



CRYWOLF®

FALSE ALARM SOLUTIONS



FALSE ALARM MANGEMENT ADMINISTRATIVE SERVICES

STATEMENT OF WORK AND PRICING

PREPARED FOR:

Casa Grande, Arizona

March 5, 2015

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1. Introduction

Public Safety Corporation (PSC) is pleased to provide this Statement of Work (SOW) and associated revenue-share pricing to Casa Grande, Arizona (“Casa Grande”) covering the alarm program administration services to be provided by PSC for the Casa Grande Police Department. This document outlines and describes the proposed project plan, deliverables, and the tasks required by both PSC and Casa Grande personnel.

The purpose of this project is to reduce the City’s direct operating costs and administrative time to enforce its false alarm ordinance and to increase the revenue from Casa Grande’s false alarm cost recovery program. These objectives will be achieved using our large, highly trained customer support staff located in our alarm processing offices in Waldorf, Maryland. These facilities are currently used to administer alarm programs in cities and counties coast to coast. Our staff is supported by the latest systems and administrative processes. We also have the technical infrastructure necessary to keep City alarm data secure and confidential. PSC provides all computer hardware, software, furniture, equipment, forms, supplies, and postage to administer the alarm program at PSC facilities.

This document describes all deliverables required for a successful project. If a service is not described in this document, then it will not be provided within the scope of the proposed project.

2. Company Qualifications

PSC offers Casa Grande unparalleled corporate experience and qualifications to implement and manage the tasks required for a highly effective false alarm reduction program. Since 1999, PSC has provided false alarm solutions to local governments across the country. Our solutions have been chosen by more than 275 agencies supporting more than 500 cities, counties and other municipalities throughout the United States and Canada. In every case, PSC technology and services have helped agencies reduce false alarms, increase collections, and improve false alarm processing.

PSC is a private company headquartered in Waldorf, Maryland as AOT Public Safety Corporation dba Public Safety Corporation (PSC). In addition to our corporate headquarters, we also have staff located in the San Francisco, California; Denver, Colorado; Bonita Springs, Florida; Charlotte, North Carolina and Freehold New Jersey metropolitan areas.

PSC currently employs approximately 50 staff, all of whom are involved in alarm management operations and administration. All proposed alarm management and alarm system development and implementation services will be performed 100% by PSC personnel located within the United States.

No other company has the extensive qualifications, experience, and track record of false alarm management performance demonstrated by PSC.

3. False Alarm Management Services Overview

Our CryWolf alarm management solutions are currently used to manage false alarms for hundreds of agencies across the country. In every case, CryWolf has helped cities and counties increase their service levels, apply innovative technologies, and increase revenue collections. Our advanced technology and proven project methodology means that the CryWolf solution can be fully implemented quickly, and



without the technical risks or delays associated with system customization, development, or excessive testing.

3.1 CryWolf Technology Overview

CryWolf is a table-driven, modular, high volume, transaction-based, alarm management system. Its unique, yet flexible design helped make CryWolf the only patented alarm management software system available. CryWolf software built with the latest Microsoft .NET technology. This dynamic structure is the basis for our ability to easily interface the system with other systems and to continuously upgrade the system to state-of-the art technology.

Because CryWolf is our patented technology, we can assure the City that the system will continue to support responsive, state-of-the-art alarm reduction program services throughout the life of the contract.

The system includes the following main components designed to fully support the City false alarm management requirements:

- **Flexible, Alarm Ordinance Provisions and Business Rules** – CryWolf includes nearly 300 user defined drop-down menus, check box options and table-driven schedules to allow easy setup of initial business/ordinance rules and fast changes when rules change.
- **Alarm System Permitting, Renewal and Revocation** – CryWolf tracks and permits alarm systems including the renewal and revocation of alarm system permits, maintains key holder information, and identifies non-registered locations. Outstanding charges are automatically tracked for all accounts regardless of registration. Data is easily accessed by a variety of search fields to facilitate inquiry.
- **Geo-validation of Permit Registration Addresses** - CryWolf provides built-in address validation using ESRI-standard shape files or address data files.
- **Alarm Dealer and Alarm Agent Permitting, Renewal and Revocation** – CryWolf tracks and permits alarm dealers (linking up to 4 companies to each alarm system) and alarm technicians including the renewal and revocation of alarm dealer and alarm technician permits; and maintains detailed contact and other information for each company and technician.
- **Seamless integration of computer interfaces** — We have more experience building, installing and maintaining interfaces in support of alarms processing than any other company. We have developed and installed required interfaces to most major CAD and various financial systems.
- **Automated generation of violation invoices and notices to alarm users** - Our solution automatically generates letters/notices and invoices for false alarm events in accordance with alarm ordinance requirements. Our technology maintains an unlimited number of letters with fully customizable content and formats, and supports multiple fee schedules by location, alarm type, and status.
- **Proven Financial Management Tools** - With over 2 million false alarms processed annually by our technology, we are the proven industry leader in alarms processing and collections. Our solutions include a variety of tools to help collect fees including automated late notices, accounts receivable aging and delinquent account reports, and custom correspondence options.
- **Hearing and Appeal Support** - fully integrated hearing and appeal system that allows for the adjudication of any action for any account.



