Net Commander

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,

Empower Software Technologies, Inc

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Sun City, CA 92586-2202

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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.
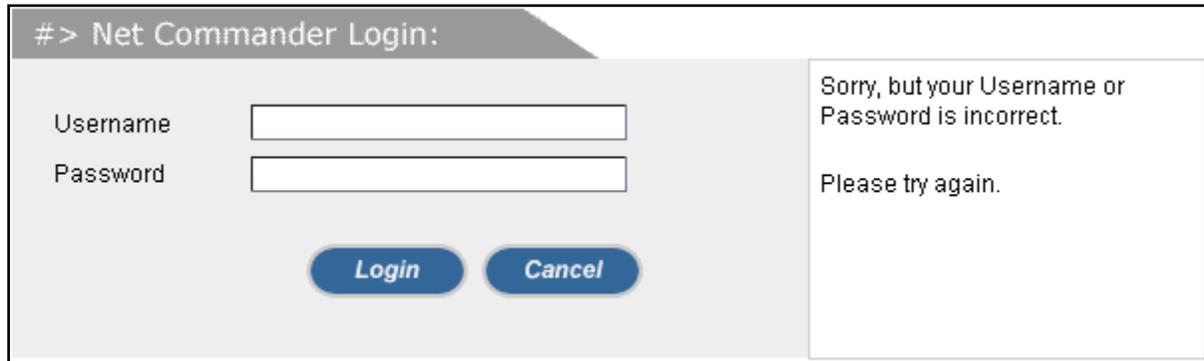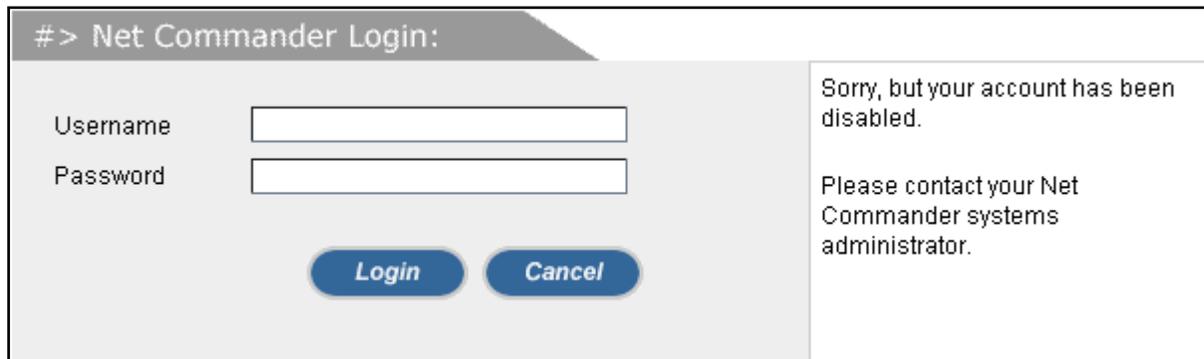
Figure 1 – Net Commander login prompt.

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.

Figure 2 – Error message from invalid login.

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

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.

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.
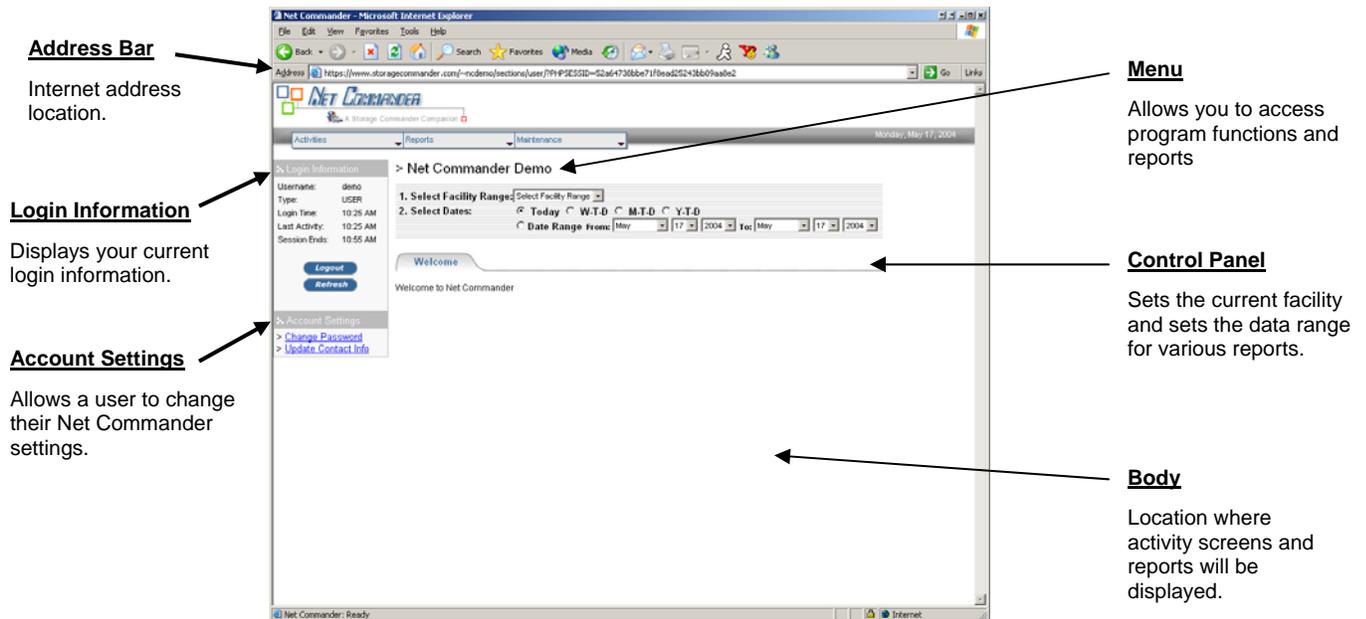
Address Bar

Internet address location.

