

May 5th, 2020

The following features have been added to Release 7 for the INSOMNIAC 20 Series Kiosks.

- **Escrow Cash Capabilities**
- **Unit Type Level Functionality**
- **Login Help Screens**
- **Canada Support**
- **Get CVV on Card Swipe**
- **Inbound VoIP Calls**

Escrow Cash Capabilities

Customer using cash sometimes don't have the exact cash needed to satisfy the amount due or they may have over-paid what was due in other instances.

If a Facility does not accept Partial Payments, then an overage on what is due should not be applied to the next month's rent. We will now send only the amount due to the Property Management System and Escrow the overage cash in a report called Escrow Cash. This will allow the Property Manager to return the cash overage to the customer upon request.

Same applies for cash transaction were not enough was inserted to satisfy the amount due. In this instance the Kiosk will place the cash into the Escrowed Cash report along with details of who placed the cash so the Facility Manager can return the funds to the customer or make arraignments to get the additional amount owed.

Included User Stories for this Functionality:

- **(3536) INSOMNIAC Report: Escrow Cash**
- **(439) Able to Escrow over-payment(s) made with cash**
- **(5159) Able to update tenant receipt when overpaid cash is escrowed.**
- **(440) Escrow partial cash payment attempts when partial payments disabled**
- **(5153) Ability to notify manager when Overpaid Cash is escrowed.**

INSOMNIAC 20 SERIES KIOSK Release 2.0.7 Notes



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(3536) INSOMNIAC Report: Escrow Cash

Any partial payments or over-payments with cash will show up in the Escrow Cash Report in OpenPortal.

Start Date: 4/7/2020 End Date: 4/8/2020
 Kiosk: QA SiteLink Web K2 Kiosk - 1137 Kiosk Facility: QA SiteLink Web K2 Kiosk

OpenTech Alliance **INSOMNIAC Escrowed Cash** INSOMNIAC Kiosk
 The Self Storage Kiosk

Generated On: 4/24/2020 7:38:18 AM

April 7, 2020 to April 8, 2020
 Kiosk - QA SiteLink Web K2 Kiosk - 1137
 Kiosk Facility - QA SiteLink Web K2 Kiosk
 Generated by SSRS User

QA SiteLink Web K2 Kiosk - 1137	Kiosk Facility	Date	Account Number	Amount
	QA SiteLink Web K2 Kiosk	4/8/2020 9:54:35 PM	113263	\$42.43
	QA SiteLink Web K2 Kiosk	4/8/2020 9:46:35 PM	115672	\$85.50
	QA SiteLink Web K2 Kiosk	4/8/2020 6:10:16 PM	115664	\$51.25
	QA SiteLink Web K2 Kiosk	4/8/2020 6:03:27 PM	115660	\$254.00
	QA SiteLink Web K2 Kiosk	4/8/2020 5:45:50 PM	112675	\$8.57
	QA SiteLink Web K2 Kiosk	4/8/2020 4:24:32 PM	115650	\$4.00
	QA SiteLink Web K2 Kiosk	4/8/2020 3:38:06 PM	*PP*	\$200.00
	QA SiteLink Web K2 Kiosk	4/8/2020 3:01:48 PM	*PP*	\$30.00
	QA SiteLink Web K2 Kiosk	4/7/2020 5:53:58 PM	114019	\$222.50
	QA SiteLink Web K2 Kiosk	4/7/2020 5:48:56 PM	115571	\$64.50
	QA SiteLink Web K2 Kiosk	4/7/2020 5:42:02 PM	113228	\$90.75
	QA SiteLink Web K2 Kiosk	4/7/2020 5:05:23 PM	107897	\$170.00
	QA SiteLink Web K2 Kiosk	4/7/2020 4:51:10 PM	115567	\$90.75
			Total:	\$1314.25

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Image 1

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(439) Able to Escrow over-payment(s) made with cash

When over-payments are made in cash and Escrow Cash is enabled, only the amount due will process through the PMS and the cash overage will be shown in the Escrow Cash Report.

