

# Dow Sentricon Web Service Enhancements

This document covers the updated SWS features within PestPac.

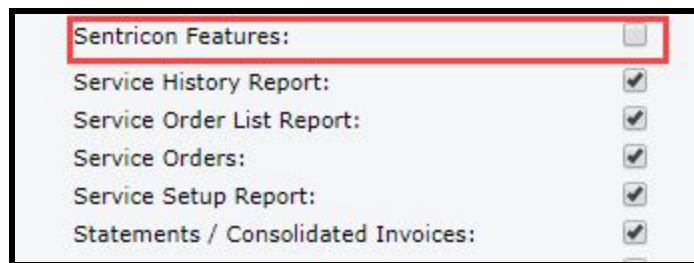
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## Setup/Settings

- The "Sentricon" section of the Company Setup page has been updated and simplified to reflect the changes implemented to the new DOW Sentricon Web Services update. Sentricon Contract IDs will now be automatically generated upon creation of a Sentricon account. This will allow you to have one identifier for all sites in your account.
  - Settings posted here will override standard PestPac posting rules and will affect how Sentricon orders are generated.
    - "When posting a Sentricon order" - Orders are created when the previous order is posted and follows the rules for frequency set on the sentricon setup tied to the order being posted.
    - "Using normal PestPac rules" - Orders are created based on the schedule selected in the service setup.



- "When posting a Sentricon order, based on the setup schedule" - Order are created when the previous one is posted using the frequency to determine how many days out from the last service, but picks a work date that lands on the day of the week the schedule on the setup specifies. (ie, M1MON = first monday)
- The access rights related to Sentricon have been changed and simplified. There is now one single access right for all Sentricon-related screens. This will be enabled by default for everyone that has access to edit service setups since those users currently have access to edit Sentricon site information.



- Sentricon-related data in PestPac lookup tables will now be maintained by DOW and automatically refreshed every 24 hours. These Sentricon values cannot be edited or deleted by PestPac users. This includes data in the device types and device consumable lookup tables.
- On the Branches Lookup Table the "Sentricon AO Code" section has been renamed to "Certified Sentricon Specialist (CSS) Code"

Routing State:	<input type="text"/>
Routing Zip Code:	<input type="text"/> ✓
Routing Geocode:	Lat: 0.000000, Lng: 0.000000
Certified Sentricon Specialist (CSS) Code:	<input type="text"/>
<b>Default</b>	
<input type="checkbox"/> Use Location Defaults	
City	<input type="text"/>
State:	<input type="text"/>
Zip Code	<input type="text"/>
Area Code	<input type="text"/>
<b>Next...</b>	
Use?	
<input type="checkbox"/> Location Code:	<input type="text"/>
<input type="checkbox"/> Bill-To Code:	<input type="text"/>
<input type="checkbox"/> Order Number:	<input type="text"/>
<input type="checkbox"/> Invoice Number:	<input type="text"/>
<input type="checkbox"/> Production Number:	<input type="text"/>

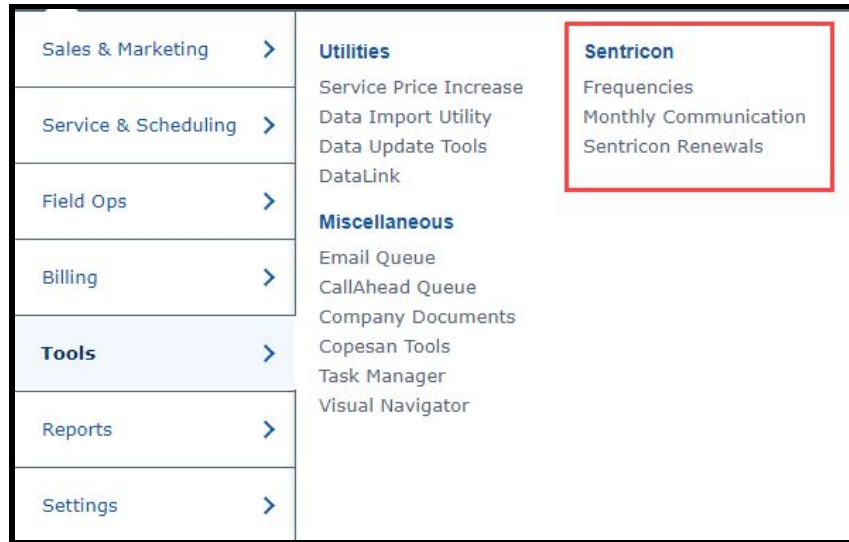
- The "Sentricon Frequency in Baited Mode" section of the *Device Consumables* Lookup Table has been removed and replaced with the Frequencies setup page that can be found in the new *Sentricon* section of the Tool's menu.
- If the "Deactivate Expired Service Setups During Generate" is enabled in the Sentricon section of Company Setup, Sentricon sites will automatically be deactivated on setups that are expired and cancel open orders tied to those setups and post them as "NS (not serviced) - Cancelled".
- Users can enable Sentricon for services under the *Services* lookup table by clicking the "Sentricon" box.

