



# Commercial Reports

This packet contains:

Brief Feature Overview  
Daily Activity Report (With Photos)  
Daily Activity Report (Compact)  
Incident Report  
Checkpoint Timeline Report  
Issue Summary Report

## **Contact Us**

(888) 337-8177

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# Feature Overview

While using any Android or Apple device,  
Officers in the field can:



Report Incidents



Update Daily Activity Reports



Include Photos & Audio Files



Scan Checkpoints



Receive Tasks & Reminders



Communicate with Dispatch

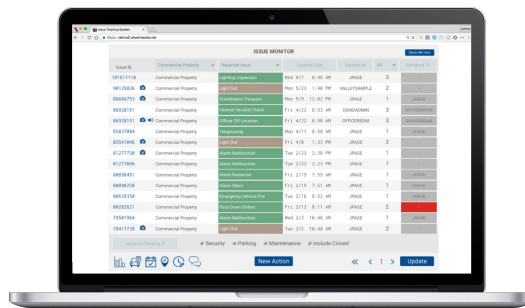


Clock In and Out



Issue Warnings & Violations

All of this information is GPS tracked and  
available in real time in the Issue Monitor



Dispatchers,  
Supervisors & Admins



Maintenance  
Teams & Vendors



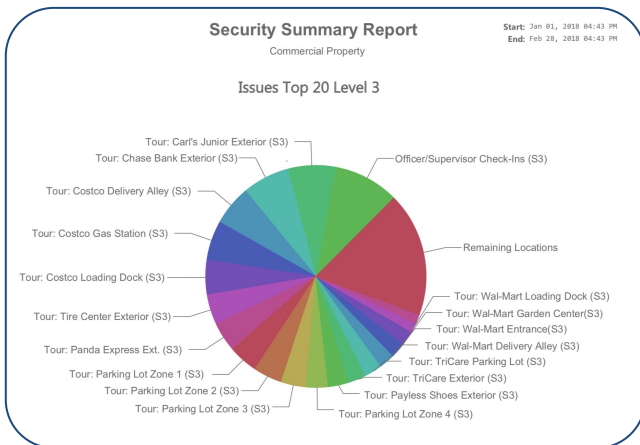
Local & Regional  
Facility Managers

# Our Reporting Process

## How We Report

We use smartphones and tablets with quick and simple drop down reporting menus to streamline the reporting, maximize on site visibility, and reduce your risk and liability.

Instead of traditional hand written DARs our officers are provided varied reporting options that enable them to report easily throughout their shift.



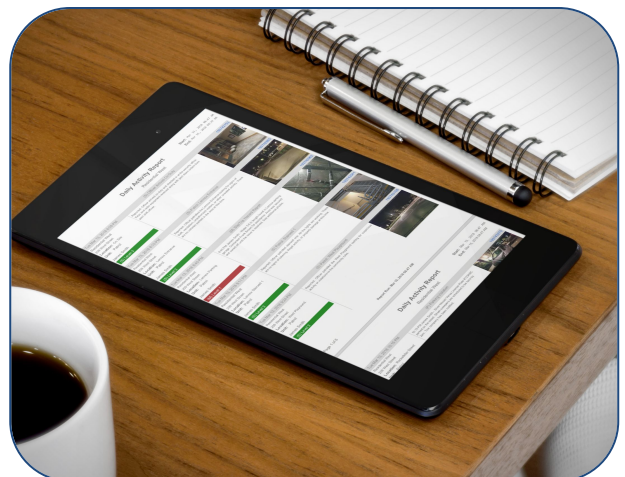
## Customized For You

Our daily and monthly reports can be *completely* customized and worded for your industry and specific property.

All issues are prioritized based on the scope of service at each property and according to your needs.

## Real-Time Incident Notifications

At your choosing any issues or incidents reported can trigger a notification to the necessary parties (i.e. managers, maintenance supervisors or teams, and issue specific vendors).



