

DROP SHIP INSTRUCTIONS

When you build a shell under your provider number, there is an option to Drop Ship the unit to the client for self-installation. To locate this option, first complete the first page of the shell creation (Name, address, phone number etc...), and the second page where it verifies the city and county. Sometimes after the first page, or in most cases, on the second page, please look under the “Monitoring/Maintenance” drop down box (refer to picture).

When you select “yes” for “Ship Directly to Customer for self-installation”, you’ll need to indicate whether it’s to the Home Address or somewhere else. If somewhere else, there’s an empty or blank slot where you can enter the alternate address.

Then proceed as usual completing the Account Creation Process (shell).

QUESTIONS? Call 1-877-456-1787- ext-4005 Monday through Friday during regular business hours (8 am to 6 pm –EDT).

EXAMPLE:

Companion Services Account Creation Process - Page 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <https://adtcompanion/DealerHome/CPAccountCreation/CPpage2.cfm>

Monitoring Account Number Currently in Process:3998879E....

Provider Information

Provider Number - Name: 5373495 - NATIONAL PARTNERS INCORPORATED NPI

Identification Numbers

Subscriber Social Security Number: Medicaid/Member Number:

Cost

Placement Charges \$

Monitoring / Maintenance:

Type: Recurring Service Charge:\$

Ship Directly to Customer for self-installation: No Yes (this selection cannot be chosen for Voice w/Fall Detection)

If this is a Direct Ship, indicate the ship to address: Home Address Other

If Other was checked, enter shipping instructions:

Payment Options

Billing Frequency:

ACH Automatic Credit Card Charge Direct Billed

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