### Maintain Services

Eligible for Prepays:	<input type="checkbox"/>
Remind about Adjacent Areas:	<input type="checkbox"/>
Sentricon:	<input checked="" type="checkbox"/>
Include on Portal:	<input type="checkbox"/>
Exclude Auto Inspection Report Emails	<input type="checkbox"/>
Exclude Auto Invoice Emails	<input type="checkbox"/>

## Tools

- A new menu section has been added under Menu > Tools labeled "Sentricon"



- The "Frequencies" page will allow users to set Sentricon monitoring frequencies by branch. Any changes here will display in the "Branches" lookup table. Permissions to view this page is controlled by Dow. Please contact a PestPac Support representative to allow certain users access to this page.

SentriCon Frequencies

**SENTRICON** Default Frequencies for NewCompany 00001234 Help ?

Select Branch Save Changes

Notification Center

The SentriCon Product Default Frequency interface allows for the entry of a default frequency for the Baiting and Monitoring of a SentriCon protected property. These frequencies can, if enabled, be used to schedule a SentriCon service.

**Always Active**

**In Ground**

Monitoring Frequency: Days ▾ Every 365 Days      Baiting Frequency: Months ▾ Every 0 Months

**Above Ground**

Monitoring Frequency: Days ▾ Every 90 Days      Baiting Frequency: Days ▾ Every 30 Days

**SentriCon with ESP**

**In Ground**

Monitoring Frequency: Months ▾ Every 3 Months      Baiting Frequency: Months ▾ Every 1 Months

**Standard SentriCon**

**In Ground**

Monitoring Frequency: Months ▾ Every 3 Months      Baiting Frequency: Months ▾ Every 1 Months

**Above Ground**

Monitoring Frequency: Days ▾ Every 90 Days      Baiting Frequency: Months ▾ Every 1 Months

- The "Monthly Communication" section will allow users to view and verify SentriCon billing events (renewals, installations, etc).
  - Users can change the reporting period drop down to find the month they need to review.
  - Typically, within the first week of the month, the customer will change the drop down to last month's date and click Find.
  - Clicking the Verified box just acts as an internal checklist for the user so that they know which ones they have reviewed.
  - Clicking the Approve button is what will actually send this information to Dow.
  - Permissions to view this page is controlled by Dow. Please contact a PestPac support representative to allow certain users access to this page.

Sentricon Monthly Communication

**SENTRICON** Communication For NewCompany 00001234 (Due) Help

Renewal List | Select Branch | Reporting Period: **04-2018** | Find | Current Month | Approve | Export to Excel | Print

Notification Center

**Sites exist with total linear footage exceeding 1000. Please verify before approving.**

You are currently viewing April 2018 activity for May 2018 invoicing

View Unverified | Confirm Verification | Detail | Summary

Installation	Always Active	New Construction Installation	<400	Total Site Volume:	1	GMID:	00341320		
Site Name↓	Address	City	State	Zip	LF	Customer - Site	SAD	Install	Verified
Builders, Stewart	12345 Brewster Loop	Birmingham	AL	35244	200	300775-302744	6/4/2018	3/6/2018	<input type="checkbox"/>
Installation	Always Active	Real Estate Installation	<400	Total Site Volume:	1	GMID:	00341324		
Site Name↓	Address	City	State	Zip	LF	Customer - Site	SAD	Install	Verified
Smart Pests, Inc.,	9330 Zionsville RD	Indianapolis	IN	46268	225	2993991-2993991	6/4/2018	3/6/2018	<input type="checkbox"/>
Installation	Always Active	Site Transfer Installation	<400	Total Site Volume:	3	GMID:	00341325		
Site Name↓	Address	City	State	Zip	LF	Customer - Site	SAD	Install	Verified
Order Generat,	3805 STATE ROUTE 66	NEPTUNE	NJ	07753-7321	56	218-218-304	7/19/2019	4/20/2018	<input type="checkbox"/>
Termite, Control	80 Downtown Rd	indianapolis	IN	12347	250	255-255	6/4/2018	3/6/2018	<input checked="" type="checkbox"/>
Wipe Out, LLC XE,	9330 Zionsville Road XE	IndianapolisXE	IN	46268-0988	250	900123-900123	6/9/2018	3/11/2018	<input type="checkbox"/>
Installation	Always Active	Standard Installation	<400	Total Site Volume:	8	GMID:	00341326		
Site Name↓	Address	City	State	Zip	LF	Customer - Site	SAD	Install	Verified
Alvis, Teresa	100 Teresa Street	Indianapolis	IN	46268	200	300773-302736	6/4/2018	3/6/2018	<input type="checkbox"/>
Alvis, Teresa	7754 Poplar Road	Brownsburg	IN	46112	286	300790-302757	6/4/2018	1/16/2017	<input type="checkbox"/>

