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How to Submit a Backup

Method 1: Send it to our Support Server!

1. Open Storage Commander.
2. Click on File, and then click on Backup.
3. Now, you will save the backup to a file to a place that we know.
4. Click on the drop down box next to "Save in". Select "Desktop".
5. Click on the Save button.
6. Open Internet Explorer from your Desktop or from your Start Menu.
7. In the address bar at the top of Internet Explorer, type in <http://support.storagecommander.com>
8. If you have trouble finding this page, go to <http://www.storagecommander.com/>, scroll to the right, and click on the "Submit a Backup" link under Quick Links.
9. Type in your facility name next to "Facility Name"
10. Click on the Browse button next to "File Name".
11. Click on the drop down box next to "Look in" and select "Desktop".
12. Double click on your backup, which should begin with "SC Backup" followed by the date and time the backup was made.
13. Click on "Send File".
14. When the file has been sent to our server, the web page will say "We have received your file and will be analyzing it shortly."

Method 2: E-mail it to us!

1. Open Storage Commander.
2. Click on File, and then click on Backup.
3. Now, you will save the backup to a file to a place that we know.
4. Click on the drop down box next to "Save in". Select "Desktop".
5. Click on the Save button.
6. Open your e-mail client.
7. Address the e-mail to support@storagecommander.com.
8. Click on the attach button.
9. Go to the Desktop, and select the SC Backup file followed by today's date.
10. Fill out the subject and message.
11. Click on the send button.

Method 3: Send it in Storage Commander!

1. Open Storage Commander.
2. Click on Help, and then click on Request Technical Support.
3. Check the box next to "Include backup from the last end-of-day".
4. Click on "Send".

Note: This will send a backup from last night before the end-of-day was initiated. If units were added or modified today or the items we need to review occurred today, then you will need to submit a backup through another method, or wait until after you run today's End of Day to use this method.

If you are sending this for a map update...

You will need to create, delete, rename, or resize all of your units before submitting a backup.

To *create* units, go to Maintenance | Program Setup | Create Units to add units to your facility.

To *delete* units, go to Maintenance | Units, select the unit, click on "Units" in the top left portion of the window, and then click on delete. You can also *rename* units by clicking on the "Rename" button located directly above the "Delete" button.

To *resize* units, go to Maintenance | Units, select the unit, click on the drop down box beneath "Unit Size", and select the correct unit size.

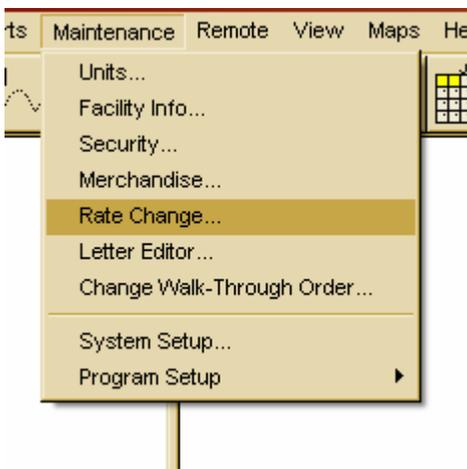
Afterwards, you will need to fax us a copy of your updated map to 951-672-6258.

If you have any problems submitting a backup, please give us a call at (951) 301-1187, or e-mail us a simple message to support@storagecommander.com.

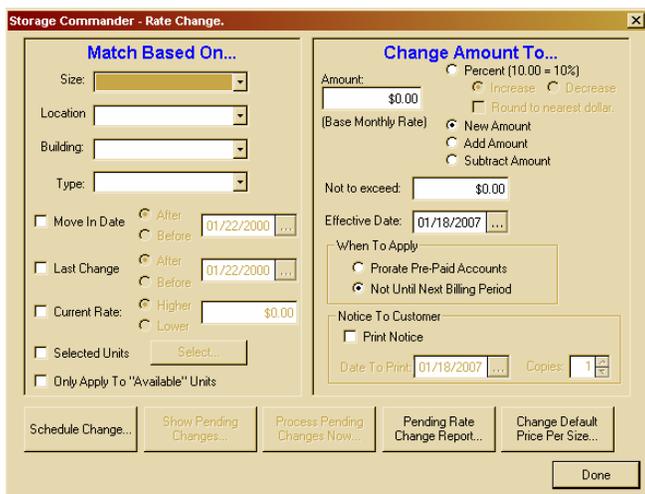


How to Change Rates

In Storage Commander, you will click on Maintenance, then Rate change to begin changing rates in Storage Commander



This window is divided into two columns to make it easy for you to use.



"Match Based On..." is the column on the left. This column allows you to select which units are going to

have their rate changed. Storage Commander will change the rate of units that match all of the characteristics listed on this column. Each option listed is a filter. You can use these individually, or in combination with one another. Therefore, if you select the Size "10 x 20" and "Only Apply to Available Units", then this rate change will affect units that are set to the size "10 x 20" and that have the unit status "Available". So, let us review how you can select units for a rate change in Storage Commander.

Size:

This will list all of the unit sizes, which can be modified through Maintenance | Program Setup | Unit Sizes. If you select a unit size, then Storage Commander will only apply a rate change to that particular unit size. Common listings you will see here will be 5x5, 10x10, 10x20, etc.

Location:

This will list all of the locations that have been entered when either creating a unit or through Maintenance | Units. If you select a location, then Storage Commander will only change the rate for units in this location. Common listings you will see here will be Front, Back, Outside, etc.

Building:

This will list all of the buildings that have been added through Maintenance | Units or selected while creating a unit. When you select a building, then Storage Commander will only change the rate for units in this building. Common listings you will see here will be Building A, Building 1, Lower level, etc.

Type:

This will list all of the types of units that have been added through Maintenance | Units or selected while creating a unit. When you select a type, then Storage Commander will only change the rate for units with this type. Common listings you will see here are Storage Unit, RV Parking, Mailbox, etc.

Move in Date:



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How to Change Rates

There are two options present: Before and after. If you select Before, then Storage Commander will change the rate of all of the units who have moved in before, but not including, the day selected. If you select the rate change to affect units who moved in before 01/01/2004, then it will change the rates for all units who have a move-in date before 01/01/2004, but not the units who moved in on 01/01/2004. If you select After, then Storage Commander will change the rate of all of the units who have moved in after and including the day selected. If you select the rate change to affect units who moved in after 01/01/2004, then it will change the rates for all units who have a move-in date after 01/01/2004, including the units who moved in on 01/01/2004.

