



How-To Guide:

Setup and Send a Text Message in Storage Commander

OVERVIEW

This guide provides step-by-step actions for Setting up and Sending Text Messages in Storage Commander including:

- Creating Text Messages
- Sending Text Messages

Note: Not all customers purchase texting capabilities for Storage Commander Configuration Manager. If interested, please contact your account manager for more information.

Texting

The texting feature allows you to send short (160) character messages to one our all customers in your facility. **Text messages are created** in the Configuration Manager and made available in Storage Commander as pre-defined text messages that can be selected from a list.

Text messages will only be sent to customers who have opted to receive them. To set a customer up to receive text messages, open the **Contract Details** window for the customer and click on the **Customer** tab. In the telephone section, enter the customers cell phone number and click on the **Can Receive Text** check box.

Contract Details - EMORY, JOSPEH

Facility: Empower Storage Customer Name: JOSPEH EMORY Unit: 65

Contract
Unit Info First: JOSPEH Middle: Last: EMORY

Customer
Alternate Contacts Business Business Name: Scan ID Scan ID
Photos
Fingerprints Web Site:
Authorized Access Tax Id: Tax Exempt Is Military Military Status: None Branch:
Employer Email: joe@noemail.com Birthday: 8/18/1961
Notes/Comments Driver License/ID: DL State: Exp Date: 8/18/2020 SSN:
Ledger/History
Activities

Addresses
(Primary) Address: 4639 POCO MAS DRIVE
City: DALLAS State: TX Zip: 92210
Country: USA Type: Primary
New... Delete Description:

Phones
(Primary) Personal Cell Phone (Cell) Number: (213) 444-0000 Ext:
Description: Personal Cell Phone Type: Cell
 Can Receive Text
New... Delete

Previous Next Finish

Creating Text Messages

Open the **TEXT MESSAGES** screen from the **COMPANY SETUP** section of the **Configuration Manager**.

- Create New Text Message
- Delete Current Text Message
- Save Current Text Message
- Past selected text
- Cut selected text
- Past text from Windows Clipboard

Text Messages Window

Text Messages

Courtesy Notices (2)
Late Text Details...
Pending Auction Details...

Facility News (1)
New RV Section Details...

Facility Notifications (3)
Holiday Hours Details...
Maintanace Details...
New Hours Details...

{fac business name}
We are excited to announce that our new RV section is now available
{fac first} {fac last}
Phone: {fac primary phone}

Merge Codes
Facility City
Facility Email
Facility Fax Number
Facility Mailing Address1
Facility Mailing Address2
Facility Mailing City
Facility Mailing State
Facility Mailing Zipcode
Facility Manager First Name
Facility Manager Last Name
Facility Manager Middle Name
Facility Name

Character Count: 145

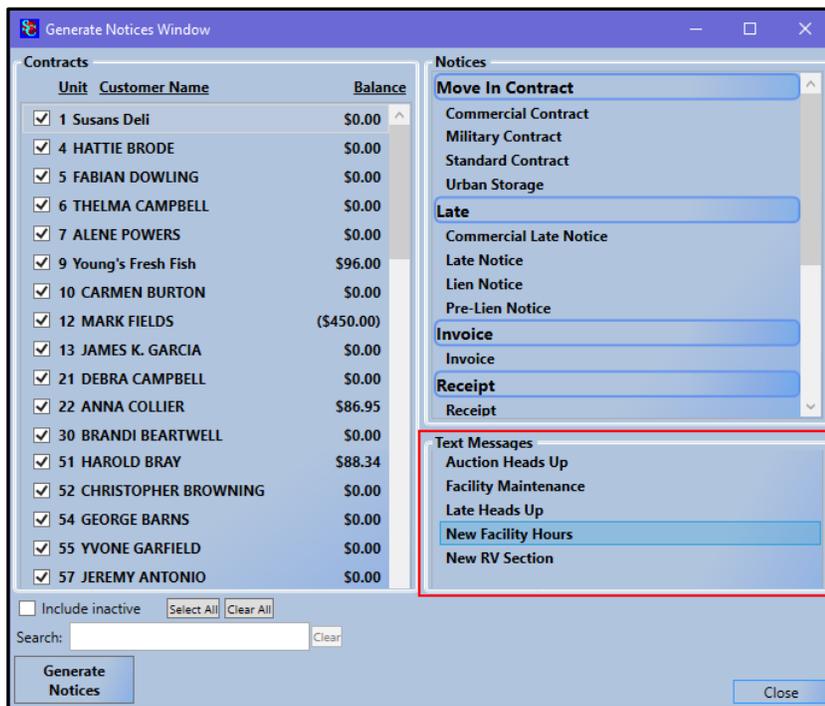
Keep messages as brief as possible. Long messages will be broken into multiple messages and incur extra charges. The single text limit is 140 characters for Canada, 160 for the United States.

OK Cancel

Click the “New” button on the toolbar to create a new Text Message. Use the Category and Name fields to help sort and select your messages. Enter the text message keeping in mind that these messages should be brief and limited to 160 characters or less. Long message will be broken into multiple text message and incur additional cost. Merge codes can be used to automatically insert customer specific data into the text message. Once the message is complete, click the “Save” button to save your changes.

Sending Text messages using Generate Documents

Click on the **Activities** pull down menu and select **Generate Documents** from the menu items. You can select individual customers from the list by clicking on the check box adjacent to the customer name. To select all customers, click on the **Select All** button at the bottom of the customer list.



To view and select inactive (moved out) customers, click on the **Include inactive** check box. Inactive customers will be identified by a line drawn through the customer name.

Once the customer(s) have been selected, locate the text message to be sent from the list of available text messages and click on the Generate Notices button to send the text message.

Free form (manually entered) text messages are not supported.

Sending a Text through a customer account

Text messages can be sent directly from a customer's account by left clicking on the unit (if in the site map) or left clicking on the customer name if in the Quick View or Customer/Unit screen, and selecting **Send Text Message**. This will open the Send Text Message dialog box, from here click in the Text Message box to display all available text messages. Click on the appropriate message and select **Send**.

Adding a Text message to a Late Step

Text messaging can provide your customers with a whole new level of convenience by pre-alerting them of pending late charges through texting, or by supplementing a late notice through a follow up text message.

To add text messaging to a late process, open the **Configuration Manager**, locate the **Accounting** column and select **Lien Status**.

Locate the late group that you will adding the text message to and click on the **Add Step** button.

Click on the Send Text Message followed by clicking in the Document Name field, and select the pre-defined text message from the list. Once the setup is complete the text message will be automatically sent in accordance with the late step parameters assigned to this late step.