WinSen Online Payment / Prelease Service
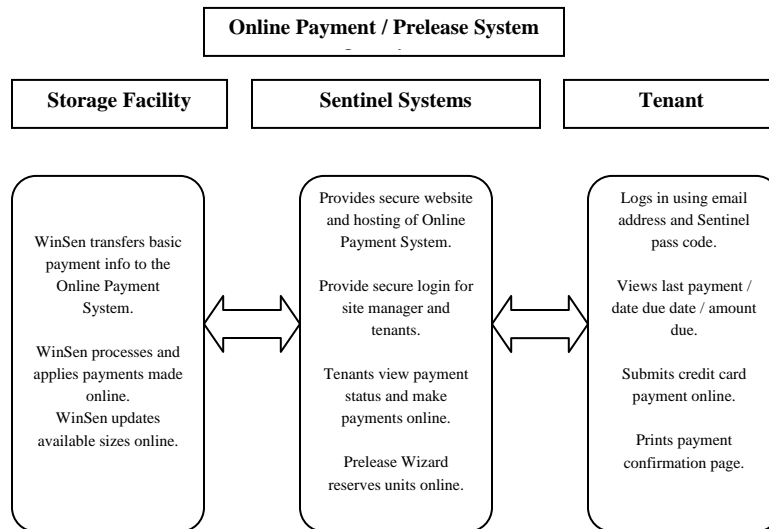
Introduction

This service gives Self Storage facilities and their tenants the ability to view payment status make credit card payments and prelease units online.

This system consists of two major components.
1. The online component consists of web pages that can be accessed via any web browser. This allows the facility to log in and view online info and tenants to log in, view payment info, make payments and prelease units.
2. The WinSen interface which interfaces WinSen with the online functions. This synchronizes the Online Payment / Prelease information with the data in the WinSen database.

Tenants can go directly to www.ministoragepayments.com to make payments or can be directed to the Online Payment system by placing a link on the facilities web site. There is a unique URL provided to support customization of the online payment and prelease web pages. The site can have a unique logo displayed on all pages to give them the site's look and feel. The unique URL must be used to activate the Enroll button and allow tenants to enroll online. There is also a separate unique url provided to prelease units online.

This service is provided by Sentinel Systems Corporation, please contact Sentinel Systems Corporation for setup information and fees that may apply.

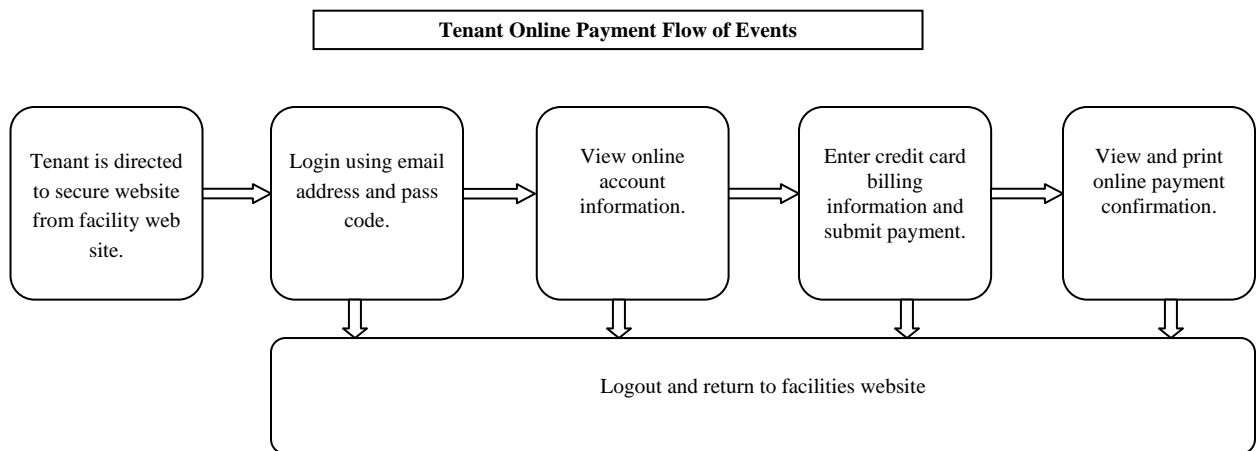| **Online Payment / Prelease System**		
Storage Facility	**Sentinel Systems**	**Tenant**
WinSen transfers basic payment info to the Online Payment System. WinSen processes and applies payments made online. WinSen updates available sizes online.	Provides secure website and hosting of Online Payment System. Provide secure login for site manager and tenants. Tenants view payment status and make payments online. Prelease Wizard reserves units online.	Logs in using email address and Sentinel pass code. Views last payment / date due date / amount due. Submits credit card payment online. Prints payment confirmation page.

