



**NORTH CAROLINA
ALARM SYSTEMS LICENSING BOARD**

4901 Glenwood Avenue • Suite 200
Raleigh, North Carolina 27612
Phone: (919) 788-5320 • Fax: (919) 788-5365
E-Mail: PPSASL@ncdoj.gov
Web Page: www.ncdoj.gov/ASL.aspx



MEMORANDUM – June 2014

TO: ASLB Licensees

FROM: Terry Wright, ASLB Director

Terry Wright

The purpose of this informational mailing is to update the industry on the upgrade of the ASL computer database.

NEW ON-LINE APPLICATION SYSTEM

During the past several years, PPS has worked with the Department of Justice Information Technology Division (DOJ-IT) to upgrade our computer database. The projected completion date of the upgrade will be in the **Fall/Winter** of 2014. When the upgrade is completed, licensees and designees will be able to enter and submit applications electronically.

There have been several information gathering/training sessions involving licensees; and as we get closer to the implementation date, PPS staff will conduct industry-wide training to prepare all for the use of the new on-line application system.

The potential benefits from upgrading the PPS database include accessing the PPSB website to query or use a search engine for any information that is public record.

Qualifying Agents/Designees will be able to submit applications and additional documentation electronically and track the status of applications. The system's structure will guide users through the process, including calculating the appropriate fees. The QA will also have the ability to enter pictures for applicants.

With the upgrade there will be some significant changes in the processing of applications.

Some of the changes are:

- Once we go live with the on-line application process, PPS strongly encourage all to apply on-line. Applying on-line will eventually expedite the registration process. Individuals who continue to send applications into the office must ensure that all information is

complete and accurate. If incorrect fees are received, the check/money order will be returned and you will receive an invoice listing the correct amount due.

- Once an applicant receives notification requesting information, all information requested must be received within sixty (60) days. After the sixty day timeframe, the system will consider the application null and void and the applicant will be required to reapply.

SUMMER WORKER PROGRAMS

Over the past several years, out-of-state unlicensed companies hire college-aged students to come to North Carolina on summer work programs to sell burglar alarm systems. Although some summer work programs are legitimate, a number of them are not.

It has been reported to the Board that a number of unscrupulous companies are selling alarms by having college-aged students knock on doors and then make false and misleading sales pitches. They are enticing homeowners to change their existing contracts based on false information.

The Board is asking that you be aware of this issue. Some of these companies have approached licensed companies, asking that they front this activity and let their out-of-state sales personnel work under the North Carolina license. In the past the Board has taken action against North Carolina companies that have allowed their license to be used to perpetuate a fraud against the public.

The Board requests that you report such activity to Phil Stephenson, Field Services Supervisor for the Board at (919) 788-5320 ext. 222.