- **Production of Management Reports** - Our system includes nearly 60 standard financial, management and statistical reports that are easily tailored through date and data filters. Custom reports can also be created by a built-in Report Generator. The approach offers flexibility, security and timeliness that no other reporting process provides.
- **Web-based, fully-interactive alarm registration and renewal** - Secure, online access allows an alarm user to register/renew online and have limited access to update Registration information.
- **Security** - The CryWolf software includes several features to reduce the likelihood and/or the effectiveness of a system security breach. Access to the software is password protected, and the degree of access (access rights) may be uniquely defined for each user. These access restrictions are in addition to any network, operating system or database security measures established by the agency.
- **Other Public-facing Online Functions** – Online false alarm payments can be made, alarm companies can review their customer alarm performance and users can attend online alarm schools 24/7.

3.2 Alarm Administration Services Overview

Just as important as our software technology, is our proven ability to provide a superior level of service to citizens and alarm companies. PSC continually strives to extend our national reputation for responsive, high-quality customer support.

Our experienced alarm services team will administer Casa Grande's alarm program in accordance with the Casa Grande Alarm Ordinance. PSC will perform the following services which are already in place for many clients of comparable size to Casa Grande.

Secure access online to adaptable reports: We will provide authorized Casa Grande staff with direct inquiry and report generation capabilities via real-time, encrypted, Web-based connection to alarm management information. This approach is currently used by many CryWolf clients and provides Casa Grande flexible, secure, and timely access to information.

Recording of Program Telephone Calls: Our call center process is designed to ensure the highest quality customer service including accurate, courteous, and consistent communications with Casa Grande citizens and businesses. In support of these objectives, PSC employs a communications appliance integrated into our telephone system to record all customer calls. Using this device, digital copies of all citizen and business telephone calls are captured in voice documents for later review, comment, and sharing of telephone conversations. This process helps ensure the highest level of customer service.

Extensive Language Support: PSC utilizes a Language Service to provide extensive language support. This same service is used successfully by thousands of public safety organizations nationwide. Accordingly, we are able to provide language support for 175 spoken languages. We also provide an array of communication choices for the hearing impaired including Email, Text relay, Video relay and TTY formats.

Dedicated mailing address and toll-free citizen support line: Our alarm management process is designed to reliably separate the Casa Grande correspondence and calls we receive from the activity of other alarm programs we administer to ensure high-quality and personalized service to the Casa Grande's citizens and businesses. Our support line is available Monday through Friday, 9am to 5pm Central Time.



Local program remittance lockbox: Our approach to processing payments is designed to ensure fast, reliable, and secure payment processing. We propose to establish a dedicated, program account at a nearby, bank lockbox facility in the region for all mail-in deposits. PSC is experienced in high volume, commercial bank lockbox support for alarm programs nationwide.

Internet-based, fully-interactive alarm information updating: When alarm holders need to update their alarm system information, or want questions answered, they expect prompt access. PSC provides immediate response from our skilled customer service representatives (CSRs) during business hours. Our secure, online access allows alarm users to update their alarm information without waiting to speak with a Customer Service Representative. This online service is available on a 24/7 basis.

Internet-based payment of invoices: PSC will process false alarm payments made over the Web. Alarm holders can “Pay-by-Web” directly into a dedicated Casa Grande alarm program website which we will host so that citizens can pay individual alarm invoices or the full balance owed at any time, day or night.