5159) Able to update tenant receipt when overpaid cash is escrowed.

When Escrow Cash is enabled, the kiosk will modify the cash receipt to indicate how much they have over-paid by and how many days they have to collect it from the Facility Manager

(440) Escrow partial cash payment attempts when partial payments disabled

When Partial Payments are not allowed and a customer doesn't insert enough cash to satisfy the amount due, the transaction will not process through to the PMS. The partial cash payment will go to the Escrow Cash report along with the customer information.

(5153) Ability to notify manager when Overpaid Cash is escrowed.

When a tenant has made a cash over-payment at the kiosk and cash has been added to the escrowed cash report, a manual intervention email notification is sent to the Facility Manager via Email.

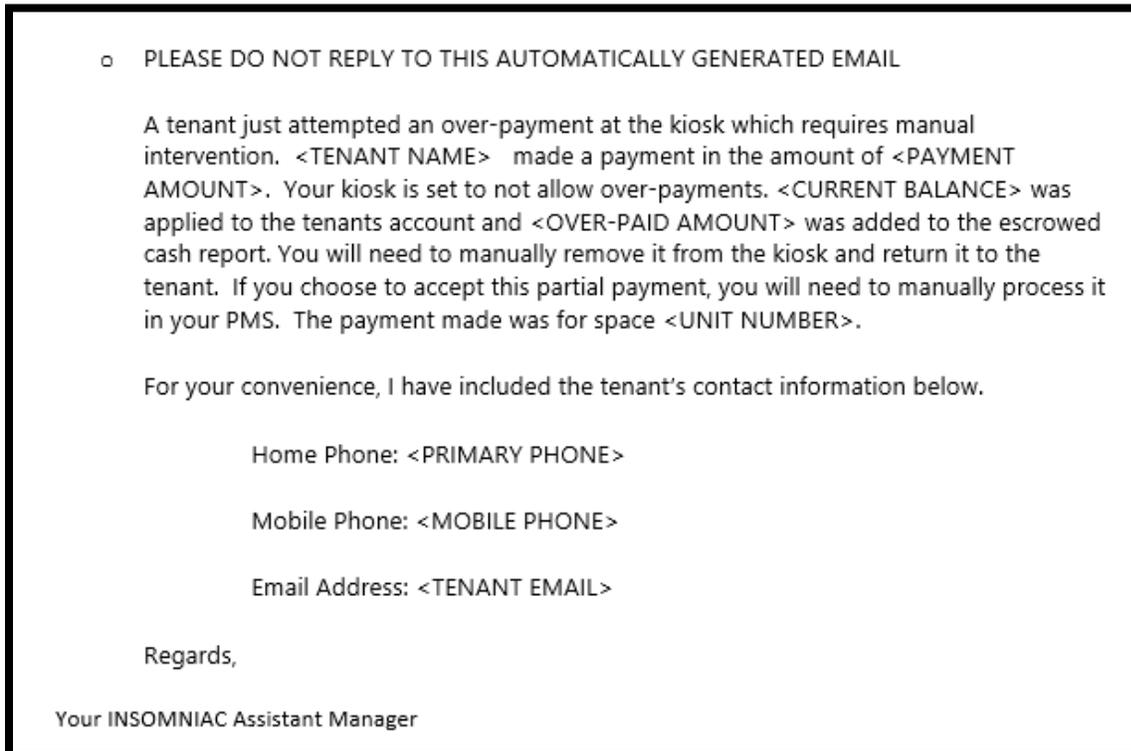


Image 2

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Unit Type Level Functionality

With Operators today having so many options to choose from at their properties, a one-size fits all approach doesn't seem to work well and we completely understand!

We have added the ability to assign different leases to as many different Unit Types you have available along with being able to add a custom description of Unit Types displayed to your customers.

