



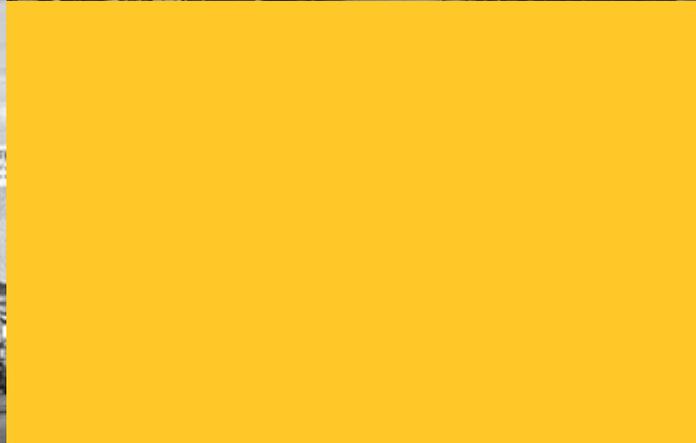
StorageMart Guidebook

Easy. Clean. Service.

Pompano Beach, FL



Kansas City, MO



Hillside, IL



Montréal, QC



Avon, CO

Hello,

Jefferson City, MO



Miramar, FL



Elgin, IL



Vancouver, BC



Columbia, MO



Springfield, MO



We are so excited for you to join the world's largest, privately owned, self-storage company and look forward to what lies ahead for you at StorageMart.

Welcome to the team.

Contents

3 About Us

4 Notepad

6 Tools &
Resources

8 Processes
Guide Index

16 Daily Sales Plan

19 Daily Lock
Check Report

About Us

To satisfy every customer with friendly service and a welcoming self-storage environment.

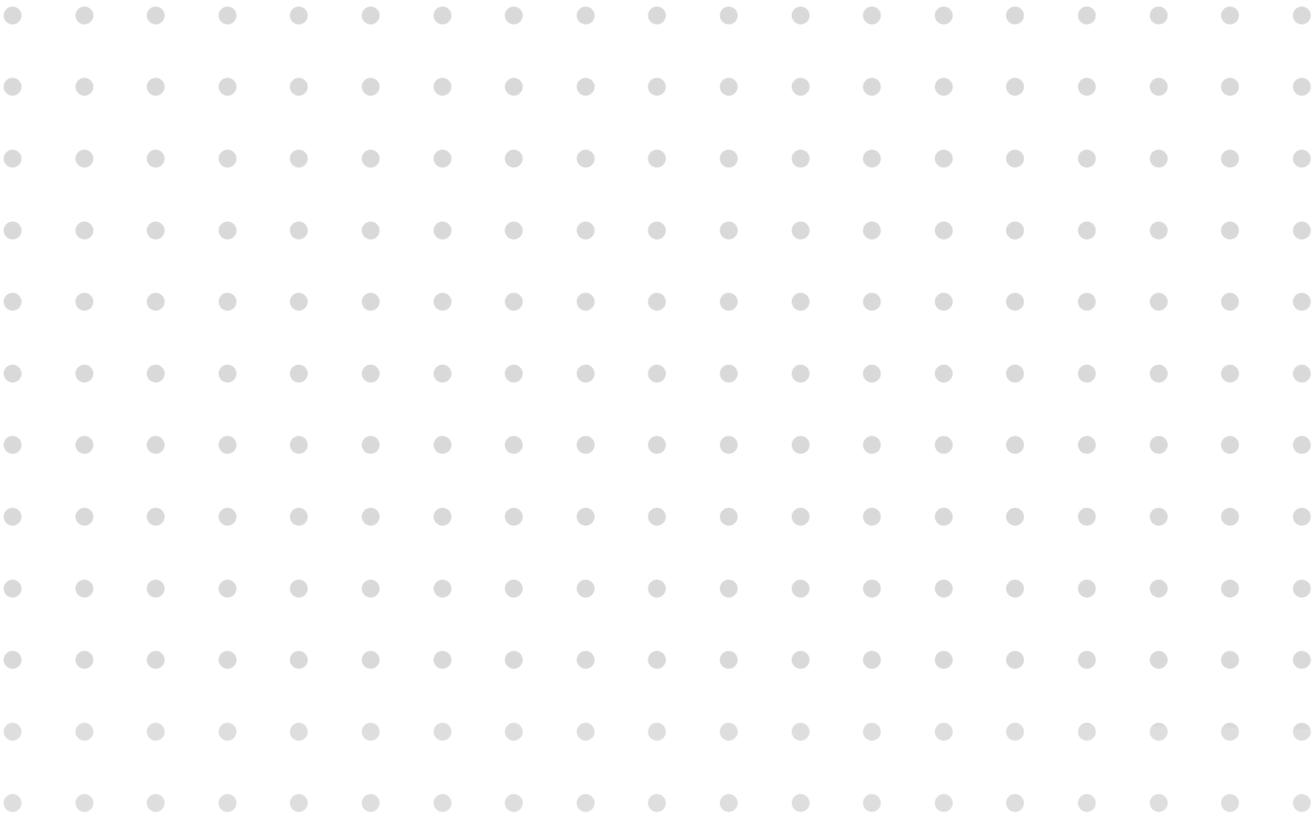
StorageMart began in **1999** with a single store on Rangeline in Columbia, Missouri. Now, with **over 250 locations**, and more than 500 employees, StorageMart spans from coast to coast in the US and Canada and across the world to the UK. **Three countries**, and 13 million square feet later, StorageMart is the largest privately-owned, family-operated storage company in the world.

Led by the Burnam family, who have been in the storage industry for four generations, StorageMart is dedicated to providing easy, clean, and friendly service to every customer.

In addition, StorageMart is committed to giving back to the many communities it calls home through the **Store It Forward** program.



three.com



Contact List

Tools & Resources

A snapshot of terms and tools you will use daily.

1 Rental Manager

Rental Manager is the “lead management system” for any “pre-customer” communications. Housed in StorageBook, Rental Manager communicates with Total Recall.

2 Total Recall

One of StorageMart’s systems, Total Recall, is used for any “post rental” communications with customers. Rental Manager transfers customer data into this system to be managed and this can be located in the Web Virtual Desktop.

3 Reports Center

Reports Center is found in Web Virtual Desktop and is the MAIN program used when managing each customer’s account. Reports from Report Center are used to track store business.

4 StorageBook

StorageBook is StorageMart’s internal website used by all StorageMart employees. StorageBook (sometimes referred to as SharePoint) houses tools such as “intranet”, UKG, ADP, and Help Desk.

Over 250 stores

UKG

UKG is StorageMart's program for everything Human Resources (time clock, benefits dashboard, pay stubs, time off, etc.).

5

UKG has a mobile app! Log in using the company access code and your StorageMart email.

ADP

ADP is StorageMart's 401 (k) management services provider.

9

StorageMart matches your contribution to help build your retirement fund!

Email

Personal StorageMart email address.

firstname.lastname@storage-mart.com

6

OneDrive

OneDrive is a StorageMart's chosen cloud-based system for accessing, creating, storing, and sharing word documents, excel files, PowerPoint projects, and even email.

Accessing OneDrive can be done through StorageBook or office.com with your personal StorageMart email and password.

10

Web Virtual Desktop (WVD)

This system provides secure access to all programs and files for Total Recall and Reports Center.

7

Help Desk

Help Desk is a tool employees can use to request support in the event of issues involving customer accounts, hardware/software issues, and any other general technical issues.

Help Desk tickets are submitted through the Help Desk link in StorageBook.

11

Site Email

Email specific to each store (and separate from personal StorageMart emails) used to email vendors, follow-ups for inquiries, and customer issues.

S(StoreNumber)@storage-mart.com

8

StorageMart's Processes Guide

INDEX

9 - Opening your store

9 - Daily Paperwork

10 - StorageBook Home Page
(Navigating you Daily Resources) -

12 - Daily Operating Systems:
Accessing Web Virtual Desktop (WVD)

13 - Accessing Total Recall & Reports Center (in WVD)

14 - Employee and Site Email System

15 - Petty Cash Open

16 - StorageMart's Daily Sales Plan

18 - StorageMart Value Pricing Overview

18 - Daily Site Walk

19 - StorageMart's Daily Lock Check Report

20 - Adding Customer Notes

21 - Editing a Customer

22 - How to Take a Payment

24 - Counter Sales
(For an Existing Customer)

27- Counter Sales
(For a Walk-In Customer)

30 - Adding a Customer to the Vacate Queue

31 - Completing a Move Out

34 - Final Daily Site Walk

34 - Closing Store Tips

35 - Petty Cash Close

35-36: Bank Deposits + Deposit Slips

37 - StorageMart Help Desk

39 - UKG Frequently Asked Questions

40 - UKG Signing In, Punching In/Out, Breaks & Lunch

40 - Voicemail & Transfer on Ring Central Telephone

Opening Your Store

- 1 Turn on your computer, sign in, and **clock in.** ✓
- 2 Open all your Daily Operating Systems:
 - Total Recall
 - Reports Center
 - StorageBook
 - Rental Manager
 - Location Email
 - Personal Email
 - Gate System✓
- 3 Access Petty Cash - (Open)
 - Reports Center✓
- 4 Count Petty Cash - (Open)
 - Count piece by piece, and notate "Open" in notes✓
- 5 Print the Daily Sales Plan ✓
- 6 Check Email/Voicemail ✓
- 7 Open the Facility
 - Manage Closings/Collection in Rental Manager✓
- 8 Complete site walks (grounds & lock check) ✓
- 9 Complete Bank Deposits
 - Every 10th, 22nd and the last business day of each month. (Unless over \$1,000, then go immediately)✓

Daily Paperwork

Your daily paperwork should be kept together to **file** at the end of each day. Below is a list of what should be included.