Integrated Voice Capabilities (Outbound IVR): When citizens have questions or the alarm program needs to alert selected alarm owners, it is desirable to have a system that facilitates prompt notifications. PSC can support this not only with skilled customer service representatives, but with telephone handling technology that will provide a caller with information about the false alarm reduction program including registration renewal information and delinquent payment reminders. The system can also be used to automatically deliver special messages to select alarm owners for excessive false alarms or request the alarm owner to call the program call center to discuss an account. This service is available on a 24/7 basis.

Enhanced Alarm Data Security: Alarm response services require the collection, maintenance, and communication of sensitive and highly confidential data about alarm locations. Understandably, businesses, citizens, security alarm companies, and city officials are concerned with unauthorized access to this information. PSC has the technical infrastructure required to ensure the highest levels of data security. This includes core network and DMZ server firewalls, private internal IP addresses, and real-time virus scanning of all data. CryWolf provides encrypted (Certified SSL) data transfer for all web functions.

PSC operates its own data servers and does not store any Casa Grande data in subcontracted, public “clouds” where security policies are established by third-parties, data access is not properly restricted, and databases are co-mingled with other non-public safety customers.

Extensive Adjudication and Hearing Support: Our service offering contains a fully integrated hearing and appeal system that allows the adjudication of any action for any account. CryWolf also generates various reports that document and support all billing, noticing, and status change decisions.

Proven Collection Techniques: With half a million false alarm charges processed annually, PSC has extensive experience in violations processing and collections. Our solution includes a variety of techniques to help Casa Grande collect fines including multiple and varied noticing, and other targeted collection techniques

Comprehensive Public Awareness Campaign: We will work with Casa Grande to design and implement a comprehensive public information campaign to ensure the highest degree of compliance and public support.



Document Control and Mail Verification Software (DCMVS): PSC uses the latest Document Control and Mail Verification Software to interface with the United States Postal Service to ensure compliance with the USPS CASS/PAVE and NCOA requirements. The process identifies, verifies, and corrects bad addresses to maximize deliverability and reduce returned mail while also confirming addressee mailing location and reporting any moves within the last six years. DCMVS also automates document integrity, processing, and security. Utilizing DCMVS creates faster turnaround of invoices, correspondence, and registrations, while assisting in locating people for collections.

24/7 Dispatch and Mobile Officer Inquiry of Alarm Site Information: PSC offers a unique capability for dispatch operators and mobile officers to query the alarm database 24/7 via proprietary computer and smart phone applications (apps). Returned information can include alarm status, e.g. suspended response; alarm system contacts (names and phone numbers); false alarm history; and site condition information, e.g. senior in building, hazardous materials or guns stored on premises. This information access promotes better officer and public safety.

Furnish and maintain all supplies: PSC provides all computer hardware, furniture, equipment, and software necessary to install and operate the system at our processing facilities. Primary false alarm processing will be performed at our fully equipped and staffed PSC facilities in Waldorf, Maryland (near Washington DC). This facility is currently used to administer alarm programs in cities and counties coast to coast. PSC will also provide all necessary forms, supplies, postage, and mailing materials to administer the alarm program at PSC facilities.

Future City Option to operate alarm program internally: Because we are the only alarm services company that has installed our technology, CryWolf, for internal use, we are able to offer Casa Grande the option to bring the false alarm program in house in the future, if desired. We believe this option provides Casa Grande maximum flexibility to change their approach to false alarm management without the likelihood of wasting their initial investment in creating an alarm database. More than 175 cities and counties currently operate CryWolf in-house to manage their false alarm programs. We have several clients who have operated the Cry Wolf system both in-house and as an outsource operation, proving that this flexibility is worth significant consideration.

4. Price Summary

PSC has a long track record of helping cities and counties increase their service levels, reduce false alarms, expand the use of current technologies, and increase revenue collections on a risk-free/revenue neutral basis. For the provision of all services and technology outlined in this Statement of Work, PSC proposes to obtain payment exclusively from the collected revenues PSC helps generate. There will be no upfront systems development, licensing, conversion, equipment, travel or other costs. PSC will purchase, configure, install, and customize everything PSC needs to provide the False Alarm Management Services described herein, including , including the bi-directional Sungard/HTE CAD interface.