A formatting change has also been made to adjust the way your Unit Types are displayed. You will now see the options for selection in an easier to read list view along with more real-estate for long descriptions. Prior to this change, the Kiosk displayed the Unit Type selection in a tiled format that didn't really provide enough real-estate for the detailed descriptions.

Included User Stories for this Functionality:

- **(3093) Unit Type Custom description from CRM that can be used in place of PMS Unit Type**
- **(5535) Unit Type Selection List View with Storage Server Description**
- **(5451) Lease assignment by unit type**

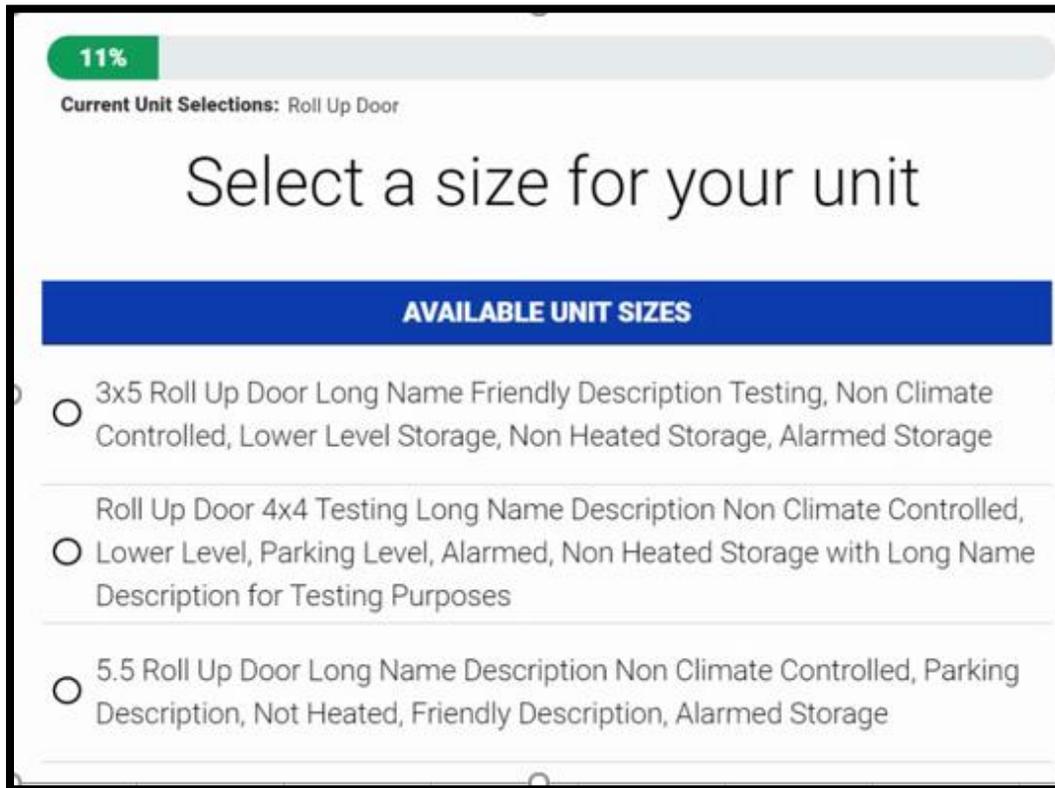
(3093) Unit Type Custom description from CRM that can be used in place of PMS Unit Type

A Custom Description can now be entered to override the description that comes from the Property Management System...refer to *Image 3* below

(5535) Unit Type Selection List View with Storage Server Description

Unit Type selection will now appear in a list view rather than a tiled view. This will also include the entire Storage Server Description along with attributes if applicable. If a custom description has been entered, it will favor this over the Storage Server Description...refer to *image 3* below.

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**Image 3****(5451) Lease assignment by unit type**

The ability to assign a lease by the type of unit selected is now available. A good example of this: If a parking space has different lease type that needs to be written over a climate controlled unit, you can assign leases as necessary at the unit type level.

