

User Manual

Version 1.0



Leading The Way In Facilities Management Software

Welcome to Net Commander

Developed exclusively for the self-storage industry, Net Commander has been designed to use the latest Windows 32bit graphical architecture, incorporating features not found in any other management program.

This manual will help you to quickly get started with Net Commander. We strongly recommend that you start with Section 1, *Exploring Net Commander*. This section will give you an overview of all of the individual functions, screens and parameters that effect the operations of Net Commander. Proceeding to Section 2 *Using Net Commander* will allow you to familiarize yourself with basic operations such as move-in, move-out, adjustments, transfers, payments, as well as other standard operations you as self storage managers do on a day to day basis.

It is important to understand that even though these operations may be considered standard to all self storage facilities (stores), not all stores operate exactly the same. For instance some stores may charge rent on the first of the month, while others charge rent each month on the calendar day of the move-in (Anniversary date), some stores prorate unused rent at move-out, while some will only allow prorated refunds if the customer gave notice within a predetermined time frame. The list of operational differences used throughout the Self Storage industry is extensive, and while Net Commander can be configured to meet the operational requirements of your store we strongly recommend that you take the time to review Section 3 *Installation & Setup* to verify that Net Commander is configured correctly for your store.

We're available to help you with any questions that you might have in using Net Commander. Net Commander comes with 60 days free technical support, available from 7am to 5:pm Monday through Friday Pacific Standard Time. We also offer additional support at reasonable rates after the initial 60 days have expired.

If you have any ideas on how to improve Storage Commander, please call us, we are always happy to discuss new features with our customers.

Thank you,

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1 Net Commander Overview

This is an overview and its goal is not to get into the specifics, but to give you an idea of how Storage Commander and Net Commander interact. It is important to understand that Net Commander contains a copy of Storage Commander data that is accessible though an internet browser. Net Commander and Storage Commander store their data in two separate databases i.e. Storage Commander does not look towards Net Commander for its data.

There are three components to the Net Commander operation: Storage Commander, Transmitter and the Net Commander Server. Each component works independently of each other but in unison, meaning if the Transmitter at particular facility fails to transmit then Storage Commander continues to function and the Net Commander Server continues to operate with other facilities.

All transmissions are conducted over a secure, encrypted internet connection.

1.1 STORAGE COMMANDER

Storage Commander acts independently and continues to function if there is an internet outage or if a problem arises with the Net Commander Server.

1.2 TRANSMITTER

The purpose of the Transmitter is to scan the Storage Commander database to update the Net Commander Server and to retrieve commands from the Net Commander Server.

If any of the records with the Storage Commander database have changed, then those records will be sent to the Net Commander Server. After the records have been sent, the Transmitter then checks to see if there are any commands that need to be sent down to the facility. If there are new commands, the Transmitter will update Storage Commander and as a result of that command, the Storage Commander records will be resent to the Net Commander Server in the next pass. A command can be payment, a reservation, or any other Net Commander supported feature.

The Transmitter is set to run at a set interval, for instance it can operate every ten seconds, or every minute or whatever value that meets the requirements of your operation. When logged into Net Commander and performing activities, it will take double the interval time to see any changes in Storage Commander on the Net Commander Server side.

1.3 NET COMMANDER SERVER

The Net Commander Server provides the internet front end and allows you to perform activities (payments, reservations, discounts, etc.), view reports and make changes to the way Storage Commander operates all from an internet browser such as Internet Explorer or Mozilla. If a Transmitter from a particular facility fails to transmit, you still can continue to operate against that facility. The next time that facility's Transmitter transmits it will update Storage Commander with the newest commands.

At the time of this manual was written, Net Commander contains a subset of the Storage Commander features.

2 Exploring Net Commander

The purpose of the section is to identify and explain all of the basic functionality of Net Commander. Detailed explanations for many features can be found in the sections following this one.

Net Commander is an internet based application that uses Internet Explorer or any Netscape/Mozilla based browser. In addition to the Net Commander features, there are also browser related features and will discuss them when appropriate.

For your viewing pleasure, it is recommended that a screen resolution of 1024 x 768 or more be used when logged into Net Commander. See Appendix A to see how to change your screen resolution. We do not support 800 x 600 screen resolutions because at that resolution there is simply not enough screen real estate to comfortably use Net Commander. In an internet environment, program functions are launched using single left clicks. Double clicking on a link could cause the program to malfunction.

2.1 ACCESSING NET COMMANDER

The way the account is access can very from setup to setup. It depends on how the Net Commander System Administrator setup Net Commander for your organization. These are some the possible ways that you can access your organizations account.

Please consult your Net Commander Systems Administrator on how to access your organizations account.

Sub Domain	https://accountname.domain.com
Directory Based	https://www.domain.com/accountname
User Name Based	https://www.domain.com/~accountname
Stand Alone	https://www.domain.com

Table 1 – Account type locations.

If your organization is being hosted by Empower Software Technologies then you can access Net Commander by entering "https://www.storagecommander.com/~accountname" in your browsers Address Bar and then press enter. After the page loads you should see a Net Commander Login Prompt.

2.1.1 LOGGING IN

To start using Net Commander you need to log into the system. This is done by entering your Login ID that was assigned by your Net Commander System Administrator. Upon a successful login the main Net Commander screen will appear.

#> Net Commander Login:			
Username	Login ID		
Password	•••••		
	Login Cancel		

Figure 1 – Net Commander login prompt.

If your login has failed, you will see an error message like the one in the following figure. The system will not lock you out if you are unsuccessful multiple times. For security reasons the error message does not divulge the user whether you had a bad username or password.

#> Net Commander Login:					
Username Password	Sorry, but your Username or Password is incorrect. Please try again.				
Login Cancel					

Figure 2 – Error message from invalid login.

For whatever reason if your account has been disabled, then you will see the following message.

#> Net Commander Login:					
Username		Sorry, but your account has been disabled.			
Password	Login Cancel	Please contact your Net Commander systems administrator.			

Figure 3 – Error message from a disabled account.

Occasionally the Net Commander Administrator has to do maintenance on the Net Commander. A message similar to the one in the following figure will be displayed. Trying to login as the Administrator but with your login will take you back to this screen.

Net Commander: Down for maintenance .				
We are sorry for the inconvenience. We are doing maintenance on the server and will be back up 12:00 AM PDT				
<u>Administrator Login</u>				

Figure 4 – Possible message from the Net Commander System Administrator.

2.2 THE MAIN SCREEN

The main Net Commander screen consists of: Program Menu, Control Panel, Body, Address Bar, Login Information, and Account Settings. During any activity, you will see all of these components in the application. When you first log in, you will see the Welcome screen.



2.3 USING THE PROGRAM MENU

The program menu is structured in a way that it is similar to Storage Commander. If you are familiar with the Storage Commander menu structure, then will have no problem navigating the Net Commander menu.

To expand the menu, just move your mouse cursor over the menu, there is no clicking involved.

Activities _	Reports	Maintenance
 •	▼	· · · · · · · · · · · · · · · · · · ·

Figure 6 – Main Menu.

Menu items with right facing triangles ▶ indicate that there are menu items below that. The sub menus can be viewed by simply moving your mouse cursor over the menu item.

Activities	Reports 🗸 🖕	Maintenance 🗸 🖕
	Customer 🕨 🕨	
	Unit 🕨	
	Accounting	
	Analysis 🔹 🕨	
	General 🕨	
	Marketing	
	Insurance Detail	

Figure 7 – Main Menu Expanded.

Single clicking on a menu item that is not expandable will launch that program function that is associated with that menu item.

Activities 🖕	Reports	- Maintenance	-
	Customer	•	
	Unit	•	
	Accounting	•	
	Analysis	Monthly Facility Summary	
	General	Monthly Income Summary	
	Marketing	Monthly Cash Audit	
	Insurance Detail	Monthly Cash Audit V2	
		Monthly Unit Activity	
		Rolling Cash Flow	
		Unit Area Income Analysis	

Figure 8 – Sub Menu Expanded.

If a user does not have access to a particular Net Commander function, then the menu function will be grey and italicized as circled in red in figure below. It is important to note that if user has an account on both Storage Commander and Net Commander that the user's access privileges are not automatically synchronized. If access privileges change on one system then they have to manually change them on the other system

	Activities 🗸 🗸	Reports 😜	Maintenance 😜 🖕
\int	Accept Payment		
	Reservations		
	Make Adjustment		
	Reverse Transaction		

Figure 9 – Disabled Menu Items.

2.4 USING THE CONTROL PANEL

The Control Panel's purpose is to allow the user to select settings prior to running a Net Commander function. These settings are the Facility Range and Date Range. Whether it be a report or an activity, every function in the menu must have the Facility Range set prior to running the Net Commander function. The Date Range is optional and is only applicable to viewing reports. The Facility Range must be set before viewing any report or performing any function.

1. Select Facility R	ange: Select Facility Range 💌		
2. Select Dates:	⊙ Today ◯ W-T-D ◯ M-1	Г-D С Ү-Т-D	
	O Date Range From: May	▼ 17 ▼ 2004 ▼ To: May	▼ 17 ▼ 2004 ▼

Figure 10 – Control Panel.

