NationWide Digital Monitoring Company MASweb for Dealers

Introduction to MASweb Reference Information

Table of Contents

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Introduction

MASweb is designed to allow dealers access to their customer information for the purpose of changing data and generating reports.

This free platform allows dealers access to subscriber account information from virtually any computer that has Internet access through the Internet Explorer web browser.

You can perform the following functions:
 Add sites, customers, and contacts
 View reports
 View service jobs
 Change your password
 Log out

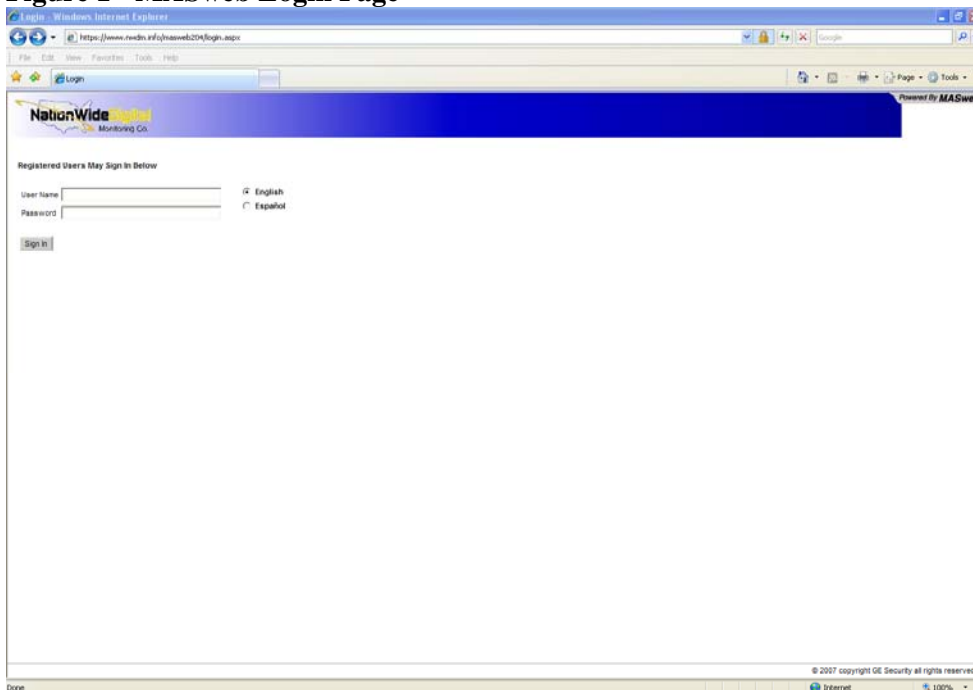# MASweb Overview

The following section discusses the various pages available in MASweb and what information and functions they enable you to perform.

Logging In

When you initially access MASweb, you are prompted to log in with your username and password. You obtain your username and password from your NationWide Digital Monitoring Company Representative.
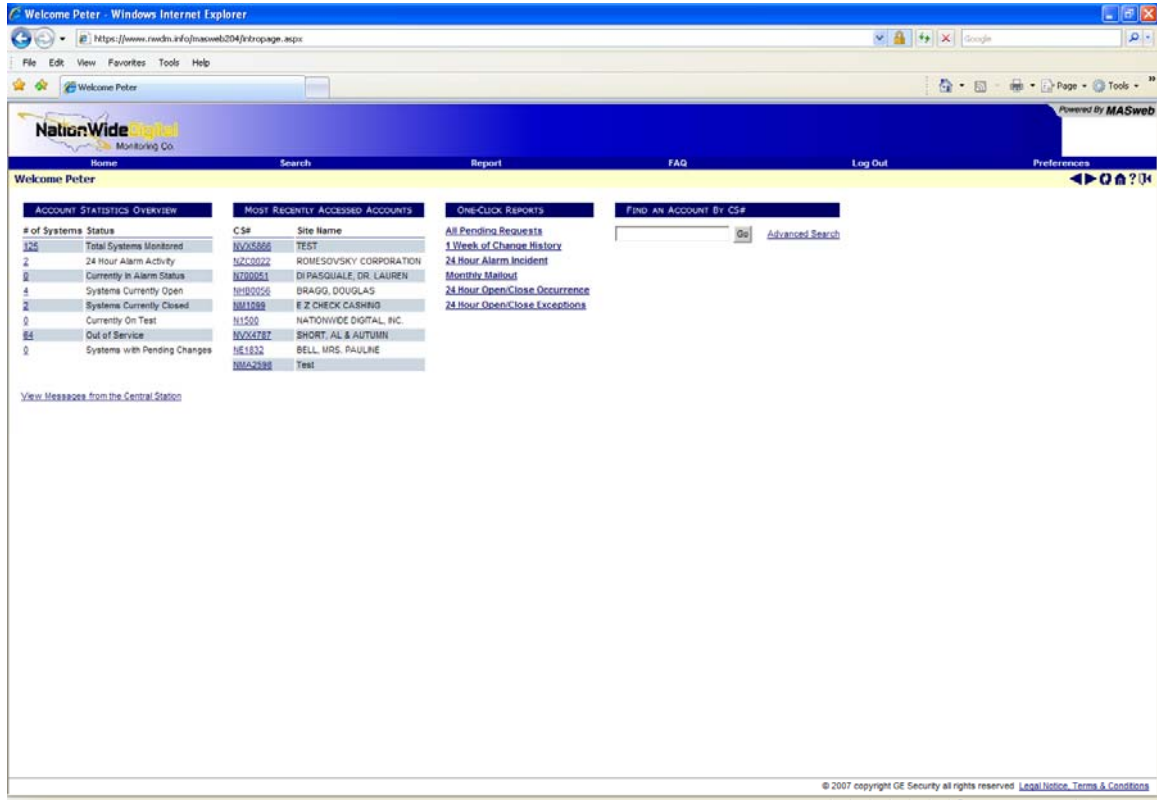
Figure 1 - MASweb Login Page

MASweb Home Page

After logging in, the MASweb Home Page is displayed. This page gives you general information about the systems, along with messages from the NationWide and one click reports.

Figure 2 - MASweb Home Page

Status of Systems Overview

A summary of your systems' statuses is displayed on the right side of the MASweb Home Page. The number of systems with each status is displayed in the left column. Click on the number in the Systems column to view the details of those systems in that status.

Status	Description
Total Systems Monitored	The total number of systems monitored. Click the number of systems to search for all customers and sites that meet the entered criteria.
24 Hour Alarm Activity	Systems with alarm activity in the last 24 hours. Click the number of systems to view the details.
Currently In Alarm Status	Systems currently in alarm status. Click the number of systems to view a summary of the system types in alarm.
Systems Currently Open	Systems at sites that are currently open. Click the number of systems to view the details of the open systems.
Systems Currently Closed	Systems at sites that are currently closed. Click the number of systems to view the details of the closed systems.

| Status	Description
Currently On Test	Systems currently on test. Click the number of systems to view the details of the systems currently on test.
Out of Service	Systems out of service. Click the number of systems to view the details of the out of service systems.
Pending Service Jobs	Number of service jobs with an Expired or Open status. Click the number of jobs to view the service queue for all accounts.
Customers In Collections	Number of customers in collections status. Click the number of customers to view a summary of all customers in collections.
Systems with Pending Charges	Systems with pending charges. Click the number of systems to view the details.

When viewing a list in MASweb, use the following buttons to scroll through the items:

- Use the single arrow button [>] to view the next page of items. Use the single back button to view the previous page of items.

- Use the double arrow button [>>] to skip to the end of the item list. Use the double back arrow button to skip to the beginning of the list.

Sites, Customers, and Contacts

You can search for customers and sites on the Search for Monitoring Sites web page. Click **Search** at the top of the MASweb Home Page to display the Search for Monitoring Sites web page.

Figure 3 - Search Link
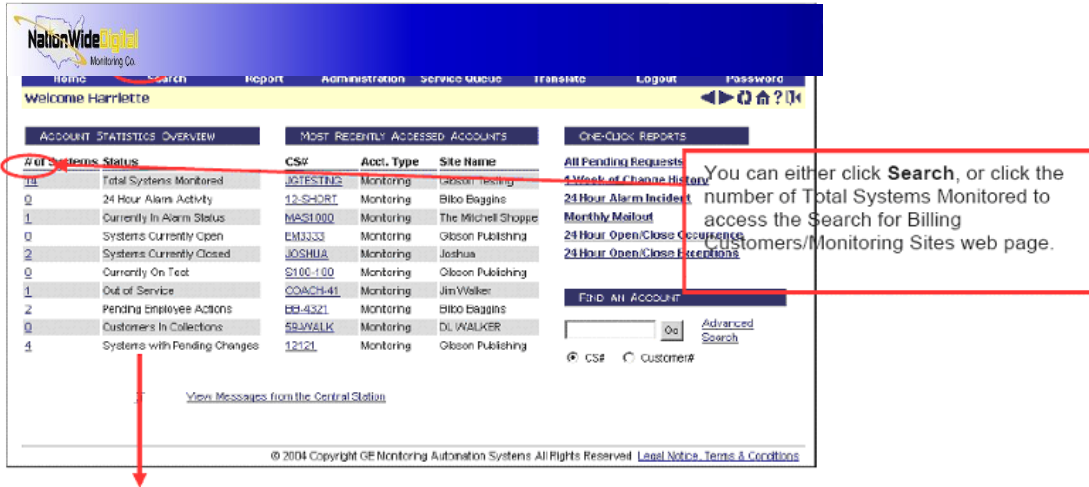
Enter details about the sites you want to view, and then click **Search** to view all sites meeting the search criteria. The Monitoring page is displayed (see the following page).