Last Change:

There are two options present: Before and After. If you select Before, and choose a date, then Storage Commander will only select units who have had a prior rate change before a certain date. If you select After, and choose a date, then Storage Commander will only select units who have had a prior rate change after a particular date.

Current Rate:

There are two options present: Below and Above. If you select Below, then Storage Commander will change the rate of all of the units who have a rental rate that is below, but not including the rental rate specified. Meaning, that if you set this rate to \$45, then Storage Commander will change the rate for any unit up to \$44.99, but not those units set at \$45. If you select Above, then Storage Commander will change the rate of all of the units who have a rental rate that is above, but not including the rental rate specified. Meaning, that if you set this rate to \$45, then Storage Commander will change the rate for any unit after \$45.01, but not those units set at \$45.

Selected Units:

Check the Select Units option, then click the "Select Units" box, and select the unit from the list of units provided by placing a check mark in the box to the left of

the unit number.

Only Apply to Available Units:

If you select this option, then Storage Commander will only change the rate on units whose status is set to "Available".

"Change Amount To..." is the column on the right. This column allows you to select the amount that Storage Commander is going to change the rate. There are five ways to change the rate in Storage Commander, based on either percentage, a new amount, and adding or subtracting an amount.

Percent - Increase (Increasing rent based on percentage):

If you select this option, then Storage Commander will increase the rental rate by the percentage specified in the Amount field. This amount is set as %XX.XX, which means that you can increase a rate by 17.25%, or 9.83%. Also, what this means to you is that if you want to increase a rate by 10%, you need to make sure that the Amount field reads %10.00. You can go a step further, so that if you prefer to round the rental rate increase, you can select that option below the word Increase. What this means is that if you raise a unit that has a rental rate of \$135.00 by %5.00, then his new rental rate will be \$142.00, instead of the actual \$141.75 amount.

Percent - Decrease (Decreasing rent based on percentage):

If you select this option, then Storage Commander will decrease the rental rate by the percentage specified in the Amount field. This option follows the same rules as the Percent - Increase.

New Amount (Replace the current rent with this amount):

If this option is selected, then Storage Commander will replace the current rate with the one specified in the Amount field.

Add Amount (Increasing rent by a dollar amount):



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How to Change Rates

If you select this option, then Storage Commander will add the amount specified in the Amount field to the current rent. Therefore, if you tell Storage Commander to add \$10.00 to a unit whose rate is normally \$90.00, then the new rental rate will be \$100.00.

Subtract Amount (Decreasing rent by a dollar amount):

If you select this option, then Storage Commander will subtract the amount specified in the Amount field to the current rent. Therefore, if you tell Storage Commander to subtract \$10.00 from a unit whose rate is normally \$90.00, then the new rental rate will be \$80.00.

Not to Exceed:

If you put an amount in this field, then Storage Commander will not change a unit's rate to larger than this amount. For example, if you increase rent 15% on all of your 5 x 5 units, and set the not to exceed amount to \$40, then none of them will have a new rate that is larger than \$40.

Effective Date:

On this day, the rate change will go into effect. Meaning, that on the End of Day on the night before, Storage Commander will switch the rate from the old rate to the new rate. If you set the Effective Date to 3/01/20xx, then rent will charge on 3/01/20xx at the new rate. The effective has one very important option to consider when to apply the rate change.

When to Apply:

Prorate Pre-Paid Accounts or Not Until Next Billing Period. If you select Prorate, pre-paid accounts, then on the effective date, Storage Commander will calculate the prorated difference between the months the customer has pre-paid beyond the date it applied the new rental rate, and Storage Commander will apply the result to the customer's account as rent due. The paid through date and next billing are moved forward so that the customer will not enter a late step. You will collect the remaining amount after rent charges for the next month. If you select Not Until Next Billing Period, then Storage Commander will wait until the next billing date, then

Storage Commander will not change the rate until the actual next billing date. For example, if the effective date is March 15, and their next billing date is April 1, then the rate will not change until April 1. Note that if a customer prepays, then Storage Commander will push the next billing date further out until the account's balance is \$0. The rate will change when the account balance reads \$0 when rent charges.

Notice to Customer:

The "Date to Print" is where you need to put the date that you would like the rate change notice to print. If it is set for today, then it will print out today when you click on the End of Day button. "Copies" will determine how many of each rate change notice will print out.

Schedule Change...

After you finish setting up the rate change, click this button. Now, Storage Commander has listed this rate change as pending.

Show Pending Changes...

This will list all of the rate changes that you have entered into Storage Commander that are still pending. If it is still pending, then you can remove it by clicking the remove button. Each time you hit "Schedule Change..." a new entry is put into this list. Each entry represents a group of rate changes. You cannot remove pending rate changes on individual units; you must remove the rate change as a whole.

Process Pending Changes Now...

This will take all of the pending changes and process them, which will print notices if the notice day is that day, or it will process the change if the effective date is that day. Use this feature if you want to print notices before the EOD occurs. The print date has to be set for the day you hit that button for notices to print out. You cannot print notices that you scheduled to print two days from now. Likewise, it will not move the effective date of a rate change scheduled for another day to today.

Pending Rate Change Report:



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How to Change Rates

The pending rate change report is your best friend when doing rate changes! Every time you change the facility's rates, it is your duty to check the pending rate change report to be certain that all of the rate changes that you tried to apply will apply correctly. You can access this report through Reports | Units | Pending Rate Changes as well as under Maintenance | Rate Change | Pending Rate Change Report. This report will tell you exactly what is going to happen to which unit on what date.

Change Default Price Per Size...

Use this to set the street rate of a unit. When a customer moves out of a unit, Storage Commander will set the unit's rate to the amount set under their unit size. You may also access this screen through Maintenance | Program Setup | Unit Sizes. Make sure that you change the default price for each unit size before or after you do rate changes. Changing these default rates will also change the rates listed on the Price List Summary.

Why did Storage Commander not list the rate change on the pending rate change report?

You may have tried to use a Match Based On... that actually filtered out the units you wanted the unit size. It may happen that you selected the unit size and the location, but the operator did not assign a location when he or she created the unit. You can review the properties of a unit under Maintenance | Units. If a unit does not meet all of the matches you specify, then it will not have its rate changed.

Why is there still a rate change on a unit where the customer has moved out?

Storage Commander's bases rate changes on the unit, not the customer. If you change the rate on a unit effective two months from now, and the tenant has moved out, the new tenant who moves in will receive the rate change. That is, unless you specify a move-in date before a specific date, such as the day you make the rate change. If you click the move-in date filter, select before today, then only units who have a customer that

moved in before today will qualify for that rate change, and future tenants will not receive it.