Security

All internet communications are handled via SSL(128) bit Encryption. Users are ensured that they are connected to a secure web site by connecting to an https web address which displays the Verisign™ seal. In some browsers a padlock is displayed to reassure the user they are connected to a secure web site. Only the last four digits of credit card numbers are displayed and for increased security credit card numbers are encrypted and stored in a secure database.

Tenant Online Experience

Online Payment

Tenant Online Payment Flow of Events

| Tenant is directed to secure website from facility web site. | Login using email address and pass code. | View online account information. | Enter credit card billing information and submit payment. | View and print online payment confirmation. |

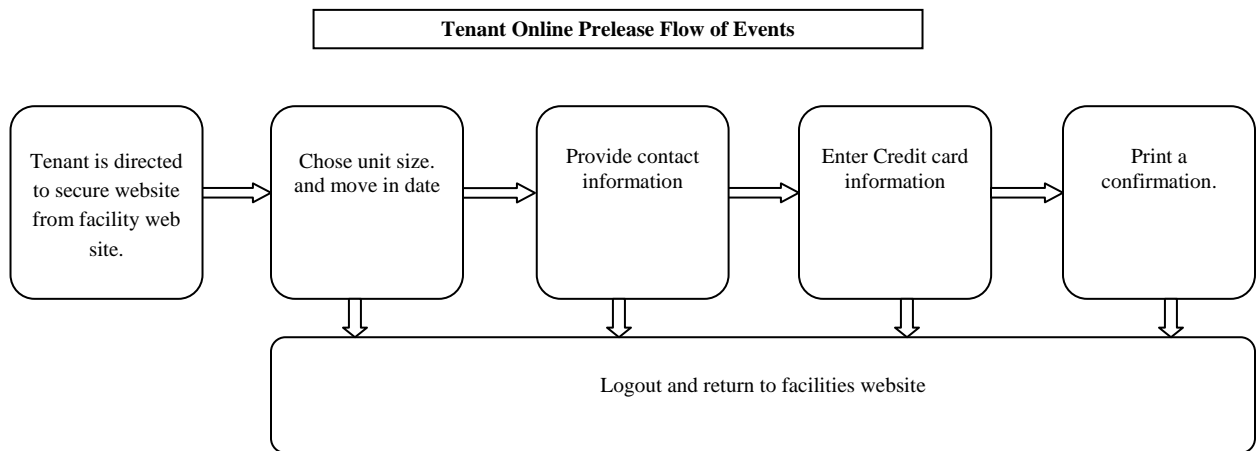Logout and return to facilities website

Tenants of the storage facility have the ability to log into a secure web site using their personal email address and pass code. These items are assigned to them at the time of move in. After they have logged in they can view their most recent amount paid and when it was applied, the next amount due and the next due date. This information is displayed for each unit the tenant occupies. Tenants choosing to make an online payment click the Make a Payment button and are directed to the payment page. This page allows the tenant to select the amount they wish to pay by either selecting the number of months to pay or entering any other amount in the amount to pay field. This page requires the tenant to enter a credit card number and valid billing information for the card. Once the tenant clicks the Submit button they are directed to the confirmation page which can be printed for their records. When the tenant is finished viewing the Confirmation page and clicks on the Logout button they return to the facility's web site.

If a tenant does not have a valid email address entered into WinSen they can submit one online by clicking on the Enroll button and entering the required information. This information will be used to update the tenants email address in the WinSen database.

Tenant payment information will be added to the tenant's record in WinSen the next time the site manager runs the WinSen Online interface.