Login Information

Displays your current login information.

Account Settings

Allows a user to change their Net Commander settings.

Menu

Allows you to access program functions and reports

Control Panel

Sets the current facility and sets the data range for various reports.

Body

Location where activity screens and reports will be displayed.

Figure 5   - The Main Screen

Status Bar

Gives a status as to what the browser is doing

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.

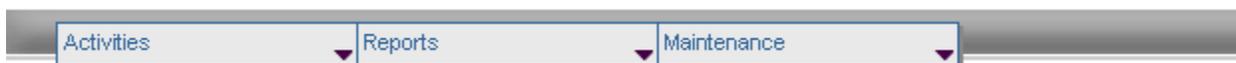To expand the menu, just move your mouse cursor over the menu, there is no clicking involved.

4

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.
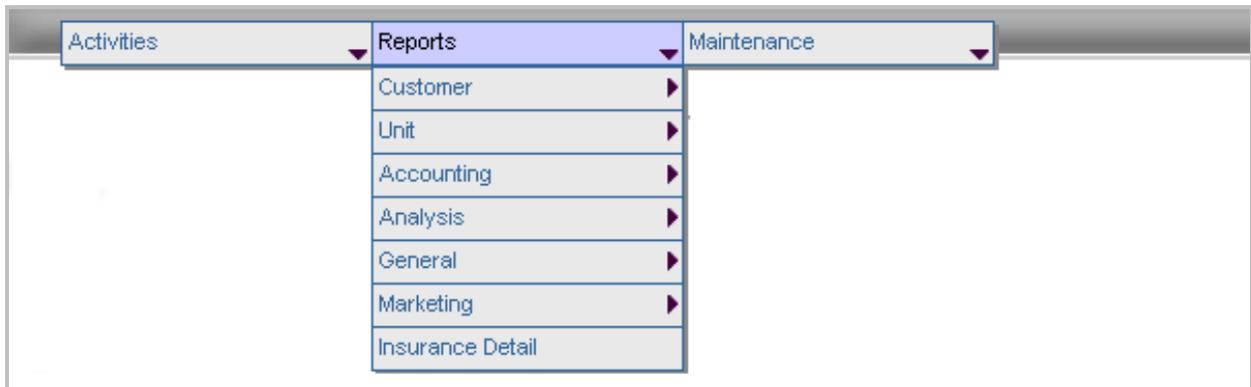

Figure 7 – Main Menu Expanded.

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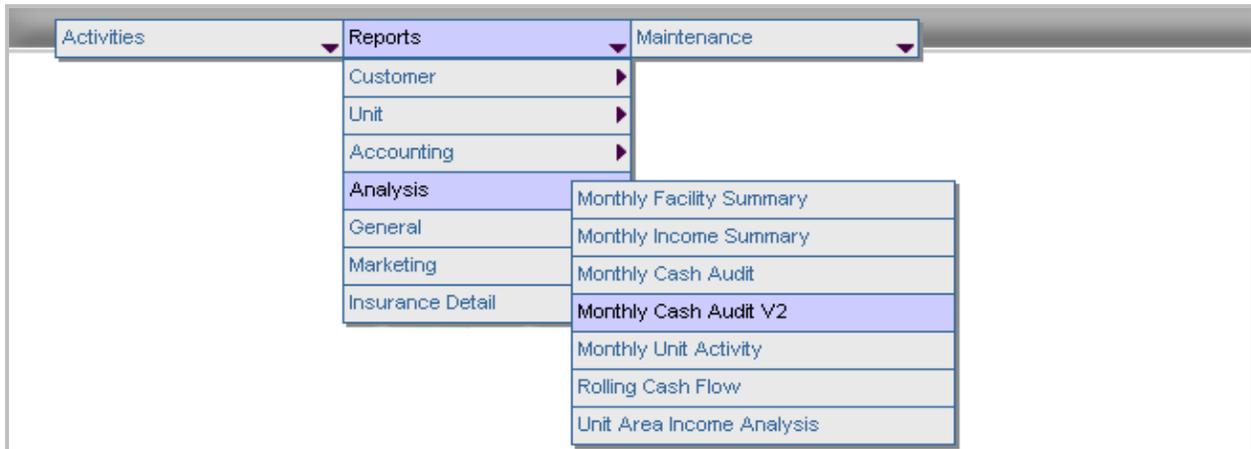

Figure 8 – Sub Menu Expanded.

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

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.

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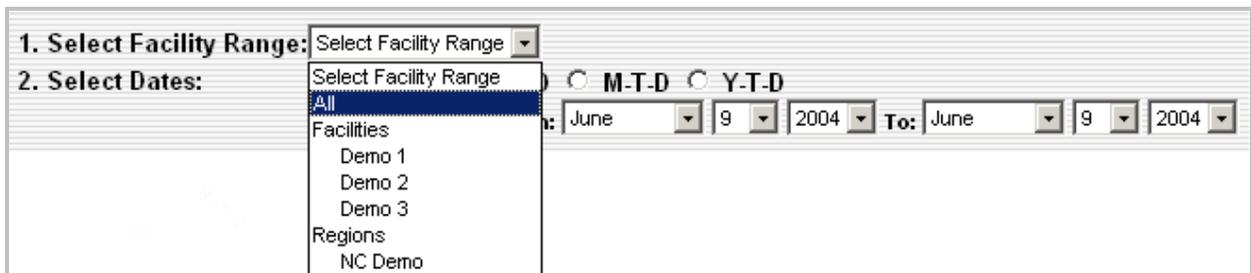
Figure 11 – Control Panel, selecting the Facility Range to All.