How do I make Storage Commander print out a rate change notice before the day I told Storage Commander?

You cannot change the notice print date on a pending rate change. You will have to remove the rate change, and add it again to change the notice date.

Why did Storage Commander not change the unit's rate?

You must make sure that you check the pending rate change report before the day that rate changes become effective. That way, you will know exactly what Storage Commander will do on the day a rate change happens.

If I change the default unit size rates, why do my available still show the old rates?

In Storage Commander, you must do a rate change for available units as well as change the unit size default rate (the street rate). The rate change will affect the current available units, and the unit size default rate (the street rate) will affect units where a customer moves out, meaning that when someone moves out, Storage Commander will assign the unit size default rate to that unit.

If you have any other questions, feel free to call Storage Commander technical support at 951-301-1187, or e-mail us at support@storagecommander.com.



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How to Set Up and Use Fees

Storage Commander views fees in two categories: one-time fees and recurring fees. Rental tax is a type of recurring fee. A lock cutting fee would be an example of a one-time fee.

You can access the fees setup under Maintenance | Program Setup | Fees. When the Fees window appears, you see a white box with your list of fees, and the lower portion of the window shows the options for the particular fee that you select, meaning that each fee will have its own options selected as you click down the list.

One-Time Fees

A basic one-time fee is easy to set up.

1. Click Maintenance, then Program Setup, then Fees.
2. Click on New.
3. Enter the name of the fee. You will not be able to rename it later.
4. First, select percent or dollar, depending on how you want to charge it.
5. Enter the dollar or percent amount that will be charged in the box above the words "Percent / Amount". If you charge a percentage of the rent, you have the option to "Round to the whole number", which means that the fee charged will be rounded to the nearest whole (no cents) dollar amount.
6. Put a check next to the box that reads, "Apply during Prorated Periods".
7. Click "OK".

That is it! You will now have a new one-time fee to use.

Recommended Common One-Time Fee Settings

Admin Fee

- Apply during Prorated Periods
- Automatically Apply During Move-In

Cleanup Fee

- Apply during Prorated Periods

Invoice Fee

- Apply During Prorated Periods
- Recurring (each billing period)

Returned Check Fee

- Apply during Prorated Periods
- Apply for Returned Checks.

Deposits: The Unique One-Time Fee

Deposits are a special kind of one-time fee. A customer who pays these fees has that amount held on their account until they move out (or until you adjust the amount off the account). Storage Commander accounts for Deposits in a separate balance than the rental balance.

You have two options: You can charge one flat deposit fee (a dollar amount or a percentage of the rent), meaning that no matter which unit a customer moves in to, you will charge, for example, a \$50 deposit. Alternatively, you can charge the deposits based on the size of the unit. Meaning, the deposit for a 5 x 5 unit will be different from the deposit for a 10 x 10 unit. Both situations require setup.

Charging One Flat Rate Deposit for Every Unit

1. Click Maintenance, then Program Setup, then Fees.
2. Click on New.
3. Type the name of the deposit fee (normally just "Deposit").
4. First, select percent or dollar, depending on how you want to charge it.
5. Enter the dollar or percent amount that will be charged in the box above the words "Percent / Amount". If you charge a percentage of the rent, you have the option to "Round to the whole number", which means that the deposit charged will be rounded to the nearest whole (no cents) dollar amount.
6. Check the following boxes:
 - Automatically Apply During Move-In
 - Deposit (Refund on Move-out)
 - Apply During Prorated Periods
7. Click "OK".



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How to Set Up and Use Fees

Charging a Deposit Based on the Unit Size

1. Click Maintenance, then Program Setup, the Unit Sizes.
2. On this list, you will see all of the unit sizes at your facility. Click on the first unit size listed, and hit the "Edit" button.
3. You will see a box called "Deposit". Enter the deposit that you would like to charge for that unit size.
4. Click "OK".
5. Click on the next unit size, and repeat steps 3 to 4. You will need to set the deposit amount for each unit size. If you do not set the deposit for a unit size, then Storage Commander will not charge a deposit to any of the units with that unit size.
6. When you are done with every unit size, click on the "Done" button.
7. Click Maintenance, then Program Setup, then Fees.
8. Click Maintenance, then Program Setup, then Fees.
9. Click on New.
10. Type the name of the deposit fee (normally just "Deposit").
11. Leave the amount as \$0.
12. Check the following boxes:
 - Deposits Based On Unit Size
 - Automatically Apply During Move-In
 - Deposit (Refund on Move-out)
 - Apply During Prorated Periods
13. Click "OK".

That is it! Now, Storage Commander will base all deposits on the size of the unit.

Recurring Fees

Recurring Fees can range from a simple recurring invoice fee to rental tax on a unit.

A basic recurring fee is easy to set up.

1. Click Maintenance, then Program Setup, then Fees.
2. Click on New.
3. Enter the name of the fee. You will not be able to rename it later.
4. First, select percent or dollar, depending on how you want to charge it.

5. Enter the dollar or percent amount that will be charged in the box above the words "Percent / Amount".
6. Put a check next to the box that reads, "Apply during Prorated Periods".
7. Put a check next to the box that reads, "Recurring (each billing period)".
8. Click "OK".

That is it! You will now have a new recurring fee to use.

Recommended Common Recurring Fee Settings

Automatic Credit Card Fee

- Recurring (each billing period)
- Apply During Prorated Periods

Invoice Fee

- Recurring (each billing period)
- Apply During Prorated Periods

Rental Tax: The Unique Recurring Fee

Rental tax is a special kind of recurring fee. Storage Commander accounts for Rental tax in a separate balance than the rent balance.

1. Click Maintenance, then Program Setup, then Fees.
2. Click on New.
3. Enter the name of the rental tax fee ("Rental Tax" is the common name).
4. First, select the percent circular button.
5. Enter the percent amount that will be charged in the box above the words "Percent / Amount".
6. Check the following boxes:
 - Automatically Apply During Move-In
 - Recurring (each billing period)
 - Apply During Prorated Periods
 - Apply During Units Transfers
 - Apply After Discounts
 - Apply as "Taxes"
7. Click "OK".

That is it! From this point, Storage Commander will charge new tenants with rental tax.



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How to Set Up and Use Fees

How to Apply a Fee during a Move-In (New Tenant)

1. Move a customer in normally. Fill in all of the appropriate customer information.
 2. When you are on the window called "Billing Info", which shows how much the customer is going to pay, click on the drop down box to the left of the words Fees & Discounts.
 3. You will now see all of your fees and discounts. Left click on the fee that you would like to apply to this account. Storage Commander will not list that fee in the white box below.
 4. Click on next, and finish taking the payment.
-

That is it! Now you can add fees to new tenants!