Figure 5 - Business & Monitoring Listing
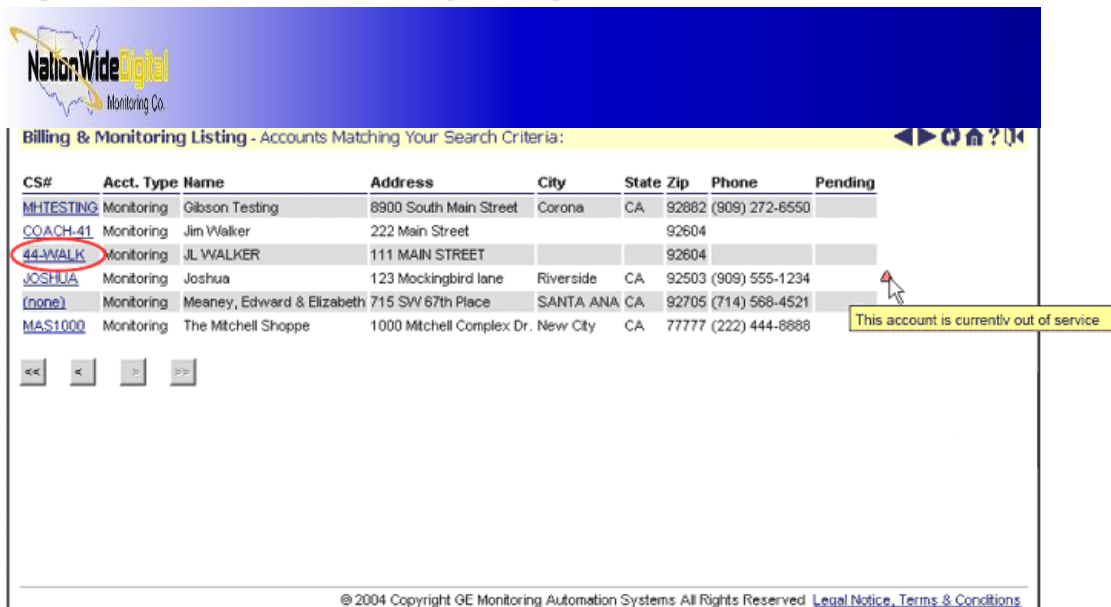
Accounts with an icon next to them indicate that there is an activity for that system. Mouse-over the icon to view its details.

Click a **CS#** on the left to view the details of the monitored site or billing customer. See Figure 6.

Monitored Site Information

The Current Status information in the section on the right lists additional information about the site.

☐ Use the **Modify** link next to **Currently on Test** and **Out of Service** to change that status.
☐ The links at the bottom of this list enable you to view the status of all open and close zones and a history of the system's tests.

Use the links above the site information to view additional information and perform site functions.

Link	Description
Contacts	Use this link to view, add, or modify contacts for the site. See the Contacts section for more information.
Dispatch Instructions	This page displays all dispatch instructions created for the site. Click on a Page# to display those instructions. From that page, you can also add, delete, and modify the instructions. See Dispatch Instructions for more information.
Event History	Use the search fields on this page to enter the range of dates and times for which you want to view event history. You can also specify the order the list is sorted and maximum number of events displayed.

Link	Description
General Dispatch Instructions	General dispatch instructions are created for a site to inform the dispatch operator about circumstances that exist at a site, such as the presence of a guard dog. This page displays all general dispatch instructions created for the site. Click a set of instructions to view, update, or delete them. Click Add New General Dispatch Instructions to create a new set. See General Dispatch Instructions for more information.
Mailing Address	This page displays all mailing addresses created for the site. These are separate from the site mailing addresses. Click a Mailing Name to view, update, or delete the address. Click Add a New Mailing Address to assign another mailing address to the site.
Schedules	Schedules are used for those sites that have supervised monitoring, which means the Central Station monitors when the site opens and closes. This page displays all schedules created for the site. Click a Schedule number to view, update, or delete it. Click Add a New Schedule to create a new schedule. You can also add a holiday schedule from that page. See Adding Schedules for more information.
Site Agencies	This page displays all agencies assigned to the site. Use the single arrow buttons to view the next or previous group of items. Use the double arrow buttons to skip to the beginning or end of the item list. Click an Agency# to view, update, or delete the agency. Click Add a New Agency to assign an agency to the site. See Adding Agencies for more information.
Site/System Details	Use this link to view, modify, or delete the site general information. To modify the information, click Update at the bottom of the Site & System Details page.
Zones	This page lists all zones and corresponding events set up for a site. The zone enables the panel to identify the origin of the alarm signal. Click a zone to view the details. Click Add a New Zone to add a zone to the system. See Adding Zones for more information.

Placing Systems On/Off Test and In/Out of Service

When a service technician is testing a subscriber's site, you may place one or more systems "on test." When a system is on test, the signals generated by that system will not appear to an operator through the MASterMind Monitoring alarm buffer screen; however, its signals will be logged to the subscriber's history. By placing the system on test, a service technician will not generate alarms, causing the operator to dispatch the police. When the service technician leaves the subscriber's site, you can take the system off test. When the test status is cleared, new signals generated by the system will appear in MASterMind Monitoring alarm buffer screen for dispatch.

You can place a system on or off test using the **Modify** link next to Currently on Test status on the Site General Information page.

You can also place a system in or out of service when necessary using the **Modify** link next to the Out of Service status on the Site General Information page.

Placing a System on Test through MASweb allows the service technician to:
- Perform on-site testing of alarm system, panel, and zones.
- Send signals to the Monitoring Center without causing a dispatch.
- Generate history while on test for troubleshooting.
- Save time by placing a system On/Off Test immediately.

To place a System on Test:
1. Select the appropriate subscriber account and display its Site Summary Account Information.
2. Under the "Current Status" section, click on the Modify link next to Currently On Test.
3. Click on the "Update" button. This will allow the user to access the On/Off test fields.
4. Below is a breakdown of the fields in the On/Off test window.

Web Prompt	Description
Currently On Test	This field specifies if this system is Currently on Test. Select Yes to put system on test. Select No to take system off test.
Test to Expire	This field specifies when you want the test will expire. This will automatically be filled when the system is placed on test in MASterMind Monitoring.
Login Password	Login password is **required** to place an account On or Off Test. This is the same Password used to Log Into MASweb.
Comment	Enter any comment or message here.

5. After selecting the appropriate information, click on "Save Changes" button to send the request.

6. On the Site Summary window, the Current Status will now show "Yes" for Currently On Test or "No" if taken Off Test.

Click **Update** to change the on test status and add a comment.

Click **Place Out of Service** to change the out of service status and select an out of service category.

Adding New Accounts

In MASweb, you can:

☐ Add a New Site (Modify Existing TEST Account)

☐ Add a site and system by copying a site to a new account

☐ Add a site and system to an existing customer

> NationWide Digital Monitoring recommends you create a template account with default zones and dispatch instructions. You can then easily type in the new subscribers information in the proper fields of the "shelled" accounts NationWide created with your   default actions.

Adding a New Site

Click on the Dealer Test "shelled account's site/system details screen for the new site you would like to add and/or modify:

Data Entry Tutorial by Field
SITE INFORMATION

Site Name *	Enter the proper name of the monitored site. If it is a commercial property enter the name as it reads. If this is a residence, enter the LAST NAME first followed by a COMMA, then the FIRST NAME(S). (see SOP PDF)
Address 1 *	Enter the entire LEGAL ADDRESS in this field. Always utilize standard US POSTAL CODE abbreviations, for example – STREET = St., AVENUE=Ave.
Address 2	Use this field for any additional address information such as SUITE #, APT. #, etc.
City, State, Zip *	Use the LIST SEARCH to pick the correct CITY, STATE & ZIP CODE.
Country	USA
Cross Street	Please include any CROSS STREET or other indicators of this location
Phone 1	Enter the PRIMARY PREMISE telephone number for alarm verification
Phone 2	Enter the SECOND Verification telephone number for alarm verification in compliance with CSAA CSV-01 Enhanced Call Verification Standard.
Map Book	FIELD NOT USED
Map Page	FIELD NOT USED
Map Coord	FIELD NOT USED
Time Zone *	Select the proper TIME ZONE where this monitored account located.
DST# *	Selected YES if this TIME ZONE observes Daylight Savings Time. Selected NO if this TIME ZONE **DOES NOT** observe Daylight Savings Time,
CS Partition *	Select Nationwide Digital Monitoring
Dispatch Location	Select location that corresponds with State this account is located in
Installing Co.	Select your preferred Installing Company.
Servicing Co.	Select your preferred Servicing Company.
Corp Account	FIELD NOT USED
Start Date	Enter the date monitoring should begin for this account
Site Type *	Select Type that best matches this account
Site Status *	Select ACTIVE
UL Code	Only required for UL Certificated Accounts
Owner Occupied?	☐ **Yes** ☐ **No** Select proper condition
Codeword 1	Enter the first CODEWORD for this monitored location.
Codeword 2	Enter the second CODEWORD for this monitored location.