Online Prelease

Tenant Online Prelease Flow of Events

| Tenant is directed to secure website from facility web site. | → | Chose unit size. and move in date | → | Provide contact information | → | Enter Credit card information | → | Print a confirmation. |

| Logout and return to facilities website |

Prospective tenants or anyone wishing to reserve a unit online has the ability go to the storage facilities web site and be directed to www.ministoragepayments.com where they will be able to complete the prelease wizard. The prelease wizard allows the prospective tenant to select a unit size, provide address, contact information and pay a deposit with a credit card. After the prelease wizard is completed the user is prompted to print the confirmation page and a notification is sent to the facility manager. After the user completes this process they are returned to the facilities web site.

Manager Online Interface

Manager Login
At the www.Ministoragepayments.com Login page the manager can log in using their email address and password. This email address and password can be changed at any time using the Site Configuration page. When a valid login is entered they will be directed to the Configuration page.

Configuration
The Site Configuration page contains customizable information used to set up site specific details. On this page information is grouped by Site Name and Address info,

Credit Card Types and Login Info. There is also an option for allowing partial payments. At the top there are buttons for viewing online transaction history.

Site Info
This section contains the site contact information displayed on the tenant confirmation page that is available for printing while a tenant is submitting a payment.

The Redirect Address field contains the web site address the tenant will be directed to after completing a payment or any time the Logout button is clicked. This can be used to return the tenant to your facility web site.

The Logo File contains the common image displayed at the top of all web pages. This is used to brand the site to give it your customized look. The height of the image can be up to 150 Pixels and the width can be set according to your needs. If the image exceeds these limits it will be resized for a best fit to maintain the original aspect ratio. To upload a Logo File the following procedure is provided.

1. Create a jpg, gif or other image using the image editor of your choice and save it on your local hard drive.
2. Click the **<Browse…>** Button on the Site Info web page to browse for the file you created.
3. After the file is selected the file name and local path will appear in the Logo File field.
4. Click the **<Upload>** button to upload the new logo file. After the file transfer is complete the new logo file will be in place.

Login Info
This section allows the manager to change and modify their login information. If the fields are left blank, no changes will be made when saving site information. When changing login information the manager is required to enter a valid email address and type the password two times to ensure accuracy.

Credit Card Types Accepted
Placing the check in the box to the left of the card name causes the card type to be selectable by tenants while they are making a payment. Only check the card types that your facility accepts.

Allow Partial Payments
Placing a check in the box to the left of Allow Partial Payments gives the tenant the ability to make a partial payment. Removing the check forces tenants to select the number of months they wish to pay and a rent is paid in full for the selected period.

View Customers
Displays a list of tenants currently uploaded to the system. Once a valid email address and pass code are added to a tenant's record they will be included in this list.
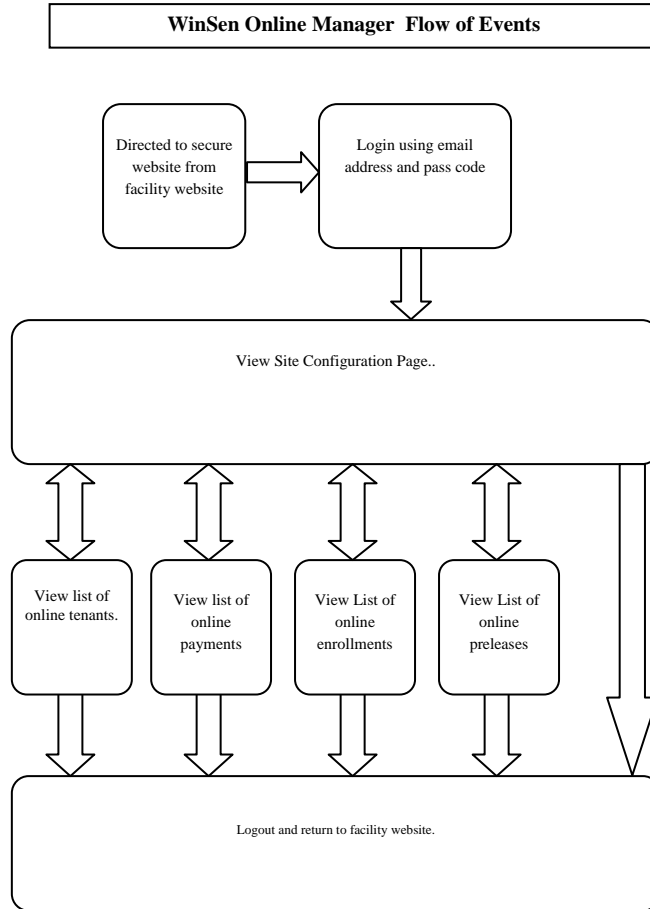
<u>View Payments</u>
Displays a list of the status's of all payments that have been made online.