- 1 Daily Sales Plan ✓
- 2 Daily Lock Check Report ✓
- 3 Collections Worksheet
 - On applicable days of the week / month✓
- 4 Cash Drawer count ✓
- 5 Undeposited Receipts Report ✓
- 6 Finalized deposit ✓

StorageBook Home Page - Navigating Your Daily Resources

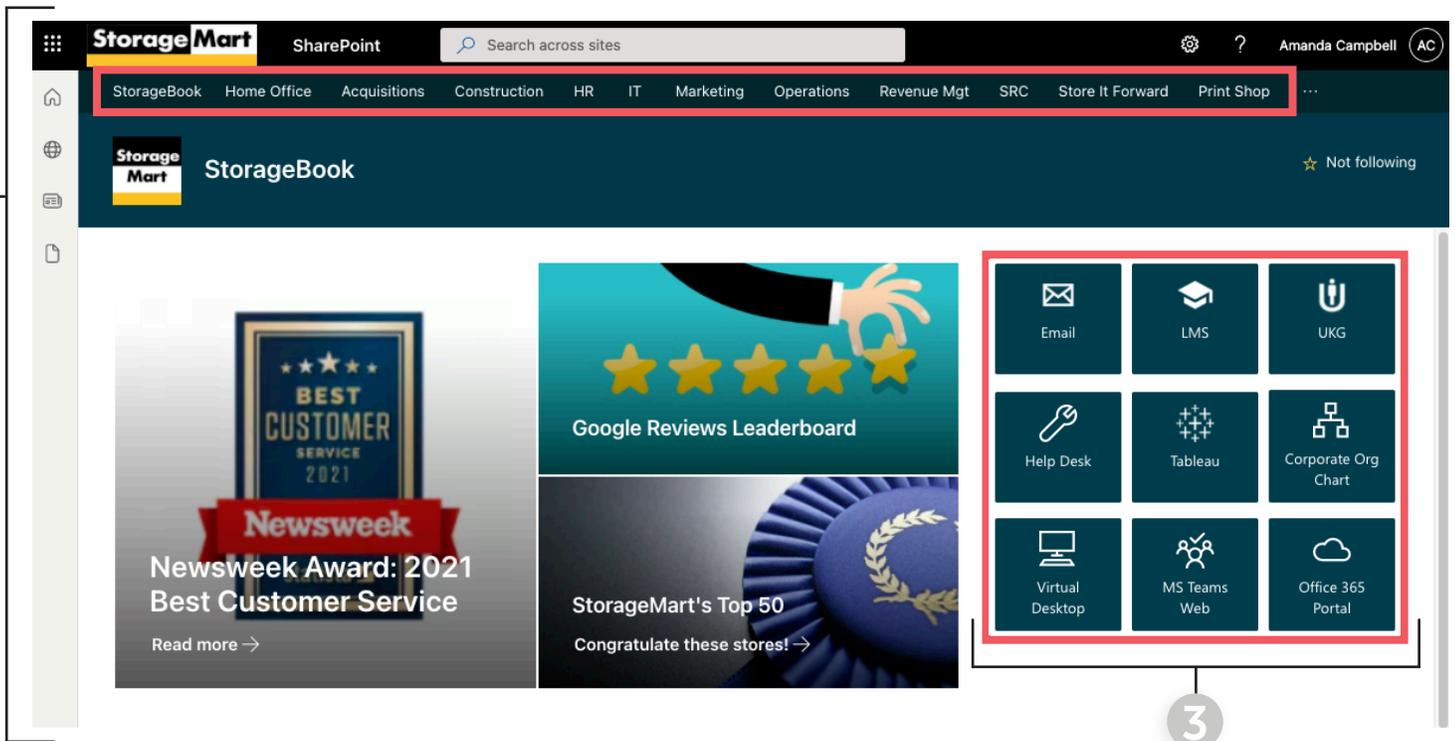
1 First, log into StorageBook (tkgstoragemart.sharepoint.com)

You will select your email (or type it in), followed by your password.



2 Once logged in you will see the **Dashboard + Department Tabs**.

This section will have **department pages** and **quick links** for conducting daily store business.



3 To begin your day, ensure you open these **quick links**.



UKG
Access your time clock and benefits.



Virtual Desktop (only on desktop)
• Report's Center
• Total Recall



Email
Access personal and site email.



MS Teams Web
This will take you to the Microsoft Teams chats.

4 Then, scroll down to the right side of the page to find **Operations Links**.

This column is for specific links and programs that are utilized daily such as:

-Daily Sales Plan

Locations
0105 [Print Report \(Value Pricing\)](#) [Show Log](#)

Value Pricing Enable for this location. Unit selection is automated by Revenue Management

Climate Controlled Units

	Price Cat	Description	Dims	Rent	Vacant	UnAvail	1st Available	2nd Available	3rd
Small	Premium	Climate Controlled Entry Level	7x8	121.99	1	0			
Medium	Premium	Climate Controlled Entry Level	7x12	157.99	1	0			
Mega	nsBase	Workshop Heated with Lavatory - Annual Lease	30x50	799.99	1	0			

Regular Units

Other

-Rental Manager

Rental Manager [Closings](#) [Leads](#) [Rent-It-Now's](#) [Customers](#) [Utilities](#) ★ AC4126

0105

Closings List

Name	Complete By	Status	Action	Phone	Type	Strength	Closing Progress	
Rhonda Moore	11:00 AM	2nd Call	Incomplete	(573)424-8155	Lead	★★★★★	<div style="width: 17%;"></div> 17%	<input type="button" value="Follow Up"/> <input type="button" value="Details"/>
Tommie Coats	6:00 PM	3rd Call	Pending	(573)529-7388	RINO	★★★★★	<div style="width: 88%;"></div> 88%	<input type="button" value="Follow Up"/> <input type="button" value="Details"/>

4

Operations Links

- [Bank Reconciliation](#) US
- [Check Requests](#) US
- [Claims Tracker App](#) US
- [Competition Module - 2020](#) US
- [Daily Sales Plan](#) US
- [HR Site](#) US
- [Inventory Adjustments](#) US
- [Inventory Cost and Retail](#) US
- [Mail Center](#) US
- [Operations Dashboard \(v1\)](#) US
- [Operations Dashboard](#)** US
- [Password Reset](#) US
- [Purchase Orders](#) US
- [Regional Manager - Unit Mix](#) US
- [Rental Manager](#) US
- [SRC Store Features](#) US
- [Store Update Utility](#) US
- [Web Admin - PRODUCTION](#) US
- [Web Admin - STAGING](#) US

5 To begin conducting store business, follow these steps:

- **Step 1:** Log into StorageBook.
- **Step 2:** Navigate to the Quick Links panel.
- **Step 3:** Open UKG, Email, Virtual Desktop (on desktop), and Teams.
- **Step 4:** Scroll down on the homepage to the **Operations Links**, and open your **Daily Sales Plan**, and **Rental Manager**.

Operating Systems: Accessing Web Virtual Desktop (WVD)

1 Select "Virtual Desktop" on your desktop.

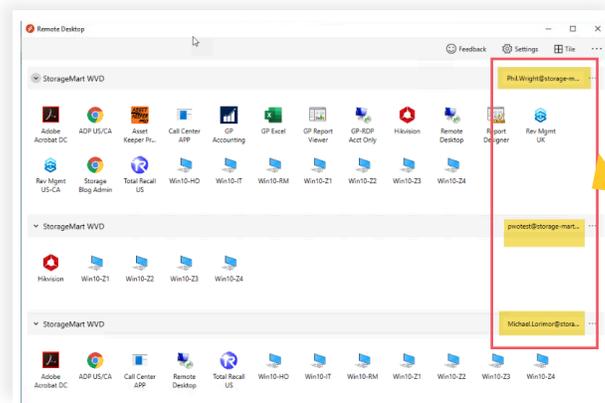


2 Next, select the **correct zone** for your region.



- Z1 - Kevin Boggs
- Z2 - Phil Dewsbury
- Z3 - Alain Gingras
- Z4 - Dan Saunders

3 Then, select the **correct account**.



4 You now have access to "Virtual Desktop".



StorageMart

Accessing Total Recall & Reports Center (in WVD)

1 Once in "Virtual Desktop", select the two programs as outlined below and you now have access to: **Total Recall and Reports Center.**

LOGIN info for Total Recall and Reports Center:

Your user ID is the first initial of your First and Last Name followed by the last four digits of your social security number. (ex: AB1234)

Your password will be the same password you use to log into StorageBook.

The image illustrates the process of accessing Total Recall and Reports Center in a Virtual Desktop environment. It shows a Windows desktop with the following components:

- File Explorer:** A window showing the 'Total Recall' folder structure. A red box highlights the subfolders: Total Recall CA, Total Recall KittyHawk, Total Recall Parkade, Total Recall UK, Total Recall US - TRAINING, Total Recall US, and Total Recall Vista.
- Dialog Boxes:** Two 'SECURITY LOGON' and 'DEFAULT LOCATION' dialog boxes are shown, both with 'OK' and 'Cancel' buttons. The 'DEFAULT LOCATION' dialog shows '0106-StorageMart#0106' selected.
- StorageMart Store Login:** A window with fields for 'User ID', 'Password', and 'Country' (set to 'United States').
- Reports Center:** The main application window showing a list of reports for 'Littwood (employee), Jeff'. A 'Customer Mail Merge' checkbox is highlighted.