System Type *	Always select MISC unless this account requires a specialty service
CS#	This is the monitored accounts entire ACCOUNT NUMBER
Primary CS#	Not Required on most systems
Alt ID	NOT APPLICABLE
VRT#	Enter Account Number Converting any Alpha Characters to Numeric in Compliance with VRT Conversion Table
Panel ID	Not Required
Panel Phone	Enter the telephone that the premise Alarm Control Panel is interfaced with.
Reset Type	
ATI Hours	Enter interval of hours for Timer Test
ATI Minutes	Enter interval of minutes for Timer Test
Alt ATI Hours	Enter interval of hours for Timer Test for Alternate/Secondary System Account
Alt ATI Minutes	Enter interval of minutes for Timer Test for Alternate/Secondary System Account
ATI Option	STANDARD
ATI Late Event	Enter Event Code of Timer Test utilized in Zone Page for Timer Test Check In
ATI Global Disp	Link Global Dispatch page when required for special instructions for Automatic Timer Test
ATI Dispatch Page	Link Dispatch page when required for special instructions for Automatic Timer Test
Telco Lease Line	Not Used
Mailing Frequency	Enter report mail out frequency if applicable
Special	Not Used
Redundant System?	Not Used
Entry Delay Minutes	Only enter Entry Time Delay in minutes when suppression is used
Exit Delay Minutes	Only enter Exit Time Delay in minutes when suppression is used

Adding Zones

To add a zone to a system, display the site information page for the site, click zones above the Current Status section.
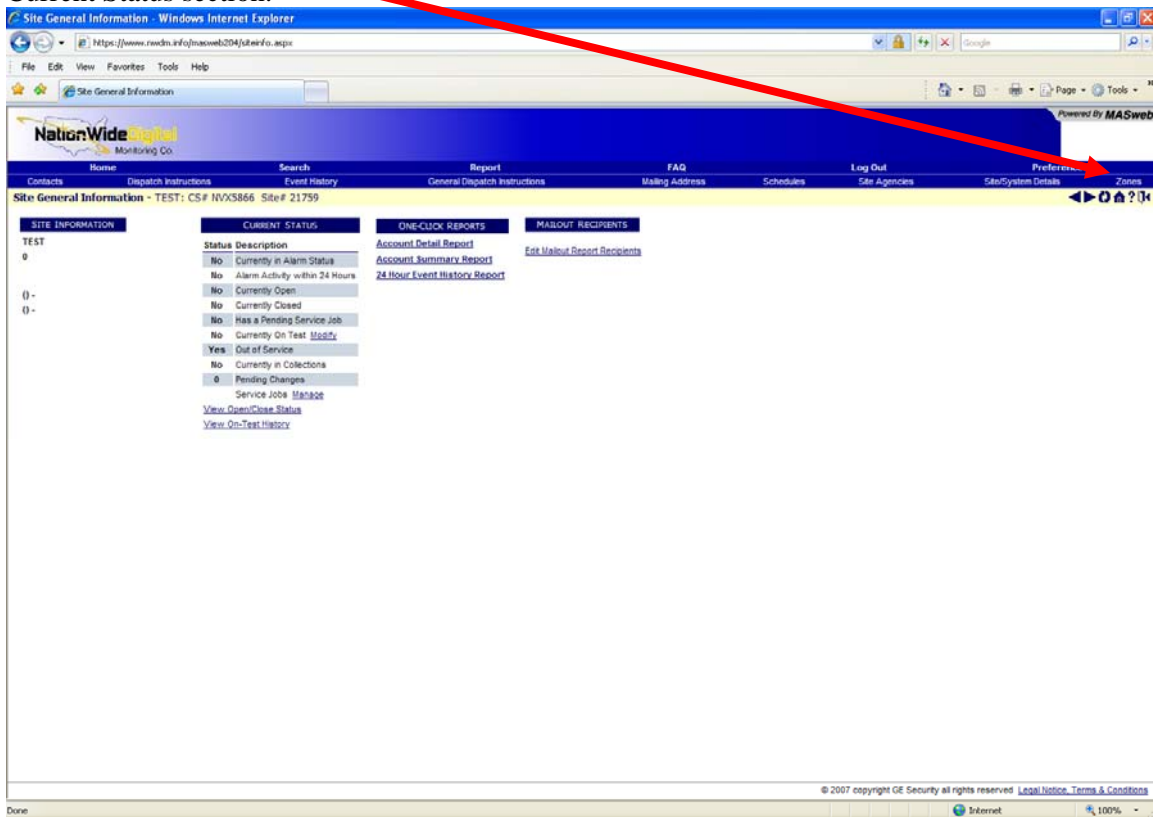
Figure 10 - Add Zones

Use the **Manage Open/Close Zones** link to view, add, modify, and delete open/close zones.

Click **Add a New Zone** to display the Zone Detail page.

Figure 11 - Zone Detail

Click **Add a New Processing Rule** to define another processing rule for this zone.

Not required when utilizing suggested Event Codes for Standard Instructions

The zone enables the panel to identify the origin of the alarm signal. Enter the zone information, and then click Confirm Add (see tutorial below).

ZONE DETAIL

|	
Zone	Enter reporting signal or zone number
Equip Type	Select proper Equipment Type from Pop Up List
Equip Loc	Select proper Equipment Location from Pull Down List
Alarm Group	FIELD NOT USED
Arm/Disarm	Select if applicable
Disable?	☐ **Yes** ☑ **No** Always No
Restore Reqd?	☐ **Yes** ☑ **No** Is a RESTORE SIGNAL a requirement after this Signal is activated?
Default Camera?	☐ **Yes** ☑ **No** Always No
Camera Zone	FIELD NOT USED
Comment	Enter specific description or comment for this zone if required
State	Select proper state of this Alarm Type from Pull Down List
Service Type	Select proper state of this Service Type from Pull Down List
Event ID *	Select proper Event ID from Pop Up List (Refer to Reference PDF for Commonly used Event ID's)
Zones to Restore	Select Zones that Restore
Redundant?	☐ **Yes** ☑ **No**
Process Option	Select proper Special Process Option if required
Alternate CS#	Enter Alternate/Secondary Account Number if this Signal/Zone is attrib
System Schedule	Select System Schedule that this zone must comply with if scheduling is utilized and required
Global Schedule	Select Global Schedule that this zone must comply with if scheduling is utilized and required
Global Instruction Page	Select Global Instruction Page that this zone must follow if Global/Special Instructions are utilized
Dispatch Instruction Page	Select Dispatch Instruction Page that this zone must follow if Dispatch Instructions are utilized

Adding Agencies

Click **Site Agencies** at the top of the pages to display the Dispatch Agencies list.

Figure 16 - Dispatch Agencies
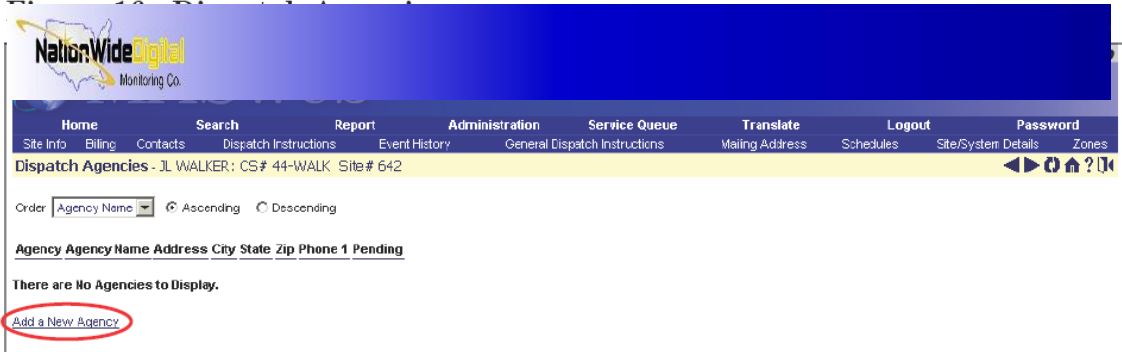
Click **Add a New Agency** to add agencies to this site. When agencies exist, click on the **Agency Name** to update or delete it.

Figure 17 - Agency Information
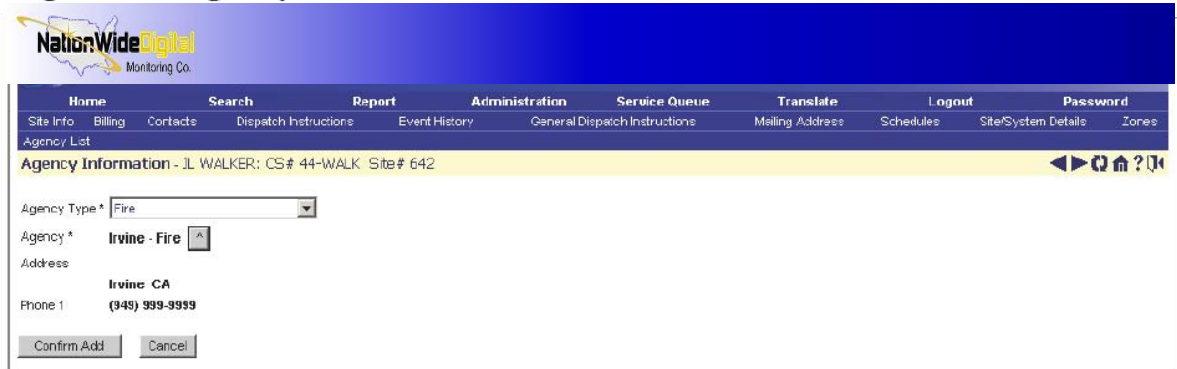
Use the drop down box and up arrow to select the **Agency Type** and **Agency**. Click **Confirm Add** to save the agency and display the Agency List (see tutorial below).