<u>View Enrollments</u>
Displays a list of tenant's that have completed the online enrollment process.

<u>View Preleases</u>
Displays a list of tenant's that have pre-leased units online.

WinSen Online Manager Flow of Events

Directed to secure website from facility website → Login using email address and pass code

View Site Configuration Page..

View list of online tenants.

View list of online payments

View List of online enrollments

View List of online preleases

Logout and return to facility website.

WinSen Interface

The WinSen Online menu option has been added to the Utilities menu of the main WinSen menu bar. Clicking on **<WinSen Online>** causes the interface to connect to the internet and update customer and payment information. The following form is displayed during the update process. See figure 1 for a description of items on this form.
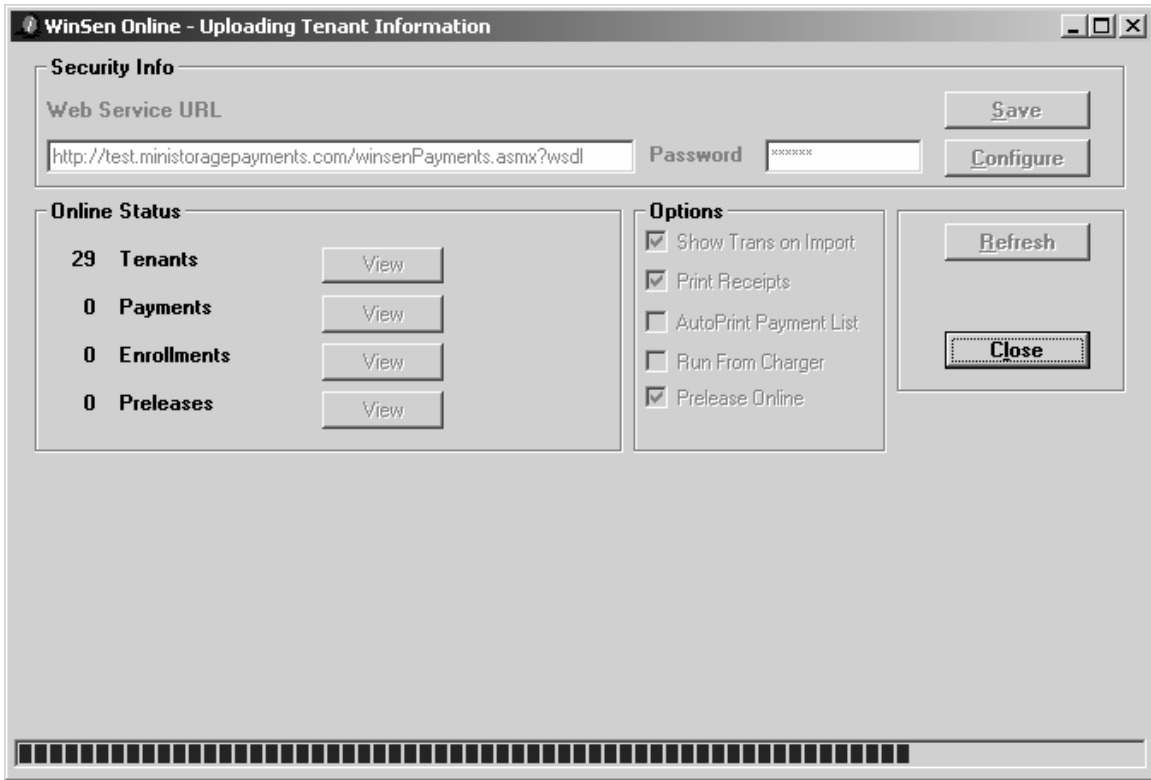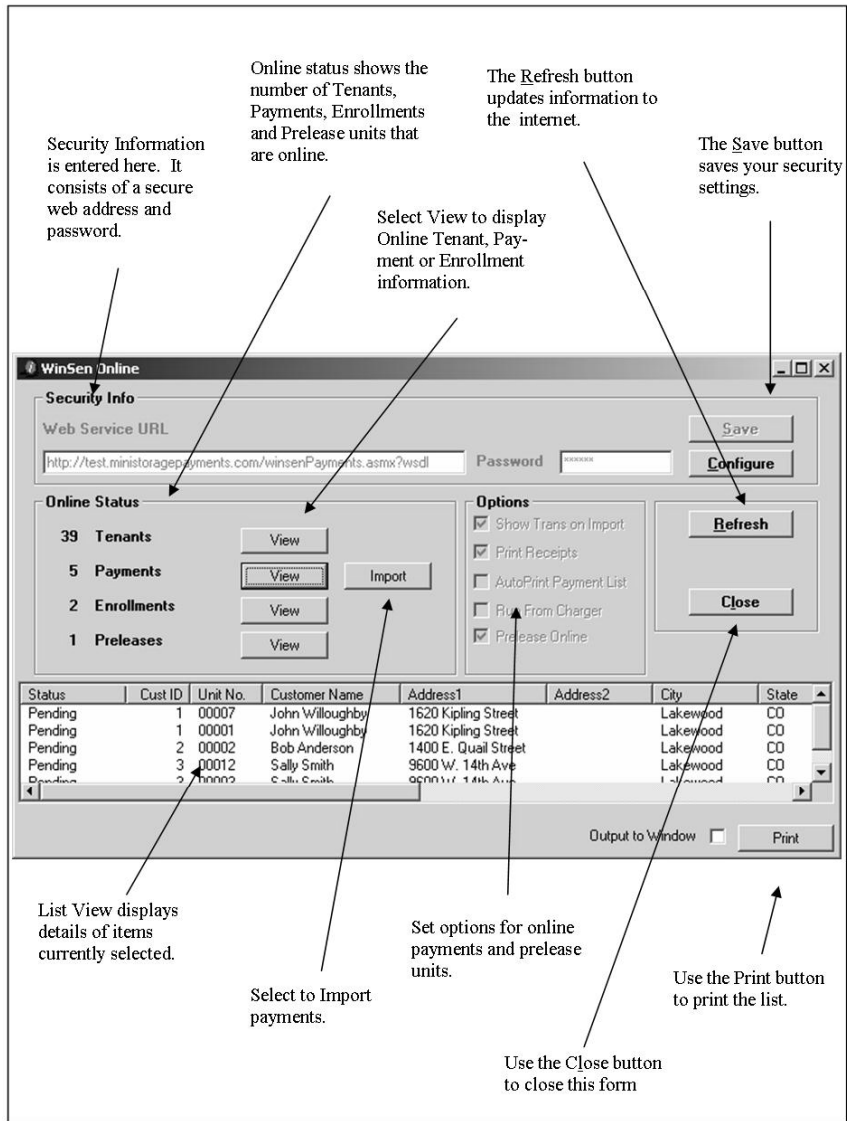
Figure 1

The following Diagram describes the features of the WinSen Online form.

Online status shows the number of Tenants, Payments, Enrollments and Prelease units that are online.

The Refresh button updates information to the internet.

Security Information is entered here. It consists of a secure web address and password.

The Save button saves your security settings.

Select View to display Online Tenant, Payment or Enrollment information.