How to Apply Fees for a Current Tenant

You will apply one-time fees and recurring fees differently to current tenants.

Applying a One-Time Fee

1. Click on Activities, and then click on Charge a Fee.
 2. Select the unit to which you are charging the fee.
 3. Click on the drop-down box next to the word "Fees".
 4. Select the fee(s) that you would like to add to the unit.
 5. Click "Finish".
-

Applying a Recurring Fee

1. Click Activities, then click Change a Unit's Billing.
 2. Select the unit to which you are charging the fee.
 3. Click on the drop-down box next to the word "Fees".
 4. Select the fee(s) that you would like to add to the unit.
 5. Click "Finish".
-

That is it! You now know how to apply a fee to a current tenant.

Options

So, what does each option do? See below:

Deposits Based on Unit Size:

This will cause a deposit fee to look at the unit's size, then the deposit amount for that size set in Maintenance | Program Setup | Unit Sizes. Use this only for setting up a deposit fee.

Automatically Apply During Move-In:

With this option selected, every new tenant will start with this fee.

Only Available During Move-In:

This will disable your ability to charge the fee or to add it through Change a Unit's Billing. You can only apply the fee during a move-in.

Recurring (each billing period):

This option will cause that fee to charge every time rent charges on that unit. It will never expire, but you can remove it through Activities | Change a Unit's Billing.

Deposit (refund on move-out):

Use this option to let Storage Commander know that this fee is a deposit, and Storage Commander will apply any money received for this fee to the customer's deposit balance.

Apply During Prorated Periods:

Always select this option. This option tells Storage Commander to charge the fee during a prorated period, which is the time from the move-in date to the next billing date (only applies to facilities where customers pay on a fixed day, such as the first of the month). If you do not select this, and you move-in a customer, then the fee will not start until the next billing cycle (next billing date), and it will become recurring.

Apply for Returned Checks:

Only use this option while setting up returned check fees. If you select this option, then when you return a customer's check, this Storage Commander will automatically apply this fee to the customer's account.

Apply During Unit Transfers:

This option lets Storage Commander know to apply the fee while transferring a tenant from one unit to another. When you transfer a unit, Storage Commander will remove all recurring fees. You must select this option if you want Storage Commander to assign that particular recurring fee to the customer's new units. Use this for fees such as rental tax, where that fee will always be on every customer's units at all times. Be careful, though. If you set this option on your invoice fee, then Storage Commander will set that unit to



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How to Set Up and Use Fees

receive the invoice fee regardless of whether or not the customer is on a payment plan that receives invoices.

Apply After Discounts:

You will use this option in conjunction with percentage-based fees such as rental tax. If you have a customer who receives a 10% senior discount every month, but they also receive a 2.5% Automatic Credit Card fee as well, then Storage Commander will calculate the fee based on the amount after the senior discount ($((\$100 - 10\%) * 2.5\%) = \2.25 fee) rather than before the discount is taken into account ($\$100 * 2.5\% = \2.50 fee). For tax purposes, you will need this option selected because you do not want to tax income that you are not actually collecting.

Apply as "Taxes":

Use this option to set up your rental tax. This option will take the amount received for this fee, and apply it as a tax payment, which is a separate balance from the fees balance.

Do you have questions? Please e-mail us at support@storagecommander.com or contact us at 951-301-1187.



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How to Set Up and Use Discounts

Storage Commander views discounts in three ways: one-time discounts, recurring discounts, and expiring discounts.

A \$20 coupon would be an example of a one-time discount. A senior discount would be an example of a recurring discount. A free month would be an example of an expiring discount.

You can access the discounts setup under Maintenance | Program Setup | Discounts. When the Discounts window appears, you see a white box with your list of discounts, and the lower portion of the window shows the options for the particular discount that you select, meaning that each discount will have its own options selected as you click down the list.

One-Time Discounts

One-time discounts are only used for dollar-based discounts that apply during the first billing cycle (the prorated period if you are on first of the month billing, or one full month if you use anniversary billing).

A basic one-time discount is easy to set up.

1. Click Maintenance, then Program Setup, then Discounts.
2. Click on New.
3. Enter the name of the discount. You will not be able to rename it later.
4. First, select percent or dollar, depending on how you want to charge it.
5. Enter the dollar or percent amount that will be charged in the box above the words "Percent / Amount". If you charge a percentage of the rent, you have the option to "Round to the whole number", which means that the discount charged will be rounded to the nearest whole (no cents) dollar amount.
6. Put a check next to the box that reads, "Apply during Prorated Periods".
7. Click "OK".

That is it! You will now have a new one-time discount to use.

Example One-Time Discount Settings

\$20 Coupon

- Percent / Amount: 20
- Dollar Amount
- ✓ Apply during Prorated Periods
- ✓ Automatically Apply During Move-In

Recurring Discounts

Recurring Discounts include discounts such as a recurring military, senior, or student discount.

A basic recurring discount is easy to set up.

1. Click Maintenance, then Program Setup, then Discounts.
2. Click on New.
3. Enter the name of the discount. You will not be able to rename it later.
4. First, select percent or dollar, depending on how you want to charge it.
5. Enter the dollar or percent amount that will be charged in the box above the words "Percent / Amount".
6. Put a check next to the box that reads, "Apply during Prorated Periods".
7. Put a check next to the box that reads, "Recurring (each billing period)".
8. Click "OK".

That is it! You will now have a new recurring discount to use.

Example Recurring Discount Settings

25% Military Discount

- Percent / Amount: 25
- Percent (7.75% = 7.75)
- ✓ Recurring (each billing period)
- ✓ Apply During Prorated Periods



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Fax: (951) 672-6258

www.storagecommander.com

How to Set Up and Use Discounts

15% Senior Discount

- Percent / Amount: 15
• Percent (7.75% = 7.75)
✓ Recurring (each billing period)
✓ Apply During Prorated Periods

- Percent (7.75% = 7.75)
✓ Recurring (each Billing Period)
✓ Expires
• Months to apply discount: 1
• Discount starts in (x) month, 0 = first full month: 0

10% Student Discount

- Percent / Amount: 10
• Percent (7.75% = 7.75)
✓ Recurring (each billing period)
✓ Apply During Prorated Periods

Buy 3, Get One Free

- Percent / Amount: 100
• Percent (7.75% = 7.75)
✓ Recurring (each billing period)
✓ Expires
• Months to apply discount: 1
• Discount starts in (x) month, 0 = first full month: 3

Expiring Discounts

Expiring Discounts allow for maximum control on when and how a discount is applied to a unit. Expiring discounts are normally used for non-recurring percentage-based discounts.