AGENCY INFORMATION

|	
Agency Type *	Select Agency Type from Pull Down List
Agency *	Select proper Agency from Pop UP List – (Utilize Advanced Search if the appropriate Agency is not listed).
Address	AUTO-FILL
City, State & Zip	AUTO-FILL
Phone 1	AUTO-FILL

Contacts

Click **Contacts** above the Site Information (see Figure 6) to view, add, delete, and modify contacts for this site (see tutorial below).
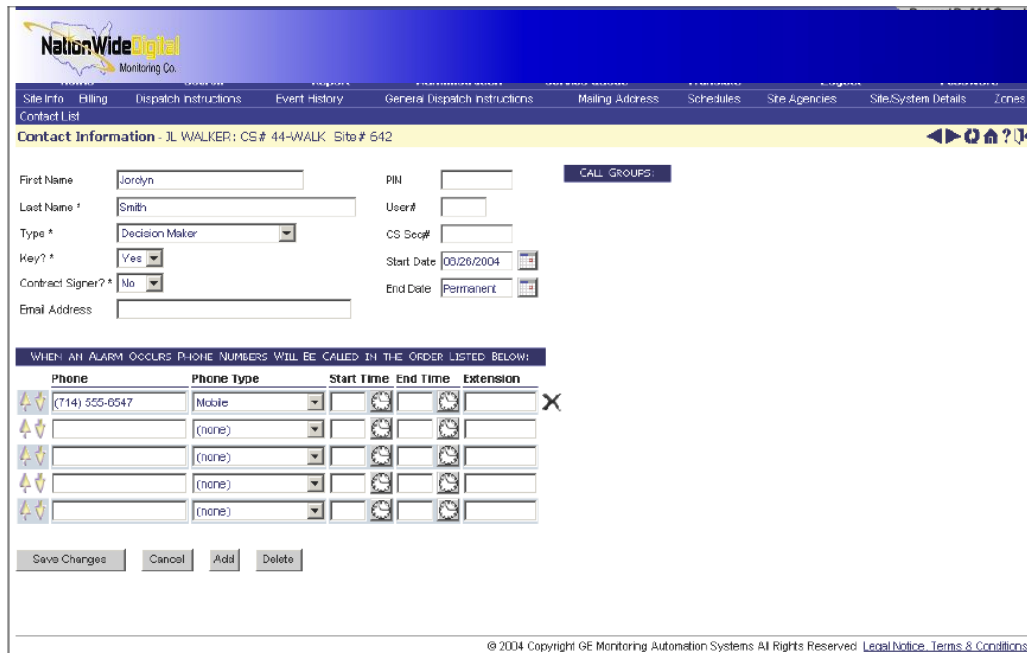
Figure 26 - Contact List
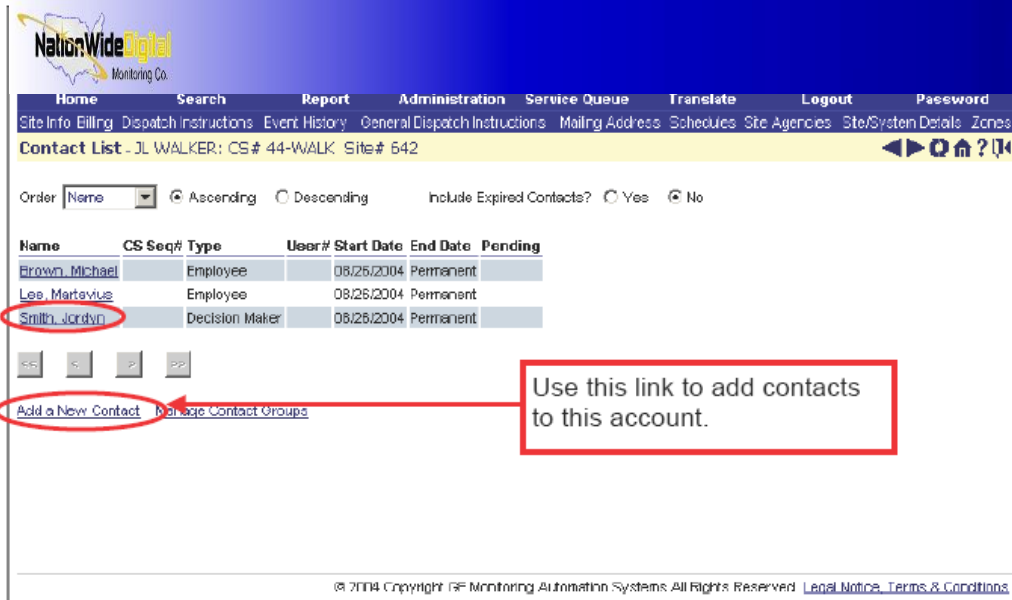
Click the contact Name to update, add or delete the contact information.

Figure 27 - Contact Information

Use the buttons at the bottom of the contact information to update, add, or delete phone numbers.

CONTACT INFORMATION

First Name	Enter First Name
Last Name *	Enter Last Name
Type *	Select proper Contact Type from Pull Down List **GENERAL** is utilized for Call List Contact
Key? *	☐ **Yes** ◉ **No** Does this user have a Key to this Premise
Contract Signer? *	☐ **Yes** ◉ **No** Is this user a party to & a signer of the Monitoring Agreement
Start Date	Start Date that this User become active.
End Date *	Leave "Permanent" if contact should not expire

PIN	Enter Contacts PIN# if applicable
Authority	Select Contacts Level of Authority from Pop Up List
CS Seq#	Enter number in interval of 10 for each Alarm User
Verify?	☐ **Yes** ◉ **No** Pertains to Open/Close User Schedule Lookup
Call Groups	☐ **Site List** ☐ **Agency List** Select if this Contact an Agency or a Responsible Party from the Subscribers Call List.

USER ID:

User#	Enter User # if this Contact is an Alarm User that reports an Open/Close
Panel Code	Reporting Code sent by Panel for this User
User# Expire Date	If this is a temporary User, enter date that this User's rights expire.

EMAIL ADDRESSES:

Email Address
Enter all email addresses that pertain to this contact.

CALL GROUPS:

Group
Select Call Group from Pop Up List that this Contact belongs to

WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

	Phone *	Phone Type	Extension	Start Time	End Time		
⬆⬇	Enter area code & telephone number for this Contact	Select proper Phone Type from Pull Down List for this Contact	Enter Extension # if applicable	Enter START time of day this Contact is active if this contact should not ne contacted 24/7	Enter END time of day this Contact is active if this contact should not ne contacted 24/7	✖	

Data Entry for Supervised Opening & Closing Accounts and Accounts with Special Instructions

Adding Schedules

Schedules are used for those sites that have supervised monitoring, which means the Central Station monitors when the site opens and closes. This page displays all schedules created for the site. Click **Schedules** at the top of the pages to view, add, delete, or modify system schedules. Click a Schedule number to view, update, or delete it. You can also add a holiday schedule from that page.
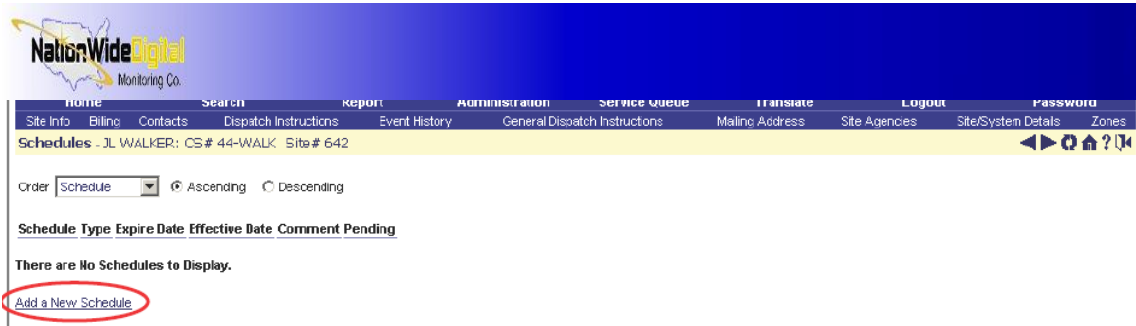
Click **Add a New Schedule** to create a new schedule.