2.4.1 SETTING THE FACILITY RANGE

The Facility Range is broken down into three categories, All, Facilities, and Regions. Currently, only the reports can be ran across all facilities or a region. Activities and Maintenance functions can only be used when individual facilities are selected.

Selecting the Facility Range to All will allow a report to compile information from all the facilities.

1. Select Facility Range	: Select Facility Range 💌	•	
2. Select Dates:	Select Facility Range	ОМ.Т.D.С.Ү.Т.D	_
	Facilities Demo 1 Demo 2 Demo 3 Regions	n: June 🔻 9 🔹 2004 💌 To: June 💌 9 💌 2004 🖳	1
	NC Demo		

Figure 11 – Control Panel, selecting the Facility Range to All.

Selecting the Facility Range to an individual facility will allow a report to compile information from that selected facility.

1. Select Facility Range	Select Facility Range 💌	-	
2. Select Dates:	Select Facility Range All Facilities) C M-T-D C Y-T-D n: May • 17 • 2004 • To: May • 17 • 2004	-
	Demo 1 Demo 2 Demo 3 Regions NC Demo		

Figure 12 – Control Panel, selecting the Facility Range to an individual facility.

Selecting the Facility Range to a region will allow a report to compile information from all facilities within that selected region.

1. Select Facility Range	Select Facility Range 💌	
2. Select Dates:	Select Facility Range All Facilities Demo 1 Demo 2 Demo 3 Regions NC Demo) OM-T-D OY-T-D n: June V 10 V 2004 V To: June V 10 V 2004 V

Figure 13 – Control Panel selecting the range by Regions

2.4.2 SETTING THE DATE RANGE

You can use the preset date ranges to easily set the range that reports will be compiled by. You can also set a custom date range.

1. Select Facility Ran	ge: Select Facility Range 🔽		
2. Select Dates:	● Today ○ W-T-D ○ M-T	Г-D С Ү-Т-D	
	C Date Range From: May	▼ 17 ▼ 2004 ▼ To: May	 ▼ 17 ▼ 2004 ▼

Figure 14 Control Panel.

W-T-D	Week To Date	
M-T-D	Month to Date	
Y-T-D	Year to Date	

 Table 2 – Date range presets.

2.5 LOGIN INFORMATION

The login information area contains information about your login, the time you logged in, when your last activity was and the time your session will end.

Login Information		
Username:	demo	
Туре:	USER	
Login Time:	11:55 AM	
Last Activity: 11:55 AM		
Session Ends: 12:25 PM		
Logout	Refresh	

Figure 15 – Login Information area.

Each time you log into Net Commander, you are assigned a one time session id. A session id is a security measure used to ensure that temporary data that is used in association with your use of Net Commander is properly protected from unwanted users trying to steal your session.

Pressing the **Logout** button logs you out of Net Commander. You must login to get back into Net Commander. The **Refresh** button will reload the current page you are in. You should only refresh reports. It is highly recommended that you do not try to refresh the screen during an activity or maintenance function.

2.6 ACCOUNT SETTINGS

The Account Settings area contains links to manage your account. You can change your password or update your contact information.

Account Settings
 Change Password
 Jupdate Contact Info

Figure 16 – Account Settings area.

2.6.1 CHANGING YOUR PASSWORD

To change your password just enter in your current password and then enter your new password. You will need to confirm your new password by entering it again. Click **Change Password** to proceed.

Change Password		
Change Password for	demo	
Current Password	•••••	
New Password	••••	
Confirm New Password	••••	
Change Password	Cancel	

Figure 17 – Change Password screen.

If your new password does not match the confirm password then you will see an error message pop up. Click **OK** and then retype the new password and then confirm the password. Then click on **Change Password** again to proceed.

Microsof	Internet Explorer	±۲
1	Sorry but your passwords do not r	natch.
	OK	

Figure 18 – Password Confirmation error message.

If you are successful then you will see this message. You can click on **Return to Main Menu** or just move your cursor up to the Program Menu

Change Password		
Your password has been updated.		
Return to Main Menu		

Figure 19 – Your password has been changed successfully.

If you fail to enter your current password correctly then you will see the following error message. You will need to restart the **Change Password** process all over again. For whatever reason that you can not enter your current password correctly, then your Net Commander Systems Administrator can reset your password for you.

Change Password			
Your current password does not match with the password that is in the system. Please try again.			
Change Password for demo			
New Password			
Confirm New Password			
Change Password Cancel			

Figure 20 – Change Password screen with error message.

2.6.2 UPDATING YOUR CONTACT INFORMATION

Your contact information is useful in large organization for so that if any problems arise, your contact information will be available to the Net Commander System Administrator. To make changes to your information, just edit each field and then click on **Update Contact Info**.

Update Contact Info		
First Name	Demo	
Middle Name	E	
Last Name	Мо	
Phone Number	,	
Extension		
Moble Number		
Fax Number		
Email	demo@storagecommander.com	
Address 1		
Address 2		
City		
State		
Zip		
Title		
Update Contact Info Cancel		

Figure 21 – Update Contact Info.

Once you have updated your contact info, then you will see the info displayed without the editable fields. To edit the fields again, just click on the **Update Contact Info** link in the Account Settings area.

Update Contact Info			
First Name	Demo		
Middle Name	E		
Last Name	Mo		
Phone Number			
Extension			
Moble Number			
Fax Number			
Email	demo@storagecommander.com		
Address 1			
Address 2	Address 2		
City			
State			
Zip			
Title			
Return to Main M	lenu		

Figure 22 – Updated contact information screen.

When you are done you can click on the **Return to Main Menu** link or just run another Net Commander function.

2.7 PRINTING

To print reports or financial receipts, just click on the Printer Friendly Icon sprinter value of each report. This will automatically open up a separate window and then a print dialog will appear. After you are done printing, you can then close the separate report window and return back to the main internet browser that is displaying your current session of Net Commander.

Net Commander - Microsoft Inter	net Explorer		s s s s s s
Receipt			-
Main Street Storage 1980 Main Street Lone Pine, CA 93385- (989) 672-6257			
Doe, John 1234 Yada yada ya Wy. San City, CA 12345			
	Monday Mar 17 2004		
	General Options		
Transaction	Select Pinter		Amount
Reserve Unit	Pake Printer Printer Processerate 45500N PCL5c Processerate 4 on SUPER-SERVER		\$0.00
	HP C LaserJet 45500N PCL6		\$100.00
	x	Balance:	\$100.00
Check # 1234 Amount: \$100.00	Status: Ready E Preferences		-\$100.00
	Comment: Find Printer	Balance:	\$0.00
	Page Range C Al C Selecton C Current Page		
	C Pages: 1 Enter either a single page number or a single page sange. For example, 512		
	Plint Cancel Apply		
-			
4			D

3 Activities

The activities in Net Commander are modeled after Storage Commander as much as possible. Some features are modified to fit the Internet/remote-user environment. Other features may not apply to remote operations therefore they are not supported.

3.1 ACCEPT PAYMENT

Net Commander only displays balances after Storage Commander has assessed rent or fees. At the time of this writing, Net Commander does not accept any prepayments.

To accept a payment, select the facility from the Control Panel and then move your cursor up to the menu and select **Activities > Accept Payment**.

A current customer list will appear. All the customers are listed alphabetically and with their unit(s) in parenthesis.

Activity: Accept Payment		
Demo 1		Top Return to Main
A		
AGUIRRE, SILVIA J (E1)	ARCHER, ANNIE A (C25)	
В		
Burton, Shay M - (D1)		
c		
CONNER, PHILL D (A1)	CORYANN, DONNA I (D4)	
D		
Downey, Dave - (C28)		
E		
ELIAS, ERICKA J (A10)	ESCOBAR, ISRAEL I (C21)	
F		
FERRITI, TONLA (C36)	FILLOW, FRANK F (D19)	FORRESTER, JIM D (B17)
E ELIAS, ERICKA J (A10) F FERRITI, TONI A (C36)	ESCOBAR, ISRAEL I (C21) FILLOW, FRANK F (D19)	FORRESTER, JIM D (B17)

Figure 23 – Partial Customer List

The Customer List has some navigational aids primarily on the title bar for the facility. When the list is long and you need to quickly jump to the top of the list, you can click on **Top** and that will take to the top. Clicking on **Return to Main** will exit the customer list and take you back to the main screen.

Clicking on the customer name with multiple units will display a prompt so that you can choose which unit to apply money to. If a customer only has one unit then Net Commander will take you directly to the Billing Info Section.

To select a unit, just place a check in the checkbox \mathbf{V} . You can select all checkbox by clicking on the **Select All** link. Conversely you can click on the **Clear All** link to uncheck all the checkboxes. When you are satisfied on which units you will accept payments for, you can then click on **Next** to proceed to the next section.

If you need to go back at anytime, then click on the **Back** button or click on **Cancel** to cancel the activity.

