [Reset Service Order Form](#)

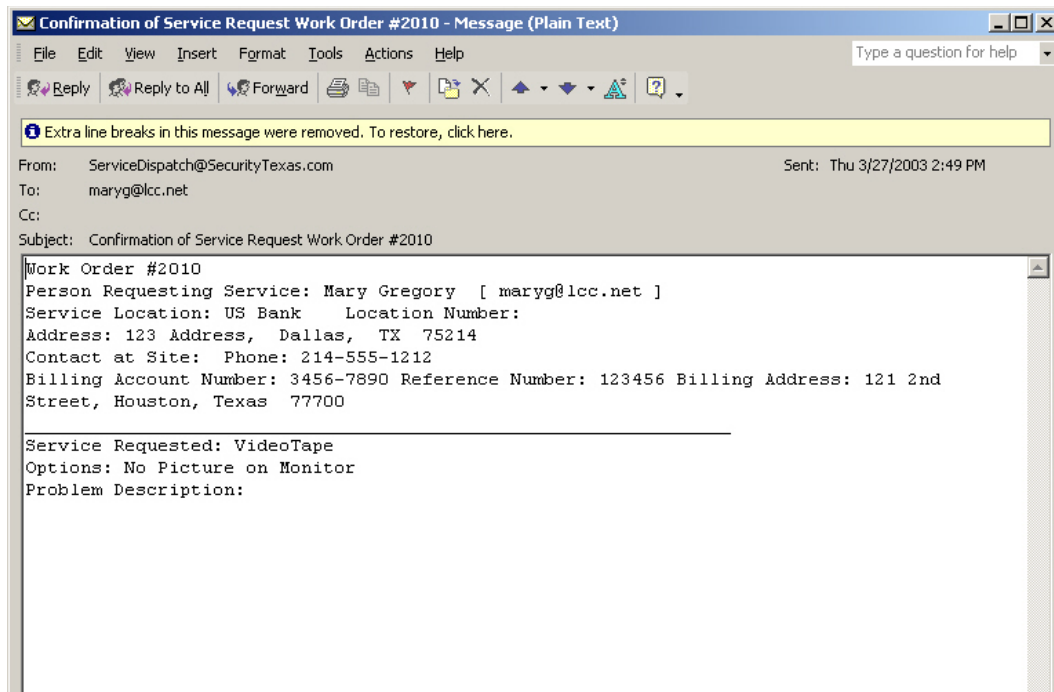
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## Complete Service Request

11. On completion of the service request, the **Order Complete** page will be displayed containing:
  - **Servation Work Order Number.**
  - Email confirmation.
12. To enter another service request, select the [Additional Service Request](#) hyperlink; otherwise select the [Done](#) hyperlink to return to The Security Center website.

The screenshot shows a web browser window with a blue header. On the left is the 'Servation' logo. On the right, it says 'Web Dispatch Service' and lists contact information: Service Hotline: 888 - 451 - 4646, Central Station: 972 - 243 - 6143, and FAX: 214 - 349 - 0482. Below the header is a 'Cancel' button. The main content area is white and contains the text: 'Order Complete', 'Servation Work Order Number - 2010', 'Confirmation E-mail Sent to maryg@lcc.net', a link for 'Additional Service Request', and a link for 'Done'. At the bottom, there is a copyright notice for 2003 and a link for 'webmaster@SecurityTexas.com'.

13. As shown on the completion form, an email notification will be sent similar to the following:




## Check Existing Service Request

### Log In to System


1. Once connected to the internet, access The Security Center website: [www.SecurityTexas.com](http://www.SecurityTexas.com).
2. Select "Security Center of Texas", then select "Request Service" and the following logon page will be displayed.
3. Enter a User ID and Password and click the **LOG IN** button and the **Welcome** page will be displayed.