Buy 11, Get the 12th Free

- Percent / Amount: 100
• Percent (7.75% = 7.75)
✓ Recurring (each billing period)
✓ Expires
• Months to apply discount: 1
• Discount starts in (x) month, 0 = first full month: 11

A basic expiring discount is easy to set up.

1. Click Maintenance, then Program Setup, then Discounts.
2. Click on New.
3. Enter the name of the discount. You will not be able to rename it later.
4. First, select percent or dollar, depending on how you want to discount the rent.
5. Enter the dollar or percent amount that will be discounted in the box above the words "Percent / Amount".
6. Put a check next to the box that reads, "Apply during Prorated Periods".
7. Put a check next to the box that reads, "Recurring (each billing period)".
8. Put a check next to the box that reads, "Expires".
9. Click "OK".

50% Off Prorated Period and One Full Month

- Percent / Amount: 50
• Percent (7.75% = 7.75)
✓ Recurring (each billing period)
✓ Apply During Prorate Periods
✓ Expires
• Months to apply discount: 2
• Discount starts in (x) month, 0 = move-in month: 0

That is it! You will now have a new expiring discount to use. This discount will apply itself to either the prorated move-in period of a new customer, or the next full month for a current customer.

Example Expiring Discount Settings

25% off First Month

- Percent / Amount: 25



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How to Set Up and Use Discounts

Buy 2, get the 3rd 50% Off

- Percent / Amount: 50
 - Percent (7.75% = 7.75)
 - ✓ Recurring (each billing period)
 - ✓ Expires
 - Months to apply discount: 1
 - Discount starts in (x) month, 0 = first full month: 2
-

How to Apply Discounts for a New Tenant

You will apply discounts in the same manner to new tenants.

1. Click on the move-in button.
 2. Select the unit, and fill in the customer information.
 3. On the "Billing Info" window, click on the dropdown box next to "Fees and Discounts".
 4. Select the discount you would like to apply from the list, and continue with the payment.
-

That is it! You now know how to apply a discount to a current tenant.

How to Apply One-Time and Recurring Discounts for a Current Tenant

You will apply one-time discounts and recurring discounts in the same manner to current tenants.

1. Click Activities, then click Change a Unit's Billing.
 2. Select the unit to which you are charging the discount.
 3. Click on the drop-down box next to the word "Discounts".
 4. Select the discount(s) that you would like to add to the unit.
 5. Click "Finish".
-

That is it! You now know how to apply a discount to a current tenant.

How to Apply Expiring Discounts for a Current Tenant

You will apply expiring discounts in the following way:

1. Click Activities, then click Change a Unit's Billing.
 2. Select the unit to which you are charging the discount.
 3. Click on the drop-down box next to the word "Discounts".
 4. Select the discount(s) that you would like to add to the unit.
 5. When you add a discount, it will ask you how many months you would like to wait before applying the discount. This number should be six if it is a Pay 6. The only time this would vary is if a customer wants to pay for his past due amount along with prepaying 5 months, for example; so, the one month past due amount would count as 1, and then you would type in 5 because that is how many months he is prepaying.
 6. Click "Finish".
-

That is it! You now know how to apply a discount to a current tenant.

Options

So, what does each option do? See below:

Percent / Amount

This is the actual discounted amount. If you are using a percentage based amount, do not enter more than 100%. If you are using a dollar based amount, do not enter more than one month's rent.

Percent (7.75% = 7.75)

This will tell Storage Commander to interpret the "Percent / Amount" as a percentage.

Round to Whole Number

This only applies to percentage-based discounts. The discounted amount will be rounded to the nearest whole number. Instead of \$27.68, Storage Commander will discount \$28.

Dollar Amount

This will tell Storage Commander to interpret the "Percent / Amount" as a dollar amount.



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How to Set Up and Use Discounts

Automatically Apply During Move-In

With this option selected, every new tenant will start with this discount.

Only Available During Move-In

This will disable your ability to add a discount through Change a Unit's Billing. You can only apply the discount during a move-in.

Recurring (each billing period)

This option will cause that discount to apply every time rent charges on that unit. It will never expire, but you can remove it through Activities | Change a Unit's Billing.

Apply During Prorated Periods

Always select this option for one-time and recurring discounts. This option tells Storage Commander to apply the discount during a prorated period, which is the time from the move-in date to the next billing date (only applies to facilities where customers pay on a fixed day, such as the first of the month). If you do not select this, and you move-in a customer, then the discount will not start until the next billing cycle (next billing date), and it will become recurring.

Expires

When selected, your discount will be considered an expiring discount.

Months to apply discount

Used for expiring discounts. This is the number of billing cycles (months) that the discount will apply. If you select 5, then this discount will apply for 5 months.

Discount starts in (x) month, 0 = first full month

Used for expiring discounts. This will let Storage Commander know during which billing cycle to apply the discount in. If it says "first full month", then Storage Commander will not include the prorated period as a billing cycle. If you leave it set to 0, then it will apply the discount during the first full month, and if you set it to 1, it will start to apply to the second full month.

Discount starts in (x) month, 0 = move-in month

Used for expiring discounts. This will let Storage Commander know during which billing cycle to apply the discount in. If it says "move-in month", then Storage Commander will include the prorated period as a billing cycle. If you leave it set to 0, then it will apply the discount during the prorated period, and if you set it to 1, it will start to apply on the second full month.

Other Questions

How do discounts relate to pending rate changes?

If you selected "Not Until Next Billing Period" during the rate change, then you will select the number of full payments, including the billing cycle that has the discount (for example, for a pay 12, get 1 free, select 13 as your number of payments). If you selected "Prorate Prepaid Accounts" during the rate change, then you should set the number of full payments to 0, and type in the amount received for that unit. The receipt will print properly, and the discount will apply properly as well.

Why do my discounts not appear on my receipts?

You must include the discount's billing cycle when factoring in the number of payments. For example, if you apply a prepay 6 months, get 1 free discount, then you need to set the number of full payments to 7, so that Storage Commander will calculate the payment for that 7th month (which will be \$0), and include it in the total payment due. The discount will still apply to the account correctly if you do not set the number of full payments to the correct number.

Why isn't the discount working?

Either the discount is not setup properly, or the user is not applying the discount correctly. Check back through this guide to determine the options you need to use to make your discount work. In addition, when you add an expiring discount, it asks you which month(s) the discount should apply on. Check and make sure that the discount was applied to the correct months through the recurring discount report under Reports | General | Recurring Fees and Discounts. Make sure that you are including the discount in your number of full payments.