Activity: Accept Payment					
This customer has multiple units. Select the unit(s) to apply payment to.					
Unit	Paid Through Da	ate Sub Total			
C37	09-26-1999	\$1610.00			
🗖 D5	09-26-1999	\$2835.00			
Select All Clear A	<u>\ </u> To	xal \$4445.00			
Next Back Cancel					

Figure 24 – Multiple units prompt.

The Billing Info section displays a brief summary of the amount due before proceeding with the payment. Click on **Next** to proceed.

Activity: Accept	Payment			
Billing Info				
Customer Name:	PHILLIPS, STEVE			
Units	Payment Plan	Paid Through	Next Billing	Sub Total
C37 5×5	Monthly w/ Invoice	1999-09-26	2002-08-27	\$1610.00
			Total Due:	\$1610.00
Next Back Cano	cel			

Figure 25 – Billing Info Section.

The **Accept Payment Section** shows the customers billing information and method of payment. This section is the last section prior to processing the payment.

The **Payment Method** area prompts the user for payment information. Only Check and Charge types can be applied and you can only do one method of payment. Net Commander currently can not accept partial payments.

Activity: Accept Payment						
Accept Payment						
Customer Name: PHILLIPS, STEVE Customer Address: P.O. BOX 114 LAKE ELSINORE, CA 99999-3333						
Payment Method						
Total Amount Due: 1610.00						
C Check	© Charge					
Check Number	Card Type Select Credit Card 🔽					
Bank Account Number	Card Number					
Bank Transit Number (9 digits)	Expiration Date / (MM/YY)					
Bank Number (XX-XX)	Approval Code					
	Name On Card					
Billing Address						
The billing address has to be the same as the one registered on the card						
Billing Address						
City State Zip						
Select State 💌						
Next Back Cancel						

Figure 26 – Accept Payment Section.

To process a check, just click on the Radio Button 💿 for Check. The Charge Fields will then be disabled. Enter in the corresponding information from the customer's check into the fields. Please refer to **Appendix E** for more information on Check Properties. All the fields are required to process a check. The Billing Address area is only needed when you are processing a charge.

To process a **Charge**, click on the Radio Button 💿 for Charge. The Check Fields will be disabled however the Billing Address area is now enabled. Select the Card Type and enter all the corresponding credit card information. You can enter a new Billing Address or check the checkbox 🗹 to copy the customers above Billing Address. The Name on the card must be the same name that is on the Billing Address.

Once the payment information has been entered, you then can click on **Next** and that will process the payment. A receipt page like figure 28 will be displayed. To print the receipt, just click on the purple **Printer Friendly** icon. For more information on printing please refer to **Section 2.7**.

To accept a new payment, click on the Accept New Payment link or click on Return to Main to the main screen.

Activity: Accept	Payment	2 		
Accept New Payment Re	eturn to Main			Printer Friendly
Receipt				
Main Street Storage 1900 Main Street Lone Pine, CA 93385- (909) 672-6257				
PHILLIPS, STEVE P.O. BOX 114 LAKE ELSINORE, CA 999	99-3333			
		Tuesday, June 22, 2004		
Transaction	Unit	Tuesday, June 22, 2004		Amount
<u>Transaction</u> Payment	Unit	Tuesday, June 22, 2004		Amount
<u>Transaction</u> Payment	<u>Unit</u> C37	Tuesday, June 22, 2004 Description Previous Rent Balance		Amount \$1575.00
<u>Transaction</u> Payment	Unit C37 C37	Tuesday, June 22, 2004 Description Previous Rent Balance Previous Fees Balance		<u>Amount</u> \$1575.00 \$35.00
Transaction Payment	<u>Unit</u> C37 C37	Tuesday, June 22, 2004 Description Previous Rent Balance Previous Fees Balance	Balance:	Amount \$1575.00 \$35.00 \$1610.00
Transaction Payment check #1234 Amou	Unit C37 C37 unt: \$1610.00 C37	Tuesday, June 22, 2004 Description Previous Rent Balance Previous Fees Balance Applied Rent Payment	Balance:	Amount \$1575.00 \$35.00 \$1610.00 -\$1575.00
Transaction Payment check #1234 Amou	Unit C37 C37 unt: \$1610.00 C37 C37	Description Previous Rent Balance Previous Fees Balance Applied Rent Payment Applied Fees Payment	Balance:	Amount \$1575.00 \$35.00 \$1610.00 -\$1575.00 -\$35.00

Figure 27 – Accept Payment Receipt.

3.2 RESERVATIONS

To make a reservation, select the facility from the Control Panel and then move your cursor up to the menu and select **Activities** > **Reservations**.

The screen will display a list of available units that are grouped by size. The price of each unit is also displayed right next to the price. Select a unit by clicking on the drop down menu just below the list of units.

Activity: Reservations
Available Units - Demo 1
5 X 5 \$45 A3 A4 A5 A6 A7 A8 A9 C38 C39 C40 C41 C42
5 X 10 \$65 B11 B12 B13 B14 B15 B16 B18 B19 B20
10 X 10 \$80 E2 E3 E4 E8 E9
10 X 20 \$80 C22 C23 C26 C27 C29 C34 C35 D2 D3 D6 D7 D8 D13 D17 D18 D20
Reserve Unit
Select Unit 💌

Figure 28 – Reservation, Available Units

After you have selected a unit, you will have to fill in the customer information. With the exception of the **Middle Initial**, **Address 2**, **Alternate Phone Number** and **Email Address**, all the fields are required in order to process the reservation.

Customer Infor	nation
First Name	Middle Initial Last Name
Address 1	
Address 2	
City	State Zip
Phone Number	Alternate Phone Number
Email Address	
L	

Figure 29 – Reservation, Customer Information.

To process a check, just click on the Radio Button 💿 for Check. The Charge Fields will then be disabled. Enter in the corresponding information from the customer's check into the fields. Please refer to **Appendix E** for more information on Check Properties. All the fields are required to process a check. The Billing Address area is only needed when you are processing a charge.

To process a **Charge**, click on the Radio Button **•** for Charge. The Check Fields will be disabled however the Billing Address area is now enabled. Select the Card Type and enter all the corresponding credit card information. You can enter a new Billing Address or check the checkbox **•** to copy the customers above Billing Address. The Name on the card must be the same name that is on the Billing Address.

Payment Method	
Deposit Amount: \$0.00 (No Commas)	
C Check	© Charge
Check Number	Card Type Select Credit Card 💌
Bank Account Number	Card Number
Bank Transit Number (9 digits)	Expiration Date / (MM/YY)
Bank Number (XX-XX)	Approval Code
	Name On Card
Billing Address The billing address has to be the same as the one registered on the card Use customer's address above.	
Billing Address	
City State Zip	
Reserve Unit Reset Cancel	

Figure 30 – Reservation, Payment Area

Once the payment information has been entered, you then can click on **Reserve Unit** and that will process the payment. A receipt page like figure 28 will be displayed. To print the receipt, just click on the purple **Printer Friendly** icon. For more information on printing please refer to **Section 2.7**.

To accept make another reservation, click on the **Reserve Another Unit** link or click on **Return to Main** to the main screen.

2			Printer Friendly
	Wednesday, June 23, 2004		
Unit	Description		Amount
A4	Reserved		\$0.00
A4	Reservation Deposit		\$56.00
		Balance:	\$56.00
A4	Applied Rent Payment		-\$56.00
		Balance:	\$0.00
	D A4 A4 A4 A4	Wednesday, June 23, 2004 Unit Description A4 Reserved A4 Reservation Deposit A4 Applied Rent Payment	Wednesday, June 23, 2004 Unit Description A4 Reserved A4 Reserved A4 Reserved A4 Reserved A4 Reserved A4 Reserved Balance:

Figure 31 – Reservation Receipt.

4 Reports

The reports in Net Commander are essentially the same reports in Storage Commander with the exception that the layouts may differ. In addition, there are some reports that are tailored to Net Commander because of its multi-facility viewing capabilities.

4.1 VIEWING REPORTS



To view a report from a single facility, set your Facility Range to the facility that you would like to use. Then move your mouse cursor to the menu and select **Reports** then move you cursor over to any report and click to execute that report.

The time for the report to display depends on the complexity of the report. So report times can vary from report to report.

Report: Overall Occupancy								
			Overall Occupancy Facility: Main Street Storage					
Size	Count	Rented	Vacant	Occupancy	Projected Rent	Vacant Rent	Default Rent	Economic Occupancy
5X5	16	3	12	18.8%	135.00	540.00	720.00	18.8%
5X10	10	1	9	10.0%	65.00	585.00	650.00	10.0%
10 X 10	10	2	5	20.0%	160.00	400.00	800.00	20.0%
10 X 20	36	16	16	44.4%	1,245.00	1,280.00	2,880.00	43.2%
Total	72	22	42	30.6%	1,605.00	2,805.00	5,050.00	31.8%
Iotal 72 22 42 30.6% 1,605.00 2,805.00 5,050.00 31.8% Legend: Count is all units including unavailable, company, and reserved units. Projected Rent is sum of actual rent for rented units. Projected Rent is sum of actual rent for rented units. Vacant Rent is sum of default rent for vacant units. Default Rent is sum of default (book) rent for all units. Economic Occupancy is ratio of Projected Rent to Default Rent. Economic Occupancy is ratio of Projected Rent to Default Rent.								

