

Audit Review – Month of April 2023

Account	Technician	Manager	Notes
382965	Alberto Zelaya	Dan Kausalik	Technician installed 4G CBU. Agreement secured before arrival is signed by wrong person. Kicked back by payroll.
353227	Alex Roman	Paul Moran	Tech installed new 4G CBU. No agreement, no payment.
4046	Alex Roman	Paul Moran	Tech gave away free keyfob.
12981	Alex Roman	Paul Moran	Tech installed 3 wireless contacts to replace hardwire ones. No warranty.
298211	Ali Bayazid	Sub	Tech installed new 4G CBU. No agreement, no payment.
254787	Ali Bayazid	Sub	Tech installed 4G CBU. \$5 increase - contract collected in January is missing Guarantor Information. Got a check out from Dispatch.
483082	Anthony Puig	Mays/Carr	Tech installed 4 cameras - only 1 payment was taken. Customer was sent 2, 2pks by accident instead of 1. Tech should've double checked payments.
376977	Art Bernier	Paul Moran	Tech installed new 4G CBU. Agreement is from November. Too old to process. Should've secured an updated agreement.
163474	Art Bernier	Paul Moran	Tech installed new 4g CBU. Agreement for that is from SEPTEMBER 2022. It is entirely too old to use and tech should've secured a new agreement.
155521	Art Bernier	Paul Moran	Tech installed new 4G CBU. Contract collected is signed by wrong person (spouse). We do not allow that anymore.
810313	Art Bernier	Paul Moran	Tech replaced panel and added CBU. Agreement collected previously is from November. New agreement is needed to process deal.
379831	Ben Camarillo	Albert Zelaya	Tech installed new 4G CBU. No agreement, no payment.
272831	Bishop Russell	Matt Foster	Tech installed new 4G CBU. No agreement, no payment. It was noted to be a \$5 increase.
304019	Brodserv	Sub	Tech installed 4G CBU. Customer was going from a landline and new agreement for \$10 increase was not secured. A payment was for \$199 but that is NOT an option for this customer. They must pay the cell rate. More digging needed on original service writer who set up request and ordered part.
34602	Enrique Tapia	Dan Kausalik	Tech installed new 4G CBU. Agreement collected has wrong warranty marked. New agreement was needed before flip was done.
476523	Erik Carr	Dan Kausalik	Tech installed 4G CBU. Account holder is deceased. Tech would've seen that if he reviewed agreement (because it is signed by Spouse). New agreement, credit was needed.
587337	Eugene Boubankov	Dan Kausalik	Tech installed new CBU because of T1 situation. No contract and no review with me or Dispatch.
49408	Jr Sanchez	Sub	Tech installed new 4G CBU and 34 batteries.

			No payment, no contract. Previous agreement was collected August 2022.
111760	Jr Sanchez	Sub	Tech installed new 4G CBU. No payment, no contract. In fact, a refund was issued for CBU and the reason stating is the customer didn't want upgrade anymore. Well, someone missed that memo.
594152	Nathan Whitehead	Paul Moran	Tech installed new 4G CBU. No agreement, no payment. Collections Save being worked but at the time of this review, still has not been secured/completed. Tech needed to collect a new agreement.
241139	Nytrel Bellamy	Matt Foster	Tech performed service and replaced battery. Note even stated on ticket customer was to sign agreement with tech at service, but tech still failed to secure one.
537062	Olando Darden	Mays/Carr	Tech installed new panel, new CBU due to TI. Tech pointed out twice, address needed to be updated, but still let Dispatch take the upgrade and submit an agreement with the wrong address. It was paid, but is still wrong address.
85276	Olando Darden	Mays/Carr	Tech installed 4G CBU and 4 cameras - Agreement that was collected by service writer shows a price of \$0 for RMR. No agreement collected since.
346096	Paul Moran	Dan Kausalik	Tech installed new 4G CBU. \$8 increase - contract signed by wrong person. New agreement still not secured.
394858	Pelican	Sub	Tech replaced missing medical pendant and keyfob (taken apparently by a competitor). Warranty doesn't cover that. Repeat offenders.
377934	Pelican	Sub	Tech installed new 4G CBU. No agreement, no payment.
575834	Tim Davis	Sub	Tech installed new 4G CBU. Agreement is dated from November and a new agreement should have been secured.