- The "Sentricon Renewals" page will allow users to renew their sentricon sites.
  - Clicking the Awaiting button shows Renewals that are due, but have not yet been marked as Renewed to flag them for Dow.
  - Clicking the Renewed button will show a list of those customers that have renewed their Sentricon service.
  - The user will want to check the Renew box and then click Confirm Renewed to send those Renewals to Dow.
  - Permissions to view this page is controlled by DOW. Please contact a PestPac support representative to allow certain users access to this page.



**Mobile Options**  
 PestPac Mobile Classic :: PestPac Mobile Office :: **Sentricon**

**Sentricon Options**  Use Sentricon

Generate Sentricon orders:

- When posting a Sentricon order
- Using normal PestPac rules
- When posting a Sentricon order, based on the setup schedule

Sentricon Renewals

**SENTRICON** Renewal List for NewCompany 00001234 Help ?

Select Branch | Awaiting | Renewed | Current Month Awaiting | Awaiting Renewal, by Date Range | Start Date | End Date | Find | Export to Excel | Print

Notification Center  
 Displays a comprehensive, detailed listing of all renewals that are pending approval for Sentricon invoicing.

You are currently viewing 82 Sites Awaiting Renewal Select All De-Select All Confirm Renewed

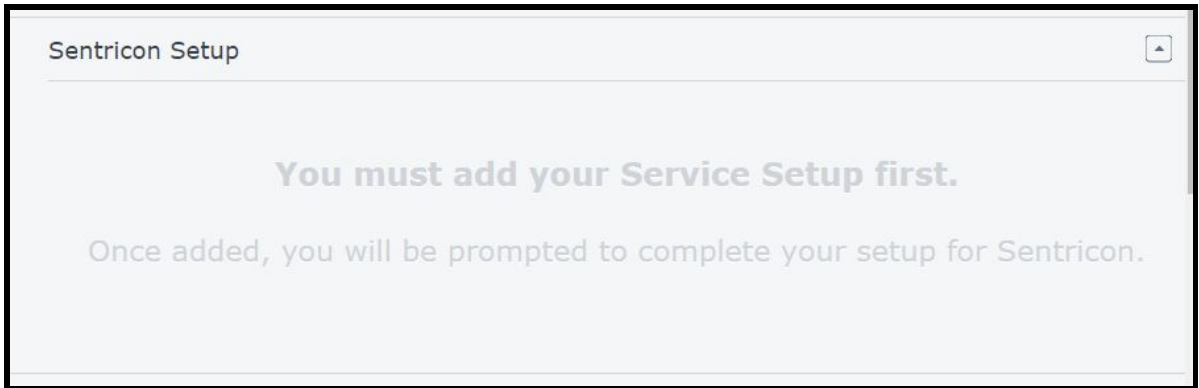
Site Name	Address	City	State	Zip	Service	Customer	Site Anniversary	Pending	Renew
ABC SharePest, DBA ABC	123 Shoreway Drive	Indianapolis	IN	46240	Always Active	137	137	9/27/2016	1
AgroCommercial Services	987 NoEnd Street	Zionsville	IN	46069	Always Active	00001234	000012345	3/31/2018	1
Alvis, Carole	77692 Polar Express Way	Columbus	IN	47201	Always Active	SS 345	SS 345	4/5/2018	1
Alvis, Ellie	25255 E CR 600 N	Hope	IN	47246	Always Active	9856985	9856985	4/21/2018	1
Alvis, Joann	85985 N Poplar Rd	Brownsburg	IN	46112	Always Active	25896	25896	4/7/2018	1
Alvis, Louise	3820 Camry Lane	Hope	IN	47246	Always Active	5476	5476	4/15/2018	1
Alvis, Louise	7896 Moran Road	Hope	IN	47246	Sentricon with ESP	5858	5858	4/20/2018	1
Alvis, Owen	1234 Illinois St	Indianapolis	IN	46112	Always Active	12334	12334	4/3/2018	1
Armstrong, Lance	400 Workflow Lane	Birmingham	AL	35242	Always Active	300862-500029	500016	3/24/2018	0
B2B Pest Services	123 HiLi Blvd.	Greenfield	IN	46229	Always Active	100100222	100100222	4/14/2017	2
Bee, Apple	100 Southway Ave	Farmland	IN	40023	Always Active	200100	200100	1/1/2018	0
Buell, Gladys	986 W 800	Hope	IN	47246	Standard Sentricon	49	49	1/31/2018	0
Bug Me Not!	9330 Zionsville Road	Indy	IN	46268	Always Active	10020036	10020036	3/6/2018	0
Comb, Doris	59 Maple Dr	Noblesville	IN	45633	Standard Sentricon	62	65	1/7/2018	0
Commercial Business	99218 Install Road	Chelsea	AL	35043	Always Active	500019-500012	500006	3/21/2018	0
Customer, New	2183 Parkway Lake Drive	Birmingham	AL	35242	Always Active	107-01062480-362282	302845	4/21/2018	0
Customer, New	100 New Customer Road	Birmingham	AL	35244	Always Active	300784	302754	1/29/2018	0