Figure 32 – Sample Report

Each report will be clearly identified by the tab and by the title on the report itself. Just below the title will be the facility that the report is being compiled for. Reports can be printed by clicking on the **Printer Friendly** icon.

For reports that operate on a date range, you have to set the date range prior to running the report. If you don't set a date range on a report that uses a date range, then the report uses the default date range. The default date range is set to the current day.

Currently Net Commander doesn't indicate which report uses date range prior to running the report.

Report: Monthly Facility Summary							
		<	Monthly Facility Summary Date Range: 06-24-2004 to 06-24-2004 Facility: Demo 1				
Adjustments	Date Range	Month Ending	Transactions This Period				
Rent Credits	0.00	0.00	Number of Transactions	Units Affected			
Rent Adjustments	0.00	0.00					
Fee Credits	0.00	0.00					
Fee Adjustments	0.00	0.00	Unit Summary				
Deposit Credits	0.00	0.00	Unite Sa F	;+ % of			
Deposit Adjustments	0.00	0.00	Units Sq1	'Sq Ft			
Returned Checks							
Rent	0.00	0.00					
Fees	0.00	0.00					
Deposits	0.00	0.00					
Merchandise	0.00	0.00					
Taxes	0.00	0.00					
Insurance	0.00	0.00					
Discounts	0.00	0.00					
Other	0.00	0.00					
Prepaid Rent	0.00	0.00					
Total	0.00	0.00					

However when you run report like in Figure 33 you can see the date range circled in red.

Figure 33 – Sample Report.

After you run the report first time but happened to forget about the date range; you can simply change the date range in the Control Panel and then move your cursor up to the menu and rerun the report. The Facility Range should already be set from the first time you ran.

To run a different report with same Facility Range, just select from the menu which report you want to run. There is no need to reselect the Facility Range because Net Commander remembers the last Facility Range setting.

4.2 VIEWING REPORTS BASED ON REGION

Because Net Commander is a multi-facility management system, it has the capability to view reports based on the region. What this does is give you an idea on how the region is doing as a whole. How this works is that one report will be displayed but the source of all the values and totals will come from all the facilities in the region. All of the **Analysis Reports** and the **Overall Occupancy Report** will allow you to view a region on a single report. For the other reports, it will display a separate report for every facility within that region but on the same screen. See Figures 34 and 35, Respectively.

1. Select Facility Range	Select Facility Range 💌	
2. Select Dates:	Select Facility Range All Facilities	C M-T-D C Y-T-D n: June ▼ 10 ▼ 200
	Demo 1	
	Demo 2	
	Demo 3	
	Regions	
	NC Demo	

how well the region did as a whole previous date.

To view a report based on the region, select the region from the Facility Range. And then run the report

Circled in red is a list of all the facilities within the region that information in the report is based upon. Notice that you can also set a date range to see

Report: Monthly F	acility Summary					Printer Friendly
		Fac	Monthly Fac Date Range: 06-2 cilities: Demo 1, D	ility Sum 4-2004 to 06-24 emo 2, Demo 3	mary 1-2004 3, Demo 4	
Adjustments	Date Range Mon	th Ending	Transactions Thi	s Period		
Rent Credits	0.00	0.00	Nu	mber of Transa	ctions Units	s Affected
Rent Adjustments	0.00	0.00	Move-Ins		3	3
Fee Credits	0.00	0.00				
Fee Adjustments	0.00	0.00				
Deposit Credits	0.00	0.00	Unit Summary			
Deposit Adjustments	0.00	0.00		Unite	Sa Et	% of
Insurance Credits	0.00	0.00		Offics	Syrt	Sq Ft
Insurance Adjustments	0.00	0.00	Available	40	3975	43.7
Other Credits	0.00	0.00	Rented	25	4025	44.2
Other Adjustments Rent	0.00	0.00	Reserved	2	300	3.3
\sim			\sim			
Merchandise	0.00	104.00				
Taxes	0.00	7.44	Delinguent Unit C	ount		
Insurance	0.00	0.00	Late			1
Discounts	0.00	0.00	Pre-Lien			2
Other	0.00	0.00	Total			3
Prepaid Rent	1,300.00	1,300.00				
Total	2,320.00	9,363.16				

Figure 34 – Sample Regional Report.

Report: Active Cus	tomer St	atus				Sector Printer Friendly
Demo One 1900 Main Street Lone Pine, CA 93385-				Active Cu	istomer Stat	us
Name AGUIRRE, SILVIA ARCHER, ANNIE BARRINGER, BONNIE Burton, Shay CONNER, PHILL	Unit E1 C25 E7 D1 A1	Unit Balance 0.00 0.00 0.00 0.00	Deposit Balance 0.00 0.00 0.00 0.00 0.00	Paid Through 2004-08-07 2004-07-09 2002-03-12 2004-07-19 2004-06-28	Phone (874) 747-4848 (848) 488-8484 (888) 383-8383 (212) 938-3888 (858) 920-0002	Status
Demo Two 1900 Main Street Lone Pine, CA 93385-				Active Cu	istomer Stat	us
Name AGUIRRE, SILVIA ARCHER, ANNIE BARRINGER, BONNIE Burton, Shay CONNER, PHILL CORYANN, DONNA Downey, Dave ELIAS, ERICKA	Unit E1 C25 E7 D1 A1 D4 C28 A10	Unit Balance 0.00 0.00 0.00 0.00 0.00 80.00 0.00	Deposit Balance 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.	Paid Through 2004-08-07 2004-07-09 2002-03-12 2004-07-19 2004-06-28 2002-03-12 2004-06-15 2004-07-09	Phone (874) 747-4848 (848) 488-8484 (888) 383-8383 (212) 938-3888 (858) 920-0002 (999) 884-9343 (565) 666-6562 (999) 393-9394	Status
Demo Three 1900 Main Street Lone Pine, CA 93385-				Active Cu	istomer Stat	us
Name AGUIRRE, SILVIA ARCHER, ANNIE BARRINGER, BONNIE Burton, Shay	Unit E1 C25 E7 D1	Unit Balance 0.00 0.00 0.00 0.00	Deposit Balance 0.00 0.00 0.00 0.00	Paid Through 2004-08-07 2004-07-09 2002-03-12 2004-07-19	Phone (874) 747-4848 (848) 488-8484 (888) 383-8383 (212) 938-3888	Status
KEEBLER, SERGIO MENDEZ, JOY PHILLIPS, STEVE PHILLIPS, STEVE Pruett, Jas REDDY, KAREN SANCHEZ, CECILA Yates, Chioe	E3 C30 D5 C37 D12 C32 D3 C27	0.00 0.00 0.00 90.00 0.00 0.00 0.00 0.0	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	2004-07-23 2004-07-13 2004-07-10 2004-07-10 2004-06-05 2004-06-14 2004-07-23 2004-07-23	(949) 478-2828 (887) 773-7373 (884) 929-8758 (884) 929-8758 (909) 838-3882 (888) 292-9292 (949) 400-0000 (409) 928-4723	Pre-Lien

Figure 35 – Sample Regional Report.

5 Maintenance

The Maintenance area is where you control how Storage Commander functions. You will find that for the most part, the screens look the same as Storage Commander. The Maintenance operations that Net Commander supports are: User Settings, Rate Changes, Discounts, Fees and Unit Sizes.

5.1 SECURITY

From Net Commander you can perform user related functions like change a user's Storage Commander Permissions, a user's password, add and remove users. Just as in Storage Commander, the maintenance features in Net Commander are very powerful. For instance you can make a temporary change to user's Storage Commander Settings so that they can make an adjustment. After the adjustment is complete you can then disallow the user to make any further adjustments by disabling their permissions in the user settings.

Activities	Reports	Maintenance	 To open up the security screen, just navigate to Maintenance and then click on Security.
Mainte	nance: Security		
This Security security pag contact your You can mal button. To re To add new	/ page is to make sec e for Net Commander Net Commander Sys ke security changes h move the user, just si user just simply click	urity changes to Storage Cor . If you need Net Commande ems Administrator. ere by selecting the user and elect the user and then click on the Add User button.	nmander at the facility. This is not a er changes to your account please I then clicking the Display Settings on the Remove User button
Select a	user to be edite	d or Add a new user	
Select Us The security has synched	er 💽 Display changes will not tak I up with Net Comma	Settings Set Pass e affect until the Net Comm nder.	word Remove User Add User Cancel

Figure 36 – Security Screen.



To change a user's Storage Commander security permissions, click on the **Select User** drop down menu and select a user. Then click on the **Display Settings**.

A screen, similar to **Figures 37**, will display the user's Storage Commander security permissions. Any permission with a check in the checkbox means that the user has permission to use that feature. The screen is broken into two main sections, **Reports** and **Functions**. The screen conveniently displays

feature buttons and navigational links in different locations. This is convenient when you are editing a user's Program Function settings, you can click on the closest buttons to make the change and you don't have to scroll all the way to an extreme just to make changes.