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Login Help Screens

There can be many variations that storage operators use for login criteria so we want to make it easier for the tenants to gain access to their account. By providing a little information on the screen prior to logging in as well after a failed attempt, we feel that it will drive more successful logins.

User Stories included in this Functionality

- (5559) Find Your Account Informational Text
- (5558) Login Failed Message

(5559) Find Your Account Informational Text

When a customer chooses to login into their account, there is descriptive information about how to enter the login details.

First, let's find your account

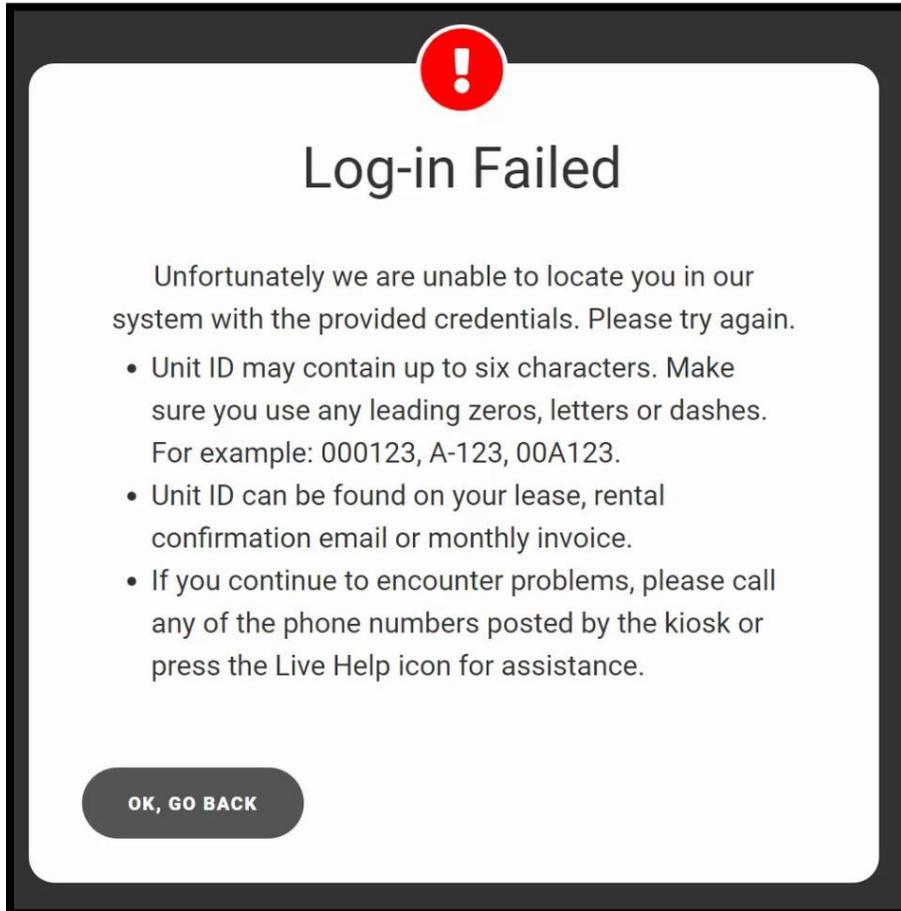
Unit ID *	Last 4 Digits of Primary Phone *
<input type="text"/>	<input type="text"/>

- Unit ID may contain up to six characters. Make sure you use any leading zeros, letters or dashes.
For example: 000123, A-123, 00A123.
- Unit ID can be found on your lease, rental confirmation email or monthly invoice.
- If you continue to encounter problems, please call any of the phone numbers posted by the kiosk or press the Live Help icon for assistance.

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(5558) Login Failed Message

When an attempted login fails, we will display the original messaging about the login criteria in case the tenant over-looked it the first time.