Figure 19 - Schedule Details
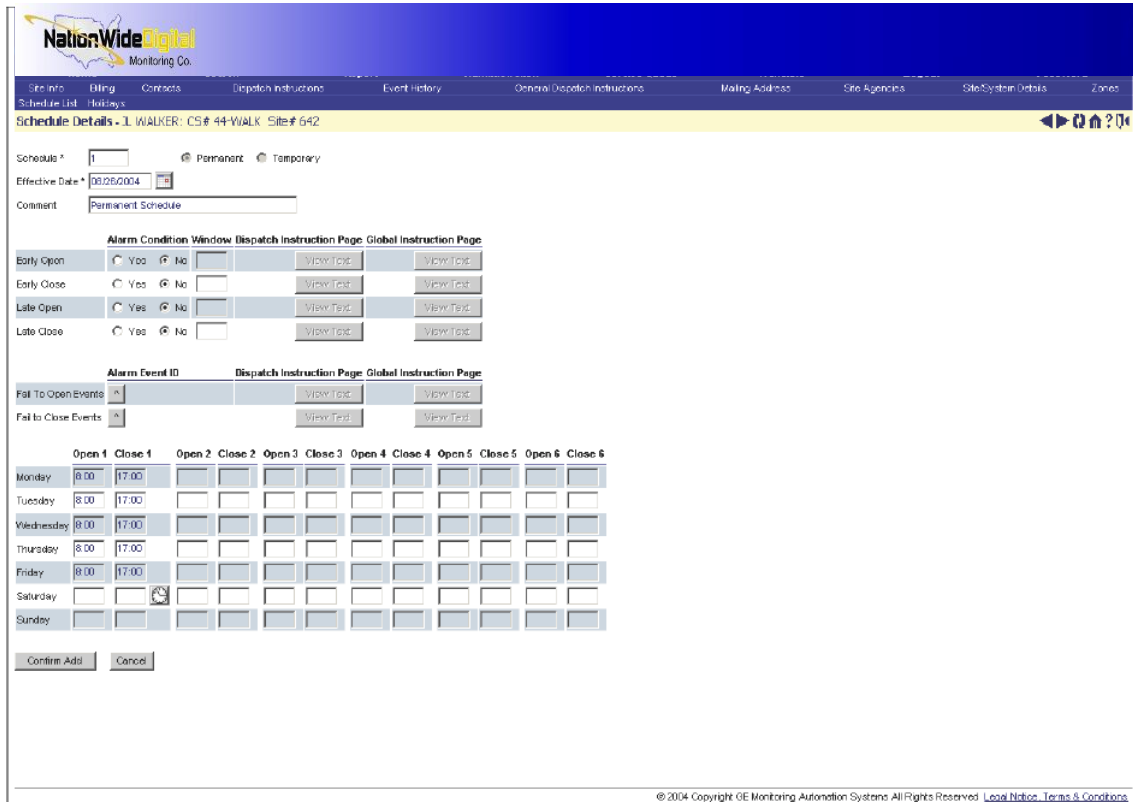
Enter the applicable schedule details. The **Early Open** and **Early Close** window fields specify the number of minutes or hours the site can be opened and closed before the scheduled opening time without generating an alarm. For example, if you enter 30, and the site is scheduled to open at 8:00 a.m., then the site can be opened as early as 7:30 a.m. without generating an alarm. You can specify whether an **Alarm** is generated if the open or close event is not received in time. You can specify a **Page** of procedural dispatch instructions or **Global** dispatch instructions that are displayed if the open or close event is not received within the window of time.

Click **Confirm Add** to save the schedule (see tutorial below).

SCHEDULE DETAILS

Schedule *	Enter Schedule #	⦿ Permanent ☐ Temporary	
Effective Date *	Enter Date this Schedule becomes Active and In Effect	**Expire Date ***	Enter Date this Schedule becomes In-Active & is no longer required
Comment	Enter any comments associated with this schedule		

	Alarm Condition	Window	Dispatch Instruction Page	Global Instruction Page
Early Open	☐ Yes ⦿ No Should this Event cause operator actions?	Window of Time Variance from scheduled time allowed	Select proper Dispatch Instruction Page if applicable	Select proper Global Instruction Page if applicable
Early Close	☐ Yes ⦿ No Should this Event cause operator actions?	Window of Time Variance from scheduled time allowed	Select proper Dispatch Instruction Page if applicable	Select proper Global Instruction Page if applicable
Late Open	☐ Yes ⦿ No Should this Event cause operator actions?	Window of Time Variance from scheduled time allowed	Select proper Dispatch Instruction Page if applicable	Select proper Global Instruction Page if applicable
Late Close	☐ Yes ⦿ No Should this Event cause operator actions?	Window of Time Variance from scheduled time allowed	Select proper Dispatch Instruction Page if applicable	Select proper Global Instruction Page if applicable

	Alarm Event ID	Dispatch Instruction Page	Global Instruction Page
Fail to Open	Select proper Event ID for Fail to Open reporting (Refer to Reference PDF for Commonly used Event ID's)	Select proper Dispatch Instruction Page if applicable	Select proper Global Instruction Page if applicable
Fail to Close	Select proper Event ID for Fail to Close reporting (Refer to Reference PDF for Commonly used Event ID's)	Select proper Dispatch Instruction Page if applicable	Select proper Global Instruction Page if applicable

	Open 1	Close 1	Open 2	Close 2	Open 3	Close 3	Open 4	Close 4	Open 5	Close 5	Open 6	Close 6
Monday	Enter Scheduled Open Time	Enter Scheduled Closed Time										
Tuesday	Enter Scheduled Open Time	Enter Scheduled Closed Time										
Wednesday	Enter Scheduled Open Time	Enter Scheduled Closed Time										
Thursday	Enter Scheduled Open Time	Enter Scheduled Closed Time										
Friday	Enter Scheduled	Enter Scheduled										

	Open Time	Closed Time									
Saturday	Enter Scheduled Open Time	Enter Scheduled Closed Time									
Sunday	Enter Scheduled Open Time	Enter Scheduled Closed Time									

Holiday Schedules

You can add a holiday schedule for a site using the **Holiday** link at the top of the *Schedule Details* page for an existing schedule.
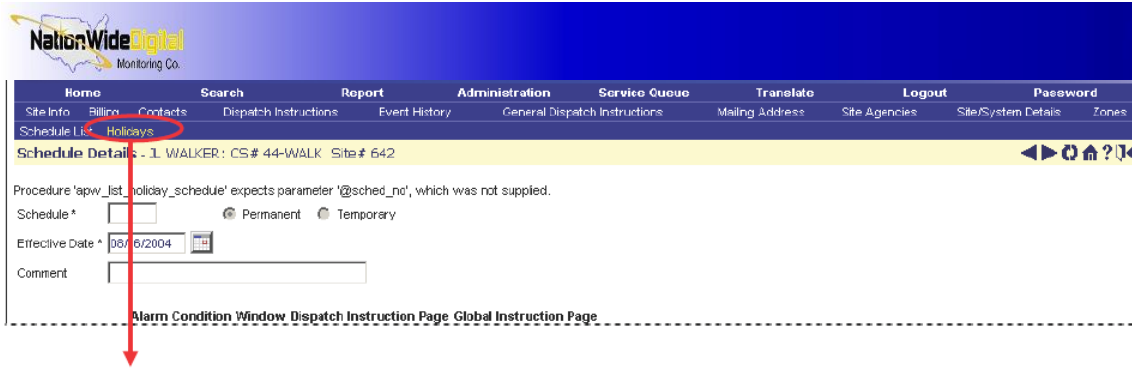

Figure 20 - Add a Holiday Schedule

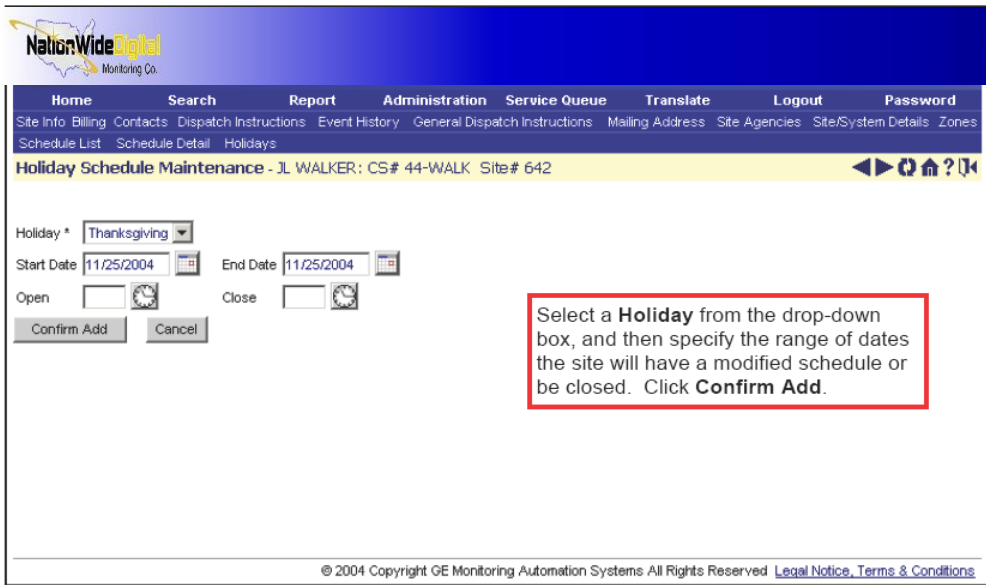Figure 21 - Holiday Schedule

SCHEDULE LIST   SCHEDULE DETAIL   HOLIDAYS

Holiday * Select Holiday you are creating the schedule for		
Start Date **Open** Select Time account will Open on this Holiday	**End Date** **Close** Select Time account will Close on this Holiday	**Permanent**

Adding Dispatch Instructions

You can add <u>dispatch instructions</u> and <u>general dispatch instructions</u>.