# Guard Tour Checkpoints

## When a checkpoint is scanned 4 things happen

- 1) Instructions are shown to the officer specific to that location
- 2) A pre-written note in risk and liability terms is entered into all reports including the Daily Activity Report (DAR).
- 3) A GPS pinpoint is taken to track the officers location at the time of the scan
- 4) The officer is required to include a photo with the checkpoint to verify their location (*optional*)



# Your Live Dashboard

First off, the issue monitor is the hub of all the activity reported through our software. Everything that is reported including incidents, checkpoints, tasks, and dispatched issues will all be tracked right here in the issue monitor.

The image displays the Silvertrac software interface on both a laptop and a smartphone. The laptop screen shows the 'ISSUE MONITOR' dashboard, which includes a navigation menu (Admin, Issue Monitor, Logout, Help) and a table of reported issues. The table has columns for Issue ID, Property Name, Reported Issue, Created Date, Created By, and Assigned To. The smartphone screen shows the 'New Security Issue' form, which includes fields for Issue Type (Property Damage), Address (2200 Broad Street), Location (Behind Building), and Unit (Walmart). The form also has checkboxes for 'URGENT - Flag as Important' and 'Close Issue'.

Issue ID	Property Name	Reported Issue	Created Date	Created By	All	Assigned To
280897657	Broad Street Plaza	Primary Door Check	Tue 2/26 2:28 PM	SYSTEM		SULLY07
280889242	Broad Street Plaza	Checked: Loading Dock Area	Tue 2/26 1:24 PM	SKYKING		SKYKING
280889058	Broad Street Plaza	Officer On Location	Tue 2/26 1:22 PM	SKYKING	3	SKYKING
280871049	Broad Street Plaza	Check: Front Door Suite D	Tue 2/26 10:53 AM	DEREK01		DEREK01
280871037	Broad Street Plaza	Stairwell Check	Tue 2/26 10:53 AM	DEREK01		DEREK01
280861215	Broad Street Plaza	Stairwell Check	Tue 2/26 9:16 AM	SULLY07		SULLY07
280861200	Broad Street Plaza	Check: Front Door Suite D	Tue 2/26 9:16 AM	SULLY07		SULLY07
280861185	Broad Street Plaza	Patrol: Best Buy Area	Tue 2/26 9:15 AM	SULLY07		SULLY07
280861170	Broad Street Plaza	Checked: Loading Dock Area	Tue 2/26 9:15 AM	SULLY07		SULLY07
280609342	Broad Street Plaza	Checked: Loading Dock Area	Mon 2/25 12:14 PM	SULLY07		SULLY07
280587918	Broad Street Plaza	Property Damage	Mon 2/25 9:04 AM	SKYKING	2	SKYKING
280586705	Broad Street Plaza	Vandalism	Mon 2/25 8:52 AM	SKYKING	1	SKYKING
280586445	Broad Street Plaza	Officer On Location	Mon 2/25 8:50 AM	SKYKING	3	SKYKING
279740947	Broad Street Plaza	Mobile Patrol Arrival	Fr1 2/22 10:34 AM	DEREK01		DEREK01
279740777	Broad Street Plaza	Mobile Patrol Arrival	Fr1 2/22 10:33 AM	DEREK01		DEREK01



# Daily Activity Report

Silvertrac Software

Start: Mar 13, 2018 08:47 AM

End: Mar 15, 2018 08:47 AM

Tue Mar 13, 2018 12:08 PM

(S) Officer Arrived On Duty

193742753

Commercial Property  
5412 Beach Boulevard

**Location:** On Site  
**Unit:** Patrol

Makena Anderson

(S) Level 3

Reported: Officer arrived on duty and checked in at the property security office. Keys and radio equipment received along with past down orders from past shift officer. Radio and equipment were found fully charged and available for my daily activity shift report.



Tue Mar 13, 2018 12:10 PM

(S) Patrol Parking Lot East

193742865

Commercial Property  
5412 Beach Boulevard

**Location:** East Parking Lot  
**Unit:** Patrol

Makena Anderson

(S) Level 3

Reported: Officer patrolled the East parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.



Tue Mar 13, 2018 12:11 PM

(M) Slip/Trip Hazard Report

193742962

Commercial Property  
5412 Beach Boulevard

**Location:** Parking Garage  
**Unit:** Patrol

Makena Anderson

(M) Level 1

12:40 PM Makena Anderson - Water 5 ft in length found in Center of parking garage. Contacted maintenance team Frank Brown for assistance. Area was secured and coned off for safety and liability. See Attached Photo.