Maintenance: Security

This screen displays the security options for Storage Commander users. The two main sections are Reports and Program Functions and are ordered alphabetically by name. You can enable or disable a user's access by checking or unchecking the check box next feature name.

Save Reload Original Values Cancel

Storage Commander user settings for: EMP1

Reports	<u>Go to Program F</u>	unctions Select all Reports Clear All Reports
🗹 Access Codes	🗹 Active Customers By Next Billi	Active Customers By Paid Thru
🗹 Adjustment Detail - Detail	🗹 Adjustment Detail - Summary	🗹 Adjustments
Aging Reconciliation	🗹 Aging Report	🗹 Area Income Analysis - Locatio
🗹 Auto Creditcards	🗹 Available Units	Collection Worksheet
	E	
Unit History Report	 Unit Occupancy V3 	M Unit Price List
🗹 Unit Status	Units Denied Access	🗹 User Activity - Detail
🗹 User Activity - Summary	✓ Waiting List	🗹 Waived Fees Report
🗹 Walk Thru	🗹 Zip Code Analysis	Zip Code Marketing
Save Reload Original Values Can	Icel	

If you made numerous changes and for whatever reason you wish to start over, you can click on the **Reload Original Values** button. This will reload the original settings prior to any saved changes. Clicking on **Cancel** will terminate the security change. To save the changes click on **Save**.

Program Functions	Go to Reports Select all Pro	ogram Functions Clear All Program Functions
Additional Logon	🗖 Charge A Fee	Setup Required Fields
🗖 Link Units	Other Income	Required Fields
🗖 Change Walk-Thru Order	🗖 Program Setup - Unit Sizes	Reset Gate Interface
🗹 Schedule Move-Out w/o Payment	🗹 Cancel a Scheduled Move-Out	Schedule Move-Out With Payment
	Ratin Lata Charriso	
🗆 Selup Pees	Secup Late Charges	Pacing information
Make Adjustment	Security screens	E Setup Pricing Plans
Setup Discounts	💌 move in	Move Out
M Accept Payment	4	
Save Reload Original Values Cance		

Figure 37 – Storage Commander Permissions.

	J		
Bastones Security	to (bouge Commanders andra to tame Top ca Chatre have	s The bes o when in this	nan kalihora ay Rapulla ang Gin a pan'n ang sa ta
torage Commander user set	tings for: EMP1		
Reports		distant.	Analises i Defect al Traunts i Crea. Al Traunts
Access Come	P. Atte Dotteres	-	P. Active Contempo in Fast Tree
Aductment Detail-Detail	P Aduption Date	minat.	P Adultments
Ageg Recented on	R Aprahapat		P Ave to one Avenue - Locato
Auto Credition 11	P Available Units		P Calactor Worksheet
Configuration Sattings	Constitutes (Inco	19	Creat Card Adda
Credit Card Balch Reconciliati	P contacted		Customer Stilling Prairie - 28
Colorer Billing Plans - Burn	P Collector Debots		P Cuttorer Cetal
Customer & Hall Anthress	P Customeritation		P Customer Incomente
Culture Houses + Alteria	P cuismarius		P Custome Dates
Cultimer To Institut	P DelpLant		P Date Trans Burninger
Conspective Report	Ø Demax		P Departure
E Council Dia	P Division		P Fee Datal
P Fees Burriers	P Hotel Of Law		P Inactive Conferent Status
P mouraline Detail Report	Winsurators Premium	- Passed	P memo table

Navigational links are available to select all the

settings or to clear all the

click on the link that takes

settings. Also you can

you directly to the Program Function

settinas.

r rogram r orrestern	Data Breads / Develues 20	namen functions (Gale, M.P. sacres, Even)
C Automaticipus	C charge kifes	17 Setur Provined Faces
C Leven	P Oter monte	P Report Family
Change Viele Thru Droke	Program Setup-Unit Spec	C Paul Das tractes
P. Schuber New Od at Farmer	P canal a toheshied three full	P Schuber Row Cutters Payment
C Schedulo Auctions	Create custom avoid attutto a	P Allow Mont OutDate Charge
C transmitte	P faire Mech	P manufest
P. Use The Cannotar	P Asystic	P Resident Credit Cards
P. Allow Move in Date Charge	P Alow Fa	E Palantan
C Guideland Talka	C depetts	\$7 Name
Ø Austra	P dat Manhandon	C Laterbater
Charge Fees or Discourts	P Antice ending has	E Seta Easting Curteman
C ceatricets	C Aputterio bal	F Ladunda
P materia List	T charge Alimets i	W view Customer restory
P Parties Date Processing	T ¹ Role Charge	P Lat Commerci
C Salue Create Cards	C Mechandria Mar	C Und Marriemann 8
C Facility links	P. Haturad Chain.	P Transfer Linds
Cateron	C site Life Chirg	27 Participation
T Nate Aductment	C becarb screens	T beta from free
E take browns	M Month In	W more but
	Constant and the second s	

Maintenance: Security
The user EMP1 security changes have sent down to the facility. Storage Commander will be updated during the next transmition.
Select Another User Return to Main

Figure 38 – Security Receipt.

After saving your changes, a receipt will be displayed. To see the affect of the change, you need to wait until the Transmitter and the Net Commander Server has exchanged data. The time this usually takes is double the interval time. See Chapter 1, Net Commander Overview for more information on interval times.

The receipt gives you two options; you can make changes to another user or Return to the main screen.

5.2 MAKING A RATE CHANGE

Net Commander allows managers to increase or decrease rental rates quickly and easily. Rate changes can be designed to effect the entire facility, specific unit **Sizes**, specific unit **Types** (such as **XXXXX** controlled units) Units in selected **Locations**, Units in selected **Buildings**, or even rate changes that will effect specific **Customers**.

Rate changes can be configured so that they only affect customers who moved in prior to or after a certain date, who are above or below a specific rate or not to allow the rate increase to exceed a specific "cap" rate

The Rate Change area is where you will define the parameters of the rate change and set schedule for the rate change to take effect. This is also where you can access the default rates for the unit sizes. Any time you do a rate change to increase the overall rates for a particular size, you will want to change the default rate so that when units become available they will have the new rate. The default rate is also used for potential rent calculations in the occupancy reports.

Multiple rate changes can be setup to occur on the same date or spread out over different start dates.



To make a Rate Change, select the facility you wish to use. Then navigate your mouse to the menu and then select **Maintenance** and then click on **Rate Change**.

Figure 39 displays the Net Commander Rate Change dialog. It looks and functions similarly to Storage Commander with some minor exceptions. There is a slight difference in the Net Commander version from the Storage Commander version. The difference is that there are some buttons at the bottom of the rate change screen in Storage Commander that are not used on the Net Commander Version. The missing buttons are "Processing Pending Changes Now" and "Pending Rate Change Report".

Pending Commands				
Description	Facility ID	Posted Time	Post ID	Net Commander User
Rate Change for facility: Demo One on Wed Jun 30 17:52:11 PDT 2004	demo1	17:52:11 06-30-2004	2004063017521132003500	demo

If there are any Pending Commands from a previous rate change that has not been processed by the Net Commander Transmitter, then that command will be displayed in the **Pending Commands** section.

Maintenance: Rate Change	
Match Based On	Change Amount To
Size:	Amount: \$0.00 (Base Monthly Rate) Percent (10.00 = 10%) Percease Round to nearest dollar. New Amount Add Amount Subtract Amount Subtract Amount Subtract Amount Subtract Amount Percease MM/DD/YYYY When To Apply Prorate Pre-Paid Accounts Not Until Next Billing Period Notice To Customer Print Notice Date To Print: MM/DD/YYYY Copies
Schedule Change Show Pending Changes Change	Default Price Per Size
Pending Commands	
No pending commands at this time.	

Figure 39 – Rate Change.

The Rate Change is divided into two sections. The left side (**Match Based On** ...) contains parameters that allow you to match which unit/customer will receive the rate change. While the right side (**Change Amount To** ...) contains parameters that allow you to control the "mechanics" of applying a rate change. **Table 3** lists detailed descriptions of each of the parameters available for rate changes.

Rate change letters can be selected to print 'x' number of days prior to the selected rate change. The rate change itself can be configured as a **Percentage** increase or decrease, **Add** to or **Subtract** from the current rate or a totally **New** rate.

Size	Click on the down arrow to select a specific unit size to be used in the rate change.
Location	Click on the down arrow to select a specific Location to be used in the rate change.
Building	Click on the down arrow to select a specific Building to be used in the rate change.