After reviewing the Casa Grande's alarm ordinance provisions and demographics, we estimate that Casa Grande's alarm program can generate \$53,000 or more in fees when fully operational. Following our analysis of expected Casa Grande false alarm program revenue, projected program costs and alarm program activity, we propose a revenue sharing approach that we believe will enhance the overall program solution and provide additional benefit to Casa Grande.



PROPOSED PSC REVENUE SHARING PERCENTAGE (%)

Based on Annual Collection Periods	% Collections to PSC
Years 1-3	55% ^{1,2,3}
Subsequent Years	55%
First Year CAD to Crywolf <u>bi-directional</u> Interface Adjustment ⁴	\$590.00 per month for first 12 months

1. Only bank fees, citizen refunds (if any), and credit card fees (if any) will be paid from gross collections before revenue sharing percentages are applied.
2. The revenue share percentage will be applied incrementally, e.g. \$53,000 in annual collections would yield the following PSC revenue share: 55% to PSC \$29,150 / 45% Casa Grande \$23,850.
3. Any certified mail requirements will be invoiced separate from the revenue share to the City.
4. First Year CAD Interface Adjustment: During the initial twelve (12) months of the contract, the CONTRACTOR's revenue share shall be increased by \$590.00 per month and the CITY's share reduced by \$590.00 per month to reimburse the CONTRACTOR for the cost of acquiring from the CITY's CAD Vendor, SunGard Public Sector, and implementing an automated, bi-directional interface (CAD400-CryWolf®) between the CITY's SunGard CAD400 Computer-aided Dispatch System and the CONTRACTOR's CryWolf Administrative system. If, especially during program startup, a month's revenue is insufficient to fund the entire \$590.00 adjustment fee, any shortfall will be postponed until sufficient revenue is obtained to fulfill the shortfall. The Sungard maintenance and support for the bi-directional interface will be paid from the CONTRACTORS share annually.

4.1 Revenue Share Assumptions

The percentage outlined above are based on the following assumptions:

- The Ordinance fee/fine schedules remain substantially the same form as is outlined in Casa Grande's current Alarm Ordinance Title 8 Health and Safety, Chapter 8.24 Alarm Systems last updated 2008;
- Casa Grande applies a fair, but firm approach to appeals resulting in alarm fines being generally upheld on appeal;
- Casa Grande actively supports enforcement of the Ordinance, including the proactive collection of all fine amounts owed.

4.2 Mechanism for Revenue Collection and Transfer

PSC proposes the following collection and payment transfer procedure which we have used successfully in many jurisdictions.

- All alarm fee and fine collections mailed to the Alarm Program will be directed to either a commercial bank lockbox or to Casa Grande to be deposited in a dedicated false alarm bank account



("Alarm Account") to be established at a Casa Grande approved commercial bank. Online and any walk-in payments will also be directed to the central false alarm account.

- At the beginning of each month, PSC will reconcile all amounts deposited in the alarm account during the previous month and provide Casa Grande with an invoice showing the fee calculation, supporting bank reconciliation, and the first year CAD interface adjustment.
- The First Revenue Year shall begin when revenue collections begin. The only amounts that shall be paid from the total collected revenue and subtracted from the total collected revenue before the revenue sharing percentages and first year CAD interface adjustments are applied are:
 1. Refunds, authorized in writing by Casa Grande, of amounts paid to alarm users;
 2. Bank fees charged by a Casa Grande-approved bank;
 3. Special mailing costs, if any, in excess of U.S. Post Office first class rates; and,
 4. Third-party credit card processing charges, if any.
- Any certified mail requirements will be billed separately on a monthly basis and not subject to the revenue share division.
- Once the invoice is approved by Casa Grande, the bank would be authorized to issue transfers, e.g. ACH transfers, to Casa Grande and to PSC for the proposed revenue share amounts.

5. Implementation Plan

The following sections provide an overview of the Implementation Plan proposed for Casa Grande False Alarm Management Services project. The services will be provided directly and managed by PSC. PSC assumes full responsibility for all deliverables that it proposes to provide, and will be the single point of contact for Casa Grande. PSC is only responsible for providing the products and services described in this section.

5.1 Implementation Plan

An experienced alarm services team under the direction of our proposed Project Manager will install, configure and maintain the False Alarm Management Services program in accordance with Casa Grande's requirements and Casa Grande's Alarm Ordinance.