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How to Set Up and Use Discounts

What is the window that is displayed when trying to add a discount to the account?

As described earlier in the expiring discounts portion of this document, the window that is displayed when you add any discount with the “Expires” button selected. The window asks you how many month(s) after the next billing date should it wait to apply the discount. For example, if you added a free month discount, and wanted it to apply after 2 months have passed, then you would set the number to 2. Thus, the customer would have to pay 2 months, and the third month would be free.

Always look at the date for your reference point when you are not sure what number to put in. The date is the exact month that the discount will start to apply, so if that starting date says 06/01/2008, then that is that month that will be discounted. Note that the duration of the discount can only be set in the in Maintenance | Program Setup | Discounts. In the payment window, the number of full payments for this payment would be set to 3.

What happens if someone comes in on the fifth, and wants to prepay x months, and get a month free (for example)?

The amount of rent that was charged on the first is considered a previous balance; it is not counted in the number of “Months After Next Billing” window. So, if you were using a Pay 2, Get 1 Free discount (see the previous question), then you would set the “Months After Next Billing” to 1 instead of 2. If you check the right-hand side of the window, you will see that the correct month is now selected. In addition, this means that in the payment window, the number of payments collected will be set to 2, instead of 3.

What happens if someone comes in on the fifth, and wants to receive my 10% Off for 3 Months (example) discount?

Since one month is considered past due, you cannot discount it directly through the same discount. You can create another discount, where the duration is set to 2 (one less than the duration), and the percent would be set to 15% (Percent of one month divided by the new duration). This would allow you to add the discount without needing to make an adjustment on it.

Why is there a “Discount” button on the payment window if I cannot use it?

The discount button on the payment window was replaced by Change a Unit’s Billing, which allows more powerful control over when a discount is applied. The discount button should be considered an inactive button, and it will be removed in a future version of Storage Commander.

Do you have questions? Please contact us at 951-301-1187, or e-mail us at support@storagecommander.com.



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Move-In Contract Merge Codes

When you use Microsoft Word, you must enter the merge codes exactly as you see them. They are case sensitive!

Facility Information ¹	
Name Line 1	{fac name1}
Name Line 2	{fac name2}
Address Line 1	{fac address1}
Address Line 2	{fac address2}
City	{fac city}
State	{fac state}
Zip Code	{fac zip}
Phone 1	{fac phone1}
Phone 2	{fac phone2}
Fax Number	{fac fax}
Manager	{fac manager}
E-Mail Address	{fac email}

Unit Information	
Unit Number	{unit}
Unit Size	{size}
Unit Rate	{rate}
Building	{building}
Type	{unit type}
Location	{unit location}
Payment Plan	{pay type}
Square Feet	{square feet}
Paid Through	{paid thru}
Next Billing	{next bill}

Customer Information	
First Name	{first}
Middle Name	{middle}
Last Name	{last}
Address Line 1	{address1}
Address Line 2	{address2}
City Name	{city}

State	{state}
Zip Code	{zip}
Tax Id	{tax id}
Primary Phone Number	{home phone}
Alternate Phone Number	{work phone}
Driver License Number	{dl number}
Driver License State	{dl state}
Driver License Exp	{dl date}
Social Security Number	{ssn}
Day Customer Pays On	{due day}

Alternate Customer Information	
First Name	{alt first}
Middle Name	{alt middle}
Last Name	{alt last}
Address Line 1	{alt address1}
Address Line 2	{alt address2}
City	{alt city}
State	{alt state}
Zip Code	{alt zip}
Phone	{alt phone}
Fax	{alt fax}

Employer Information	
Employer	{employer}
Department	{emp dept}
Phone	{emp phone}
Fax	{emp fax}
Supervisor	{emp super}
Address Line 1	{emp address1}
Address Line 2	{emp address2}
Employer City	{emp city}
Employer State	{emp state}
Employer Zip	{emp zip}

¹ Maintenance | Facility Info



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Move-In Contract Merge Codes

Date and Time	
Current Date	{date}
Current Time	{time}
Move In Date	{movein date}
Move In Time	{movein time}

Move-In Charges	
Deposit Due	{deposit}
Total Balance Due	{total due}
Total Rent Due	{total rent}
Total Discounts	{total discount}
Total Tax Due	{total tax}
Total Fees Due	{total fees}
Total Merchandise Due	{total merchandise}
Total Insurance Due	{total insurance}
Merchandise Subtotal Due	{merch amount}
Merchandise Tax Due	{merch tax}
Prorated Rent Due	{prorated rent}
Reservation Deposit Applied ²	{reservation depos}

Fees Policy	
Returned Check/NSF Fee	{nsf fee}

Late Fees Policy ³	
Step 1 Fee	{late fee step01}
Step 2 Fee	{late fee step02}
Step 3 Fee	{late fee step03}
Step 4 Fee	{late fee step04}
Step 5 Fee	{late fee step05}
Step 6 Fee	{late fee step06}
Step 7 Fee	{late fee step07}
Step 8 Fee	{late fee step08}

Step 9 Fee	{late fee step09}
Step 10 Fee	{late fee step10}
Step 1 Days	{late days step01}
Step 2 Days	{late days step02}
Step 3 Days	{late days step03}
Step 4 Days	{late days step04}
Step 5 Days	{late days step05}
Step 6 Days	{late days step06}
Step 7 Days	{late days step07}
Step 8 Days	{late days step08}
Step 9 Days	{late days step09}
Step 10 days	{late days step10}

² If the customer put down a reservation deposit, that amount will be applied to the rent balance.

³ This will tell you the fee for each late step. This allows you to show what the next fee will be if the customer does not pay.



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Late Notice Merge Codes

When you use Microsoft Word, you must enter the merge codes exactly as you see them. They are case sensitive!