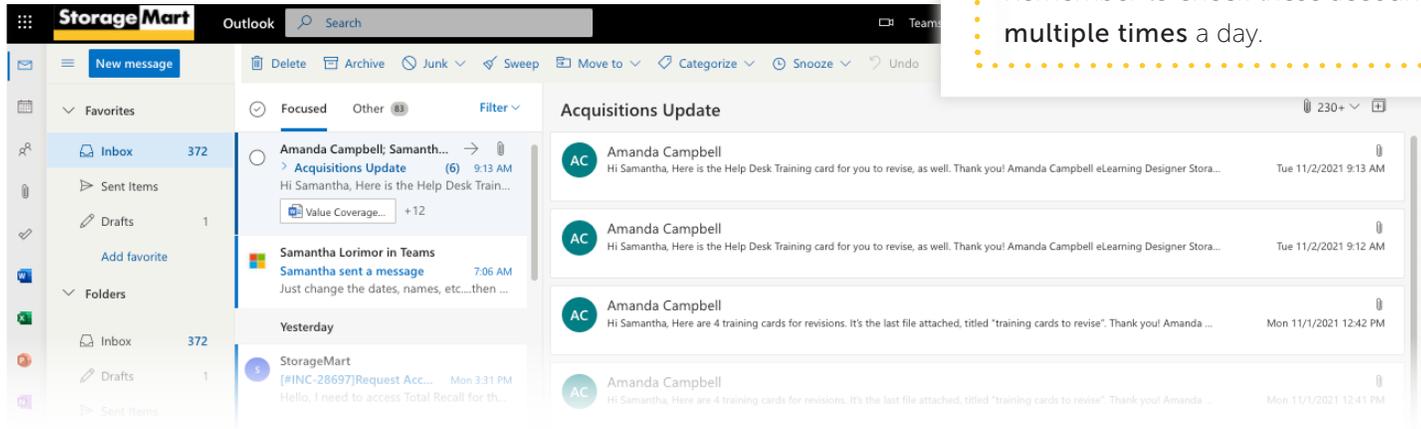
Yellow dotted arrows indicate the flow of the process: from the Total Recall folder to the Security Logon dialog, then to the Default Location dialog, then to the StorageMart Store Login window, and finally to the Reports Center application.

Employee and Site Email System

1 To access your **EMPLOYEE** email, select "Email", on StorageBook's homepage.



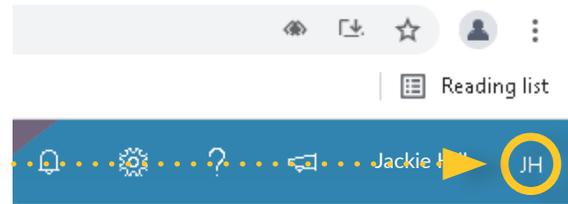
2 This will take you to your personal StorageMart inbox, which will be used for communicating with HR, Training, Operations, and your RM.



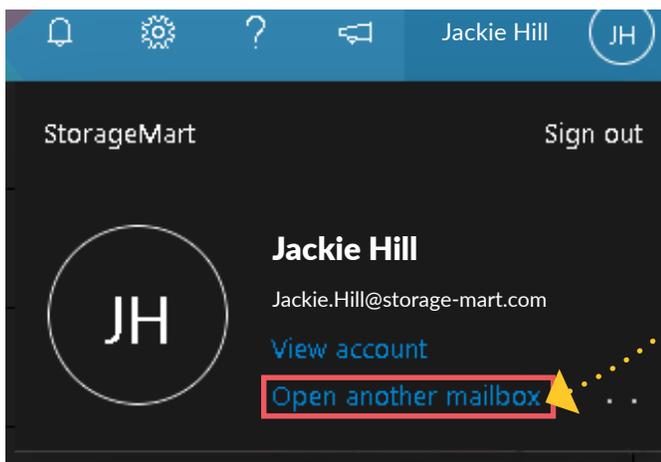
Remember to check these accounts multiple times a day.

1 Accessing a **SITE** email begins by first logging into your personal email.

Once in your personal email, click your initials in the top right corner.

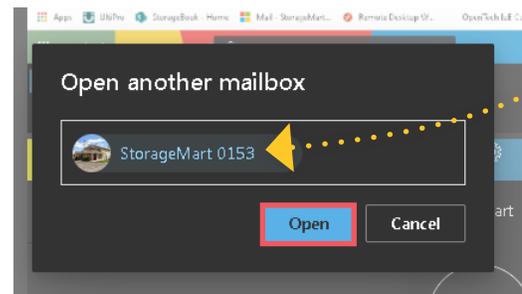


2 Next, select "Open another mailbox".



3 Finally, type in the relevant store's mailbox and click "Open".

For example: **StorageMart 0153**



In the instance of needing to assist another store, managers can access any store's email, from another store.

Petty Cash Open

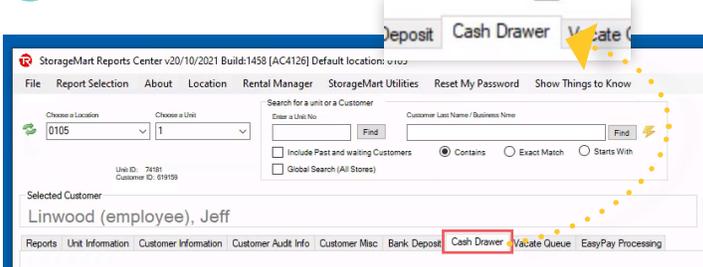
1 First, ensure that you are in Virtual Desktop.



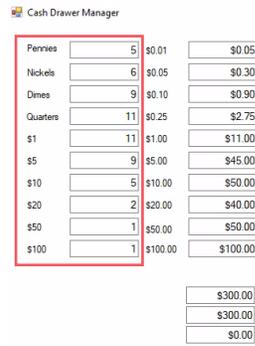
2 Then, log into Reports Center.



3 Next, select cash drawer.



4 Finally, fill in the amount counting piece by piece and save.

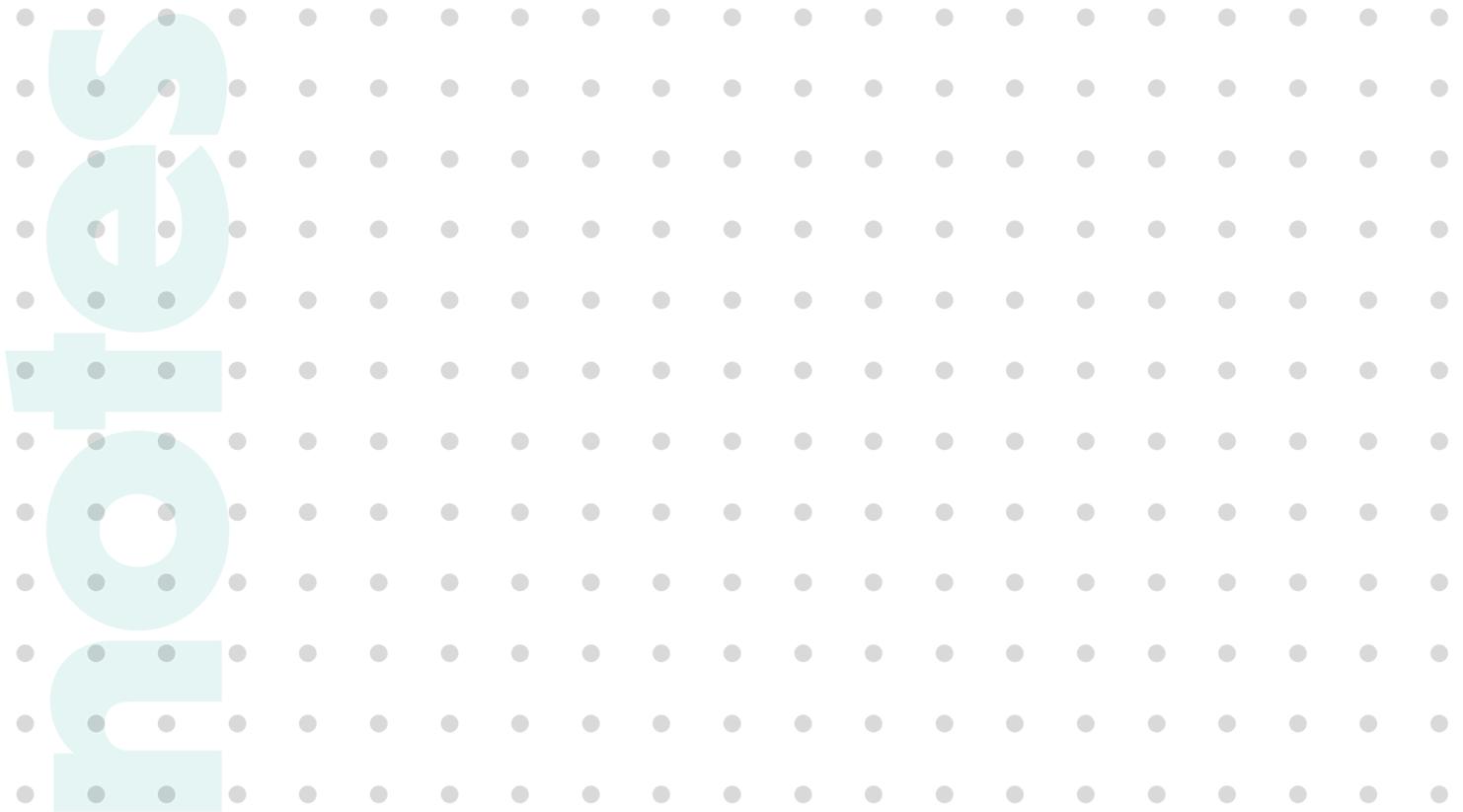


For example, you counted 11 quarters, so we type in 11, in the box next to the word "Quarters", not \$2.75.