Selecting the Facility Range to an individual facility will allow a report to compile information from that selected facility.
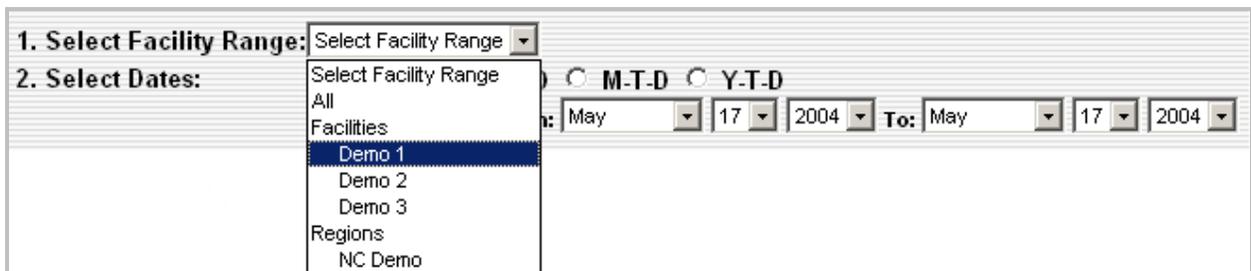
Figure 12 – Control Panel, selecting the Facility Range to an individual facility.

Selecting the Facility Range to a region will allow a report to compile information from all facilities within that selected region.
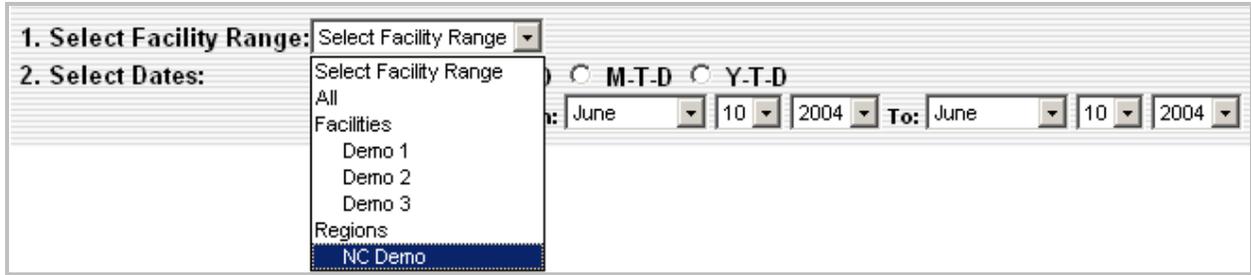
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Figure 13 – Control Panel selecting the range by Regions

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.
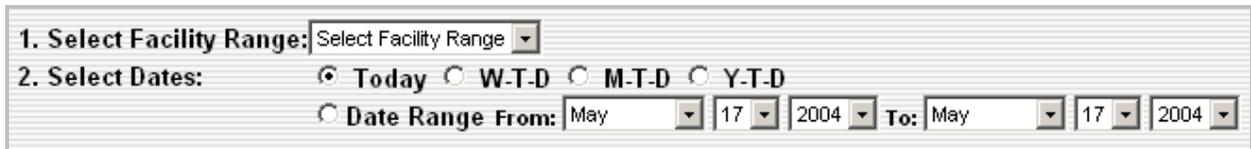

Figure 14 Control Panel.

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.
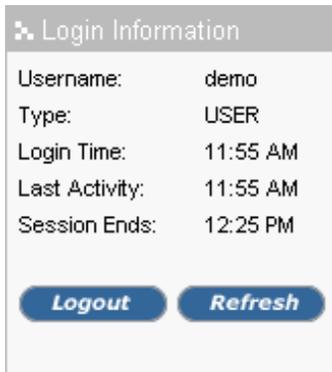

Figure 15 – Login Information area.

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.
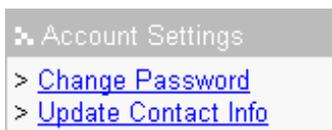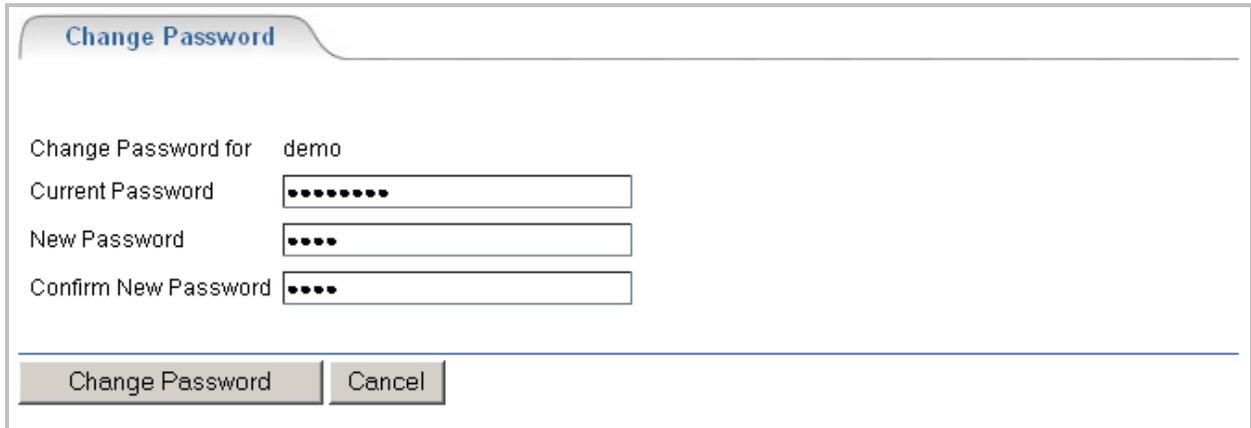