Facility Information ¹	
Name Line 1	{fac name1}
Name Line 2	{fac name2}
Address Line 1	{fac address1}
Address Line 2	{fac address2}
City	{fac city}
State	{fac state}
Zip	{fac zip}
Phone 1	{fac phone1}
Phone 2	{fac phone2}
Fax Phone	{fac fax}
Manager	{fac manager}
E-Mail Address	{fac email}

Unit Information	
Unit Number	{unit}
Unit Size	{size}
Unit Rate	{rate}
Building	{building}
Type	{unit type}
Location	{unit location}
Payment Plan	{pay type}
Square Feet	{square feet}
Move In Date	{move in}
Day Rent is Due	{pay on day}

Unit Account Current Status	
Total Balance	{unit balance}
Rent Balance	{rent balance}
Fees Balance	{fees balance}
Insurance Balance	{insur balance}
Merchandise Balance	{other balance}
Rent Tax Balance	{tax balance}
Deposit Balance	{depos balance}
Paid Through Date	{paid thru}
Next Billing Date	{next bill}
Number of Days Late	{days late}
Last Payment Date	{lastpaydate}
Last Payment Amount	{lastpay\$}
Unit Balance Before Fee	{prev bal}
Fee Charged ²	{fee}
Paid Thru + 1 day	{next pay date}

Customer Account Current Status	
Customer Balance	{cust balance}

Normal Monthly Unit Charges	
Monthly Rental Rate	{rate}
Monthly Discount	{recurring discount}
Monthly Discounted Rent ³	{discounted rent}
Monthly Fees Charge	{recurring fees}
Monthly Tax Charge	{recurring taxes}
Monthly Insurance	{recurring insur}

Customer Information	
Current Date	{date}
Current Time	{time}
First Name	{first}
Middle Name	{middle}
Last Name	{last}
Address Line 1	{address1}
Address Line 2	{address2}
City Name	{city}
State	{state}
Zip Code	{zip}
Tax Id	{tax id}
Phone Number	{home phone}
Employer Phone	{work phone}
Driver License Number	{dl number}
Driver License State	{dl state}
Driver License Exp	{dl date}
E-Mail Address	{email}
Social Security Number	{ssn}

Alternate Customer Information	
First Name	{alt first}
Middle Name	{alt middle}
Last Name	{alt last}
Address Line 1	{alt address1}
Address Line 2	{alt address2}
City	{alt city}
State	{alt state}
Zip Code	{alt zip}
Phone	{alt phone}
Fax	{alt fax}

¹ Maintenance | Facility Info

² {fee}: fee charged on this notice (not including previous fees)

³ {discounted rate}: For example, a customer with a \$60 unit has a 10% senior discount. The value here would be \$54. This amount will not include taxes.



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Late Notice Merge Codes

Employer Information	
Employer	{employer}
Department	{emp dept}
Phone	{emp phone}
Fax	{emp fax}
Supervisor	{emp super}
Address Line 1	{emp address1}
Address Line 2	{emp address2}
Employer City	{emp city}
Employer State	{emp state}
Employer Zip	{emp zip}

Credit Card Information	
Card Type	{cc type}
Account Number	{cc acct}
Bill Address	{cc bill addr}
Bill Zip	{cc bill zip}
Card Name	{cc name}
Expiration Date	{cc expire}

Gate Access Fields	
Access Code	{access code}
Keypad Number	{keypad}
Time Zone	{timezone}
Start Time	{start time}
End Time	{end time}

Flexible Dates ⁴	
Flexible Date 1	{flex date 1}
Flexible Date 2	{flex date 2}
Flexible Date 3	{flex date 3}
Flexible Date 4	{flex date 4}
Flexible Date 5	{flex date 5}

⁴ Flexible Dates are setup in Storage Commander through Maintenance | System Setup | Documents | Setup Flex Dates. They allow you to specify a date that is "x" number of days after the move-in, paid through, next billing, or notice date.



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How to Install SC Payment

PRE-FLIGHT CHECK

Check the Storage Commander version	<p>You must run Storage Commander, version 4.3.9i or higher, before installing SC Payment. Right-click on the Storage Commander icon, click Properties, then Find Target, then right-click on Storage Commander, click Properties, and the modified date should be June 23, 2008 or higher.</p> <p>If you do not have the latest version, please contact Empower technical support at 951-301-1187.</p>	<input type="checkbox"/>
Have your token ready	<p>At this point, you should have completed your merchant account setup with Payment Processing, Inc., and that they have left your user name, password, and account token on your desktop for you. If you do not have the token, you will not be able to complete the installation of SC Payment.</p> <p>If you do not have a token, please call PPI at 800-774-6462.</p>	<input type="checkbox"/>
Update Credit Card Settings	<p>Go to Maintenance, Program Setup, Credit Cards, and then click on the Settings tab. Uncheck the three boxes below "End of Day Automation", which includes Initiate Primary Processor Settlement and Print Activity Reports.</p> <p>Also, change the Path from "C:\Program Files\Active-Charge" to "C:\Empower\SC Payment".</p>	<input type="checkbox"/>
Multi-facility Setup	<p>If you use multiple facilities (you have the "Facilities" menu on your menu bar), then call Empower Software's technical support 951-301-1187. There are extra steps involved in setting up SC Payment.</p>	<input type="checkbox"/>

INSTALLATION

Download SC Payment	<p>Go to http://support.storagecommander.com/, click on Technical Support, and then Downloads. Click on the SC Payment link, and then save the file to your desktop.</p>	<input type="checkbox"/>
Run the file	<p>Once the download is complete, close your browser window. Double-click on the file that you just downloaded.</p>	<input type="checkbox"/>
Enter the setup password	<p>If you do not have the password, call our support number at 951-301-1187.</p>	<input type="checkbox"/>
Install SC Payment	<p>Close Storage Commander and PCCharge before installing SC Payment.</p>	<input type="checkbox"/>



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How to Install SC Payment

Hit the Finish button	You do not need to restart your computer after the installation.	<input type="checkbox"/>
POST-FLIGHT TASKS		
Open SC Payment	Double-click on the newly create icon on your desktop. This will open the SC Payment settings window.	<input type="checkbox"/>
Input the Token	Open the text file that contains your token from PPI. It should be on the desktop, and it will say "PPI" on it. Once it is open, highlight the entire token, and then copy and paste the token into the SC Payment's Token box. You might copy a space or two, so check the token to make sure that you do not allow any spaces before or after the token, because SC Payment will not recognize it as a valid token. Afterwards, hit the OK button. You will need to close SC Payment, and open it again for the token to take effect. Right-click the blue and white checkerboard icon in your system tray, and then, click Exit. After that, double-click on the SC Payment icon.	<input type="checkbox"/>
Test a Credit Card	Open Storage Commander, and try to charge a credit card. The first transaction might take a few moments to process (no more than 30 seconds), and every one thereafter will be at the normal 1 – 3 second transaction time. If the transaction appears to be stuck processing the card, then double-check that you changed the Credit Card Path (see "Update Credit Card Settings"). If you are still having problems, contact Empower Software's Technical Support at 951-301-1187.	<input type="checkbox"/>
Uninstall PCCharge (Optional)	You can uninstall PCCharge through Start, Control Panel, Add or Remove programs. We strongly recommend that you make a backup of PCCharge before you remove it, because your transaction database is a local database, and if you delete it, you will lose your entire transaction history.	<input type="checkbox"/>