Note: Add "Petty Cash Open", to the manager note section.



5 When drawer is balanced, select the "Save" button, and print your cash drawer count as part of your daily paperwork.



StorageMart's Daily Sales Plan

StorageMart's Daily Sales Plan is:

A price list that you can use to quote prices for customers that walk into your office or call your store.

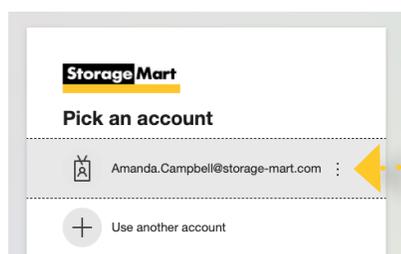
This report shows vacant unit inventory, with prices of each unit and any promotions that may be available for that unit type.

Our prices can change from day to day, so it's important to print a new daily sales plan each morning, or as needed.

 **Pro-tip:** in some instances prices can change during the day, so check your Daily Sales Plan multiple times over the course of the day. 

Accessing the Daily Sales Plan

1 First, log into StorageBook (tkgstoragemart.sharepoint.com)



2 Then, scroll down to the right side of the page to find the **Operations Links**. Select the **Daily Sales Plan** link.

Operations Links

Bank Reconciliation	US
Check Requests	US
Claims Tracker App	US
Competition Module - 2020	US
Daily Sales Plan	US

3 Once in the **Daily Sales Plan**, make sure the location in the top left corner of the screen is the location you are working at.

Click **Print Report (Value Pricing)** to bring up a printable version (the Best Value units will be highlighted).

Now, **print the plan** using the printer icon in the top right corner of the screen when the PDF appears.

	Price Cat	Description	Dims	Rent	Vacant	UnAvail	Its
Small	Premium	Climate Controlled Entry Level	7x8	121.99	1	0	
Medium	Premium	Climate Controlled Entry Level	7x12	157.99	1	0	
Mega	nsBase	Workshop Heated with Lavatory - Annual Lease	30x50	799.99	1	0	

1 StorageMart #0801
5979 Butterfield Rd
Hillside, IL 60162
(708)449-0384

Daily Sales Plan

Valid only for Thursday, September 9, 2021

Unit Type (Dims) Pricing Type Monthly Rate Preferred Cust Rate Approved RIN Paid to Date Adv Purchase Next Available Units

Climate Controlled

Small

5x5-Climate Controlled [25 SF]	Best Value	\$192.99	\$112.99	No Discount	\$2.86	10/1/2021	15 days	#715
10x5-Climate Controlled [50 SF]	Deluxe	\$184.99	\$144.99	First Month FREE w/ Prepay	\$251.32	12/1/2021	30 days	#814
5x10-Climate Controlled [50 SF]	Deluxe	\$164.99	\$144.99	First Month FREE w/ Prepay	\$251.32	12/1/2021	30 days	#575, #441, #563
5x10-Climate Controlled [50 SF]	Best Value	\$144.99	\$124.99	First Month FREE w/ Prepay	\$216.65	12/1/2021	30 days	#433, #779, #652
5x10-Climate Controlled [50 SF]	Standard	\$124.99	\$104.99	First Month FREE w/ Prepay	\$181.98	12/1/2021	30 days	#919, #922, #611
5x15-Climate Controlled [75 SF]	Deluxe	\$179.99	\$158.99	No Discount	\$116.59	10/1/2021	30 days	#448
5x15-Climate Controlled [75 SF]	Best Value	\$156.99	\$136.99	No Discount	\$100.46	10/1/2021	30 days	#534
5x15-Climate Controlled [75 SF]	Standard	\$134.99	\$114.99	No Discount	\$84.33	10/1/2021	30 days	#970

Medium

10x10-Climate Controlled [100 SF]	Deluxe	\$219.99	\$199.99	No Discount	\$146.66	10/1/2021	27 days	#325
10x10-Climate Controlled [100 SF]	Best Value	\$200.99	\$180.99	No Discount	\$132.73	10/1/2021	27 days	#787, #437
10x10-Climate Controlled [100 SF]	Standard	\$172.99	\$152.99	No Discount	\$112.19	10/1/2021	27 days	#949, #490
10x15-Climate Controlled [150 SF]	Deluxe	\$342.99	\$292.99	First Month FREE w/ Prepay	\$507.85	12/1/2021	30 days	#370, #371
10x15-Climate Controlled [150 SF]	Best Value	\$283.99	\$263.99	First Month FREE w/ Prepay	\$457.58	12/1/2021	30 days	#381, #339, #341
10x15-Climate Controlled [150 SF]	Standard	\$242.99	\$222.99	First Month FREE w/ Prepay	\$386.52	12/1/2021	30 days	#666, #487, #703

Large

10x20-Climate Controlled [200 SF]	Best Value	\$367.99	\$347.99	No Discount	\$255.19	10/1/2021	7 days	#369
-----------------------------------	------------	----------	----------	-------------	----------	-----------	--------	------

Mega

* RIN price does not include taxes, protection plan or administration fee.

Valid only for Thursday, September 9, 2021



1. Store Location

Verify that you have printed the correct Daily Sales Plan.

2. Vacant Unit Descriptions & Dimensions

This will show you the square footage.

3. Price Type & Monthly Rates

Shows unit type and monthly rate.

4. Weekly Quotes

You will quote this weekly price to your customers.

5. Discounts Offered

This section displays the promotion offered on the unit.

6. Dates of listed vacancies.

Valid only for date listed. It's required that a new Daily Sales Plan is printed daily.

7. "Rent Today" (RIN)

This section will show you how much the customer will owe if moving in today.

8. "Rent Today" (Paid to Date)

This is the date the payment amount will take the customer to, when renting.

9. Next Available Units

Shows which units are ready to be rented next.

10. Remember! The RIN price on the Daily Sales Plan, does not include all fees associated to move in. You must calculate tax, value coverage, and the admin fee.

StorageMart Value Pricing Overview

Unit Designations

StorageMart's **unit classification** program for meeting each customer's specific needs. With **three unique tiers**, customer's can better identify what they **value** and **prefer** so that a manager can help them select the unit that best matches them.



Deluxe

- The best available unit of **any type**.
- Closest to access gates, building doors, loading docks, and any other desirable place on site.
- For the customer who prefers **convenience** and **easy access**.



Best Value

- The next best available unit, following deluxe.
- Closer to access points than the standard units, but further than Deluxe units.
- For the customer who prefers convenience at a great price (**who wants the "best value"**)



Standard

- **High-quality units**, in less desirable locations
- Furthest units away from access points, **but still** of high, StorageMart quality
- For the customer who prefers quality storage at a **budget friendly price** (for the customer on a budget with infrequent access)

Daily Site Walk

At the **beginning & end** of your shift you should be following the **below** activities.

1

Checking for Move-Outs

- Completing security lock checks, ensure locks are latched and secure
- Use the Daily Lock Check Report to ensure all units have the correct corresponding lock

2

Looking for units that may have been tampered with.

4

Checking Auction tags, if necessary.

5

Ensuring that restricted areas are still locked, and doors are shut.

6

Documenting climate control temperatures

7

Documenting General Maintenance needs

- Including unit debris and landscaping issues.

REMEMBER

- This is done twice daily (for security and upkeep!)
- Bring your Daily Lock Check Report, pencil, and paper.
- Note any issue you found on site and follow up on them.

StorageMart's Daily Lock Check Report

1

2

3

4

5

StorageMart #0105
2403 Rangeline St
Columbia MO 65202

Daily Lock Check
9/20/2021

Page 1 of 3

Unit	Status	Notes	Unit	Status	Notes	Unit	Status	Notes	Unit	Status	Notes
1	Occupied		58	Occupied		106	Over Lock		153	Occupied	
1A	Maintenance		59	Over Lock		107	Occupied		154	Vacant	
3A	Occupied		60	Occupied		108	Occupied		155	Occupied	
3B	Occupied		61	Vacant		109	Occupied		156	Vacant	
4A	Occupied		62	Occupied		110	Occupied		157	Lock Cut	
5	Occupied		63	Occupied		111	Occupied		158	Occupied	
08	Occupied		64	Occupied		112	Occupied		159	Occupied	
09	Vacant		65	Vacant		113	Occupied		160	Occupied	
10	Over Lock		66	Occupied		114	Occupied		161	Occupied	
11	Occupied		67	Occupied		115	Occupied		162	Occupied	
12	Lock Cut		68	Occupied		116	Occupied		163	Occupied	
13	Occupied		69	Vacant		117	Occupied		164	Lock Cut	
14	Vacant		70	Occupied		118	Occupied		165	Over Lock	
15	Vacant		71	Occupied		119	Occupied		166	Occupied	
16	Occupied		72	Vacant		120	Vacant		167	Occupied	
17	Occupied		74	Occupied		121	Occupied		168	Occupied	
18	Occupied		75	Occupied		122	Over Lock		169	Occupied	
19	Occupied		76	Occupied		123	Occupied		170	Vacant	
20	Occupied		77	Occupied		124	Vacant		171	Vacant	
21	Vacant		78	Vacant		125	Vacant		172	Occupied	
22	Occupied		79	Occupied		126	Occupied		173	Occupied	
23	Vacant		80	Occupied		127	Vacant		174	Company Unit	
24	Occupied		81	Occupied		128	Vacant		175	Occupied	
25	Occupied		82	Occupied		129	Occupied		176	Occupied	
26	Occupied		83	Occupied		130	Occupied		177	Over Lock	
27	Occupied		84	Vacant		131	Vacant		178	Occupied	
28	Over Lock		85	Occupied		132	Occupied		179	Occupied	
29	Maintenance		86	Occupied		133	Occupied		180	Occupied	
30	Occupied		87	Occupied		134	Occupied		181	Occupied	
31	Occupied		88	Occupied		135	Occupied		182	Vacant	

1. Store Location

Verify that you have printed the correct location's Daily Lock Check Report.