Figure 16 – Account Settings area.

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.

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.

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

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.

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.**

Figure 21 – Update Contact Info.

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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.

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 located at the top 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.
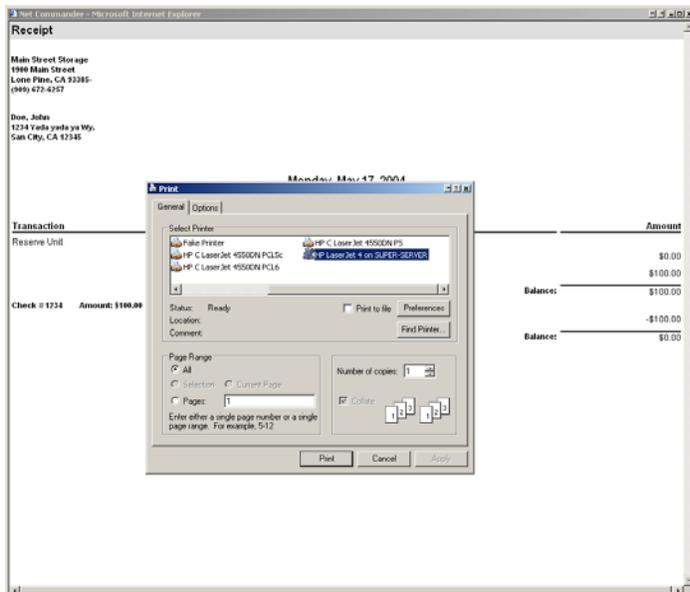
3 Activities

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.
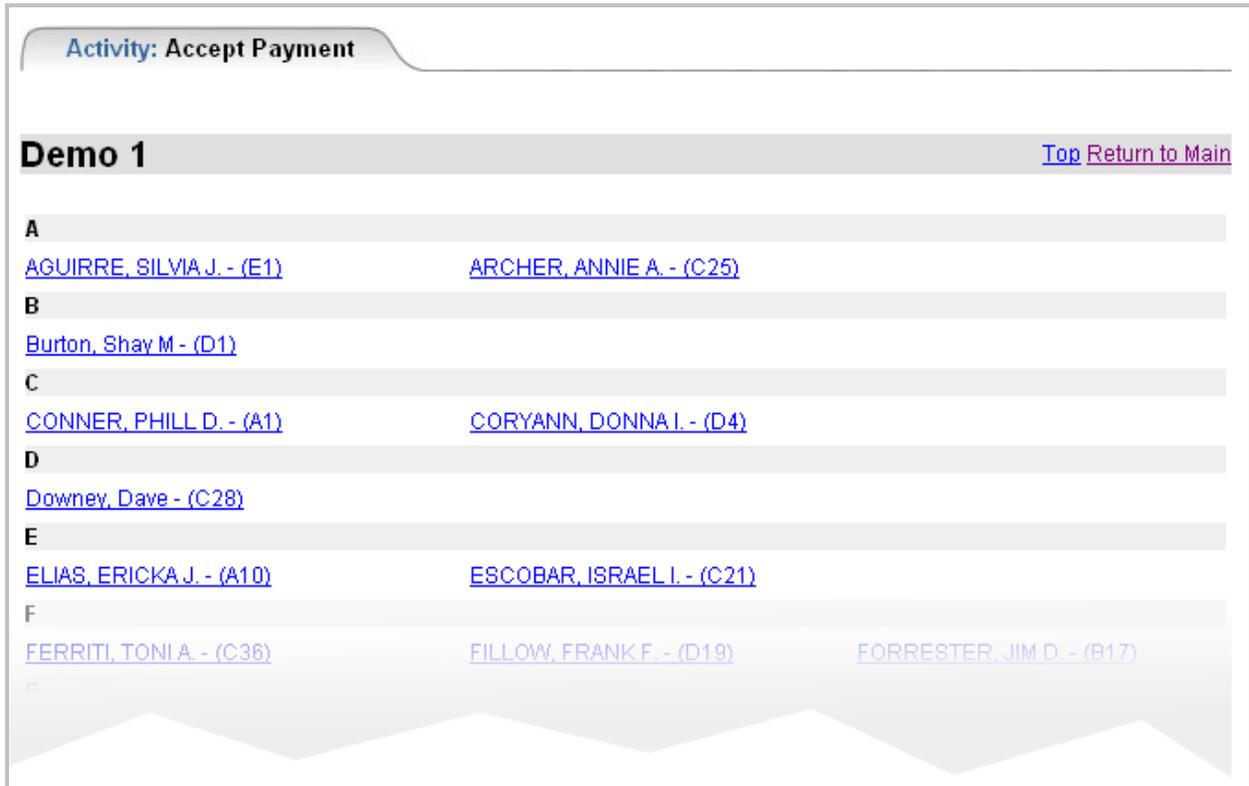

Figure 23 – Partial Customer List

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 ☑. 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.