Dispatch Instructions

Dispatch instructions inform the operator how to specifically dispatch alarms for the site. Click **Dispatch Instructions** to view all dispatch instructions created for the site.
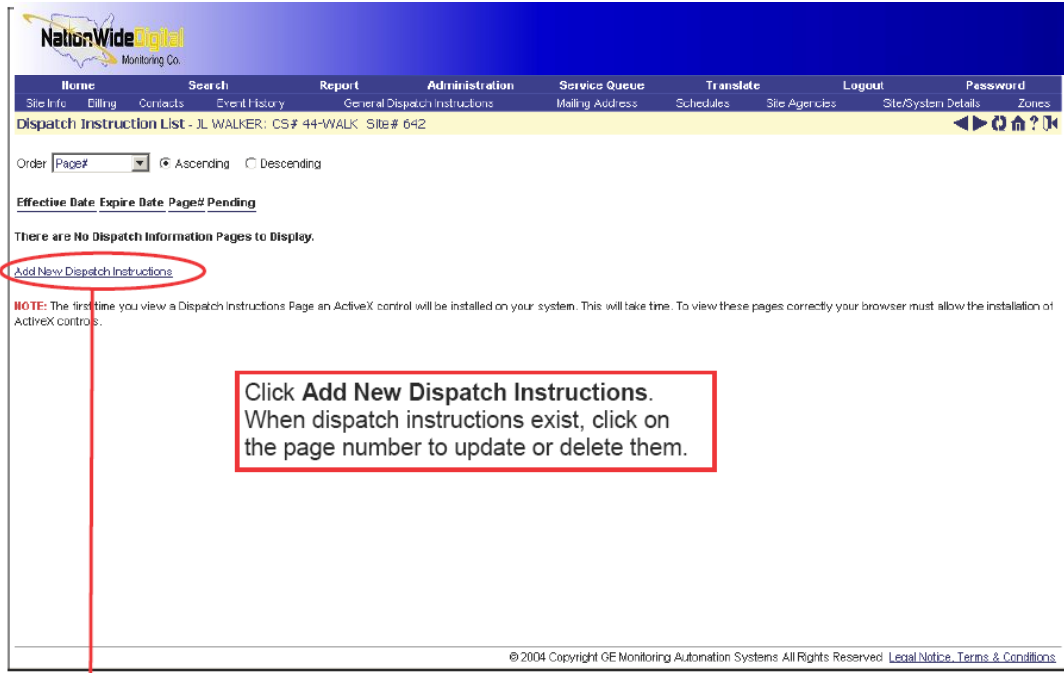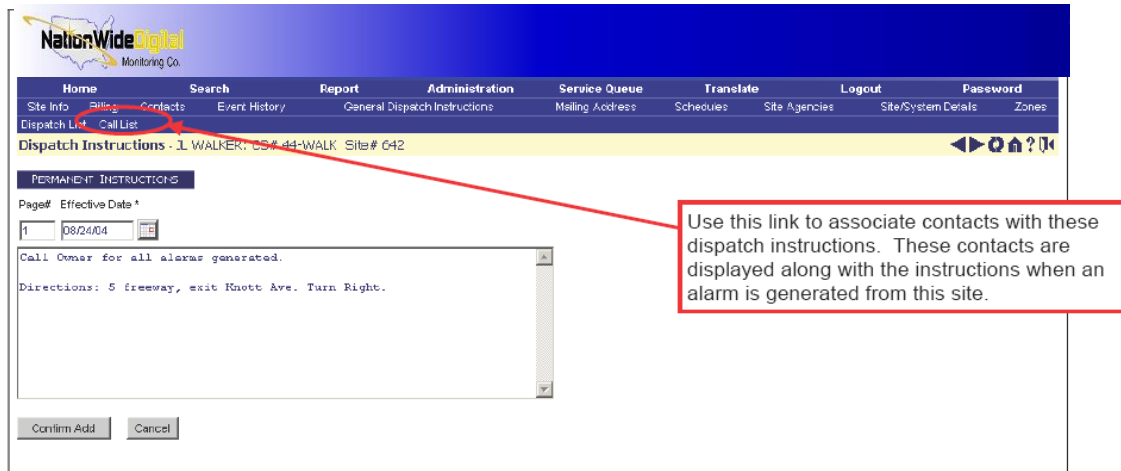

Figure 12 - Add New Dispatch Instructions

Figure 13 - Dispatch Instructions

Enter the **Page#** and **Effective Date** for these instructions. Enter the instructions for dispatch operators responding to alarms for this site. Click **Confirm Add** (see tutorial below).
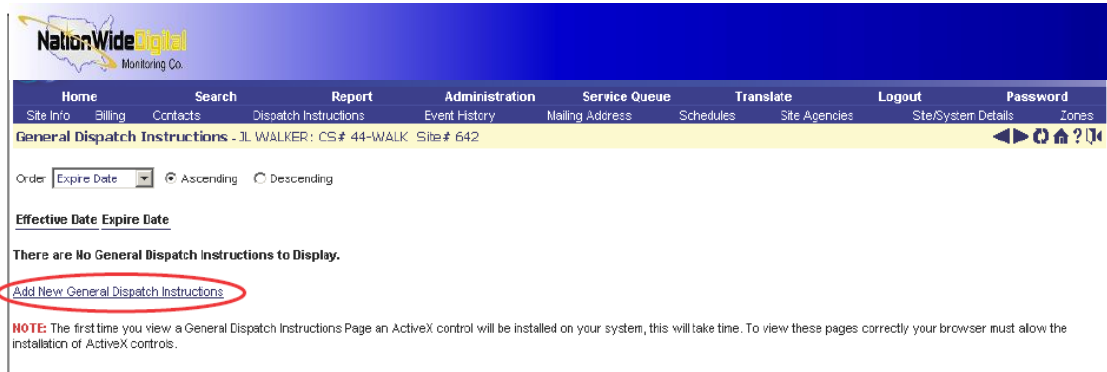
DISPATCH INSTRUCTIONS

Instruction Type: ⊙ **Permanent** ○ **Temporary** Select whether this PAGE is TEMPORARY or PERMANENT

Page#	Effective Date *	Effective Time	Expire Date *	Expire Time
Enter Page #	Enter Date this Instruction Page becomes Effective	Enter Time of Day this Instruction Page becomes Effective	Enter Date this Instruction Page Expires	Enter Time of Day this Instruction Page Expires

Show Additional Dispatch Options ⊙ **Yes** ○ **No**

Select Days of the Week that this Instruction applies	Start Time Select Start Time for each day that this Instruction Page applies	End Time Select End Time for each day that this Instruction Page applies
☑ Sunday	🕐	🕐
☑ Monday	🕐	🕐
☑ Tuesday	🕐	🕐
☑ Wednesday	🕐	🕐
☑ Thursday	🕐	🕐
☐ Friday	🕐	🕐
☐ Saturday	🕐	🕐
	○ **Only** ○ **Except** Select whether this schedule applies to "Use Times" or Exception Times"	

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Utilize this Page Creator to Describe the special instructions in a clear and concise manner.

Font: [Times New Roman ▼]

Font Size [3 ▼]
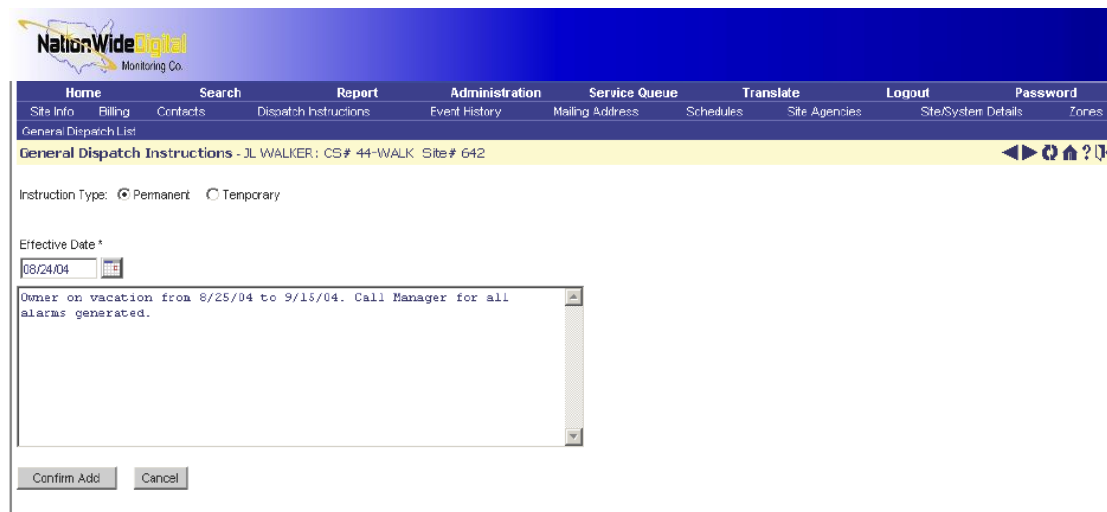
General Dispatch Instructions

General instructions are created for a site to inform the dispatch operator about circumstances that exist at a site, such as the presence of a guard dog. These instructions can also inform dispatchers an owner being temporarily unavailable; for example if she went on vacation. Click **General Instructions** at the top of the pages to view, add, delete, or modify the instructions.