WinSen Online

Security Info

Web Service URL

http://test.ministoragepayments.com/winsenPayments.asmx?wsdl   Password ******   Configure   Save

Online Status

39	Tenants	View
5	Payments	View Import
2	Enrollments	View
1	Preleases	View

Options

☑ Show Trans on Import
☑ Print Receipts
☐ AutoPrint Payment List
☐ Run From Charger
☑ Prelease Online

Refresh

Close

Status	Cust ID	Unit No.	Customer Name	Address1	Address2	City	State
Pending	1	00007	John Willoughby	1620 Kipling Street		Lakewood	CO
Pending	1	00001	John Willoughby	1620 Kipling Street		Lakewood	CO
Pending	2	00002	Bob Anderson	1400 E. Quail Street		Lakewood	CO
Pending	3	00012	Sally Smith	9600 W. 14th Ave		Lakewood	CO
Pending	3	00003	Sally Smith	9600 W. 14th Ave		Lakewood	CO

Output to Window ☐   Print

List View displays details of items currently selected.

Set options for online payments and prelease units.

Use the Print button to print the list.

Select to Import payments.

Use the Close button to close this form

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Security Info
Web Service Url's are the address's on the internet that the program communicates with to transfer customer login payment and prelease information to and from the internet. You will not be required to change these unless directed to by Sentinel Systems.

Password The password is used by the program to connect to the internet. This is the same password the manager uses to login to the Site Configuration on the internet. Note: If the Site Managers password is changed on the Site Configuration Page of www.ministoragepayments.com this password will also need to be updated in WinSen.

Online Status

Tenant View
View Tenants displays a list of tenants that have a valid email address and pass code. The tenants that appear in this list have been uploaded to the internet and can login using their email address and pass code.
Payments View
After tenants have made payments online, the payment information will appear in view area. Each payment has a status, shows the unit number and the name and address for the credit card used to submit the payment. This information is displayed until the payment has been imported and applied in WinSen.
Enrollments View
Existing tenants have the ability to enter their email address and billing address on the enrollment web page. The Import Enrollment button will add the email address to the WinSen Database so their payment information will be available online.
PreLease View
When there is a pending online prelease the PreLease View button will be visible and enabled. Any pending preleases will be displayed in the view area and can be imported into WinSen by clicking the Import button.
View Buttons
There is a view button for each of the online functions. Selecting a view button will display the tenant, payment, enrollments and prelease units that are waiting to be processed.
Import Buttons
Payments Enrollments and Preleases have Import buttons which become enabled when there are payments, enrollments or preleases that require processing. The Import buttons will not be visible if the number displayed on the left is zero there are no pending transactions that require processing.
Print Button
The Print button located on the lower right corner of the WinSen Online form will become visible while viewing the Tenants, Payments Enrollments or Prelease list. The list that is currently being viewed will be printed to the window if the output to Window check box is checked, if unchecked the default printer will be used.

<u>Options</u>
Show Trans on Import
Selecting this option causes the Daily Transaction form to be displayed while importing transactions. This can be used for modifying the payment amount or applying payments to handle special cases. If this option is not selected, payments will automatically be applied with no manager intervention. If the amount does not match a multiple of monthly payments a message will be displayed and the Daily transaction form will be displayed.

Print Receipts
If Print Receipts is selected the user will be prompted to print receipts while importing payments. This option provides the ability to print receipts when Show Trans on Import is turned off.

AutoPrint Payment List
Select this option to automatically print a report containing the Unit / Tenant billing information for the payments that have been submitted online. This report can also be printed manually by selecting the print button on the lower right corner of the form.

Run from Charger
Selecting this option causes the WinSen Online form to be displayed during the daily charger. When this option is turned off the manager will be required to run this form from the Utilities menu on a regular basis. The WinSen Online Form must be opened daily to update Tenant Online information and download payments that may have been submitted.

Prelease Online
Selecting this option allows units configured for online pre-lease to be uploaded to the internet and available for pre-lease online. Units can be configured for online pre-lease using the size codes table.

Setup Procedure

Online Payments

Contact Sentinel Systems to activate your WinSen Online account. We will need some basic site information to set up your account. At this time we will provide you with a unique web site address and login information. The following information will be requested.