Tue Mar 13, 2018 12:11 PM

(S) Patrol Parking Lot South

193743041

Commercial Property  
5412 Beach Boulevard

**Location:** South Parking Lot  
**Unit:** Patrol

Makena Anderson

(S) Level 3

Reported: Officer patrolled the South parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.



Tue Mar 13, 2018 12:13 PM

(S) Patrol Parking Lot West

193743158

Commercial Property  
5412 Beach Boulevard

**Location:** West Parking Lot  
**Unit:** Patrol

Makena Anderson

(S) Level 3

Reported: Officer patrolled the West parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.





# Daily Activity Report

Silvertrac Software

Start: Mar 13, 2018 08:47 AM

End: Mar 15, 2018 08:47 AM

Tue Mar 13, 2018 12:14 PM

(S) Patrol Loading Dock Area

193743275

Commercial Property  
5412 Beach Boulevard  
**Location:** Loading Dock  
**Unit:** Patrol

Reported: Officer patrolled the loading dock and checked the commercial vehicles parked at the ramp location. No safety or storage items found at the loading dock area. No vehicles obstructing truck access, or unauthorized trespassing.



Makena Anderson

(S) Level 3

Tue Mar 13, 2018 12:15 PM

(S) Patrol Disposal Area

193743391

Commercial Property  
5412 Beach Boulevard  
**Location:** Disposal Area  
**Unit:** Patrol

Reported: Checked disposal areas and loading dock area for any signs of illegal dumping or overflow concerns. Illegal dumping or overflow concerns will be reported to security supervisor immediately.



Makena Anderson

(S) Level 3

Tue Mar 13, 2018 12:17 PM

(S) Property Damage Report

193743569

Commercial Property  
5412 Beach Boulevard  
**Location:** Perimeter  
**Unit:** Patrol

1:47 PM Makena Anderson - Southern counties driver MH - 52 Salvador Santos License Plate 9F09542. Large Ford Semi Truck ( White ) trailer caused property damage to median and landscape. Located at main entrance off of Carson St. Contacted property maintenance team for clean up and evaluation of damage. Property manager notified at 1:50 PM.



Makena Anderson

(S) Level 2

Tue Mar 13, 2018 12:17 PM

(S) Patrol Merchant Store

193743644

Commercial Property  
5412 Beach Boulevard  
**Location:** Five Below  
**Unit:** Patrol

Reported: Officer conducted a walk through the front area of the tenant spaces and merchant stores. No obstructions or persons loitering during the inspection tour. No visible signs of property damage or vandalism.



Makena Anderson

(S) Level 3

Tue Mar 13, 2018 12:19 PM

(S) Lighting Inspection

193743802

Commercial Property  
5412 Beach Boulevard  
**Location:** On Site  
**Unit:** Patrol

Reported: Officer conducted a lighting inspection at the storefronts and the parking lot area to make sure lighting is in good condition and working properly. No visible signs of light damage or vandalism during this inspection.