The major tasks of our proposed implementation plan are as follows:

- **Contract and Project Plan**
 - Complete contract paperwork
 - Finalize project startup plan and schedule
- **Establish Initial Alarm Database**
 - Premise Data Import - Conversion of up to 2,957 non-financial alarm permit data records
 - Contact alarm companies and obtain their alarm customer location data electronically
 - Obtain alarm location data from citizens via the Alarm Program Website
- **Establish Alarm Program Website**



- Casa Grande/PSC review alarm program website template
- PSC develops draft website information, e.g. ordinance, appeal guidelines, tips to reduce false alarms, frequently asked questions (FAQ), online alarm school
- PSC integrates and tests online payment processing
- Casa Grande reviews and approves final program website and links site to main Casa Grande website
- PSC tests and implements final program website
- **Establish the Program Payment Processes**
 - PSC establishes bank lockbox and alarm program bank account
 - PSC engages online payment processor
 - Casa Grande /PSC establish delinquent collection process
 - Casa Grande /PSC establish walk-in payment process, if required, and controls
 - Casa Grande /PSC establish business rules e.g. reconciliation procedures, acceptable check payee information, returned checks, excess payments, etc.
 - Casa Grande /PSC establish appeal process and acceptable waiver rationale
 - Casa Grande /PSC establish payment reconciliation and revenue share schedule.
- **Configure CAD Interfaces**
 - Casa Grande /PSC review interface methodologies
 - Casa Grande /PSC implement alarm incident bi-directional data transfer process (using the CONTRACTOR procured bi-directional Sungard HTE CAD/Crywolf interface)
 - Casa Grande /PSC test interfaces
 - Crossover to live CAD data transfer
- **Establish Administrative Processes**
 - PSC completes program staffing, as necessary
 - Casa Grande /PSC review ordinance provisions and interpretations
 - PSC develops program operating procedures and telephone scripts
 - PSC prepares draft program correspondence, forms and invoice formats
 - Casa Grande edits and approves correspondence, forms and invoice formats
 - Casa Grande /PSC develop public relations plan, e.g. press releases, public service announcements, etc.
 - Casa Grande /PSC reviews and approves geo- (address) validation process
 - Casa Grande /PSC tests and implements geo-validation process
- **Test and Crossover to Live Operation**
 - Casa Grande /PSC conduct end-to-end program test
 - Crossover to PSC program administration
- **Live Operation**
 - Add/update registration
 - Process daily false alarm activations
 - Generate and transmit required alarm notices and invoices



- Begin payment processing and management reporting

5.2 System Test Plan

PSC will work with Casa Grande staff to develop a detailed testing plan to ensure the successful implementation of the False Alarm Management Services solution.

PSC will perform testing as follows:

- Process alarm information from a file extracted from Casa Grande's CAD system. PSC will work with Casa Grande to tailor PSC's alarm data interface to use the current alarm data file, or supply Casa Grande required data file specifications.

PSC will also perform additional tests to ensure full system requirements are met including,

- Create required letter formats
- Enter all required location types
- Enter alarm count, letter selection and charge matrix
- Enter initial test alarm call information
- Generate test letters and invoices
- Review program progress and results with the Casa Grande Alarm Program Administrator

5.3 Recommended Casa Grande Tasks to Support the Program

We will provide Casa Grande with a complete, turn-key solution for administering the false alarm ordinance. In our experience, we have found that cities and counties sometimes differ in the degree of involvement they wish to have in managing the administration services. We are prepared to work with Casa Grande to ensure that their expected level of involvement is met. Core responsibilities that our clients typically perform include:

- Overseeing program implementation and operations through a designated Alarm Administrator. Specific duties can include:
 - Approving or obtaining Casa Grande approval of policies, procedures and materials used by PSC in operating the Program, such as clarifications of Alarm Ordinance provisions, preferred responses to standard public telephone inquiries, and routine correspondence format and content;
 - Approving content and format of letters authorizing alarm businesses to provide their alarm user customer data electronically to the program;
 - Monitoring program progress and performance. This will include using our secure internet administrative website to access false alarm processing data and reports. It will also include status meetings with PSC, generating management reports from CryWolf, and keeping other Casa Grande managers informed; and,
 - Working with PSC to resolve, on a timely basis, any program policy or procedural issue that can adversely affect the program, the program's efficient and effective operation, or Casa Grande.
- Administering the Hearing and Appeals process. This should include:



- Confirming hearing dates for written appeals submitted by alarm users to CryWolf Processing staff;
 - Participating as the Program's representative in the hearings; and
 - Documenting hearing results and ensuring that the results are provided to CryWolf processing staff to update the database.
- Documenting and communicating false alarms, and deciding to suspend or limit response, as required by the alarm ordinance.
 - Responding to alarm service calls, determining whether calls are false alarms, providing any on-scene communications of alarm related information to alarm users, and for documenting alarm related information within the CAD system;
 - Working with PSC to develop a process to ensure that alarm user registration suspensions and revocations receive adequate Casa Grande oversight and approval prior to Casa Grande action, e.g. verified response status.
 - Directing the public awareness program including the selection of major print (newspapers) or electronic (TV, radio, Casa Grande website) media and approval of all message content and appearance.



APPENDIX A

CAD DATA FIELD LIST

- All the data will be read as string from the file.
- CryWolf does not dictate the order of the fields in the text file.
- CryWolf only mandates a few fields (indicated below), but including as many fields as possible, in the extracted false alarm CAD file, is the best approach.
- All others can be included to simplify the work of the False Alarm Unit administrator.

The mandatory fields are:

Case No:	must be unique for each alarm incident
Incident Date:	must be in some standard format (mm/dd/yy, mm/dd/yyyy, etc)
Incident Address:	such as '123 MAIN ST'
Apartment/Suite:	if applicable

The date is stored as a date, but the text string (01/01/01, 01/21/2001, etc) in the text file is read and then converted as I load the field on the screen.

The next fields are used when the program is run in “interactive” mode, where the program determines whether to charge or not. Even if the agency does not run in “interactive” mode, the next 4 fields are very helpful and should be included if possible.

Dispatch Code	any code used by the CAD system to tell the type of call
Clearance Code	any clearance code usually given by the officer to the dispatcher indicating whether this was a real crime, a false alarm, nothing found, etc.
Dispatch Comments	what the dispatcher types in usually what is relayed to him/her about the call. (“motion detector going off in back room”, “owner enroute”, etc)
Officer Comments	whatever the officer says to the dispatcher that is typed into the narrative area of the CAD (“nothing found”, “building checked secure”, etc)

All other fields are optional.

A complete list of data fields is shown in Table 1.1 on the following page.



Table 1.1 - List of CryWolf "Call For Service" fields.

FieldName	Type	Size	Description
CaseNo	Text	50	Must be unique for every call
CADAlarmNo	Text	50	If the CAD record includes the Reg #
AlarmType	Text	50	Type of alarm call (fire, holdup, etc)
MonitoredBy	Text	50	CryWolf determines this value
FullAddress	Text	100	Incident address '123 MAIN ST'
Apt	Text	10	Apartment/Suite if applicable
IncidentDate	Date/Time		Actual Date of Incident
TimeReceived	Text	30	Time call received
TimeDispatched	Text	30	Time call dispatched
TimeOnScene	Text	30	Time first officer on scene
TimeCleared	Text	30	Time call is cleared
DispatcherInfo	Text	250	Any dispatcher info (ID, Name, etc)
CallTakerInfo	Text	250	Any Call Taker Info (ID, Name, etc)
OfficerID	Text	30	ID/Name of primary unit
UnitsAssigned	Text	250	List of multiple units if desired
DispatchCode	Text	50	The Call Type
ClearanceCode	Text	50	Final clearance code Must indicate if alarm is 'false' or an actual crime.
BeatNo	Text	50	The Beat/District/Area etc of the call
CADName	Text	250	The CAD 'Common Place Name' Name of the Business or Resident
DisptchComments	Text	AnySize	Comments entered by the Dispatcher
OfcrComments	Text	AnySize	Officer comments (check secure, nothing found, etc)
Extra1	Text	250	Other field of your choice (optional)
Extra2	Text	250	Other field of your choice (optional)
Extra3	Text	250	Other field of your choice (optional)
Extra4	Text	250	Other field of your choice (optional)
Extra5	Text	250	Other field of your choice (optional)
Extra6	Text	250	Other field of your choice (optional)
Extra7	Text	250	Other field of your choice (optional)
Extra8	Text	250	Other field of your choice (optional)
DateEntered	Date/Time		Set by CryWolf
AlarmNo	Text	50	Set by CryWolf