- Site Id, this will be your Sentinel Systems customer number
- Site name, address and contact information
- Manager or Contact person's name and email address
- Credit card types to accept
- Your Web Site's Address
- The email address and password to be used for logging into the web site

Using the Site URL received you can log into the Site Manager web page and set the configuration options to suit your needs. This would also be a good time to change your password. Your password should be something that is easy to remember but hard for somebody to guess. We recommend inserting some numbers or non Alpha characters to make it more secure.

An active internet connection is required to complete the following steps.

Open the WinSen Online form by selecting **WinSen Online** from the **Utilities Menu**. Click on the **<Configure>** button to enable the configuration of Security info. Enter the password that was created in the Online Site configuration web page and save your changes by clicking the **<Save>** button. Then click the **<Refresh>** button and your online data will be refreshed. If all of this works correctly you will not need to change your settings again unless the online password is changed or you receive specific instructions from Sentinel Systems.

Have your web developer or person that maintains your web site add a payment button to your website with a hyperlink to the unique URL received from Sentinel Systems and your tenants will be able to make payments and Submit Enrollment information directly from your website.

Setup Procedure

Online Preleases
Unit Sizes that are to be available are configured using the Size Codes Form. This is done by selecting **Size Codes** from the **Maintenance Menu** and setting the following fields as described for each unit size that is to be available online.

Online
Placing a checkmark in this field indicates that you would like this size code to be available online.
Minimum
Setting this value tells the systems that there must be more vacant units than the number specified to make them available online. Setting this value to zero(0) indicates that they will still be available even if there are no remaining units in the size code.
Prelease Deposit
This is the amount of the deposit you wish to collect when preleasing a unit online.

Have your web developer or person that maintains your web site add a prelease button to your website with a hyperlink to the unique URL received from Sentinel Systems and your units configured for online prelease will be available to the Online Prelease wizard.

General Instructions

<u>Daily Update</u>

The WinSen Online form should be opened and refreshed once a day to ensure the online data is synchronized with the WinSen program. Having the Run with Daily Charger option selected will ensure this happens when you run the charger. The online data can also be refreshed at any time by opening the WinSen Online Form from the Utilities menu.

<u>Applying Payments</u>

When the WinSen Online form is refreshed the number of online payments waiting to be processed will be displayed in the online section. If there are payments to be processed the View button will become enabled. Clicking the View button will display the payment details of payments to be processed. After reviewing payment details click the import button to import and process them into WinSen.

<u>Credit Card Processing</u>

Credit card charges will be processed using the same card processing POS you have configured for processing credit card transactions in the WinSen Property Manager program. While the card is being processed the progress will be displayed at the bottom of the daily transaction form, if the daily transaction form is not visible it will be displayed on the bottom of the WinSen Online form. Credit Card Processing can be cancelled by clicking either one of the cancel buttons. If the Credit card transaction is successful the Authorization code from the card processor will be displayed in the status field. If card processing fails the reason for the failure will be displayed in the status field.

If your facility does not have automatic credit card processing enabled the system will display a message reminding you to process the charges manually. You can also print the online transaction report and process the card charges at a later time. This report can be printed automatically by selecting the AutoPrint Payment list option.

<u>Applying Enrollments</u>

If there are enrollments that require processing, click the view button to display the list of tenants that have requested to update their email address. The Import button will become enabled, click the Import button and the Import Email form will appear. This form displays the tenant's name and address that has been entered Online, this form will also display a list of tenants with a matching last name. If the name of the tenant being imported is not found, a list of all tenants will be displayed. Select the tenant that you would like this email address added to and click the Update button to import the email address. This process will be repeated for each new enrollment.

Applying PreLeases

If there are preleases that require processing, click the view button to display the list of pending preleases. The list will display the status, size code requested pre-lease till date, tenant contact info and credit card billing information. Click the Import button to begin the import process. The import prelease form will be displayed. The unit list will be populated with the units currently available in the size code requested. If no units are available in the size code requested the find vacant unit dialog will be available to select a unit as a different size code if desired. This form will also display Tenant, contact and credit card info. After the information displayed is verified click the import button to pre-lease the unit to this tenant. At this time the prelease deposit will charged to the credit card, a confirmation email message will be sent to the tenant and their credit card will be charged. If print receipts is enabled a receipt will automatically be printed.