Makena Anderson

(S) Level 2



# Daily Activity Report (Compact)

Silvertrac Software

Start: Mar 12, 2018 11:18 AM

End: Mar 14, 2018 11:18 AM

Commercial Property - 5412 West Boulevard

Created Date	Issue Details
Mar 13, 2018 12:08 PM <b>193742753 (S3)</b>	Jeff Anderson - (S) Officer Arrived On Duty Officer arrived on duty and checked in at the property security office. Keys and radio equipment received along with past down orders from past shift officer. Radio and equipment were found fully charged and available for my daily activity shift report. Book
Mar 13, 2018 12:10 PM <b>193742865 (S3)</b>	Jeff Anderson - (S) Patrol Parking Lot East - Officer patrolled the East parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area. Book
Mar 13, 2018 12:11 PM <b>193742962 (S3)</b>	Jeff Anderson - (S) Patrol Parking Lot North - Officer patrolled the North parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area. Book
Mar 13, 2018 12:11 PM <b>193743041 (S2)</b>	Jeff Anderson - (S) Positive Contact - Starbucks NOTE: Contacted Chris Smith, store manager of Starbucks coffee. No problems to report inside the store and patio area outside. See attached photo.
Mar 13, 2018 12:13 PM <b>193743158 (S3)</b>	Jeff Anderson - (S) Patrol Parking Lot West - Officer patrolled the West parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.
Mar 13, 2018 12:14 PM <b>193743275 (S3)</b>	Jeff Anderson - (S) Patrol Loading Dock Area - Officer patrolled the loading dock and checked the commercial vehicles parked at the ramp location. No safety or storage items found at the loading dock area. No vehicles obstructing truck access, or unauthorized trespassing.
Mar 13, 2018 12:15 PM <b>193743391 (S1)</b>	Jeff Anderson - (S) Vandalism (Graffiti) Disposal Area NOTE: Graffiti located in the rear property near the loading zone area. The large cardboard trash compactor was damaged using black spray cans found at this location. Maintenance report submitted to area supervisor and property management team.
Mar 13, 2018 12:17 PM <b>193743569 (S3)</b>	Jeff Anderson - (S) Patrol Outside Perimeter Conducted a physical exterior inspection of the outside perimeter area. Checked the fences, walls, and barrier locations for any signs of obstruction or debris in pathways. No unusual activity or vandalism to report at this time.
Mar 13, 2018 12:17 PM <b>193743644 (S3)</b>	Jeff Anderson - (S) Patrol Merchant Store Front - Officer conducted a walk through the front area of the tenant spaces and merchant stores. No obstructions or persons loitering during the inspection tour. No visible signs of property damage or vandalism.
Mar 13, 2018 12:19 PM <b>193743802 (S2)</b>	Jeff Anderson - (S) Lighting Inspection Completed - Officer conducted a lighting inspection at the storefronts and the parking lot area to make sure lighting is in good condition and working properly. No visible signs of light damage or vandalism during this inspection.
Mar 13, 2018 12:21 PM <b>193744918 (S3)</b>	Jeff Anderson - (S) Patrol Parking Lot South - Officer patrolled the South parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.
Mar 13, 2018 12:36 PM <b>193745638 (M1)</b>	Jeff Anderson - (M) Water Leak - Parking Garage NOTE: Water 5 ft in length found in Center of parking garage. Contacted maintenance team Frank Brown for assistance. Area was secured and coned off for safety and liability. See Attached Photo.
Mar 13, 2018 12:41 PM <b>193744918 (S3)</b>	Jeff Anderson - (S) Patrol Parking Lot South - Officer patrolled the South parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.

Level **1** **2** **3**

Report Run: Apr 03, 2018 11:18 AM





# Security Report

#193752048

Silvertrac Software

## Issue Type

Property Damage Report

## Status

Closed

## Property

Commercial Property  
5412 Beach Boulevard  
Long Beach, CA 90808

## Location

Curb

## Reported By

Officer Jake Smith  
(623) 452-2323

## Issue Timeline

Created	Tue 03/13/18 01:39 PM	JAKE SMITH
Assigned To	Tue 03/13/18 01:39 PM	JAKE SMITH
Acknowledged	Tue 03/13/18 01:39 PM	JAKE SMITH
Arrived At	Tue 03/13/18 01:39 PM	JAKE SMITH
Closed	Tue 03/13/18 02:17 PM	SUP. ERIKSON

## Additional Details

Assigned By	JAKE SMITH
Reported Address	5412 Beach Boulevard

## Notes

Tue 3/13/2018 1:47 PM - JAKE SMITH

Southern counties driver MH - 52 Salvador Santos License Plate 9F09542. Large White Ford Semi Truck caused property damage to median and landscape. Located at main entrance off of Carson St. Contacted property maintenance team for clean up and evaluation of damage. Property manager notified at 1:50 PM.