**Servation** Web Dispatch Service

 You have attempted to access Membership-level content

[Servation Home](#) 

**Members - Log In Here**  
User ID:  
  
Password:

 [Guest: Sign up to receive information about membership.](#)

Connecting Customers and Vendors -- online -- 24/7

## Select Options

4. Under the **Status** section, select the [Check Existing Service Request](#) hyperlink.

The screenshot shows the Servation Web Dispatch Service interface. At the top left is the 'Servation' logo. To its right is a blue header bar with 'Web Dispatch Service' and contact information: '10750 Forest Lane, Dallas, Texas, 75243', 'Service Hotline: 888 - 451 - 4646', 'Central Station: 972 - 243 - 6143', and 'FAX: 214 - 349 - 0482'. A 'Cancel' button is located in the top right corner. Below the header is a 'Welcome - US Bank' message. The main content area is divided into two sections: 'ORDERS' with a link for 'New Service Request' and 'STATUS' with a link for 'Check Existing Service Request'. At the bottom, there is a copyright notice for 2003 and a contact email: 'webmaster@SecurityTexas.com'.

## Recall Work Order Number

5. The **Servation Work Order Recall** page will be displayed. Using the drop-down selection arrow, select the appropriate Work Order Number.
6. Click the **GET WORK ORDER INFORMATION** button.

**Servation** **Web Dispatch Service**

10750 Forest Lane, Dallas, Texas, 75243

Service Hotline: 888 - 451 - 4646  
 Central Station: 972 - 243 - 6143  
 FAX: 214 - 349 - 0482

Cancel

**Servation Work Order Recall**

Select Work Order Number You want to recall

2007

## View Work Order Details

- Once the **GET WORK ORDER INFORMATION** button has been clicked, the **Work Order Details** will be displayed in the lower portion of the page.

Servation

**Web Dispatch Service**  
10750 Forest Lane, Dallas, Texas, 75243

Service Hotline: 888 - 451 - 4646  
 Central Station: 972 - 243 - 6143  
 FAX: 214 - 349 - 0482

**Servation Work Order Recall**

Select Work Order Number You want to recall

2007 ▾

Get Work Order Information

Done

**Servation Work Order Details**

Servation Work Order Number: 2007

Customer: US Bank Location:

Contact: @

Service Category: Alarm Service Requested: Change Access Codes, ,

Problem:

Assigned Provider: Security Center 10750 Forest Lane Dallas, TX 75243      Requested Date: 3/21/2003

Service Provider Work Order # None Assigned

Status: On Request      Completion Date:

Notes:

## Reference

### Service Request Forms

#### Alarm Service Request

Servation

**Web Dispatch Service**  
10750 Forest Lane, Dallas, Texas, 75243

Service Hotline: 888 - 451 - 4646  
 Central Station: 972 - 243 - 6143  
 FAX: 214 - 349 - 0482

**Alarm Service Request**

Select any of the following options that apply:


- No Communications
- Change Access Codes
- False Hold-up Alarm
- False Burglar alarm nights - Safe
- False Burglar alarm nights - Motion Detector
- False Burglar alarm nights - Exterior Door
- False Burglar alarm nights - Vault Door
- False Burglar alarm nights - Vault Sound Detector
- False Burglar alarm nights - Night Depository
- False Burglar alarm nights - ATM
- False Burglar alarm nights - Other
- Instructions on Use
- Meet ATM Service Vendor
- Alarm will not set up
- Keypad display blank
- Keypad display reads -

Description of Problem

Alarm will not setup

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## Film Camera



**Web Dispatch Service**  
10750 Forest Lane, Dallas, Texas, 75243

Service Hotline: 888 - 451 - 4646  
Central Station: 972 - 243 - 6143  
FAX: 214 - 349 - 0482

**Film Camera Service Request**

Select any of the following options that apply:

- Film Out
- No Activation on hold up alarm
- False alarm sets off cameras, runs off film
- Robbery, recover film

Description of Problem

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## Video Tape

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Web Dispatch Service

Service Hotline: 888 - 451 - 4846  
 Central Station: 972 - 243 - 6143  
 FAX: 214 - 349 - 0482

**Video Systems - Tape Recording Service Request**

Select any of the following options that apply:

<b>Monitor</b>	<input type="checkbox"/> No Picture on Monitor <input type="checkbox"/> Monitor image has ghosts <input type="checkbox"/> Monitor image too dark or to light <input type="checkbox"/> Monitor Rolls/splits image <input type="checkbox"/> Monitor stuck on one picture
<b>Tape Recorder</b>	<input type="checkbox"/> Play back bad images/no playback <input type="checkbox"/> Tape Stuck in machine <input type="checkbox"/> Will not record
<b>Need new tape.</b> (ship to location)	<input type="checkbox"/> 1 New tape (\$5.25 each) <input type="checkbox"/> 10 new tapes (\$5.00 each)
<b>Camera</b>	<input type="checkbox"/> No image on monitor <input type="checkbox"/> Out of focus <input type="checkbox"/> Too dark <input type="checkbox"/> Too light <input type="checkbox"/> View of wrong place <input type="checkbox"/> Out of place
<b>Switcher</b>	<input type="checkbox"/> Not switching, no lights on switcher <input type="checkbox"/> Camera(s) not in recording sequence

Description of Problem

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## Digital Video

Servation

Web Dispatch Service

Service Hotline: 888 - 451 - 4646  
 Central Station: 972 - 243 - 6143  
 FAX: 214 - 349 - 0482

Video Systems - Digital Service Request

Select any of the following options that apply:

<b>Monitor</b>	<input type="checkbox"/> No Picture on Monitor <input type="checkbox"/> Monitor image has ghosts <input type="checkbox"/> Monitor image too dark or to light <input type="checkbox"/> Monitor Rolls/splits image <input type="checkbox"/> Monitor stuck on one picture
<b>Camera</b>	<input type="checkbox"/> No image on monitor <input type="checkbox"/> Out of focus <input type="checkbox"/> Too dark <input type="checkbox"/> Too light <input type="checkbox"/> View of wrong place <input type="checkbox"/> Out of place
<b>Switcher</b>	<input type="checkbox"/> Not switching, no lights on switcher <input type="checkbox"/> Camera(s) not in recording sequence
<b>General</b>	<input type="checkbox"/> No communication to system

Description of Problem

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## Lock Service





Servation

**Web Dispatch Service**  
13750 Forest Lane, Dallas, Texas, 75243

Service hotline: 888-857-8346  
 Central Station: 972-243-6343  
 FAX: 972-243-0282

**Lock Service Request**

Select any of the following options that apply:

 <b>Vault Door, walk in style vault, Safe Deposit vault door.</b>	<input type="checkbox"/> Vault - Change Combination - Qty: <input type="text"/> <input type="checkbox"/> Vault - Combination will not work <input type="checkbox"/> Vault - Time lock stopped <input type="checkbox"/> Vault - Door unlocked, sticks or hard to open <input type="checkbox"/> Vault - Door locked open
 <b>Safe, Cash storage or safe deposit safe, TL-15 or TL-30.</b>	<input type="checkbox"/> Safe - Change Combination - Qty: <input type="text"/> <input type="checkbox"/> Safe - Combination will not work <input type="checkbox"/> Safe - Key lock in dial stuck, won't operate <input type="checkbox"/> Safe - Re-Key lock in dial <input type="checkbox"/> Safe - Time lock stopped <input type="checkbox"/> Safe - Door unlocked, sticks or hard to open <input type="checkbox"/> Safe - Door locked open <b>Teller Lockers</b> <input type="checkbox"/> Teller lockers - Change combination <input type="checkbox"/> Teller lockers - Combination will not work <input type="checkbox"/> Teller lockers - Change keys <input type="checkbox"/> Teller lockers - Key lock will not open <input type="checkbox"/> Teller lockers - Hinge broken
<b>Teller Under counter cabinets and cash trays</b>	<input type="checkbox"/> Teller key locked drawer - Will not unlock <input type="checkbox"/> Teller key locked drawer - Change keys <input type="checkbox"/> Teller cupboard door - Change combination <input type="checkbox"/> Teller cupboard door - Locked close, combination <input type="checkbox"/> Teller Drawer - Hard to open
<b>Teller/Cash lockers inside vault.</b>	<input type="checkbox"/> Teller locker - Change Combination - Qty: <input type="text"/> <input type="checkbox"/> Teller locker - Combination will not unlock door <input type="checkbox"/> Teller locker - Change keys <input type="checkbox"/> Teller locker - Key lock will not open <input type="checkbox"/> Teller locker - Hinge broken
 <b>Night Depository Head - Outside of branch to accept night deposits.</b>	<input type="checkbox"/> Night Depository Head - Stuck open/stuck closed <input type="checkbox"/> Night Depository Head - Check unit for missing bag <input type="checkbox"/> Night Depository Head - Key broke off in lock <input type="checkbox"/> Night Depository Head - Cut new keys <input type="checkbox"/> Night Depository Head - Does not operate
<b>Night Depository Safe - Receiving unit inside branch.</b>	<input type="checkbox"/> Night Depository Safe - Change Combination - Qty: <input type="text"/> <input type="checkbox"/> Night Depository Safe - Combination will not unlock <input type="checkbox"/> Night Depository Safe - Change keys in key locking <input type="checkbox"/> Night Depository Safe - Key lock will not open <input type="checkbox"/> Night Depository Safe - Cut additional keys
<b>Safe Deposit Boxes</b>	<input type="checkbox"/> Safe Deposit Box - Drill and repair <input type="checkbox"/> Safe Deposit Box - Drill and repair (make app) <input type="checkbox"/> Safe Deposit Box - Switch locks, re-cut two keys <input type="checkbox"/> Safe Deposit Box - Clean rust off doors <input type="checkbox"/> Safe Deposit Box - Key will not work
 <b>Exterior Door</b>	<input type="checkbox"/> Exterior Door - Change lock cores <input type="checkbox"/> Exterior Door - Cut more keys

Description of Problem

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## Drive In Service

<b>Servation</b>		<b>Web Dispatch Service</b>	
		Service Hotline: 888 - 451 - 4646 Central Station: 972 - 249 - 6143 FAX: 214 - 349 - 0482	
		10750 Forest Lane, Dallas, Texas, 75243	
<input type="button" value="Cancel"/>			
<b>Drive In Service</b>			
Select any of the following options that apply:			
<b>Drive in drawer - Manual</b>	<input type="checkbox"/> Drive In Manual - Drawer will not open		
	<input type="checkbox"/> Drive In Manual - Drawer will not close		
	<input type="checkbox"/> Drive In Manual - Drawer hit by car		
<b>Drive in drawer - Electric</b>	<input type="checkbox"/> Drive In Electric - Drawer will not open		
	<input type="checkbox"/> Drive In Electric - Drawer will not close		
	<input type="checkbox"/> Drive In Electric - Drawer hit by car		
<b>Pneumatic drive in system</b>	<input type="checkbox"/> Drive In System - Will not send to customer		
	<input type="checkbox"/> Drive In System - Will not come to teller		
	<input type="checkbox"/> Drive In System - Carrier stuck		
	<input type="checkbox"/> Drive In System - Need Carriers (\$62.50 each)		
	<input type="checkbox"/>		
<b>Intercom</b>	<input type="checkbox"/> Intercom - Teller cannot hear customer		
	<input type="checkbox"/> Intercom - Customer cannot hear teller		
	<input type="checkbox"/> Intercom - No sound or lights		
Description of Problem			
<input style="width: 100%; height: 20px;" type="text"/>			
<input type="button" value="Submit Request"/>		<input type="button" value="Reset"/>	
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## Other Service



**Web Dispatch Service**

Service Hotline: 888 - 451 - 4646  
Central Station: 972 - 243 - 6143  
FAX: 214 - 349 - 0492

10750 Forest Lane, Dallas, Texas, 75243

Cancel

Miscellaneous Service Request

Description of Problem

SubmitRequest Reset

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