### 3.16 Alarms – Invoicing Documentation

#### Purpose

*The Control Room Operator will maintain a complete record of all alarms attended to enable invoicing.*

#### Guideline

 Alarms and Services Response Docket Book

When any SSO responds to an alarm the appropriate Alarms and Services Response Docket Book should be completed accurately.

The following details will be recorded:

- **Client**
- **Time of Alarm notification**
- **Officer Receiving**
- **Source of notification**
- **Alarm details**
- **Response instructions**
- **Time of response/time of departure**
- **Officer/s responding**
- **Inspection Details**
- **Action taken**
- **Monitoring Station Advised?**
- **Addition information**

At the end of each month the original records are to be removed from the Docket Books and sent to the Manager Security Services.

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Director, Property</td>
</tr>
<tr>
<td>Related Policies, Procedures, Guidelines, Forms or Templates</td>
<td>Security Services Section – Standard Operating Procedures</td>
</tr>
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<td>Next date of Review</td>
<td>1 July 2013</td>
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