Tue 3/13/2018 1:42 PM - JAKE SMITH





# Checkpoints Timeline Report

Start: Feb 24, 2018 09:53 AM

End: Feb 25, 2018 09:53 AM

Sample Company Name

Property: Commercial Property

Unique Checkpoints: 18 / 18

Avg. Interval: 0hr 6min

Total Scans: 216

Checkpoint Name	Count	Checkpoint Name	Count	Checkpoint Name	Count
Carl's Junior Exterior	12	Nail Salon Exterior	12	Pay Less Shoes Exterior	12
Chase Bank Exterior	13	Panda Express Exterior	13	TriCare Exterior	13
Costco Entrance	12	Parking Lot Zone 1	12	Wal-Mart Delivery Alley	15
Costco Gas Station	12	Parking Lot Zone 2	6	Wal-Mart Entrance	15
Costco Loading Dock	11	Parking Lot Zone 3	6	Wal-Mart Garden Center	16
Tire Center Exterior	12	Parking Lot Zone 4	8	Wal-Mart Loading Dock	16

Time	Checkpoint Name	User Name	Difference
Tue Feb 24, 2018 10:03 AM	Costco Entrance	Jeff Anderson	0hr 10min
Tue Feb 24, 2018 10:11 AM	Costco Loading Dock	Jeff Anderson	0hr 8min
Tue Feb 24, 2018 10:17 AM	Costco Gas Station	Jeff Anderson	0hr 6min
Tue Feb 24, 2018 10:24 AM	Tire Center Exterior	Jeff Anderson	0hr 7min
Tue Feb 24, 2018 10:26 AM	Panda Express Exterior	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 10:29 AM	Parking Lot Zone 1	Jeff Anderson	0hr 3min
Tue Feb 24, 2018 10:31 AM	Parking Lot Zone 2	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 10:36 AM	Parking Lot Zone 3	Jeff Anderson	0hr 5min
Tue Feb 24, 2018 10:46 AM	TriCare Exterior	Jeff Anderson	0hr 10min
Tue Feb 24, 2018 10:47 AM	Wal-Mart Entrance	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 11:04 AM	Wal-Mart Garden Center	Jeff Anderson	0hr 17min
<b>Tue Feb 24, 2018 11:43 AM</b>	<b>Costco Entrance</b>	<b>Jeff Anderson</b>	<b>0hr 39min</b>
Tue Feb 24, 2018 11:44 AM	Costco Loading Dock	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 11:47 AM	Costco Gas Station	Jeff Anderson	0hr 3min
Tue Feb 24, 2018 11:49 AM	Tire Center Exterior	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 11:50 AM	Panda Express Exterior	Jeff Anderson	0hr 0min
Tue Feb 24, 2018 11:51 AM	Parking Lot Zone 1	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 12:08 PM	Parking Lot Zone 3	Jeff Anderson	0hr 17min
Tue Feb 24, 2018 12:10 PM	TriCare Exterior	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 12:18 PM	Wal-Mart Garden Center	Jeff Anderson	0hr 8min
Tue Feb 24, 2018 12:24 PM	Wal-Mart Entrance	Jeff Anderson	0hr 6min
<b>Tue Feb 24, 2018 12:59 PM</b>	<b>Costco Entrance</b>	<b>Jeff Anderson</b>	<b>0hr 35min</b>
Tue Feb 24, 2018 01:00 PM	Costco Loading Dock	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 01:03 PM	Costco Gas Station	Jeff Anderson	0hr 2min