2. Date of Lock Checks

Valid only for date listed. You will need to print a new lock check report every day.

3. Unit Number

This will show you the number of the unit to locate the lock. The unit number is displayed here.

4. Status of Unit

This section will show you the current status of each unit's lock, and which ones may require action.

- Occupied (white)
- Over Lock (red)
- Vacant (yellow)
- Lock Cut (red)
- Maintenance (green)
- Company Unit (blue)

5. Notes

This is a good place to make any notes regarding the unit status or unit locks.

Adding Customer Notes

1 First, ensure you are logged into Reports Center.



2 Locate your customer using the location bar at the top of the screen. Then, select the **Customer Information** tab

A screenshot of the StorageMart Reports Center v07/12/2021 interface. The top navigation bar includes 'File', 'Report Selection', 'About', 'Location', 'Rental Manager', 'StorageMart Utilities', 'Reset My Password', and 'Show Things to Know'. A search bar is present with fields for 'Choose a Location' (0131) and 'Choose a Unit' (101). The 'Selected Customer' section displays '131 Auction Build Unit (charity), John Doe'. The 'Customer Information' tab is active, showing fields for 'Last Name', 'First Name', 'Address', 'City', 'State', 'Postal Code', 'Email', 'Tax Exempt ID', 'LandLine Phone', and 'Cellular Phone'. A 'Customer Notes' section on the right contains several entries with dates and descriptions. A 'Show Notes Manager' button is highlighted with a red box and an arrow.

3 Next, select the **"Show Notes Manager"** tab. This will bring you to a new window for typing your note in.

A screenshot of the 'Add Customer Note' window. The title bar reads '17/12/2015 [Dec-2015-StoreImport]:Imported Account from SiteLink - LockBox'. The main area is a large text box for entering the note. Below the text box are buttons for 'Print Customer Notes', 'Save Customer Note', and 'Exit'. At the bottom, there are checkboxes for 'This is a high priority note' and 'Show customer notes when you access their account'.

4 Type out your note, then, click, **"Save Customer Note"**. In the pop up window, select **"OK"** to complete the process.

A screenshot of the 'Add Customer Note' window with the text 'Customer Address Change- AC' entered in the text box. The 'Save Customer Note' button is highlighted with a red box and an arrow.A screenshot of a dialog box titled 'StorageMart Reports Center - Customer Account Manager'. It contains a question mark icon and the text 'Add note to customer account?'. There are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red box and an arrow.

Editing a Customer

1 First, ensure that you are logged into **Reports Center**.



2 Locate your customer using the location bar at the top of the screen. Then, select the **Customer Information** tab

3 Then, click the **Edit** button.

4 Update the necessary information and click the **"Save"** button that will appear after selecting **"Edit"**.

StorageMart Reports Center v07/12/2021 Build:1035 [AC4126] Default location: 0106

Current Balance (\$50.00)

131 Auction Build Unit (charity), John Doe

Customer Information

CustomerId:490711

Last Name: 131 Auction Build Unit (charity) First Name: John Doe Gender: Male

Address 1: 8408 S 7 Highway Address 2: [Empty]

City: Blue Springs State: MO Postal Code: 64014-5709

Email: apg217@aol.com

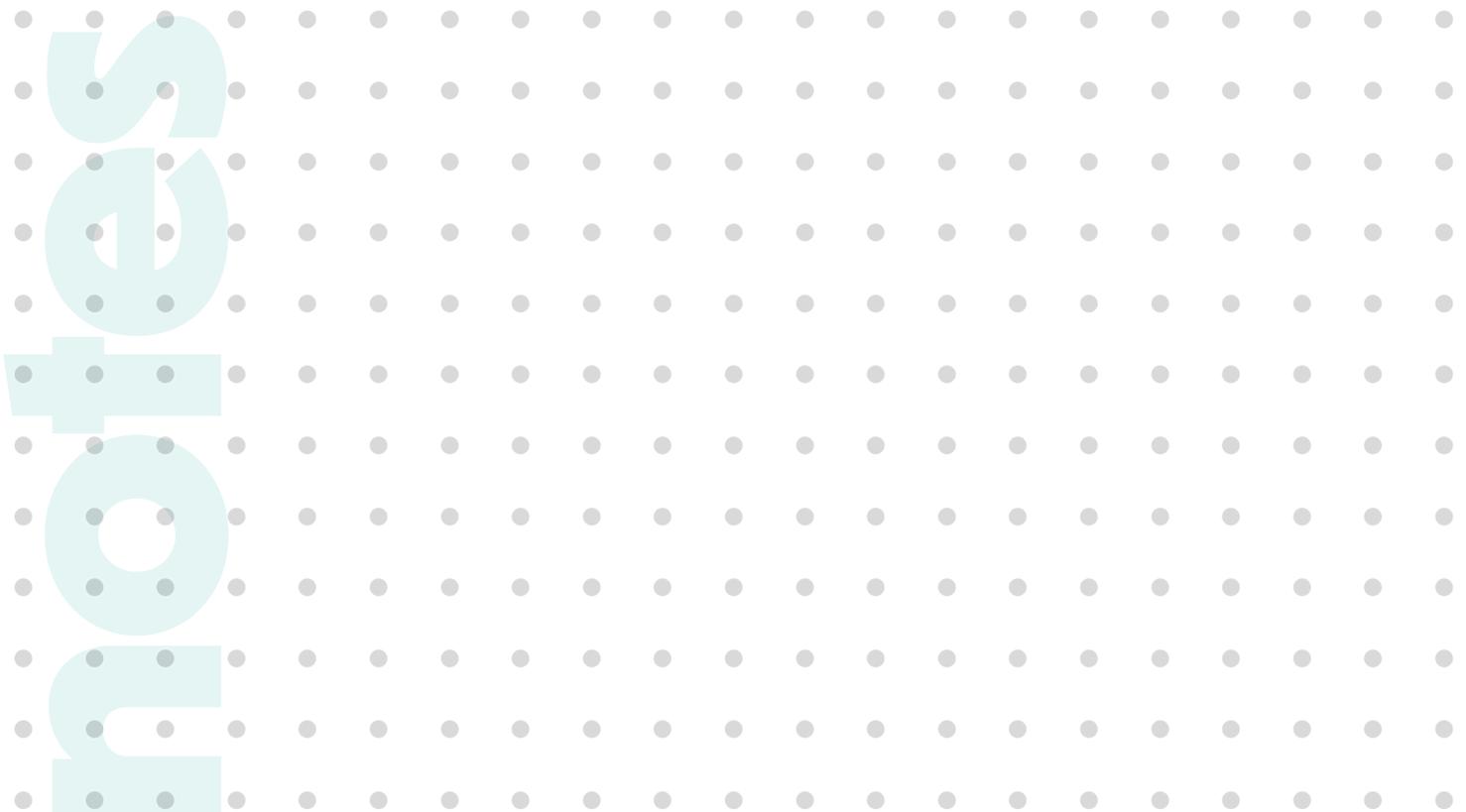
LandLine Phone: (816)224-1166 Cellular Phone: (816)224-1166

Customer Notes:

- 30/11/2020 [BE7605]Lease Expiration Date set to 11/30/2020
- 30/11/2020 [BE7605]Lease type changed from "Standard Lease" to ""
- 24/11/2020 [BE7605]Lease Expiration Date set to 01/01/1950
- 24/11/2020 [BE7605]Lease type changed from "" to "Standard Lease"
- 24/11/2020 [BE7605]Build Unit sold at auction on 11/24/2020 for \$50 to Keith Smith (334) 782-8086 - \$100 cleaning deposit on credit card ending in 7377 - BE
- 06/11/2018 [JM1858]Janis vacated her unit and ask me to return her check had already been sent by her bank. I missed it and it was sent thru. (deposited) I put in a check request to have the \$151.99 refunded to her..This was done today 11/6/18...jm
- 19/10/2018 [JM1858]Lease Expiration Date set to 01/01/1950

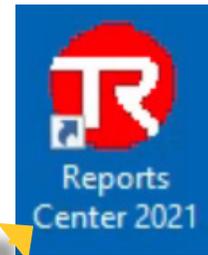
Buttons: Edit, Show Notes Manager, Print Notes

Buttons: Cancel Edit, Save, Show Notes Manager, Print Notes



How to Take a Payment

1 First, log into Report's Center.



2 Once in Reports Center, select the Tenant that you would like to take a payment from by using the search box that is located at the top of the screen.

A screenshot of the StorageMart Reports Center v07/12/2021 interface. The window title is 'StorageMart Reports Center v07/12/2021 Build:1035 [AMANDA.CAMPBELL] Default location: 0106'. The menu bar includes File, Report Selection, About, Location, Rental Manager, StorageMart Utilities, Reset My Password, and Show Things to Know. On the left, there are dropdowns for 'Choose a Location' (0154) and 'Choose a Unit' (0101). A search box is present with 'Enter a Unit No' and 'Customer Last Name / Business Name' fields, both containing '0101'. Below the search box are radio buttons for 'Include Past and waiting Customers', 'Contains', 'Exact Match', and 'Starts With'. The 'Current Balance' is displayed as '\$150.96'. At the bottom, the 'Selected Customer' is 'Loy, Raymond C'. There are buttons for 'Transfer Cust' and 'Open Payment(Transaction Manager)'. A 'Show Card Services' button is highlighted with a blue box and a checkmark icon.

