Flex
Alarm Tracking and Billing

Track and manage alarm information and related fees

Comprehensive alarm records

Add an alarm tracking record for every alarm within a jurisdiction. Agencies can include billing information, responsible agency, alarm type, law and fire activation incident numbers, and unlimited comments for each alarm.

Seamless integration with Flex's CAD module automatically generates false alarm incident numbers to alarm tracking records. In addition, the Licenses and Permits module integrates with the Alarm Tracking and Billing module, allowing agencies to view the permit status from the alarm tracking record.

False alarm tracking

The Flex system simplifies the false alarm tracking process by automatically detecting false alarms, calculating appropriate fees, and creating an incident number for each false alarm in the alarm tracking record. Agencies need only to verify the number of false alarms at a location and any corresponding charges before a billing summary is sent to residents or businesses.

Fee management

With the Alarm Tracking and Billing module, agencies can efficiently manage fees for alarm records. The software enables personnel to create letters, bills, and summaries for businesses and residents that owe fines for unregistered alarms, overdue bills, and false alarms. The module also allows agencies to create a graduated billing system, raising the per-alarm fee as the number of false alarms reported at a specific location increases. Agencies can even create separate graduated billing systems for residential and business locations.

Detailed reports

Alarm tracking reports let agencies create a list of all registered alarms, identify discrepancies in false alarm incidents, and calculate false alarm fees as well as the revenue generated from false alarms.

With the Alarm Tracking and Billing module, agencies can quickly generate and track alarm activation fees and effectively issue graduated bills for each false-alarm call.

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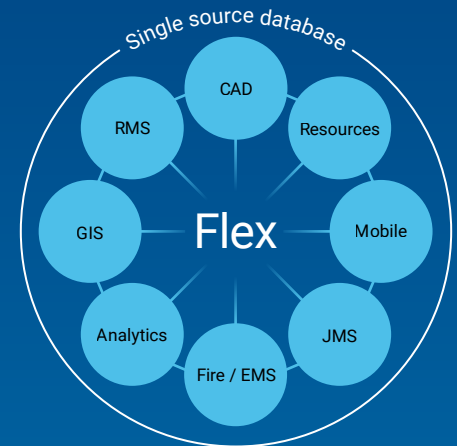# Navigating the Alarm Tracking and Billing Module

1. The **fee screen** allows agencies to enter fees and payments and view the history of each fee record.

2. A **unique record ID number** is assigned to each alarm. Agencies can also enter the alarm location with its associated type, responsible agency and zone.

3. The Alarm Tracking and Billing module **displays the billing information** and alarm monitoring company for each alarm. Agencies can view detailed information about the person being billed, including name, date of birth, social security number and address.

4. When a call is entered in Flex's Computer-Aided Dispatch module, the system automatically **pre-populates alarm information** into the Alarm Tracking and Billing module.

For more information about Flex, visit:
motorolasolutions.com/flex

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Total software integration

Flex's Integrated Hub™ is an open, centralized database where all agency information is entered, stored and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using this module can optimize their system and enhance productivity through total integration with other Flex modules.