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.

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.

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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.

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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 99999-3333

Tuesday, June 22, 2004

Transaction	Unit	Description		Amount
Payment				
	C37	Previous Rent Balance		$1575.00
	C37	Previous Fees Balance		$35.00
			Balance:	$1610.00
check # 1234	Amount: $1610.00			
	C37	Applied Rent Payment		-$1575.00
	C37	Applied Fees Payment		-$35.00
			Balance:	$0.00

Figure 27 – Accept Payment Receipt.

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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.

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.

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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.

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.

Printer
Friendly

Receipt

Main Street Storage
1900 Main Street
Lone Pine, CA 93385-
(909) 672-6257

Silva, Matt
1212 okay way
Sun City, CA 92586

Wednesday, June 23, 2004

Transaction		Unit	Description		Amount
Reserve Unit					
		A4	Reserved		$0.00
		A4	Reservation Deposit		$56.00
				Balance:	$56.00
Check # 1234	Amount: $56.00				
		A4	Applied Rent Payment		-$56.00
				Balance:	$0.00

Figure 31 – Reservation Receipt.

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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.

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.

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.

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 how well the region did as a whole previous date.

Figure 34 – Sample Regional Report.

Demo One
1900 Main Street
Lone Pine, CA 93385-

Active Customer Status

Name	Unit	Unit Balance	Deposit Balance	Paid Through	Phone	Status
AGUIRRE, SILVIA	E1	0.00	0.00	2004-08-07	(874) 747-4848	
ARCHER, ANNIE	C25	0.00	0.00	2004-07-09	(848) 488-8484	
BARRINGER, BONNIE	E7	0.00	0.00	2002-03-12	(888) 383-8383	
Burton, Shay	D1	0.00	0.00	2004-07-19	(212) 938-3888	
CONNER, PHILL	A1	0.00	0.00	2004-06-28	(858) 920-0002	

Demo Two
1900 Main Street
Lone Pine, CA 93385-

Active Customer Status

Name	Unit	Unit Balance	Deposit Balance	Paid Through	Phone	Status
AGUIRRE, SILVIA	E1	0.00	0.00	2004-08-07	(874) 747-4848	
ARCHER, ANNIE	C25	0.00	0.00	2004-07-09	(848) 488-8484	
BARRINGER, BONNIE	E7	0.00	0.00	2002-03-12	(888) 383-8383	
Burton, Shay	D1	0.00	0.00	2004-07-19	(212) 938-3888	
CONNER, PHILL	A1	0.00	0.00	2004-06-28	(858) 920-0002	
CORYANN, DONNA	D4	0.00	0.00	2002-03-12	(999) 884-9343	
Downey, Dave	C28	80.00	0.00	2004-06-15	(565) 666-6562	
ELIAS, ERICKA	A10	0.00	0.00	2004-07-09	(999) 393-9394	

Demo Three
1900 Main Street
Lone Pine, CA 93385-

Active Customer Status

Name	Unit	Unit Balance	Deposit Balance	Paid Through	Phone	Status
AGUIRRE, SILVIA	E1	0.00	0.00	2004-08-07	(874) 747-4848	
ARCHER, ANNIE	C25	0.00	0.00	2004-07-09	(848) 488-8484	
BARRINGER, BONNIE	E7	0.00	0.00	2002-03-12	(888) 383-8383	
Burton, Shay	D1	0.00	0.00	2004-07-19	(212) 938-3888	
KEEBLER, SERGIO	E3	0.00	0.00	2004-07-23	(949) 478-2828	
MENDEZ, JOY	C30	0.00	0.00	2004-07-13	(887) 773-7373	
PHILLIPS, STEVE	D5	0.00	0.00	2004-07-10	(884) 929-8758	
PHILLIPS, STEVE	C37	0.00	0.00	2004-07-10	(884) 929-8758	
Pruett, Jas	D12	90.00	0.00	2004-06-05	(909) 838-3882	Pre-Lien
REDDY, KAREN	C32	0.00	0.00	2004-06-14	(888) 292-9292	
SANCHEZ, CECILA	D3	0.00	0.00	2004-07-23	(949) 400-0000	
Yates, Chloe	C27	0.00	0.00	2004-07-23	(409) 928-4723	

Figure 35 – Sample Regional Report.

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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.