## Service Setups

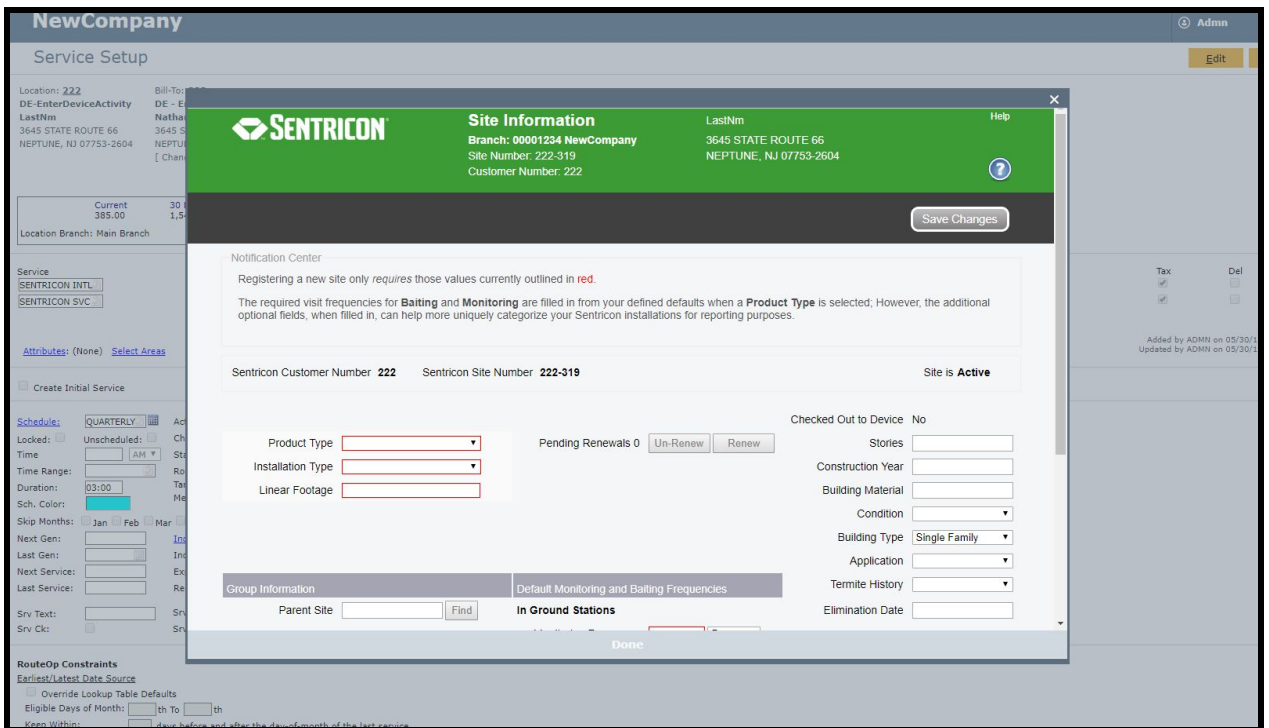
- The section for "Sentricon Setup" has been updated on Service Setups. The section will appear when adding new and editing Service Setups, but can



only be able to be edited after the service setup is created. If users open the section when creating a service setup they will see the following message:

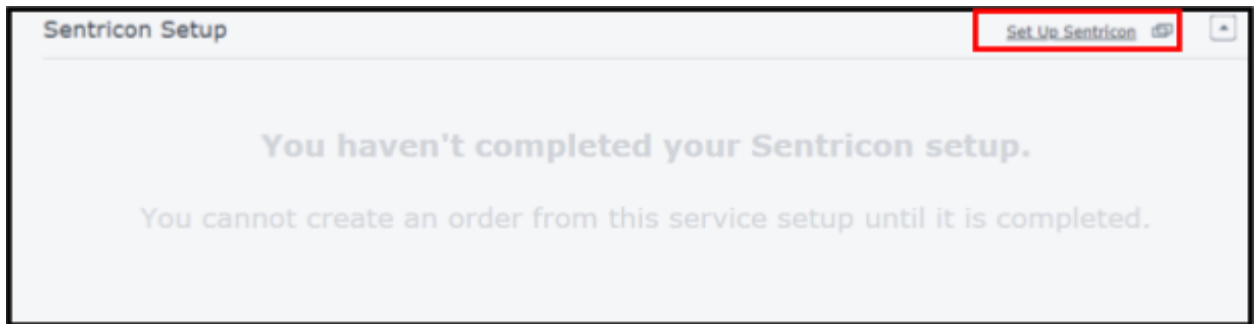


- If one of the services added to the setup have the "Sentricon" box checked in the Services Lookup table a pop up will display the Sentricon Site screen where users can then fill out and save changes.





- If the services added do not have the "Sentricon" checkbox checked, users can still manually setup Sentricon on a service setup by opening the edit service setup screen and clicking the "Set Up Sentricon" link.



- The service setup will then display a summary of the data inputted into the Sentricon window under the "Sentricon Setup" section. Users can then click "Edit Sentricon Setup" at any time to bring up the Sentricon window to view and make changes.



## Service Order Completion

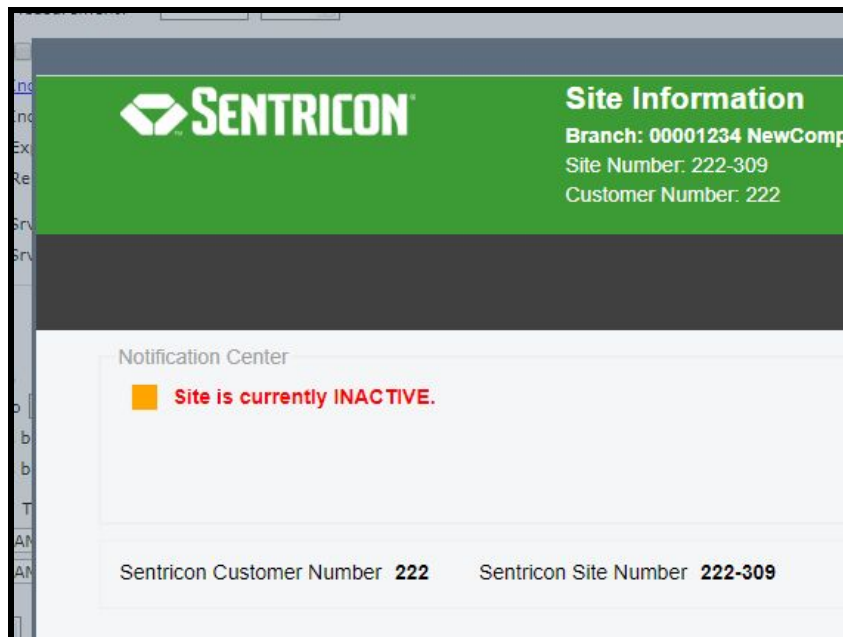
- Completing a service order will trigger the installation of a new site as it always has.
- New logic has been added to prevent a site from being made inactive if it is scheduled to be serviced today (has today's date and a tech 1 filled in).
- Setups/Orders that have a Sentricon service added but have not had a site setup in the DOW iframe will not display in the mobile app.

