

Adding a Manitou Monitoring Service

This document details how to add a Monitoring service to Manitou for use within customer records. Most data entry items, within Manitou customer records, require a matching Monitoring service so that items may be enumerated for billing purposes. Whether you use a linked accounting package or not, Manitou tracks all services that could potentially be a billable item.

Steps to add a Monitoring service

1. Launch the Supervisor Workstation
2. Navigate to the Monitoring Services form
3. Maintenance Menu
4. Setup
5. Monitoring Types
6. Highlight the Section of the form to add services
7. Click Edit
 - Click Add
 - Select the type of service*
 - Enter a Description
8. Click OK
9. Set any applicable interval information.
10. Save the Record

Troubleshooting

Any error that states:

“Error - Failed to save Customer record

Required _____ Monitoring Service is not found for _____.”

This indicates that there is not a matching Monitoring service for the data entered. Just add that service with the correct interval/parameter, within the Supervisor Workstation then save again.



Additional Notes:

- Each Monitoring types links to a section of the customer record. See the related quick reference guide breaking down the different sections and services.
- Many Monitoring service dialogue have an “All” check box that will show more available services.
- Most services can be added without needing to cancel any edits.