Figure 14 - Add New General Dispatch Instructions

Click **Add New General Dispatch Instructions** to add permanent and temporary instructions. When general dispatch instructions exist, click on the expire date to update or delete them.

Figure 15 - General Dispatch Instructions

Click **Confirm Add** to save the instructions. These instructions are displayed to the dispatcher from the **Effective Date** until the **Expire Date** (see tutorial below).

Instruction Type: ⟳ **Permanent** ⟳ **Temporary** Select whether this PAGE is TEMPORARY or PERMANENT

Effective Date *	**Effective Time**	**Expire Date**	**Expire Time**
Enter Date this Instruction Page becomes Effective	Enter Time of Day this Instruction Page becomes Effective	Enter Date this Instruction Page Expires	Enter Time of Day this Instruction Page Expires

Effective

☑ **Sunday** ☑ **Monday** ☑ **Tuesday** ☑ **Wednesday** ☑ **Thursday** ☑ **Friday** ☑ **Saturday**

Select Days of the Week that this Schedule applies

Start Time	**End Time**	
Select Start time of the day that this Instruction Page applies.	Select End time of the day that this Instruction Page applies.	⟳ **Only** ⟳ **Except** Select whether this schedule applies to "Use Times" or Exception Times"

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Utilize this Page Creator to Describe the special instructions in a clear and concise manner.

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MASweb Reports

You can use the MASweb One-Click Reports or the Reports Selection page to utilize MASweb Reports.

One-Click Reports

The MASweb *Home Page* and *Site Summary* pages include one-click access to some standard reports. These reports are referred to as one-click reports because you can click on the report name and are not required to enter any selection parameters.
One-Click reports for multiple accounts are available on the MASweb home page.

Figure 28 - Home Page One-Click Reports

Account-specific reports are available from the *Site Summary* and *Billing Information* pages.

Reports Selection Menu

You can use the MASweb Reports to view the details of various account information. The reports are displayed in separate windows.
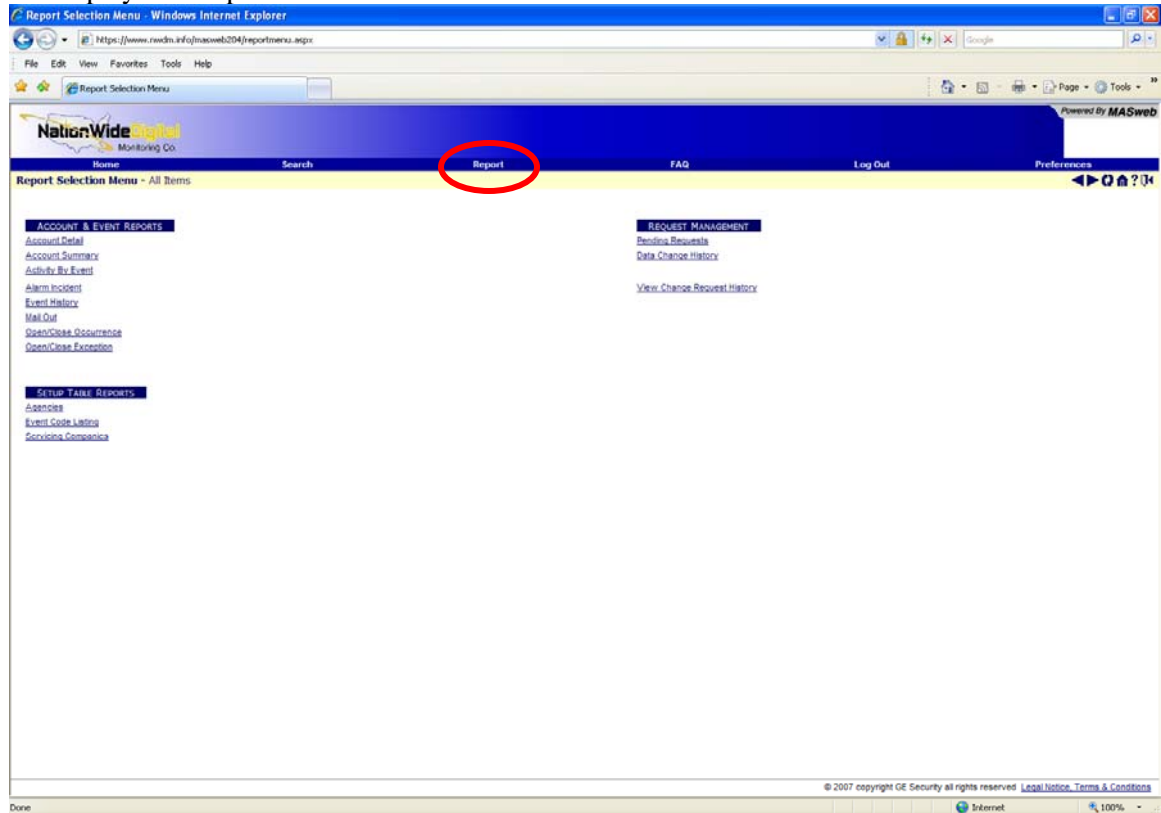
Report	Description
Event History	Use the Event History Report to create a report detailing a site's event history. For example, you can use this report to view all event history for a specific CS#. All events associated with the system are listed in this report. Specify report criteria, then click Request Report.
Mail Out	The Mail Out Report enables you to create a report detailing open and close activity, alarm events and event history. You can determine how often you send an open and close report to a site based on the mail frequency specified on the System details page. Specify report criteria, then click Request Report.
Open/Close Occurrence	The Open/Close Occurrence Report enables you to generate a report of all open/close events occurring for a selected range of CS#s and a selected range of dates. Specify report criteria, then click Request Report.
Open/Close Exception	The Open/Close Exception Report enables you to generate a report of specific open/close events occurring for a selected range of CS#s and a selected range of dates. Specify report criteria, then click Request Report.
Agencies Setup Report	The Agency Report enables you to print a record of all agencies created in the Agency setup window. You can use setup reports to view all values created in that setup window, along with the parameters entered for each value. Specify the report criteria, then click Request Report.
Event Code Listing	The Event Code Report displays all event codes in the database within the range of code numbers entered in this window. Specify the range of event codes you want to view, then click Request Report.
Servicing Companies	This report enables you to view information for one or all service companies, installation companies and corporate accounts. Specify report criteria, then click Request Report.
Pending Requests	The Pending Request Report enables you to view all MASweb user requests that are pending acceptance by the central station. Specify the report criteria, then click Request Report.
Change History	The Change History Report displays all CS#'s that have been changed during the specified period. The date and time the change was made and the user that made the change are also displayed. Specify the range of dates you want to include in the report, then click Request Report.

Logging Out

Click the Logout link at the top of the MASweb pages to log out of the application.

The following page is displayed.

Figure 35 - Log Out
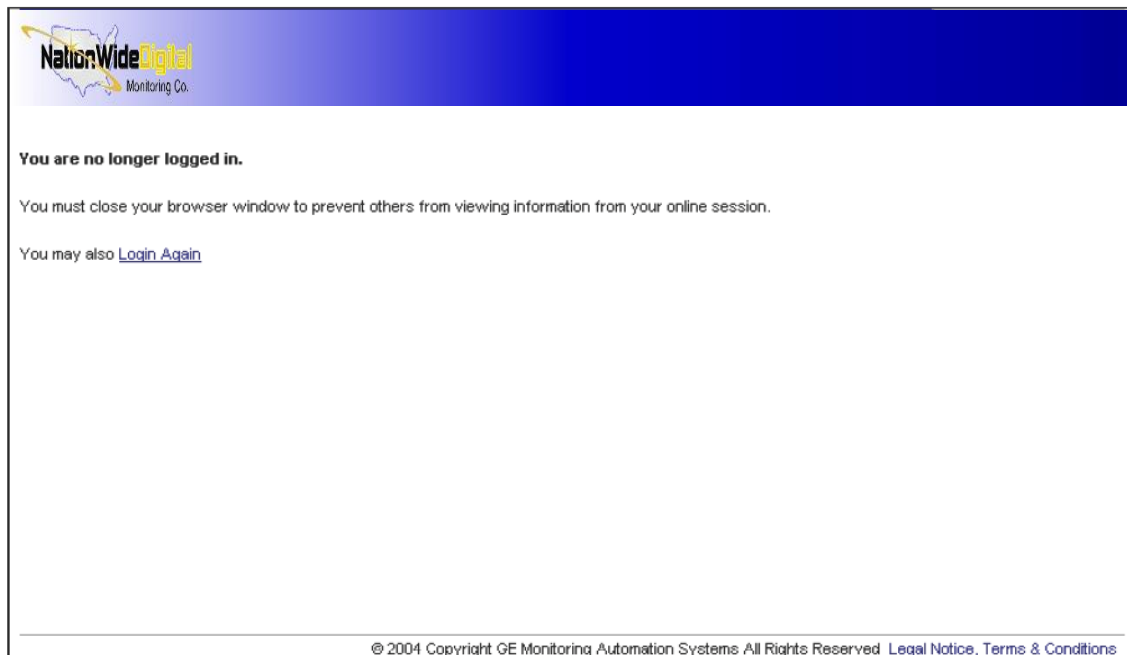
As the page explains, you must close your browser window to prevent others from viewing information from your online session. You can also use the Login Again link to log in to MASweb.