3 Now, select the Customer Audit Info tab.

Customer Audit Info

A screenshot of the StorageMart Reports Center v07/12/2021 interface, showing the 'Customer Audit Info' tab selected. The window title is 'StorageMart Reports Center v07/12/2021 Build:1035 [AMANDA.CAMPBELL] Default location: 0106'. The menu bar is the same as in the previous screenshot. The search box now contains '0154' in the 'Choose a Location' dropdown and '0101' in the 'Choose a Unit' dropdown. The 'Current Balance' is still '\$150.96'. The 'Selected Customer' is 'Loy, Raymond C'. The 'Customer Audit Info' tab is active, showing a table with columns: Store, Unit No, GateCode, Time Zone, Access Level, Monthly Rent, Move-in Date, and EasyPay. The table contains several rows of data, including a row for '0154' with '0101' unit, '4519' gate code, '6AM-10PM' time zone, 'Access Level 0', '\$83.99' monthly rent, and '8/1/2020' move-in date. Below the table, there is a 'Make a Payment' button highlighted with a red box. Other buttons include 'Add Charges', 'Transaction Manager', 'Customer Invoices', and 'Print Customer Report'.

4 Select the "Make a Payment" button, located at the bottom left of the screen.

How to Take a Payment

5 Next, select the **payment type** that the customer would like to use to make the payment.



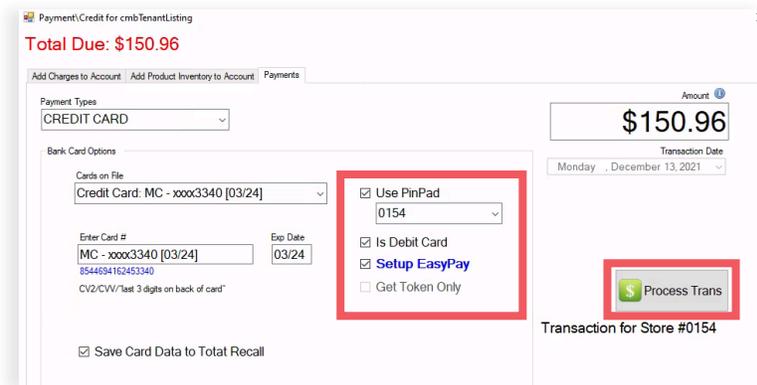
6 For this example, the customer has a credit card on file, which auto populated after selecting.

Confirm the **Site Number** is correct.

Check **"Is Debit Card"**, if debit card.

Check **"Setup EasyPay"**, to initiate autopay on card.

Finally, select **"Process Trans"** to complete the payment.

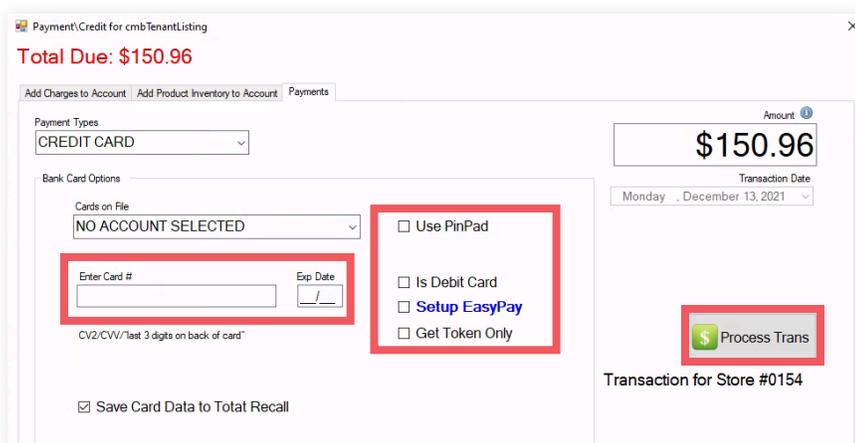


If the customer **does not have a card on file**, manually fill in the card or have the customer swipe/insert their card in the **Pin Pad by checking "Use Pin Pad"** (Confirm the Site Number is correct).

Now, check the applicable boxes:

- Is Debit Card
- Setup EasyPay

Finally, select **"Process Trans"** to complete the payment.



7 Email the receipt to the customer, unless otherwise requested.

To email a receipt, find your customer in Reports Center and select the **Customer Audit Info** tab. Right click on the applicable charge. Select **"Email Customer receipt"**. On the next screen, click "Email Report" in the top right corner and follow the screen prompts, selecting "OK" to complete the process.

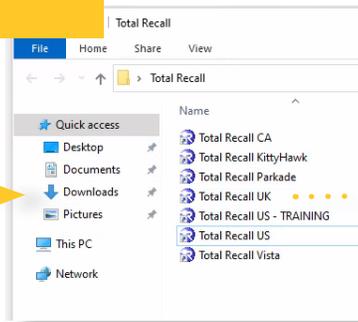
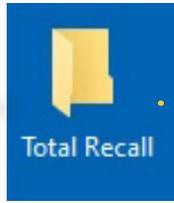
The screenshot shows the "Selected Customer" section for "Burrell, INC.". Below it are tabs for "Reports", "Unit Information", "Customer Information", "Customer Audit Info", "Customer Misc", "Bank Deposit", "Cash Drawer", "Vacate Queue", and "EasyPay Processing". The "Customer Audit Info" tab is active, showing a table with columns: Store, Unit No, GateCode, Time Zone, Access Level, Monthly Rent, Move-In Date, and Easy Pay. Below the table is a "Note: right-click for more options" and a list of actions. The action "Email Customer receipt - English to mark.malan@burrellcenter.com" is highlighted with a red box.

Store	Unit No	GateCode	Time Zone	Access Level	Monthly Rent	Move-In Date	Easy Pay
0105	521	5214377	24 Hour	Full Access	\$2,333.33	12/1/2021	No Credit Card on File

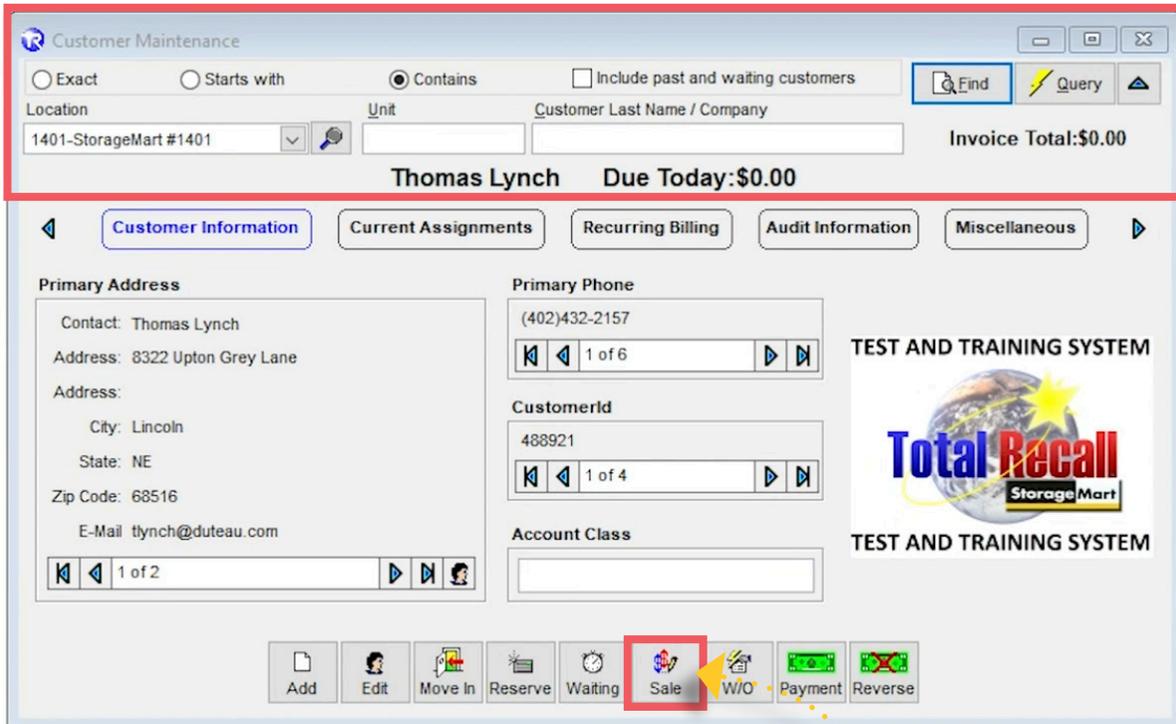
Receipt #	Create Date	Description	Amount
33205392	12/22/2021	CHECK	\$2,333.33
0	12/13/2021	Jan 20	\$0.00
33003295	12/7/2021	Rent fo	\$2,333.33
0	11/24/2021	RIN Ch	\$0.00
32836597	11/24/2021	SMS Cr	\$0.00
32836545	11/24/2021	CHECK	\$2,333.33
32830578	11/22/2021	99046	\$25.00
0	11/22/2021	Rent It	\$0.00
32829350	11/22/2021	Pro-rate	\$1,200.49
32829350	11/22/2021	Free Ac	\$514.50
32829350	11/22/2021	Rent In	\$2,333.33

Counter Sales (for an Existing Customer)

1 First, ensure you are logged into Total Recall and have selected the correct location.



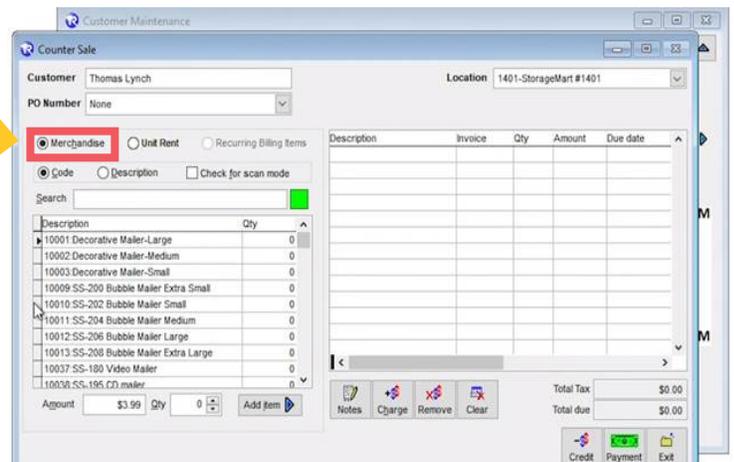
2 Then, select the correct customer's account to make the transaction.



