

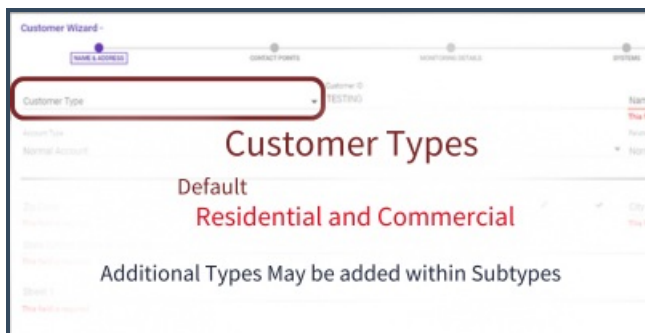
# Customer Details

Once you create a new customer in Manitou's Web client, it is important to understand the individual features. Here we discuss the **Customer Details**.

Within the New Customer Wizard, you enter the Customer Details regarding the site-specific address and customer requirements.

## Customer Type

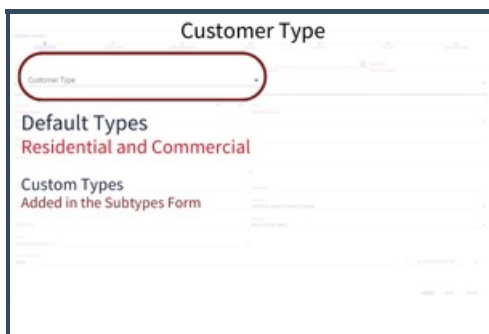
Select the appropriate Customer type.



The screenshot shows the 'Customer Wizard' interface, specifically the 'NAME & ADDRESS' step. A red box highlights the 'Customer Type' dropdown menu. Below the dropdown, the text 'Customer Types' is displayed, followed by 'Default' and 'Residential and Commercial'. A note states 'Additional Types May be added within Subtypes'. The background shows other form fields like 'Customer ID' (TESTING), 'Name' (The Co), 'Phone' (The Co), and 'City' (The Co).

While Residential and Commercial are the defaults, your organization may have additional types such as Commercial Fire or the like.

## Customer ID and Customer Name



The screenshot shows the 'Customer Type' dropdown menu. The 'Customer Type' field is highlighted with a red box. Below the dropdown, the text 'Default Types' is displayed, followed by 'Residential and Commercial'. Below that, the text 'Custom Types' is displayed, followed by 'Added in the Subtypes Form'. The background shows other form fields like 'Customer ID' (TESTING), 'Name' (The Co), 'Phone' (The Co), and 'City' (The Co).

- **Customer ID** populates from the initial data entry.
- The **Customer Name** is how you will address the business or customer while processing alarms.
- Notice that the **Search by** shows based on the Customer type Selected. Residential will take the far right name and then file it as Last, First Name.

## Account and Related Type

Customer ID and Name

Customer ID  
Pulls in from the Initial form

Customer Name  
How the Operators reference this account name.

Search By  
How the database files the account for searching.

**Account types** consist of Normal, Main, Sub, and System.

- **Normal** - No overriding features.
- **Main** - Account that receives signals over a Sub Account
- **Sub Account** - An account that links to a Main account and receives signals from it.
- **System Account** - Used for Receiver Default and Dealer Default accounts that receive signals that do not currently belong to a customer record.

Examples of Main and Sub Accounts are when different accounts receive their signals from a primary account. Most often these are Fire Systems at a location, consider a strip mall where the fire system crosses all the businesses in the building. Each building has its own contacts and response.



Sub-accounts **RECEIVE** their signals from the Main Account. All programming and translations are done on the Main account.

**Related Type** consists of Normal, Master, and Related to Master

- **Normal** - has no relationships with a Master.
- **Master** - Account that is the primary account when in proximity to others.
- **Related to Master** - An account that is located in proximity to the Main account.

Examples **Related to Master** are Apartment complexes, College Campus, Shopping Centers, and the like. Master and Related to Master are unique accounts that are connected through their proximity to the others. They have their own account signaling and contacts.

## Customer Address

**Customer Address**

**Zip/Postal Code Searches for City and State**

Avoid using Punctuation and non-standard Abbreviations

Entering a Customer Address focuses on the Zip ( or Postal) code in North America. Enter the site zip code. If the address exists in the database, the system offers the proper City and State (or Province). If it is incorrect or missing, you may add the new address to the dialog.

## Latitude & Longitude and Cross Street & Subdivision

**Latitude & Longitude**

Latitude & Longitude - Mapping  
Allows the pinpoint of the location on a map.

**Cross Street & Subdivision**

Cross Street  
Subdivision  
Cross Street  
Subdivision  
Closest intersection  
Neighborhood  
Aids in Alarm Dispatching

These values are not required but do help in directing authorities to the location.

- Latitude and Longitude elements allow you to pinpoint the location of the site on a map. This is very useful when integrated with GPS services.
- Cross Street and Subdivision allow your operators to help better dispatch to the property location.

## Country, Language, Time Zone, and Accounting

**Country, Language, & Time Zone**

Country, Language, & Time Zone  
From Initial page

**Accounting**

Accounting Linking  
Accounting Company and Customer ID  
From Initial page

Most of these values load from the Initial page. All items, with the exception of country, may be updated if needed.

## Customer Contact Points

These are the site-specific contact phone numbers, email address(es), and web site address(es). This would contain the points to contact when notifying the site of alarms. *These are not the individual persons to call, those are found on the Contact List.*

Details

Customer ID

CMTST

Q

F

106892

6858 Duke Dr

X

A

Name

Summit Secure Learning

...

Type

Residential

Account Type

Normal Account

Related Type

Normal

Country

United States of America

Language

English (United States)

Time Zone

Mountain Time (US & Canada)

Street 1

6858 Duke Dr

City

COLORADO SPRINGS

State

Colorado

Zip Code

80918

...

...

Contacts

Site

(888) 867-5309

Authorities / Dealer / Branch

Police

100000032 - OREGON STATE POLICE (36244)

Dealer

999 - CSM (105)

Fire

100000065 - DENVER FD (36272)

Medical

30020 - KS CRAWFORD COUNTY (17577)

Branch