STORAGE COMMANDER
ONE MANAGEMENT SOFTWARE FOR ANY STORAGE

How-To Guide:

Setup a Rate Change

OVERVIEW

This guide provides step-by-step actions for Setting up a Rate Change in Storage Commander including:

- Creating a Rate Change.
- Creating a Recurring Rate Change.
- Assigning Customers to a Rate Change.
- Manually adding customers to a Rate Change.

Note: The "Rate Change" function only applies to occupied units. Changing the rate of a vacant unit is done through the **Configuration Manager** under **Company Setup / Facilities / Rental Units / Unit Size / Rates**. The unit price entered into this section will be considered the *Master Default Rate* for that unit size. Whenever a unit is vacated the rate for the unit will return to this rate.

What is a Rate Change?

The *Rate Change* function allows rental rates to be increased or decreased based on the size of the units, unit attributes, move-in date, last rate change, and location. In addition, rate changes can be set to affect a single unit or a range of units, and can be configured to occur on a specific date, or automatically apply after a preset duration (annual rate change). Customers that are affected by the *rate change* but have *pre-paid* for their storage unit, can be exempt from the rate change until their pre-paid credit has expired.

Creating a *rate change* is a two-step process, wherein the details of the rate change are entered in the first step (**Create Changes**) and the units/customers who will be associated with the rate change will be selected in the second step (**Apply Changes**).

Creating a Rate Change

From the tool bar click on the **Rate Change** button, you can also click on the **Activities** drop down menu and select **Rate Change**, to start the rate change setup process.

Name

Enter a name to identify the rate change.

Category

Entering a Category identifier allows rate change names to be listed under a specific category.
An example of this would be entering a Category name of 10 X 20 Rate Change and creating

Amount

Enter the amount of the rate change, either as an increase or decrease to the current rental rate (if entering a decrease to rent proceed the value with a minus (-) sign.

Select the amount (value) is to be based as a **(Percentage)** of the current rental rate, or as a flat dollar **(Fixed)** amount.

New Amount

Select this option if the value entered into the Amount field will be the new rental rate (not an increase or decrease to the current rental rate).

Not to Exceed

This feature *restricts* the base rental rate of the affected units from exceeding the value entered into this field, regardless of the amount of the increase in the rate change. An example of this would be:

Base Rate of 10 X 20 units is................$120

Rate Change being implemented is.....$5.00

Not to Exceed is set to.........................$130

The result of this rate change would be as follows:

Any customer renting a 10 X 20 who is at or below $120, would receive the full $5 increase.

Any customer who is above $120 would only receive an increase of x$ to bring them up to the value entered into the **Not to Exceed** amount (in this example; $125).

Prorate Prepaid Accounts

Used to configure the rate change to Prorate Prepaid Accounts. This function will charge the new rate on all units associated with the rate change. If some of the units have a pre-paid balance at the time of the rate change, the unit will be charged at the new amount at the time the rate change is activated. If this option is not selected, pre-paid units will remain at the old rate until their pre-paid balance has expired

Round Amount

Select to set rental rates to a whole dollar amounts (only used on percent-based rate changes)

Notice

Select to print selected notice (x) days prior to the effective date of the rate change

Creating a Recurring Rate Changes

To setup a rate change that automatically applies to selected accounts at predetermined time intervals *(every 12 months)*, select **Recurring** and enter the number of months before the rate change is to go into effect, into the **Start** field. Enter the time duration between auto rate changes into the Recurring Each Periods field.

For example: *To create a recurring rate change that goes into effect 12 month after the move-in and reapplies itself every 12 months, enter the number 12 into the Start field and the number 12 into the Recurring Each Periods field.*

Assigning Customers to a Rate Change

Once you have created the rate change you will need to assign the rate change to a customer/contract. Start by clicking on the **Apply Changes** tab to match customers up to a specific rate change, you must first select the rate change that was developed through the **Create Changes** function discussed previously. In the **Rate Changes to Apply** field click on the down arrow to open a list of available rate changes. Select one of the rate changes from the list. After a rate change has been selected the next step would be to setup the Match Criteria.

Apply field click on the down arrow to open a list of available rate changes. Select one of the rate changes from the list. After a rate change has been selected the next step would be to setup the Match Criteria.

Match Criteria

The rate change feature allows you to use the computer to locate customers who are occupying a specific unit configuration

Size	Click on the down arrow in the Size field to open a list of all available *unit sizes*.
Rate	Enter a base value into the *Rate field* to qualify the rate change to occur on rental rates above or below the value entered into this field.
Move-In	Set the rate change to only apply to customers who moved in Before or After the date entered into this field.
Last Change	This field limits the rate change to affect only customers whose last rate change was before or after the date indicated in this field.
Building	Enter a building ID to assign the rate change to units within a specified building.
Floor	Enter a floor ID to assign the rate change to units within a specified floor.
Attributes	Constrain the rate change to units supporting specific attributes

Select the facility to apply the rate change.

Select the rate change to apply.

Locate specific customer profiles by selecting key search filters, and clicking on the **Search Contracts** button.

A list of all Customers / Contracts that match the filter criteria will be displayed. Included in this list is the date of the last rate change for each customer in the list.

Add additional customers who did not meet the search criteria.

Set the rate change **Effective Date** and **Apply** the rate change.

Click on the **Generate Notices** button to print rate change notices to any customer who falls within the **Days Before** range that was set in the rate change setup.

After the **Match Criteria** has been entered, click on the **Search Contracts** to populate the **Matching Units** with the customers/contracts that fall within the rate change parameters

Manually Adding Customers to a Rate Change

Additional customers can be manually added to the rate change by clicking on the **Add Contracts** button to display a list of all customers. Select a customer from within this list. To select more than one customer at a time, hold the Ctrl down while clicking on customers in the list.

It is important to know that manually adding customers to the rate change allows you to add customers that do not fall within the parameters that were setup for this rate change.

Effective Date

Enter the implementation date for the rate change.

Apply to Units

Click on the **Apply** button to apply and save the rate change. Viewing Rate Changes

All rate changes that have been setup can be viewed in the *Pending Rate Change report*, or in the Calendar.

General Support Information

We're available to help you with any questions that you might have with using Storage Commander. Our software comes with technical support that is available from **5:00am to 5:00pm PST** Monday through Friday.

Customer Support for Storage Commander:

Customer Support: 951-301-1187

Fax: 877-600-8412

Digital Fax: 951-813-2548

Email: support@storagecommander.com

Website: www.storagecommander.com/support

Sales for Storage Commander:

Front Office: 951-672-6257

Toll Free: 877-672-6257

Fax: 951-600-8412

Digital Fax: 951-813-2548

Email: sales@storagecommander.com

Website: www.storagecommander.com

For additional information and resources please visit our website at: www.storagecommander.com/support