## Pay Dow

- No changes have been made to how Sentricon payments are entered.

## Cancellations/Reactivations

- If a user marks a service setup as inactive, the sentricon site will automatically be updated to reflect as inactive as well and can be verified on the Sentricon pop up window.



- Likewise, if an inactive service setup is later marked as active again, the Sentricon site will automatically be reactivated.
- Child sites will always follow parent's deactivation and cannot be reactivated until the parent site has.
- Child sites can however be deactivated independently of it's parent.

## Customer and Site Transfers

- Users can now use the data update utility to complete site/branch transfers. When completing these transfers if the CSS codes (formerly AO

codes) are different, PestPac will automatically update Dow Sentricon Web Services.

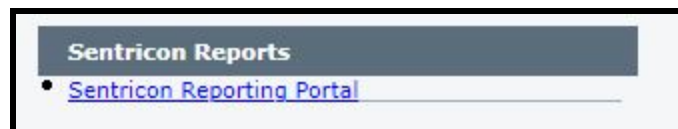
- Multiple bugs have been addressed related to customer (Bill-To) and site (branch) transfers.
- Please note, Sentricon CSS codes are tied to the Bill-To account so changing the branch on a location has no effect on Sentricon data.

## Devices

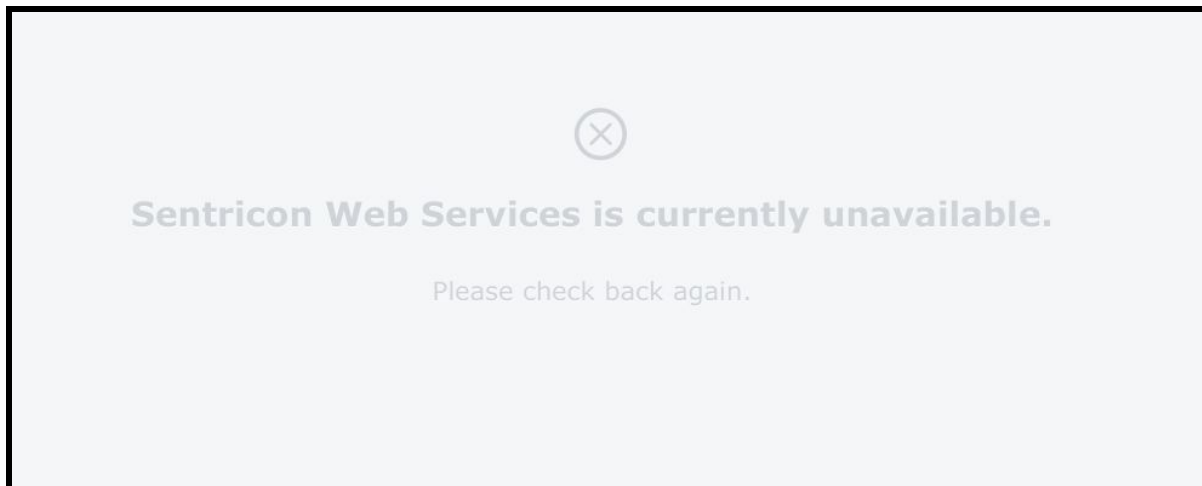
- Sentricon device inspection data can be updated on mobile, the location treemap, or on service orders or invoices by clicking the "enter device activity" link. Functionality on these pages will remain the same.
- Sentricon devices will no longer display or be affected by the desktop inspection utility.

## Data Synching

- Sentricon Web Services will be kept updated with changes made to employees within the Employee Lookup table in order to keep track of who is making changes to Sentricon data. If a username is changed or an employee is deactivated/activated, this information will be updated on SWS.
- Changes made to a location or Bill-To contact information is also updated on SWS so that the Company, Name, address, phone is kept in sync with SWS.
- The PestPac Sentricon reports on the All Reports page have been removed and replaced with a direct link to the "Sentricon Reporting Portal"



- When first logging into the reporting portal, you will be prompted for a username, password, and company key. All initial logins are the same and then users will be prompted to change their password. Credentials as follows:
  - Username: [company key]-[username] (ie, 123456-ADMN)
  - Password: Sentricon20
  - Company key: workwave
- If for some reason the Sentricon Web Services are unavailable or PestPac has lost connection, users will see the following message when trying to perform Sentricon related functions:



REMEMBER: For additional setup, training, and usage resources, including live webinars and a robust video library, please visit [PestPac University](#).