To open up the security screen, just navigate to **Maintenance** and then click on **Security**.
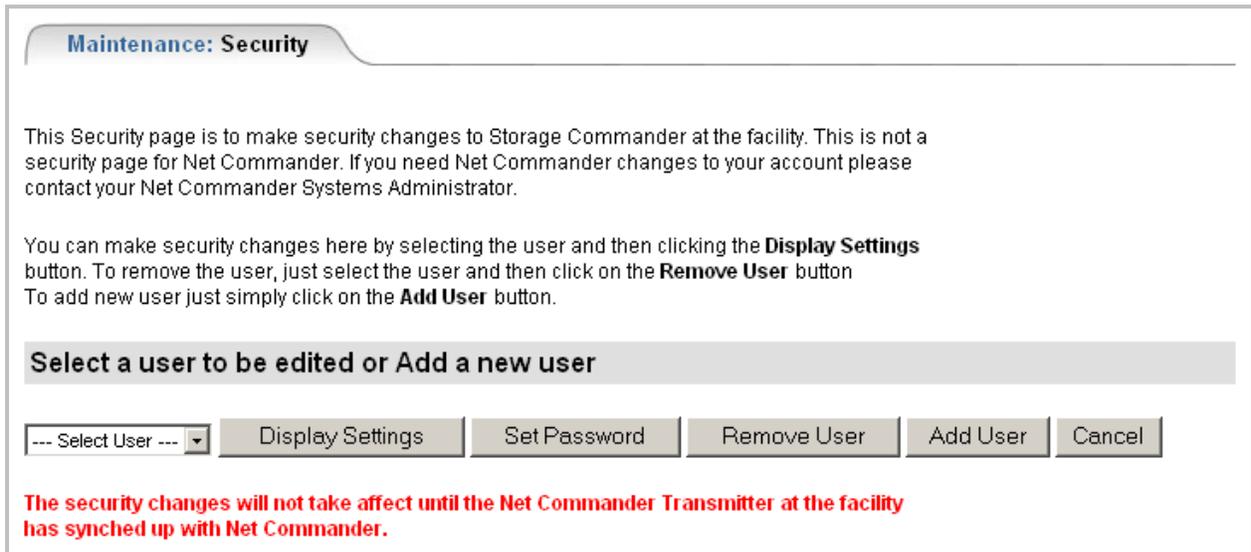

Figure 36 – Security Screen.

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.

Navigational links are available to select all the settings or to clear all the settings. Also you can click on the link that takes you directly to the Program Function settings.

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   Go to Program Functions | 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

☑ Unit History Report   ☑ Unit Occupancy V3   ☑ 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 | Cancel

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 Program 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

☐ Setup Fees   ☐ Setup Late Charges   ☑ Facility Information
☐ Make Adjustment   ☐ Security screens   ☐ Setup Pricing Plans
☐ Setup Discounts   ☑ Move In   ☑ Move Out
☑ Accept Payment

Save | Reload Original Values | Cancel
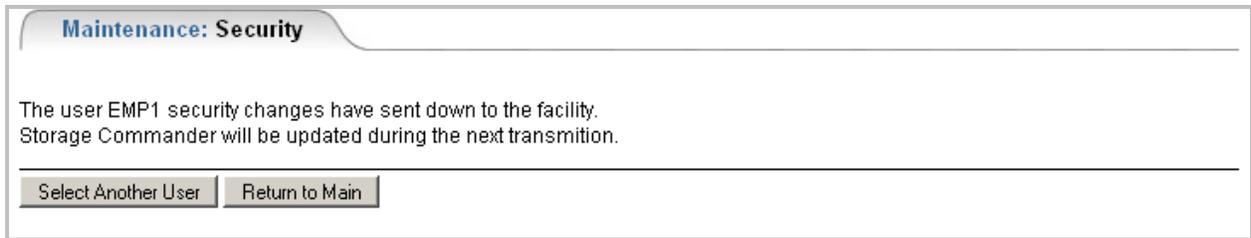
Figure 37 – Storage Commander Permissions.

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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".

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.

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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.

Type	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 *before* the date indicated in the date field or **<** for customers that moved in *after* 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 "Available" Units	Limits rate change to Available "unoccupied" 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**.

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.


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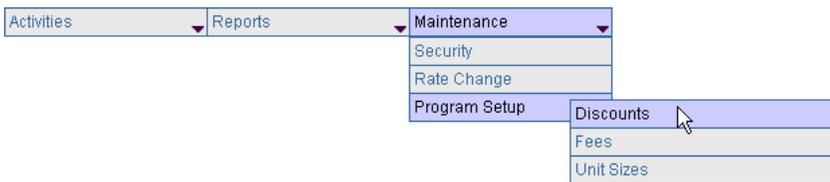
To setup a discount, select the facility you wish to use. Then navigate your mouse to the menu and then select **Maintenance** > **Program Setup** and then click on **Discounts**.

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.

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 ☑ , radio buttons ⦿ 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.

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.

Figure 44 – New Discount Dialog.

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.

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.

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 ☑ , radio buttons ⦿ 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 1st 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.

Figure 47 – Fees Receipt.

5.4.2 CREATING FEES

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.

Figure 48 – Add Fee.

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 ☐ will indicate that the unit size is actively in use. If a unit size is an active unit size, then it cannot be deleted.

Figure 49 – Unit Size Dialog.

5.5.1 EDITING A UNIT SIZE

☐ <u>10 X 17</u> 80.00	You can edit a unit size whether its checkbox is enabled or disabled
☐ <u>10 X 20</u> 80.00	by clicking on the blue unit size link. **Figure 50** shows the Edit Unit 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.