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How to Migrate and Install SC to a New Computer

PRE-FLIGHT CHECK

Check the Storage Commander version	Open Storage Commander and then go to Help, About to view the version number. Make sure that you have that version in the form of an Update CD or a downloaded update.	<input type="checkbox"/>
Backup Storage Commander	Open Storage Commander, go to File, Backup, and save that file to the removable media that you are using for your backup. This file will be a .zip file, and it will contain all of the database files in Storage Commander, along with all of your photos. We also recommend that you copy your Empower directory to your removable media. Note that you cannot simply copy that folder from the old computer to the new computer, and have Storage Commander work properly. It is merely a reference point if one of our support technicians needs to assist you with the migration.	<input type="checkbox"/>
Backup Word Documents	Storage Commander is able to use Microsoft Word documents for the notices, receipts, and contracts. These notices are not a part of the Storage Commander backup file. Go to Maintenance, System Setup, and then Documents to see the paths for the Word document files. You will need to click on the Lien Status button to bring up the Lien Status setup screen, highlight each entry, and hit Edit to check for more document paths.	<input type="checkbox"/>
Multi-facility Backup	If you are running a multiple facility setup, please be certain that you have created a backup for each facility. Go to your Facilities menu, and for each facility listed, created a backup with the name appended to the file (for example, SC Backup – Empower Self Storage.zip) so that you can retain clarity on which backup it is.	<input type="checkbox"/>
Download Updates and Programs	You should download the latest updates from www.storagecommander.com , so that you can save time when you are setting up Storage Commander on the new computer.	<input type="checkbox"/>
Backup PCCharge	You should make a backup of PCCharge. Contact VeriFone at (877) 659-8981 to find out more information on the best way to backup their program.	<input type="checkbox"/>
Backup your Gate Software	Please contact your gate manufacturer to find out if it is necessary to backup your gate software, or if you can use the install disk to install a fresh copy. You should make sure that you have your install disk and the latest update that you are running so that you will have the same version on the new computer that you had on the old computer.	<input type="checkbox"/>
Backup SC Payment	There is no need to backup SC Payment, because Storage Commander backs up the settings file with the normal Storage Commander database.	<input type="checkbox"/>



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How to Migrate and Install SC to a New Computer

Backup other files	Remember to backup any other files from the old computer that you want to keep.	<input type="checkbox"/>
Necessary Disks	Find the original Storage Commander installation disk and any module disks. If you cannot find the original installation disk, call our customer service line at 951-672-6257 to find out more information on re-ordering an installation disk.	<input type="checkbox"/>
Hardware Drivers	Make sure that you have all of the hardware drivers, including the network card driver, camera driver, and display driver, necessary before you migrate to a new computer.	<input type="checkbox"/>
MIGRATION/INSTALLATION		
Install Storage Commander	Load the Storage Commander installation disk, and allow the CD to start the setup wizard. Follow the setup wizard through to complete the installation.	<input type="checkbox"/>
Restore your Storage Commander Backups	Open Storage Commander. The default username is "ADMIN", and the default password is "PASSWORD". Go to File, Restore, and select the backup that you made during your Pre-Flight tasks.	<input type="checkbox"/>
Run the update again	Insert your latest update CD, or run the latest update file from www.storagecommander.com . This will ensure that your data is the same version as the program you are running.	<input type="checkbox"/>
Install Storage Commander Modules	If you have Storage Commander module disks, such as the Photo ID kit module, the credit card module, or the Fingerprint module, then install each disk. Note: these disks are not required; we may have built these functions into the install CD if you purchased them during your initial setup.	<input type="checkbox"/>
Install PCCharge/SC Payment	Contact VeriFone at (877) 659-8981 to if you need information on how to install PCCharge. See our "How to Install SC Payment" guide for more information on SC Payment.	<input type="checkbox"/>
Install Gate Software	Please contact your gate manufacturer for information on how to install your gate software.	<input type="checkbox"/>
Restore Word Documents	Copy the Word Documents to the same file locations that they were located at on the old system. If you do not copy them to the same path, then you will need to update the document paths in Storage Commander.	<input type="checkbox"/>
Install all of the hardware drivers.	We keep copies of the peripheral drivers (camera, receipt printer, fingerprint scanner) on our web site at www.storagecommander.com under Technical Support Downloads.	<input type="checkbox"/>



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How to Migrate and Install SC to a New Computer

POST-FLIGHT TASKS		
Restart the computer; Open Storage Commander	Make sure that you can open Storage Commander, and log in with the normal user name and password that the facility manager uses.	<input type="checkbox"/>
Take a Payment	Take a payment on any account, and reverse it thereafter. This will make sure that your database files and program files are the same or similar versions. If not, then run the update again.	<input type="checkbox"/>
Print Test Reports	Print a test copy of the Deposit Slip report, and the Monthly Facility Summary report. If it will not generate, then run the update again.	<input type="checkbox"/>
Charge a Credit Card	Try to run a live credit card inside of Storage Commander to make sure that the interface is working. If that does not work, try to charge the card directly from PCCharge. If you cannot charge it in PCCharge, then call VeriFone. If you can charge it in PCCharge, but not Storage Commander, then call our technical support department.	<input type="checkbox"/>
Print a Receipt	Make sure that you print a receipt from your Epson Receipt Printer to ensure that it is functioning correctly.	<input type="checkbox"/>
Update a Gate Code	Change a customer's gate code in Storage Commander, and then try it on the keypad. If it does not work, then find out if the account was updated in the gate software. If the account was updated, then call your gate manufacturer. If it was not updated, then call our technical support department.	<input type="checkbox"/>
Scan a Driver's License and Credit Card	Bring up a move-in screen; try to scan a driver's license to make sure that your card reader is work. Also, try scanning a credit card in a payment window (it will not charge until you hit the "Charge Card Now" button). If it does not work, you will need to check your connection again, as there are no software drivers for this device to reinstall. Make sure that it is plugged into the purple circular PS/2 port on the back of your computer instead of the teal PS/2 port.	<input type="checkbox"/>
Print a Contract	This will ensure that the Word Interface is functioning properly and that you have restored the Word documents successful. Make sure that Microsoft Word is installed and activated before you try this.	<input type="checkbox"/>
Encountered Problems	Please contact us at 951-301-1187, or e-mail us at support@storagecommander.com if you have encountered problems during your migration or installation.	