3 Once the account is pulled up, select the "Sale" tab.

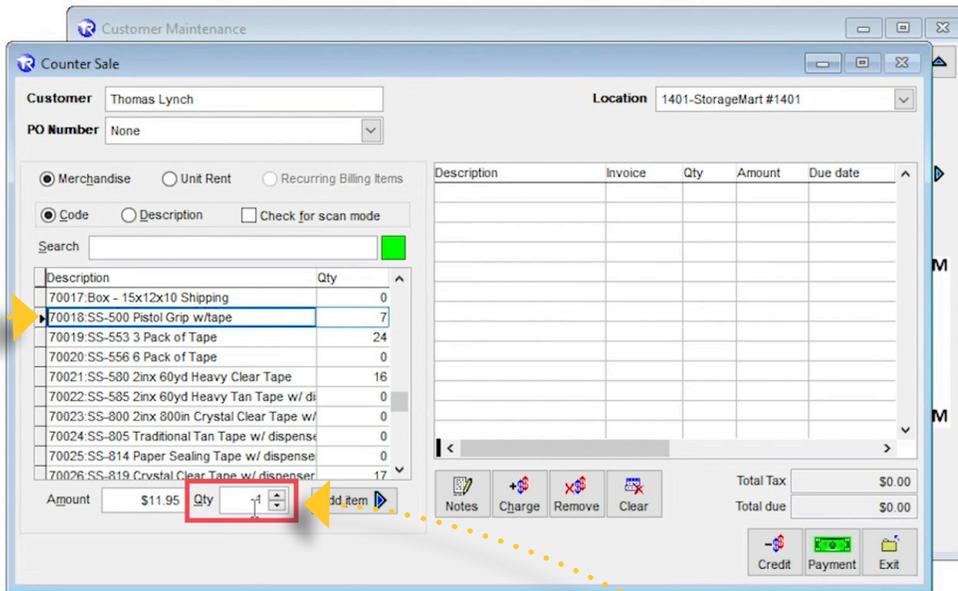
4 Now, select the bubble next to "Merchandise".

If there is a charge present that the customer wishes not to pay (such as rent, value coverage, or late fees), remove this charge first using the "Remove" button, and then add the merchandise charge.



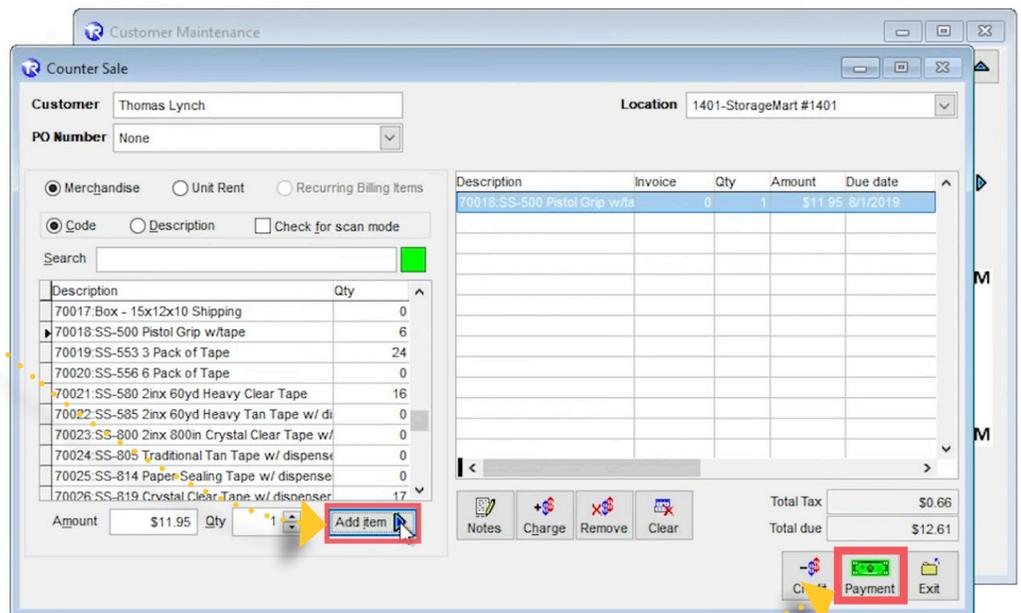
Counter Sales (for an Existing Customer)

- 5 Select the item the customer wishes to purchase by clicking to the **left** of the item.



- 6 Select the correct quantity at the bottom of the screen

- 7 Once this is correct, press the "Add Item" button.

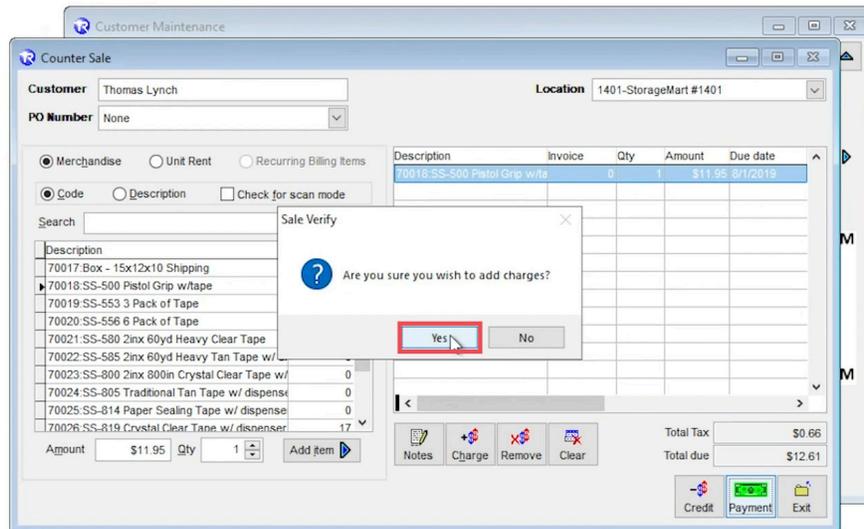


- 8 Once confirmed, click "Payment".

Counter Sales (for an Existing Customer)

9

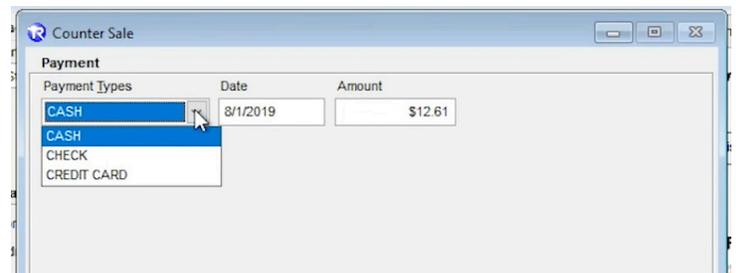
A box will appear to confirm that you wish to add the charges. Click "Yes".



10

Click the **Payment Types** drop down menu and select the payment type.

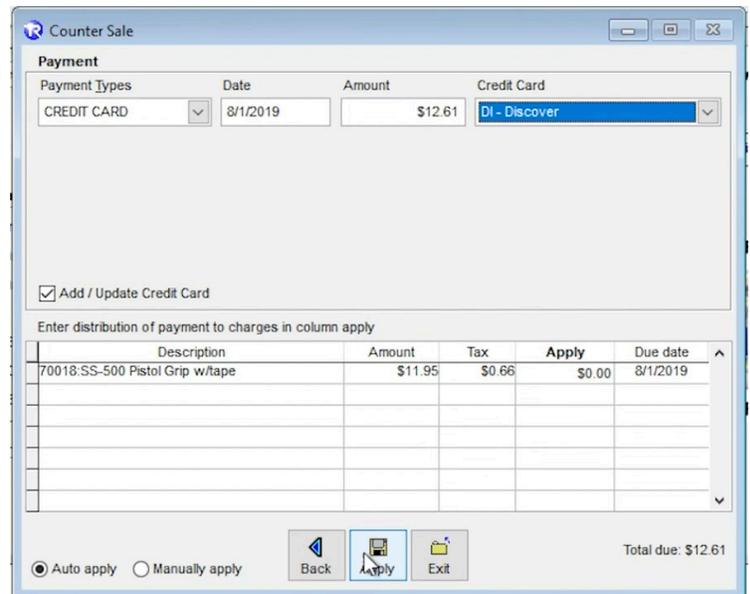
For this example we have selected **CREDIT CARD**.



11

Next, select the correct card type. If the customer does not have a card on file, the customer will need to insert their card into the Pin Pad, and you will select "Apply". They can then remove their card.

Then, click "Yes" on the pop up box to add the payment. Now complete the process on the Pin Pad, then select "Exit", followed by "Yes" on your screen, to complete the box.