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Canada Support

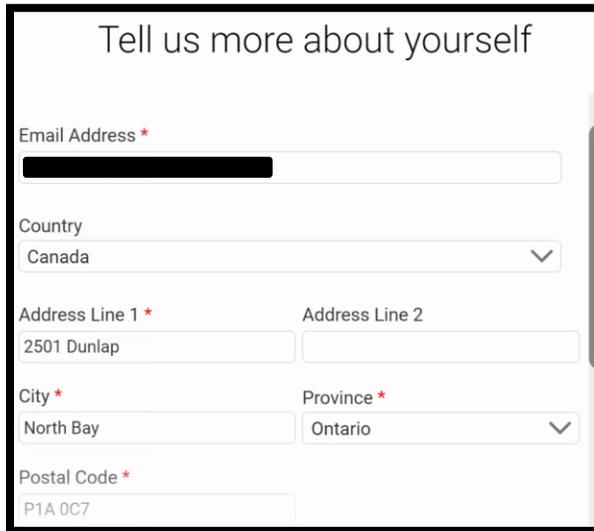
Operators in Canada have different address schemas as well as different currency requirements. In order to support those requirements, we have added the ability to change the default country to Canada which allows for address changes for province support and postal code variance. We have also updated the mapping for the bill acceptor to accept all CAD paper currency.

Stories included in this functionality

- (5577) Support Canada - Default Country Setting
- (5579) Support Canada - Bill Acceptor

(5577) Support Canada - Default Country Setting

Support for Canada is now available for ESS Kiosk customers. When default country is set to Canada, this will change the address forms to display provinces instead of states. Postal code will also accept alpha-numeric entries.



Tell us more about yourself

Email Address *

Country
Canada

Address Line 1 * Address Line 2
2501 Dunlap

City * Province *
North Bay Ontario

Postal Code *
P1A 0C7

(5579) Support Canada - Bill Acceptor

Currency accepted at the kiosk will include the \$5, \$10, \$20, \$50, and \$100-dollar CAD.

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Get CVV on Card Swipe

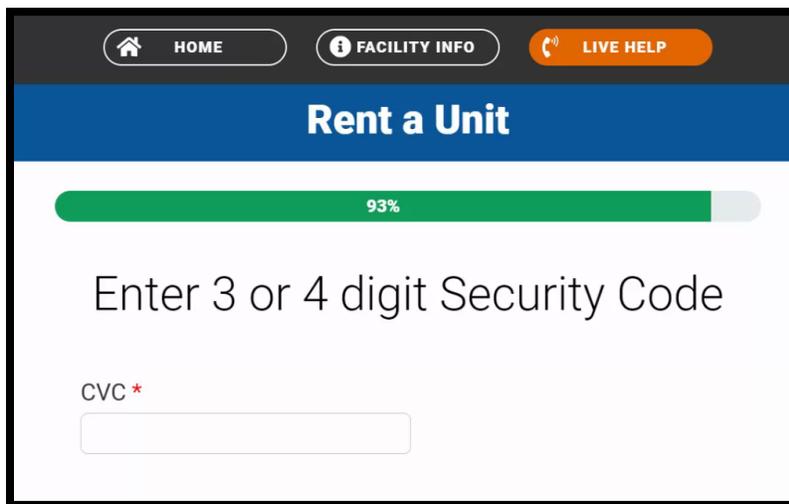
If your processor is currently set to only accept transactions that include CVV, you can now enable that for your kiosk. Once a card is swiped, a message will appear on the screen asking for the CVV to be enter prior to submitting the transaction.

User Stories included in the Functionality

- (5370) Get CVV on Swipe

(5370) Get CVV on Swipe

When Get CVC On-Swipe is enabled the kiosk will ask for the 3 or 4 digit CVC number of the credit card used after it is swiped. This is an on-screen interaction and will pass through to the PMS along with the CC details for processing



Inbound VoIP Calls

The Kiosk will now be able to receive a remote VoIP call from a call center if an Agent recognizes that the customer needs assistance. This feature is exclusive to those operators that have integrated their contact center operations with the Kiosk VoIP features.

Stories Included in this Functionality

- (3845) Automatically answer incoming calls on VoIP