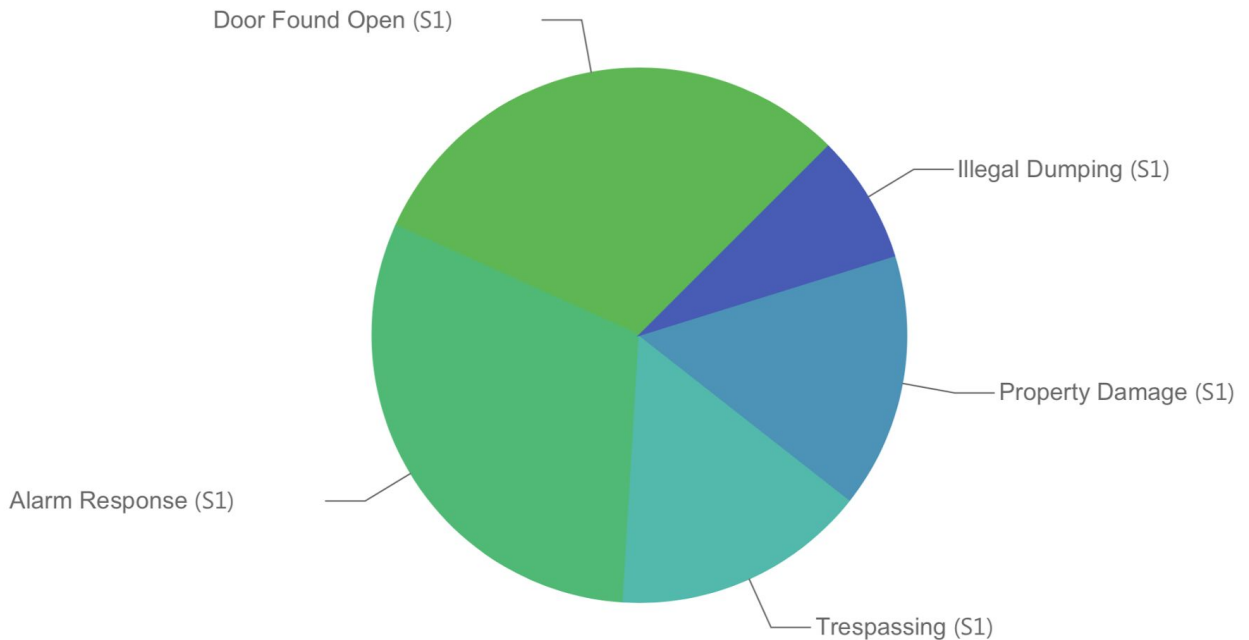
# Security Summary Report

Start: Jan 01, 2018 04:43 PM

End: Feb 28, 2018 04:43 PM

## Commercial Property

Issue Type	Total	Comp	Pend	Issue Type	Total	Comp	Pend	Issue Type	Total	Comp
Alarm Response (S1)	4	4	0	Tour: Carl's Junior Exterior (S3)	560	560	0	Officer On Site (S3)	18	18
Alarm Malfunction (S1)	3	3	0	Tour: Chase Bank Exterior (S3)	439	439	0	Officer Off Site (S3)	16	16
Disturbance (S1)	8	8	0	Tour: Costco Entrance (S3)	417	417	0	Officer On Break (S3)	15	15
Door Found Open (S1)	9	9	0	Tour: Costco Gas Station (S3)	403	403	0	Supervisor on Site (S3)	10	10
Door/Window Damage (S2)	5	5	0	Tour: Costco Loading Dock (S3)	395	395	0	Pass Down Received (S3)	8	8
Fire Extinguisher Issue (S1)	2	2	0	Tour: Tire Center Exterior (S3)	347	347	0			
Graffiti (S1)	5	5	0	Tour: Nail Salon Exterior (S3)	561	561	0			
Illegal Dumping (S1)	10	10	0	Tour: Panda Express Exterior (S3)	479	479	0			
Lighting Inspection (S2)	12	12	0	Tour: Parking Lot Zone 1 (S3)	477	477	0			
Lighting Issue (S2)	7	7	0	Tour: Parking Lot Zone 2 (S3)	403	403	0			
Positive Contact (Merchant) (S2)	23	23	0	Tour: Parking Lot Zone 3 (S3)	395	395	0			
Positive Contact (Customer) (S2)	36	36	0	Tour: Parking Lot Zone 4 (S3)	347	347	0			
Property Damage (S1)	13	13	0	Tour: Pay Less Shoes Exterior (S3)	303	303	0			
Skateboarding On Site (S2)	4	4	0	Tour: TriCare Exterior (S3)	297	297	0			
Solicitors/Flyers Warned (S2)	6	6	0	Tour: TriCare Parking Lot (S3)	295	295	0			
Slip/Trip/Fall Hazard (S2)	1	1	0	Tour: Wal-Mart Delivery Alley (S3)	291	291	0			
Stray Animals (S2)	4	4	0	Tour: Wal-Mart Entrance (S3)	250	250	0			
Theft (S1)	9	9	0	Tour: Wal-Mart Garden Center (S3)	224	224	0			
Trespassing (S2)	3	3	0	Tour: Wal-Mart Loading Dock (S3)	206	206	0			





## **Contact Us**

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