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**.
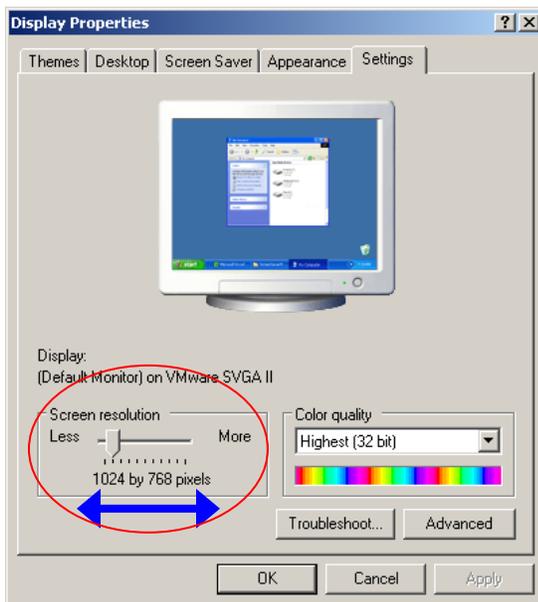
Circled in red, in **Figure 52,** is the **Screen Resolution** area of the **Display Properties**, click (and hold down the click) on the slider and drag the Slider to the desired screen resolution. The currently selected screen resolution will be display as numbers just below the Slider. Click on **Apply** 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.
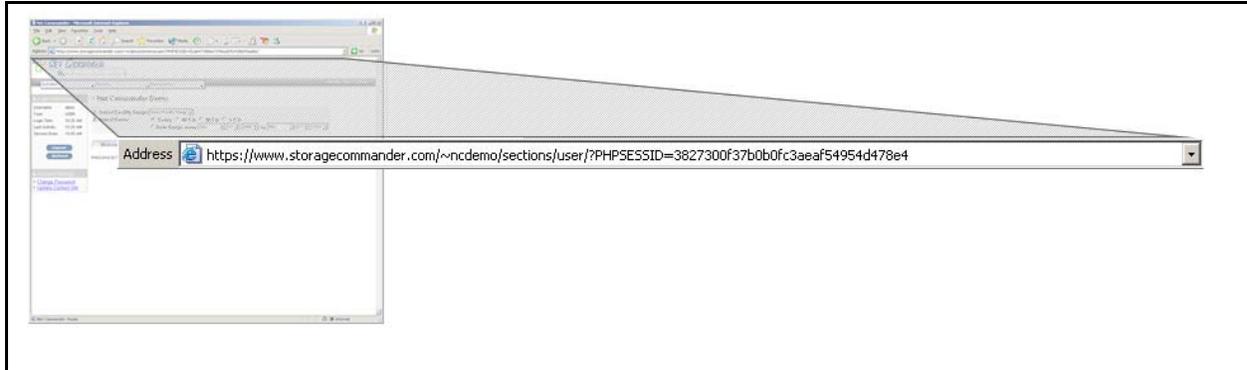

Figure 54 – Address Bar

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.storagecommander.com/~accountname/sections/user/?PHPSESSID=9953cdb4cedb1218d1c036 6c11cf0800

| Protocol | Address | Account Name | Session 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 www.storagecommander.com. 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**.

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.
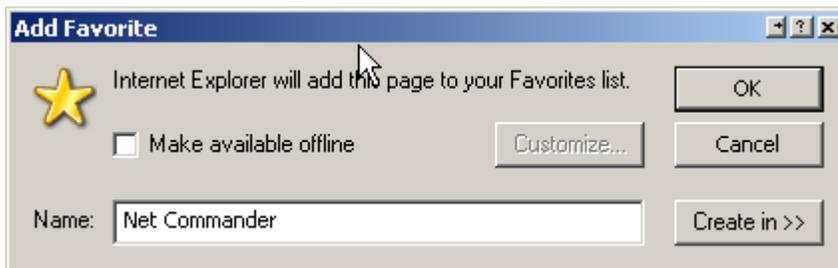

Figure 56 – Add Favorites Dialog.

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.
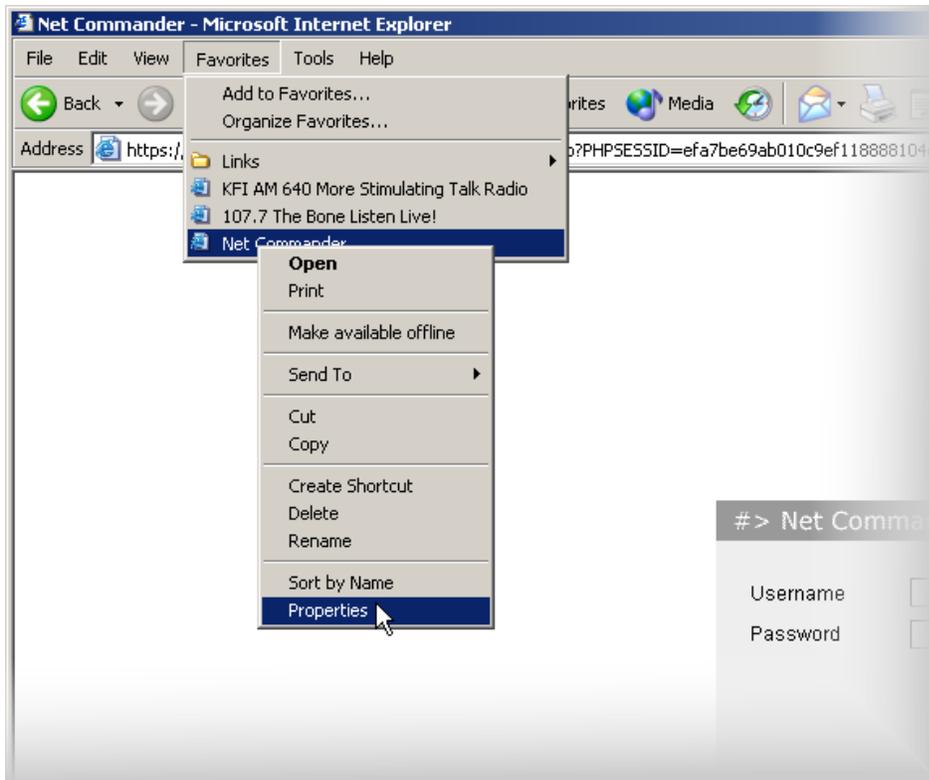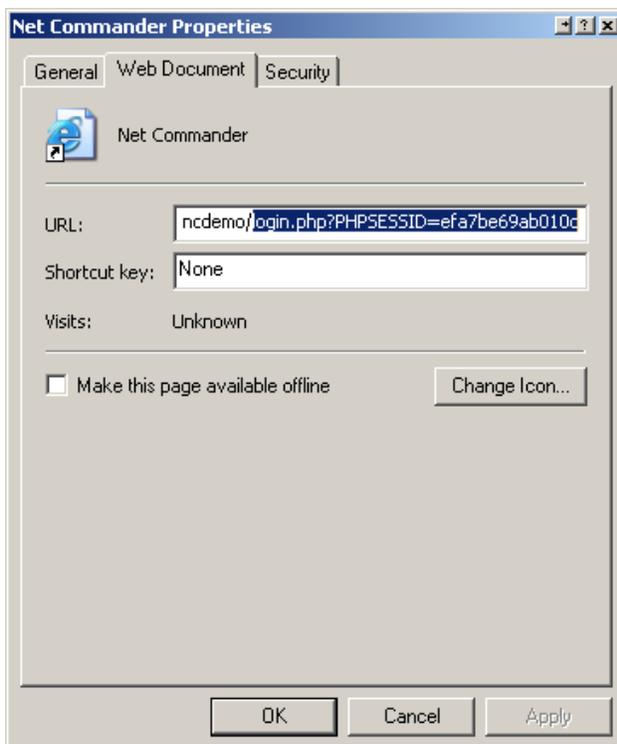
Figure 57 – Edit Bookmark Properties.