Туре	Click on the down arrow to select a specific unit Type to be used in the rate change.					
Move In Date	Limits the rate change to those customers who moved in before or after the date entered into the Move In Date field. To use this parameter; Place a check mark in the Move In Date box and enter a date in the date field, select > for customers that moved in <i>before</i> the date indicated in the date field or < for customers that moved in <i>after</i> the date indicated in the date field.					
Last Change	Limits the rate change to affect only customers who's last rate change was before > or after < the date indicated in the Last Change date field.					
Current Rate	Sets the rate change to affect customers who are above > or below < the amount entered into the Current Rate field.					
Selected Units	Allows you to select individual customers from a list to receive a rate change. Note: Selecting individual customer does not require nor will it use any of the parameters listed above.					
Only Apply To	Limits rate change to Available "unoccupied" units.					
"Available" Units						
Amount	Enter the amount of the rate change. Note: With the exception of "New Amount" selection, all rate changes will be calculated based on the current unit rate of each individual unit.					
Percent	The number entered into the Amount field will be percentage Increase or Decrease from the base monthly rate. This parameter can also be set to round to the nearest dollar.					
New Amount	Replaces the current rental rate with the rate entered into the Amount field.					
Add Amount	Adds the number entered into the Amount field to the current rental rate.					
Subtract Amount	Subtracts the number entered into the Amount field from the current rental rate.					
Not To Exceed	Enter the maximum rental rate here. Storage Commander will automatically adjust the rate increase on a unit-by-unit bases if the scheduled rate increase exceeds the amount entered in this field.					
Effective Date	Enter the date the rate change is to take affect.					
When To Apply	There are two ways rate changes can be applied to a customers account: Prorate on Pre-Paid Accounts: causes the rate change to be applied to customers who have paid in advance (or through) the effective date of the rate change. Storage Commander will calculate the prorated difference between the months the customer has pre-paid beyond the date the new rental rate was applied, the result will be applied to the customers account as rent due. Because the customer pre-paid the account, the paid through date and next due dates were moved up, the prorated rent that is now due as a result of the rate change will not cause the customer to enter a late step, but will be applied to the customers next rent payment Not Until Next Billing Period: The rate change will not be applied to customers accounts until their next billing period, following their current paid through date, even if the next billing period is after the effective date of the rate change.					
Notice To Customer	To allow Storage Commander to automatically print rate change notices to customers that will be included in a scheduled rate change, place a check mark in the Print Notice check box. When Storage Commander has detected that this option has been selected it will turn-on (enable) the Date To Print date field, enter the date (generally 30 days prior to the Effective Date) and enter the number of					

	copies to print.
--	------------------

Table 3 – Rate Change Parameters.

When the rate change set up is completed click on the **Schedule Change** button to enter the rate change into the scheduler. The default unit price can be changed by clicking on the **Change Default Price per Size** button. This will open the **Change Unit Size** screen. Please refer to section **5.5 Unit Sizes** for information on change a unit size default properties.

Upon a successful scheduled rate change, you will see a receipt page similar to Figure 40.

Maintenance: Rate Change				
Success! Your Rate Change has been posted for Demo One. Storage Commander will be updated during the next transmition.				
Return to rate changes Return to Main				
Pending Commands				
Description Rate Change for facility: Demo One on Wed Jun 30 17:52:11 PDT 2004	Facility ID demo1	Posted Time 17:52:11 06-30-2004	Post ID 2004063017521132003500	Net Commander User demo

Figure 40 – Rate Change Receipt.

Depending on the Net Commander Transmitter interval time, it will take some time for the pending command to be examined by the Transmitter. The Transmitter will then update Storage Commander of the Rate Change. Clicking on **Return to rate change** will allow you to make another rate change. **Return to Main** will cause you to return to the Main screen.

5.2.1 SHOW PENDING CHANGES

If there are any pending rate changes, then the **Show Pending Changes** button will be enabled. Clicking on this button will allow you to see any of the pending rate changes that have not been applied yet in Storage Commander.

1	Mai	intena	nce: Rate Chang	je									
F	'endi	ng Ra	ate Changes										
N	umber	Size	Location Building	Type Rate	Move In	Last Change	Current Rate	Not Exceed	Applied As	Account Effect	Effective Date	Notice Date	Printed
4	01	5 X 5		85			0	0	New Ammount	Paid Thru	02-25-2005	02-01-2005	No
	Remove	e R	eturn to Rate Change	s Return	to Main								
P	endi	ng Co	ommands										
N	o pend	ling con	nmands at this tim	e.									

Figure 41 – Pending Rate Changes.

To remove the pending rate change, just click on the radio button (•) next to the rate change that you wish to remove and then click on **Remove**. Otherwise you can click on **Return to Rate Changes** or **Return to Main**.

5.3 DISCOUNTS

Net Commander allows you to setup various discounts for Storage Commander. Once a Discount has been created it can be set up to be automatically added at move-in, or selected from a list during the move-in or rental payment process. Discounts can either be applied as a percentage of rent, or as a predefined dollar amount. Thus you could have a 10% Senior discount, or you could have a \$15 referral fee (or both!). With Net Commander/Storage Commander you can have any number of discounts.

Activities	Reports 🗸	Maintenance	•	To setup a discount, select the
		Security		facility you wish to use. Then
		Rate Change		navigate your mouse to the menu
		Program Setup	iscounts	and then select Maintenance >
		F	ees	Program Setup and then click on
		L	nit Sizes	Discounts.

As in Storage Commander, clicking on a discount will automatically display the settings for that discount. You can click on **Cancel** to exit and return to the main screen.

Maintenance: Disc	ounts	_
Free Month Senior Discount	Select the discount to view or make changes You can only change one discount per submital.	
Percent /Amount 100	 Percent (7.75% = 7.75) Round to whole number. Dollar Amount 	
Options Automatically Apply Only Available Durir Recurring (Each bill Apply During Prorat	during Move-In. ng Move-In. ling period). ed Periods.	
Duration (Move-In Only)	Months after Starting Month Move-In (0 = Move In)	
Save Cancel		
Pending Comman	ds	
No pending commands at	t this time.	

Figure 42 – Discounts.

5.3.1 EDITING DISCOUNTS

Working with existing discounts in Net Commander, you can only save changes to one discount at a time. You can edit the discount by selecting/unselecting checkboxes \mathbf{V} , radio buttons \mathbf{O} and or change any values. Click on **Save** to commit to the changes. **Table 4** displays the settings to be used in a discount.

Percent Amount	The percentage or dollar value to be used.
Percent	Enables the discount to be based off of a percentage value. Percent Amount value determines percentage to be used.
Round to whole number	Selecting this radio button allows the discount to be rounded to the nearest whole dollar. This is only an option if the discount is based on a percentage value.
Dollar Amount	Enables the discount to be based off of a dollar value. Percent Amount value determines dollar amount to be used.
Only Available During Move-In	Enables the discount only to be available at time of a move-in.
Recurring	Enables a discount to expire, otherwise the discount is set to be a one-time discount
Apply During Prorated Periods	Enables the discount to be applied during a prorated period.

Table 4 – Discount Settings.

If the discount is enabled to be recurring, you can control the duration of the discount by editing the settings in the **Duration** area. **Table 5** displays additional settings to be used with a recurring discount.

Expires	Enables the discount to expire. This must be enabled in order for the other settings to be editable.
Months after Move-In	A numeric value that determines how long the discount will last for.
Starting Month	A numeric value that determines what the system considers the starting month. A numeric value of zero indicates that the expiration time starts at the time of the move-in. A numeric value of two would indicate that the expiration time starts 2 months after the move-in, not including the month of the move- in.

Table 5 – Recurring Discount Settings

Upon saving a discount successfully, you will see a receipt page similar to **Figure 44**. Depending on the Net Commander Transmitter interval time, it will take some time for the pending command to be examined by the Transmitter. The Transmitter will then update Storage Commander of the Rate Change. Clicking on **Go Back to Discounts** will take you back to the **Discounts** screen. **Return to Main** will cause you to return to the Main screen.

Maintenance: Discounts				
Receipt				
Updated Free Month discount from facility demo1 It has been added to the Pending Commands list. Go Back to Discounts Return to Main	. This com	mand will be updated i	n Storage Commander in the	next transmission.
Pending Commands				
Description Updated Free Month discount from facility demo1.	Facility ID demo1	Posted Time 11:58:03 07-02-2004	Post ID 2004070211580391884300	Net Commander User demo

Figure 43 – Discount Receipt.

5.3.2 CREATING DISCOUNTS



To create a new discount, click on the **New** button from the initial discount screen. A dialog will open in the body of Net Commander. You need to type in a **Discount Name** to identify the new discount. Please refer to **Chapter 5.3.1 Editing Discounts** for information on discount settings.

Click on the **Add Discount** button when you are done setting up the discount. Click **Cancel** to cancel your changes and return to the main Net Commander screen.

Maintenance: Discounts	
Discount Name	
Percent /Amount Percent (7.75% = 7.75) Round to whole number. Dollar Amount	
Options Automatically Apply during Move-In. Only Available During Move-In. Recurring (Each billing period). Apply During Prorated Periods.	
Duration (Move-In Only)	
Expires Months after Starting Month Move-In (0 = Move In)	
Add Discount Cancel	
Pending Commands	
No pending commands at this time.	

Figure 44 – New Discount Dialog.

Maintenance: Discounts				
Receipt				
Added Family discount from facility demo2. It has been added to the Pending Command Go Back to Discounts Return to Main	. This comr Is list.	nand will be updated ir	n Storage Commander in the n	ext transmission.
Pending Commands				
Description Added Family discount from facility demo2.	Facility ID demo2	Posted Time 12:48:42 07-02-2004	Post ID 2004070212484239611900	Net Commander User demo

Figure 45 – Add Discount Receipt.

