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.

Creating Text Messages

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

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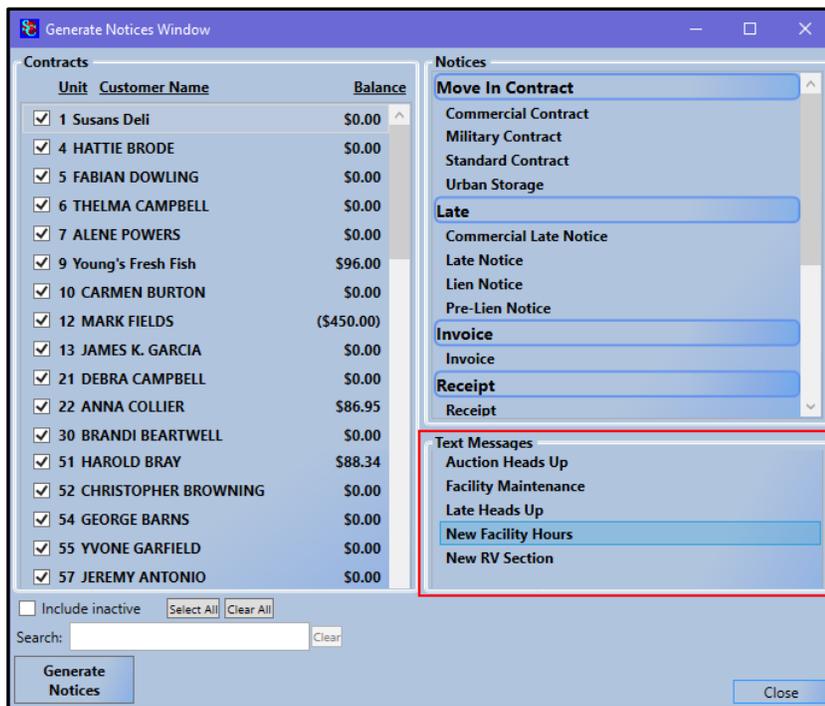
To view and select inactive (moved out) customers, click on the **Include inactive** check box. Inactive customers will be identified by a line drawn through the customer name.

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.