

Where's My Upgrade? – Updated September 2025

Account	Technician	Type	Volume	Notes
770340	Alberto Zelaya	Service, Adds	\$140.00	Payment never posted for service and battery. Waiting for payment.
160176	A. McCullough	Adds	\$300.00	Payment was applied toward monthly rate. Waiting for the rest of payment.
1014546	Ben Camarillo	Adds	\$198.00	Payment was applied toward monthly rate and past due. Waiting for the rest of payment.
37251	Brian Shane	Add Ons	\$297.00	3 contacts added into rate - \$6 increase. Account has a \$180 past due balance and I am unable to get it paid out as long as there is a past due.
1011752	Brian Shane	Adds	\$359.00	Payment never posted for camera. Waiting for payment.
1023938	Brian Shane	Add Ons	\$699.00	Did not receive recorded terms for panel add. Unable to submit deal to payroll without them. Need recording of customer confirming the understanding of terms.
1021534	Chad Nichols	EWI	\$1K+	Past due balance & service are still outstanding. Need both addressed in order to submit and get paid out by payroll.
874428	David Hudgins	Adds	\$350.00	Waiting for service for doorbell. Once complete we can submit to payroll.
1022869	Elias Morales	Adds	\$64.00	Payment for batteries has been returned. Also, monthly payment was returned as well. Simply bad payment form. Until fixed, this cannot be submitted.
857486	Elias Morales	Service	\$100.00	Payment never posted for service. Waiting for payment.
885523	Elias Morales	Adds	\$544.00	Waiting for service. Scheduled for September.
780161	Enrique Tapia	System Move	\$350.00	Customer has not made arrangements to complete the system move. Nothing removed either.
561894	Frank Castellano	MAI(Name)	\$750.00	Account is in a serious collections status. This deal cannot be paid until the balance is paid or waived. It is very unlikely we will be able to get paid or submit this within the next 30 days (deal will be too old by then).
1017352	Frank Castellano	MAI	\$1,115.00	Account has a past due balance that needs paid before I can submit to payroll. Customer has been left voicemails regarding updated payment method. Once posted, I can submit deal to payroll.
870381	Jilmer Fuentes	Adds	\$199.00	Waiting for service. Scheduled for September.
385282	Josh Castro	Service, Adds	\$114.00	Payment was applied toward monthly rate and past due. Waiting for the rest of payment.
259066	Matt Foster	Contract Fix	\$125.00	Paper contract. Waiting for it to be scanned.
774626	Mike Wolfe	EWI	\$750.00	DELETED - Cannot submit deal due to age of agreement (over 90 days) and account remains in past due status, with no payment made. Needs re-worked
1019356	Mike Wolfe	NEW	\$750.00	Account has a past due balance that needs paid before I can submit to payroll. Also, service needs completed. Service scheduled in Sept.
1010237	Mike Wolfe	NEW and MAI	\$1K+	Waiting for service. Scheduled for September.
1019096	Mike Wolfe	NEW and MAI	\$1K+	Waiting for service. Scheduled for September.

529329	Octavio Valdes	Adds	\$250.00	Service needs completed for keypad added. Set for September 2025.
421929	Octavio Valdes	Adds	\$250.00	Payment for smoke was applied towards past due. Payment still outstanding. Waiting for the rest.
882359	Rick Garrison	Add Ons	\$50.00	Payment for battery was applied towards past due. Payment still outstanding. Waiting for the rest.
1009672	Scott Brown	Adds	\$199.00	Payment for CBU was applied towards past due. Payment still outstanding. Waiting for the rest.
387448	Scott Brown	Adds	\$50.00	Payment for battery was applied towards past due. Payment still outstanding. Waiting for the rest.