Upon adding a discount successfully, you will see a receipt page similar to **Figure 45**. Depending on the Net Commander Transmitter interval time, it will take some time for the pending command to be examined by the Transmitter. The Transmitter will then update Storage Commander of the Rate Change. Clicking on **Go Back to Discounts** will allow you to make another rate change. **Return to Main** will cause you to return to the Main screen.

5.3.3 DELETING DISCOUNTS



To delete a discount, select the discount you wish to delete and then click on the **Delete** button from the main discount screen. A discount cannot be deleted if the discount is in use (applied to an active customer), without first removing the discount from all the customers accounts.

5.4 FEES

Commander allows you to setup various fees for Storage Commander. Fees can be setup as a percentage of the rental rate, or as a fixed dollar amount. You can also specify via the appropriate Options checkboxes whether the fees are one-time or recurring, a refundable move-in deposit (a special-case "fee" in Storage Commander), applicable during prorated periods (such as move-outs) after discounts or when transferring a customer from one unit to another. You can also specify if the fee is applied when processing a returned check or as a tax on rent.

Activities	Reports	🕳 Mainte	enance	-
		Securi	ity	
		Rate C	Change	
		Progra	am Setup	Discounts
				Fees 📡
				Unit Sizes

To setup a fee, select the facility you wish to use. Then navigate your mouse to the menu and then select **Maintenance** > **Program Setup** and then click on **Fees**.

As in Storage Commander, clicking on a fee will automatically display the settings for that discount. You can click on **Cancel** to exit and return to the main screen.

Maintenance: Fees
Admin Fee Returned Check Fee (NSF) Sales Tax New Delete
Percent /Amount O Percent (7.75% = 7.75). 5 Image: Round to whole number. O Dollar Amount. D Deposits Based On Unit Size.
Options Image: Automatically Apply during Move-In. Only Available During Move-In. Recurring (Each billing period). Deposit (refund on move-out). Image: Apply During Prorated Periods. Apply For Returned Checks. Apply During Unit Transfers. Apply After Discounts. Apply as "Taxes".
Pending Commands
No pending commands at this time.

Figure 46 – Fees.

5.4.1 EDITING FEES

Working with existing fees in Net Commander, you can only save changes to one fee at a time. You can edit the fee by selecting/unselecting checkboxes \mathbf{V} , radio buttons $\mathbf{\bullet}$ and or change any values. Click on **Save** to commit to the changes. **Table 6** displays the settings to be used in a fee.

Percent Amount	The percentage or dollar value to be used.
Percent	Enables the discount to be based off of a percentage value. Percent Amount value determines percentage to be used.

Round to whole number	Selecting this radio button allows the discount to be rounded to the nearest whole dollar. This is only an option if the discount is based on a percentage value.
Dollar Amount	Enables the discount to be based off of a dollar value. Percent Amount value determines dollar amount to be used.
Deposits Based On Unit Sizes	Enables the fee to use the default
Automatically Apply during Move-In	Enables the fee or tax to be added automatically during the move-in.
Only Available During Move-In	Enables the discount only to be available at time of a move-in.
Recurring	Enables a discount to recur.
Deposit	Enables the fee to be treated as a deposit which can be refunded on a move- out.
Apply During Prorated Periods	Enables the discount to be applied during a prorated period. If you use 1 st of the month billing selecting this parameter will calculate and charge the tax based on the prorated amount of rent for the move in (if this parameter is <u>not</u> selected the fee would only be applied to an account if the full billing cycle rent is charged.
Apply For Returned Checks	Enables the fee to be applied as an NSF fee.
Apply During Unit Transfers	Enables the tax to be applied or credited during a unit transfer, depending on the rental rate of the unit the customer is transferring to.
Apply After discounts	If a discount is being applied to a unit (such as a military discount), selecting this parameter will allow Storage Commander to calculate the rental tax after the discount is applied.
Apply as "Taxes"	Enables this fee to be treated as a tax and record all revenue generated by this fee as Tax received which will be added to all appropriate financial reports

Table 6 – Fee Settings.

Upon saving a discount successfully, you will see a receipt page similar to **Figure 47**. Depending on the Net Commander Transmitter interval time, it will take some time for the pending command to be examined by the Transmitter. The Transmitter will then update Storage Commander of the Rate Change. Clicking on **Go Back to Fees** will take you back to the **Fees** screen. **Return to Main** will cause you to return to the Main screen.

Maintenance: Fees				
Receipt				
Updated Sales Tax fees from facility demo1. It has been added to the Pending Commands	. This com s list.	mand will be updated i	n Storage Commander in the	next transmission.
Go Back to Fees Return to Main				
r chung commands				
Description	Facility ID	Posted Time	Post ID	Net Commander User
Updated Sales Tax fees from facility demo1.	demo1	14:28:46 07-02-2004	2004070214284688623200	demo

Figure 47 – Fees Receipt.

5.4.2 CREATING FEES

Admin Fee Admin Fee Returned Check Fee (NSF) Sales Tax	To create a new discount, click on the New button from the initial fee screen. A dialog will open in the body of Net Commander. You need to type in a Fee Name to identify the new discount. Please refer to Chapter 5.4.1 Editing Fees for information on discount settings.
	Click on the Add Fee button when you are done setting up the discount. Click Cancel to cancel your changes and return to the main Net Commander screen.
New Delete	
Maintenance: Fees	
Fee Name	
Percent /Amount	 Percent (7.75% = 7.75). Round to whole number. Dollar Amount. Deposits Based On Unit Size.
Options Automatically Apply du Only Available During Recurring (Each billin Deposit (refund on m Apply During Prorated Apply For Returned C Apply During Unit Trai Apply After Discounts Apply as "Taxes".	uring Move-In. Move-In. g period). ove-out). I Periods. hecks. hsfers.

Pending Commands

No pending commands at this time.

Add Fee Cancel

5.4.3 DELETING FEES



To delete a fee, select the fee you wish to delete and then click on the **Delete** button from the initial fee screen. A discount cannot be deleted if the recurring fee is in use (applied to an active customer), without first removing the fee from all the customers accounts.

5.5 UNIT SIZES

In the Unit Size area you can change the default properties of a particular unit size. Unit Size properties mainly consist of dimensions and default fees and rates.



To edit or create a new unit size, select the facility you wish to use. Then navigate your mouse to the menu and then select **Maintenance > Program Setup** and then click on **Unit Sizes**.

Figure 49 displays the main Unit Size dialog. Listed will be all your unit sizes that are currently stored in Storage Commander for that facility. The list will display some summary information about each unit size. A disabled checkbox **I** will indicate that the unit size is actively in use. If a unit size is an active unit size, then it cannot be deleted.

Maintenanc	e: Unit Sizes			
Unit Size	Default Amount	Default Deposit	Default Fee	Units Assigned
<u> </u>	45.00	0.00	0.00	Yes
<u> 5×10</u>	65.00	0.00	0.00	Yes
□ <u>8×10</u>	75.00	0.00	0.00	No
<u>■ 10 x 10</u>	80.00	0.00	0.00	Yes
□ <u>10×17</u>	80.00	0.00	0.00	No
■ <u>10 X 20</u>	80.00	0.00	0.00	Yes
□ <u>10 x 30</u>	100.00	0.00	0.00	No
□ <u>RV</u>	25.00	0.00	0.00	No
New Delete selected Return to main				
Pending Commands				

No pending commands at this time.

Figure 49 – Unit Size Dialog.

5.5.1 EDITING A UNIT SIZE

□ <u>10×17</u>	80.00	You can edit a unit size whether its checkbox is enabled or disabled by clicking on the blue unit size link. Figure 50 shows the Edit Unit
□ <u>10 X 20</u>	80.00	Size dialog. In Net Commander, you can edit all the properties of the unit size except for the actual unit size label.

If you are changing the default rate of the unit size, this will only affect units that become available after the change. Please refer to **Chapter 5.2** Rate Changes for more information on making rate changes to rented and available units. The default rate is also used for Potential Income calculations on the occupancy reports.

Once you are satisfied with your changes to the unit, you can click on **Save** and commit to your changes. Click on **Cancel** to cancel any changes and return to the main Unit Size dialog. **Return to Main** will take you to the main Net Commander screen.

Maintenance: Unit Sizes
Unit Size: 10 X 17 Depth: 17 Width: 10
Size Specific Values Rate: 80.00 Deposit: 0.00 Late Fee: 0.00
Save Cancel Return to main
Pending Commands
No pending commands at this time.

Figure 50 – Edit Unit Size.

5.5.2 CREATING A NEW UNIT SIZE

Clicking on the New button from the main Unit Size dialog will open up the New Unit Size dialog. You must type in a unit size (Width X Depth) in the Unit Size textbox. Then enter in any of the necessary values to complete the unit size. Click on **Create new unit size** to finalize your new unit size. Click **Cancel** if you wish to cancel your change and return to the main Unit Size dialog. **Return to Main** will take you to the main Net Commander Screen.