Reference Material

State Abbreviations	
State	**Abbreviation**
ALABAMA	AL
ALASKA	AK
ARIZONA	AZ
ARKANSAS	AR
CALIFORNIA	CA
COLORADO	CO
CONNECTICUT	CT
DELAWARE	DE
DISTRICT OF COLUMBIA	DC
FLORIDA	FL
GEORGIA	GA
HAWAII	HI
IDAHO	ID
ILLINOIS	IL
INDIANA	IN
IOWA	IA
KANSAS	KS
KENTUCKY	KY
LOUISIANA	LA
MAINE	ME
MARYLAND	MD
MASSACHUSETTS	MA
MICHIGAN	MI
MINNESOTA	MN
MISSISSIPPI	MS
MISSOURI	MO

State Abbreviations	
State	**Abbreviation**
MONTANA	MT
NEBRASKA	NE
NEVADA	NV
NEW HAMPSHIRE	NH
NEW JERSEY	NJ
NEW MEXICO	NM
NEW YORK	NY
NORTH CAROLINA	NC
NORTH DAKOTA	ND
OHIO	OH
OKLAHOMA	OK
OREGON	OR
PENNSYLVANIA	PA
PUERTO RICO	PR
RHODE ISLAND	RI
SOUTH CAROLINA	SC
SOUTH DAKOTA	SD
TENNESSEE	TN
TEXAS	TX
UTAH	UT
VERMONT	VT
VIRGIN ISLANDS	VI
VIRGINIA	VA
WASHINGTON	WA
WEST VIRGINIA	WV
WISCONSIN	WI
WYOMING	WY

Postal Code Abbreviation Reference List

Primary Street Suffix Name	Postal Service Standard Suffix Abbreviation
A	
ALLEY	ALY
ARCADE	ARC
AVENUE	AVE
B	
BAYOO	BYU
BEACH	BCH
BEND	BND
BLUFF	BLF
BLUFFS	BLFS
BOTTOM	BTM
BOULEVARD	BLVD
BRANCH	BR
BRIDGE	BRG
BRIDGE	BRG
BROOK	BRK
BROOKS	BRKS
BURG	BG
BURGS	BGS
BYPASS	BYP
C	
CAMP	CP
CANYON	CYN
CAPE	CPE
CAUSEWAY	CSWY
CENTER	CTR
CENTERS	CTRS
CIRCLE	CIR
CIRCLES	CIRS
CLIFF	CLF
CLIFFS	CLFS
CLUB	CLB
COMMON	CMN
CORNER	COR
CORNERS	CORS
COURSE	CRSE
COURT	CT
COURTS	CTS
COVE	CV
COVES	CVS
CREEK	CRK
CRESCENT	CRES
CREST	CRST
CROSSING	XING
CROSSROAD	XRD
CURVE	CURV
D	
DALE	DL
DAM	DM
DIVIDE	DV
DRIVE	DR
E	
ESTATE	EST
EXPRESSWAY	EXPY
EXTENSION	EXT
EXTENSION	EXT
EXTENSIONS	EXTS
F	
FALL	FALL
FALLS	FLS
FERRY	FRY
FIELD	FLD
FIELDS	FLDS
FLAT	FLT
FLATS	FLTS
FORD	FRD
FORDS	FRDS
FOREST	FRST
FORGE	FRG
FORGES	FRGS
FORK	FRK
FORKS	FRKS
FORT	FT
FREEWAY	FWY
G	
GARDEN	GDN
GARDENS	GDNS
GATEWAY	GTWY
GLEN	GLN
GLENS	GLNS

GREEN	GRN	MEADOWS	MDWS
GREENS	GRNS	MEWS	MEWS
GROVE	GRV	MILL	ML
GROVES	GRVS	MILLS	MLS
H		MISSION	MSN
HARBOR	HBR	MOTORWAY	MTWY
HARBORS	HBRS	MOUNT	MT
HAVEN	HVN	MOUNTAIN	MTN
HEIGHTS	HTS	MOUNTAINS	MTNS
HIGHWAY	HWY	**N**	
HILL	HL	NECK	NCK
HILLS	HLS	**O**	
HOLLOW	HOLW	ORCHARD	ORCH
I		OVAL	OVAL
INLET	INLT	OVERPASS	OPAS
ISLAND	IS	**P**	
ISLANDS	ISS	PARK	PARK
ISLE	ISLE	PARKS	PARK
J		PARKWAY	PKWY
JUNCTION	JCT	PARKWAYS	PKWY
JUNCTIONS	JCTS	PASS	PASS
K		PASSAGE	PSGE
KEY	KY	PATH	PATH
KEYS	KYS	PIKE	PIKE
KNOLL	KNL	PINE	PNE
KNOLLS	KNLS	PINES	PNES
L		PLACE	PL
LAKE	LK	PLAIN	PLN
LAKES	LKS	PLAINS	PLNS
LAND	LAND	PLAZA	PLZ
LANDING	LNDG	POINT	PT
LANE	LN	POINTS	PTS
LIGHT	LGT	PORT	PRT
LIGHTS	LGTS	PORTS	PRTS
LOAF	LF	PRAIRIE	PR
LOCK	LCK	**R**	
LOCKS	LCKS	RADIAL	RADL
LODGE	LDG	RAMP	RAMP
LOOP	LOOP	RANCH	RNCH
M		RAPID	RPD
MALL	MALL	RAPIDS	RPDS
MANOR	MNR	REST	RST
MANORS	MNRS	RIDGE	RDG
MEADOW	MDW	RIDGES	RDGS

RIVER	RIV		TRACE	TRCE
ROAD	RD		TRACK	TRAK
ROADS	RDS		TRAFFICWAY	TRFY
ROUTE	RTE		TRAIL	TRL
ROW	ROW		TUNNEL	TUNL
RUE	RUE		TURNPIKE	TPKE
RUN	RUN		**U**	
S			UNDERPASS	UPAS
SHOAL	SHL		UNION	UN
SHOALS	SHLS		UNIONS	UNS
SHORE	SHR		**V**	
SHORES	SHRS		VALLEY	VLY
SKYWAY	SKWY		VALLEYS	VLYS
SPRING	SPG		VIADUCT	VIA
SPRINGS	SPGS		VIEW	VW
SPUR	SPUR		VIEWS	VWS
SPURS	SPUR		VILLAGE	VLG
SQUARE	SQ		VILLAGES	VLGS
SQUARES	SQS		VILLE	VL
STATION	STA		VISTA	VIS
STRAVENUE	STRA		**W**	
STREAM	STRM		WALK	WALK
STREAM	STRM		WALKS	WALK
STREAM	STRM		WALL	WALL
STREET	ST		WAY	WAY
STREETS	STS		WAYS	WAYS
SUMMIT	SMT		WELL	WL
SUMMIT	SMT		WELLS	WLS
T				
TERRACE	TER			
THROUGHWAY	TRWY			

Secondary Unit Designator	Approved Abbreviation
APARTMENT	APT
BASEMENT	BSMT *
BUILDING	BLDG
DEPARTMENT	DEPT
FLOOR	FL
FRONT	FRNT *
HANGAR	HNGR
LOBBY	LBBY *
LOT	LOT
LOWER	LOWR *
OFFICE	OFC *
PENTHOUSE	PH *
PIER	PIER
REAR	REAR *
ROOM	RM
SIDE	SIDE *
SLIP	SLIP
SPACE	SPC
STOP	STOP
SUITE	STE
TRAILER	TRLR
UNIT	UNIT
UPPER	UPPR *

* Does not require secondary range number to follow

Zip Code Lookup by Address: http://zip4.usps.com/zip4/welcome.jsp

Subscriber Name	Proper Entry
Mr. and Mrs. John Jones	Jones, Mr.& Mrs.
John and Mary Jones	Jones, John & Mary
Mr. & Mrs. Charles B. Anderson	Smith, Mr. & Mrs. Charles B
ABC Construction Company	ABC Construction Co.
Acme Storage Company, Incorporated	Acme Storage Co., Inc.
Dr. Michael A. Smith	Smith, Dr. Michael A

Nationwide VRT Alpha Line Conversion Tables

Conversion	
ABC	2
DEF	3
GHI	4
JKL	5
MNO	6
PQRS	7
TUV	8
WXYZ	9

Exceptions	
NB	1062
NC	1162
NE	1063
NH	1064
NI	1164
NK	1065
NL	1165
NN	1066
NQ	1067
NR	1167
NS	167

NU	1068
NV	1168
NX	1069
NY	1169
NZ	169
NHB	10642
NHE	10643
NRC	1672
NVZ	10689
NZA	10692
NZB	11692
NZE	10693

MASweb Comments from Peter Giacalone

AGENCY LOOKUP appears to need updates – Roselle no matches PD or MD

Aaron working on it

Create FAQ's

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Add Tutorial and Reference PDF's to certain pages