When it is time to actually move the tenant into the unit, they should present a copy of the online prelease confirmation to the manager. At this time the manager can complete the move in transaction in WinSen using the following procedure.

1. Open the Assign Tenant form.
2. Click the Find Prelease button.
3. Select the name of the tenant moving in and the unit information will be displayed.
4. Select the desired unit and click the OK button, this will return you to the Assign Tenant form to complete the move in transaction as you would for a normal move in.

Email Notification

The system automatically sends an email message to the site manager for the following conditions.
1. An Online Enrollment has been submitted by a tenant.
2. An Online payment has been submitted by a tenant.
3. An online Prelease has been submitted.

Then the system automatically sends an email message to the Tenant for the following conditions.
1. The online enrollment has been imported into WinSen and their online account has been activated.
2. If an online enrollment can not be imported a notification will be sent to inform the tenant that their login has not been activated.
3. The online payment has been imported into WinSen and their account information has been updated.
4. An online payment failure occurred.
5. The online prelease has been processed and a unit is ready for them to move in to.
6. The online prelease was unable to be processed as requested.

Url Configuration

<u>Payments</u>
This is the Url your payment button should link to:
https://customer.ministoragepayments.com/login.aspx?XXXX

<u>Prelease</u>
This is the Url your prelease button should link to:
https://customer.ministoragepayments.com/PreleaseWizard.aspx?XXXX

<u>Web Service</u>
This is the internal Url used by WinSen Online and should not be changed unless directed to Sentinel Systems.
https://customer.ministoragepayments.com/winsenPayments.asmx?wsdl

Where XXXX = your Sentinel Systems Site Id.

System Requirements

A licensed version of WinSen that supports the online functions.

Your system must meet the minimum system requirements required by WinSen(See your WinSen user manual for more info).

An Active Internet connection or the ability to connect to the Internet on an as needed basis is required for the transfer of data from WinSen to the Online Payment / Preleasee system. Update speeds vary greatly depending on the speed of Internet connection available.

IC Verify or PCCharge using Internet connectivity is required for real time credit card processing.

Trouble Shooting Tips

Transferring Data
Most common problems may be caused by not having an active Internet connection while trying to update customer payment information. Follow these steps to verify your internet connection and that you can connect to the WinSen Online web service.

Have you set up your WinSen Online account? If not, contact Sentinel Systems to activate your WinSen Online account.

Verify your Internet connection is working by opening your web browser and going to www.Google.com.

Verify that the web service URL is correct on the WinSen Online form by copying and pasting the web address directly into your web browser. You should see an xml web page with "targetNamespace=http://www.ministoragepayments.com".

Verify the site login password matches the password entered into the Security info section the WinSen Online form.

Verify WinSen Serial number is correct by clicking on Help, Licensing. This serial number should match the last digits of your custom URL.

Importing Payments
If a tenant questions if a payment was applied and they printed the online confirmation page have them fax a copy of it to you. This will provide important details about the transaction.

If importing a payment fails for any reason the reason will be displayed in the Status section of the Import Payment view on the WinSen Online form. A history of payment status is also stored in the WinSen Online log. The "Online.log" file is stored in the WinSen folder of your computer.

Login to the manager web site using your login email address and site manager password, Click on the Payments button to find the matching transaction. Use the payment ID to verify there is a matching payment. You can then look up this payment in the "Online.log" to find the reason of the failure.

If any of these steps do not resolve the issues that you are having contact Sentinel Systems for additional troubleshooting procedures.

Tenants can not login to the website
Verify their Email address and pass code and refresh the WinSen Online form.

Login as the Manager and verify the tenant is in the Tenant List.

Not all tenants show up on line
In order for tenant info to be uploaded they must have a valid email address and security code. You can check their security code by finding the tenant in the View / Edit Tenant form and clicking the security Icon. Also check the Unit Status. The following Unit status's can not make payments online. (A0 - Access Only, C0 - Complimentary, E0 - Vacant, P0 – Preleased, U0 - Unrentable, L0 - Lien, L1 - Lien, L2 – Lien)

Technical Support Options

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Thank you for choosing Sentinel Systems Corporation