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.**
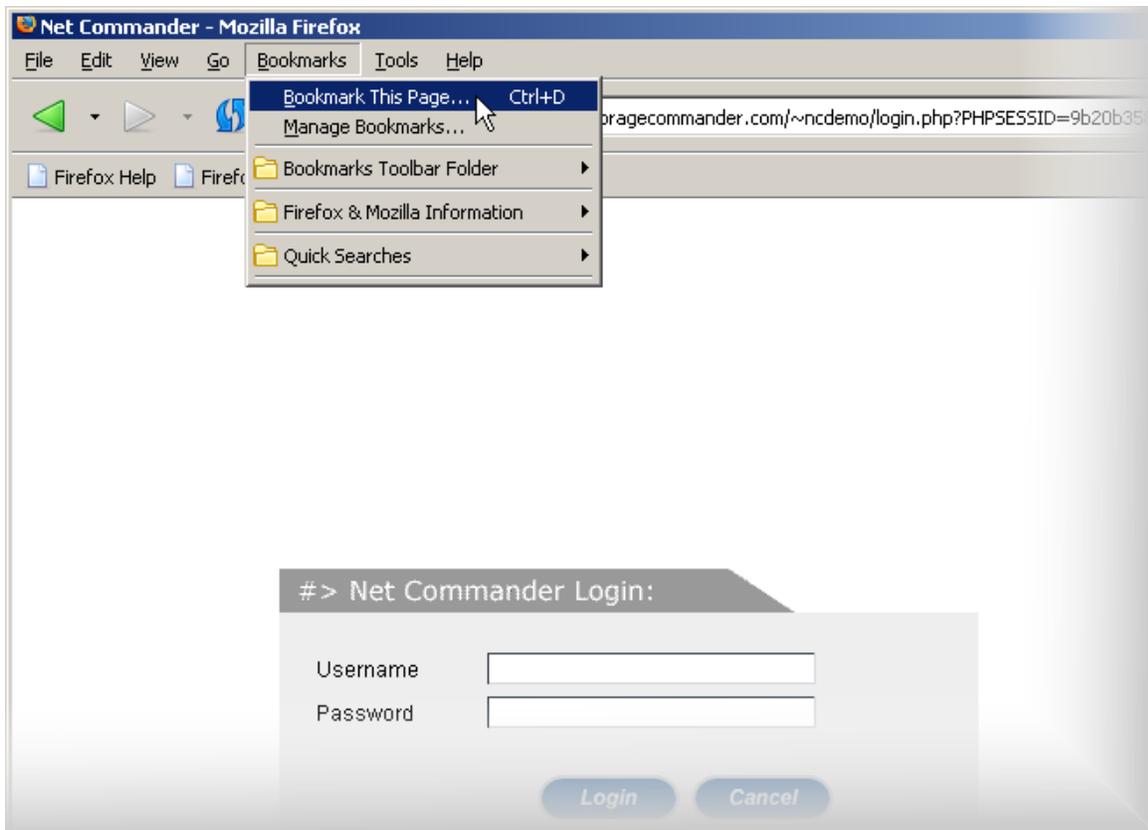

Figure 59 – Mozilla Firefox Bookmarking.

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.
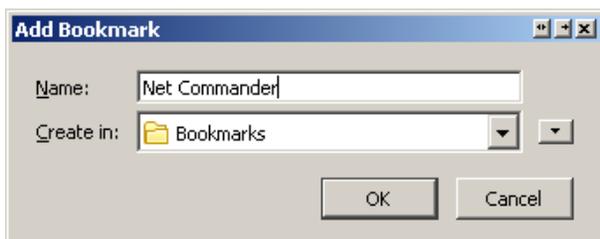

Figure 60 – Add Bookmark Prompt.

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.

Figure 62 - Firefox Save Password.

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