Maintenance: Unit Sizes
Unit Size: Depth: 0 Width: 0
Size Specific Values Rate: 0.00 Deposit: 0.00 Late Fee: 0.00
Create new unit size Cancel Return to main
Pending Commands
No pending commands at this time.

Figure 51 – New Unit Size Dialog.

Appendix

A CHANGING SCREEN RESOLUTION

Net Commander requires that a screen resolution of 1024 x 768 or better be used in order to be viewed properly. Using a resolution that is less than 1024 x 768 like for instance 800x 600 will lessen your Net Commander experience. Conversely, the higher the resolution that the computer is set to, the better the viewing experience because Net Commander has more real estate on the monitor to work.

To change your computers resolution, click on **Start > Control Panel** and then open up the Display Properties window by double clicking on the Display Icon. At the top of the **Display Properties** window are tabs. Click on the tab that says **Settings**.



Circled in red, in **Figure 52**, is the **Screen Resolution** area of the **Display Properties**, click (and hold down the

click) on the slider v and drag the Slider to the desired screen resolution. The currently selected screen resolution will be display as numbers just below the Slider. Click on **Apply** to save the changes.

Figure 52 – Display Properties

Windows will allow you to preview the new resolution prior to saving your changes. A display prompt like the one in **Figure 53** will appear. Click on **Yes** to save your settings or click on **No** to cancel. If the **Display Properties** window is still open, then click on **Ok** and that will close the window



Figure 53 – Display Confirmation Prompt.

If the **Display Properties** window is still open, click on the **Ok** button to close the window.

B BROWSER'S ADDRESS BAR

Whenever you use Net Commander, It is critical to understand certain parts of the URL (Address) in the browser so that you can recognize that you are using a secure connection. This is import because of the ability to use Net Commander from where ever there is a computer available.

per faces per se	11.4K.W		
0 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	A 70 5		
a seconda a			
- but Consender Deeres			
The American State of the State of the			
	-14- a-15-a		
and the second s			
Address Address	IIIwwww.storagecommander.com/~ncder	demo/sections/user/2PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🔁 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🛃 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address (@ https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🙋 https:	//www.storagecommander.com/~ncdei	demo/sections/user/?PHP5ESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🧶 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5E5SID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🧶 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5ESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🔌 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5E5SID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🙋 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	<u>.</u>
Address 🧶 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5ESSID=3827300f37b0b0fc3aeaf54954d478e4	
Address 🧶 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5E5SID=3827300f37b0b0fc3aeaf54954d478e4	<u>.</u>
Address 🧶 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5ESSID=3827300f37b0b0fc3aeaf54954d478e4	<u>.</u>
Address 🔮 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5E5SID=3827300f37b0b0fc3aeaf54954d478e4	ŀ
Address 🤮 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	<u> </u>
Address 🤮 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5ESSID=3827300f37b0b0fc3aeaf54954d478e4	<u> </u>
Address 🔮 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHP5E5SID=3827300f37b0b0fc3aeaf54954d478e4	<u> </u>
Address 🧶 https:	//www.storagecommander.com/~ncder	demo/sections/user/?PHPSESSID=3827300f37b0b0fc3aeaf54954d478e4	1

Figure 54 – Address Bar

The basic URL is has 4 equally important components.

The **Protocol** will indicate to you that your connection is secure by having an "**s**" appended to the standard http that you normally see on websites. An **https** means that the every bit communication between your browser and the Net Commander Server is encrypted. If you do not see an **https** in the URL then you should not use Net Commander.

https://www.	storagecomman	der.com/~accountname/s	ections/user/?PHPSESSID=	9953cdb4cedb1218d1c036
6c11 cfQ800				~
Protocol	Address	Account Name	Sess	ion ID

The **Address** is the location of the where Net Commander Server is located on the internet. If you are being hosted by Empower Software Technologies, then your address should contain a <u>www.storagecommander.com</u>. If you are unsure what your address is, then you should contact your Net Commander System Administrator.

The **Account Name** is a label that identifies your organization's account. Pleas refer to the section "Accessing Net Commander" for more information on Account Types

The **Session ID** is a long string of characters that identifies your session. It is not necessary to memorize this string of numbers because a new session ID is assigned each time a user logs into Net Commander.

C BOOK MARKING NET COMMANDER

Internet browsers allow you to save your internet address by book marking them. Net Commander Internet address can be saved will save you time from having to type in the address each time.

To bookmark Net Commander in **Internet Explorer**, go to the login screen and from the menu at the top click on **Favorites** then click on **Add to Favorites**.

🛎 Net Commander	r - Microsoft Internet Explorer
File Edit View	Favorites Tools Help
G Back + 🕥	Add to Favorites Organize Favorites
Address 😂 https://	Links
	KFI AM 640 More Stimulating Talk Radio 107.7 The Rope Listen Livel
	Net Commander

Figure 55 – Partial display of the browser.

An **Add Favorites** dialog window will appear. This prompt is asking for a name that will allow you to identify the bookmark from a list of bookmarks. You can choose to rename it or keep the default Net Commander name. You can also choose to file the Bookmark in another folder within your bookmark list by clicking on **Create In** >> and then select the destination folder. Click on **Ok** to save the bookmark.

Add Fav	vorite		<u> * : ×</u>
*	Internet Explorer will add this page to your Favorites list.		ОК
\sim	🦳 Make available offline	Customize	Cancel
Name:	Net Commander		Create in >>

Figure 56 – Add Favorites Dialog.

After saving the bookmark, it now has to be edited. The bookmark was bookmarked with Session ID. If a bookmark is saved with the Session ID and later accessed then you will not be able to access Net Commander because your session has been expired. To edit your bookmark in **Internet Explorer** click on favorites, then right click on your recently saved bookmark and then left click on **Properties**. Please refer to **Figure 57** for a partial screenshot of the menu items to click on.

🚰 Net Commander - Mi	icrosoft Internet Explorer	
File Edit View Fav	vorites Tools Help	
🚱 Back 👻 🕥	Add to Favorites Organize Favorites	🥴 🍰 🛃 💽
Address https://	Links KFI AM 640 More Stimulating Talk Radio 107.7 The Bone Listen Live! Net Converseder Print Make available offline Send To Cut Copy Create Shortcut Delete Rename Sort by Name Properties	#> Net Comma Username Password

Figure 57 – Edit Bookmark Properties.

Net Commander	Properties	± î x
General Web D	ocument Security	
Net Co	mmander	
URL:	ncdemo/login.php?PHPSE	SSID=efa7be69ab010c
Shortcut key:	None	
Visits:	Unknown	
n Make this p	age available offline	Change Icon
	ОК	Cancel Apply

After clicking on **Properties**, you should see a window similar to **Figure 58**. Click into the **URL** textbox and delete all the text after the Net Commander Address that your Net Commander Systems Administrator assigned you.

In this example, the Net Commander Address is https://www.storagecommander.com/~ncdemo and any text following that address is deleted. You can either highlight the whole text or place your cursor after the address and press delete until there is no more text.

After modifications are made to the address, click on **Ok** to save the changes.

Figure 58 – Bookmark Properties.

To bookmark Net Commander in **Internet Explorer**, go to the login screen and from the menu at the top click on **Bookmark** then click on **Bookmark This Page**.

🐸 Net Commander - Mo	ozilla Firefox	
<u>File E</u> dit <u>V</u> iew <u>G</u> o	<u>B</u> ookmarks <u>T</u> ools <u>H</u> elp	
⊴ • ⊵ • ⊈	Bookmark This Page, Ctrl+D Manage Bookmarks	pragecommander.com/~ncdemo/login.php?PHPSESSID=9b20b35
📄 Firefox Help 📄 Firefo	, 🛅 Bookmarks Toolbar Folder 👘 🛛	•
	🔁 Firefox & Mozilla Information 👘	
	Carches	•
	J <u> </u>	3
	#> Net Commander L	.ogin:
	Username	
	Password	
		Login Cancel

Figure 59 – Mozilla Firefox Bookmarking.

An **Add Bookmark** dialog window will appear. This prompt is asking for a name that will allow you to identify the bookmark from a list of bookmarks. You can choose to rename it or keep the default Net Commander name. You can also choose to file the Bookmark in another folder within your bookmark list by clicking on **Create In** >> and then select the destination folder. Click on **Ok** to save the bookmark.

Add Bookm	ark		<u>e z x</u>
<u>N</u> ame:	Net Commander		
<u>⊂</u> reate in:	🛅 Bookmarks		• •
		ОК	Cancel

Figure 60 – Add Bookmark Prompt.

D SAVING PASSWORDS IN THE BROWSER

When using public terminals, be careful that the browser does NOT save passwords. When a web browser prompts you to save the password be sure to click on No. Web browsers will try to save passwords for convenience if you allow them to. Saving passwords is acceptable only if you are using Net Commander from the security of your own home or office. The following figures are examples of password prompts.



Figure 61 - Internet Explorer Save Password.

Confirm	×		
j	Password Manager can remember this logon and enter it automatically the next time you return to this web site.		
	Do you want Password Manager to remember this logon?		

Figure 62 - Firefox Save Password.

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