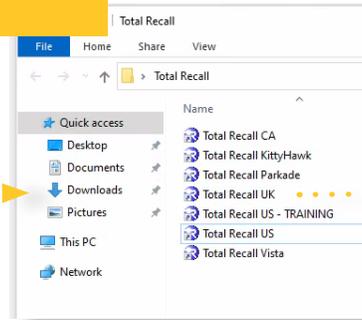
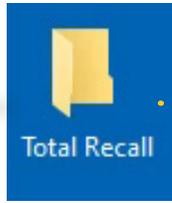
12

Email the receipt to the customer, unless otherwise requested. If the customer requests a printed receipt, print 1 copy of the receipt in the "Print Receipt" window. Click "Exit", and you are done.

Counter Sales (for a Walk-In Customer)

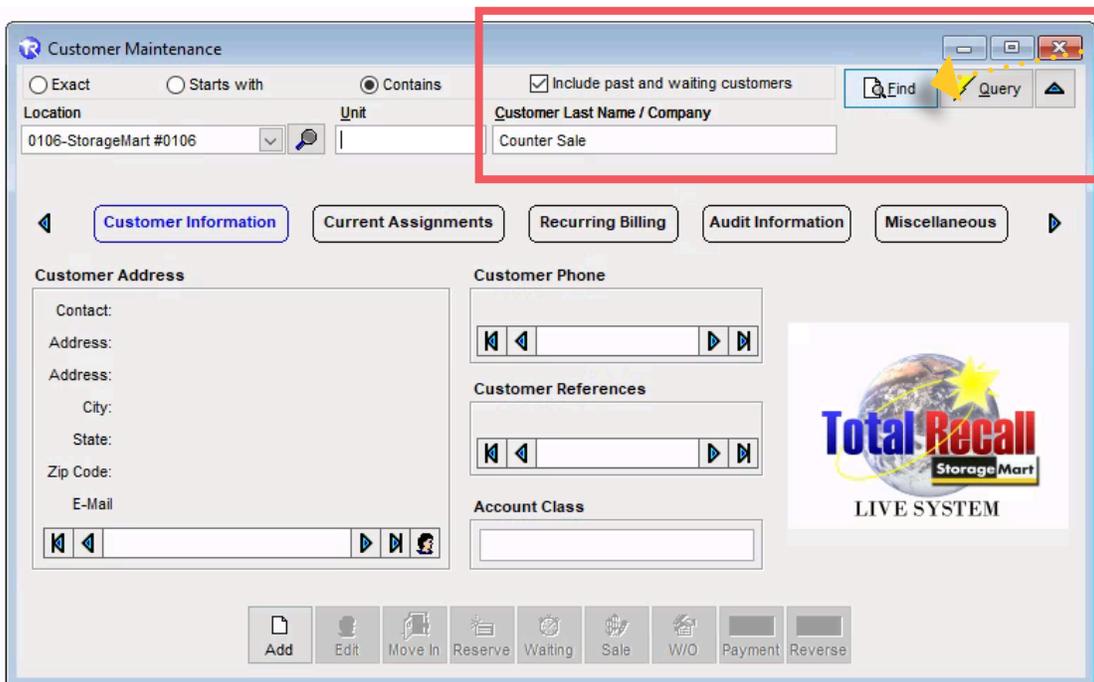
1

First, ensure you are logged into Total Recall and have selected the correct location.



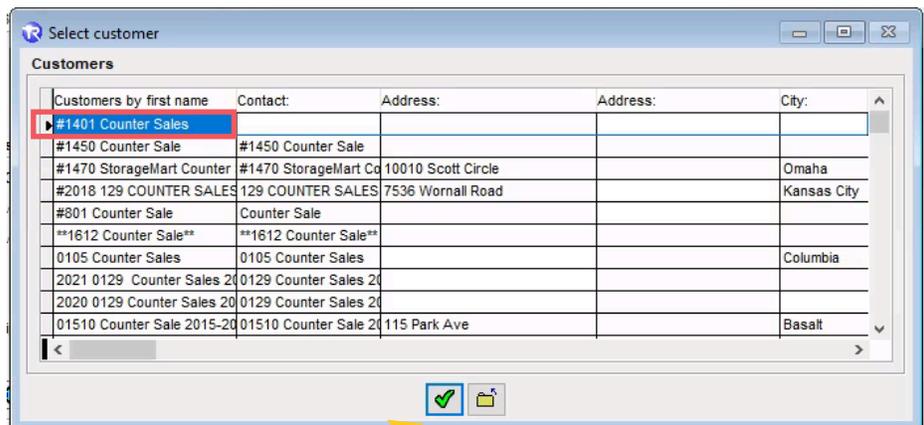
2

Then, using the search box labeled, "Customer Last Name/Company," type "Counter Sale". Ensure the box is checked next to the "Include past and waiting customers" Then, click "Find".



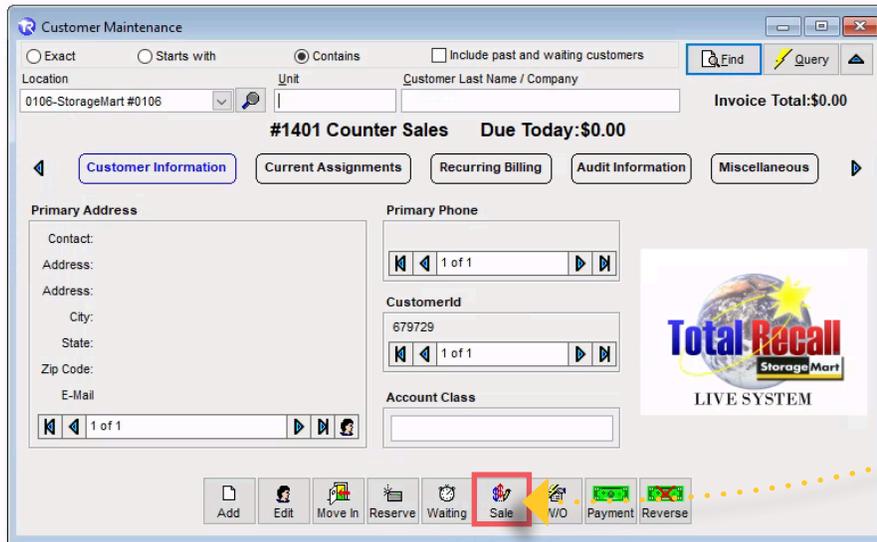
3

Once the account is pulled up, select the corresponding store number's Counter Sales customer. Then, select the green check box.



Counter Sales (for a Walk-In Customer)

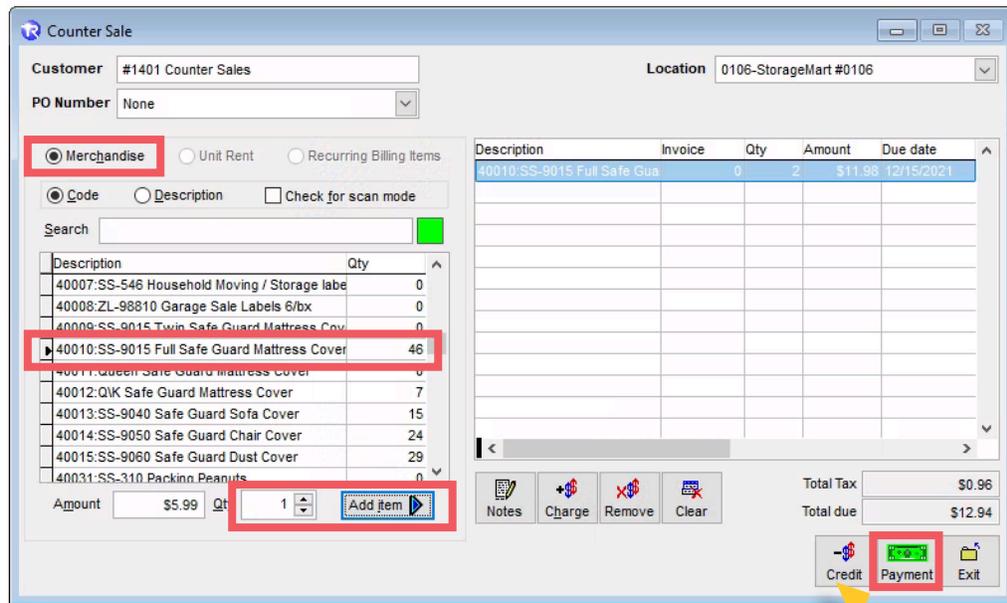
4 Once in the Counter Sale account, select the **"Sale"** button, at the bottom of the screen.



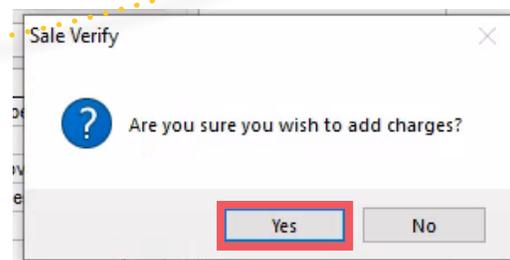
5 Now, select the bubble next to **Merchandise**, followed by the merchandise the customer is purchasing.

Then, select the item amount and click **"Add Item"**.

If there is a "0" in the "Qty" column, this item is not available to add.



6 Once confirmed, click **"Payment"**.
Then, **"Yes,"** in the pop up box.



Counter Sales (for a Walk-In Customer)

7 Click the **Payment Types** drop down menu and select the payment type.

Note: **DO NOT** save the card number info in our system for a walk-in, counter sale customer.



8

For this example, we will select **CREDIT CARD**.

Select the correct card type, insert the card into the Pin Pad, and select "Apply".

9

Then, click "**Yes**" on the pop up box to add the payment. Next, complete the process on the Pin Pad, then select "**Exit**".

Now, select "**Yes**", on your screen, to complete the box.

10

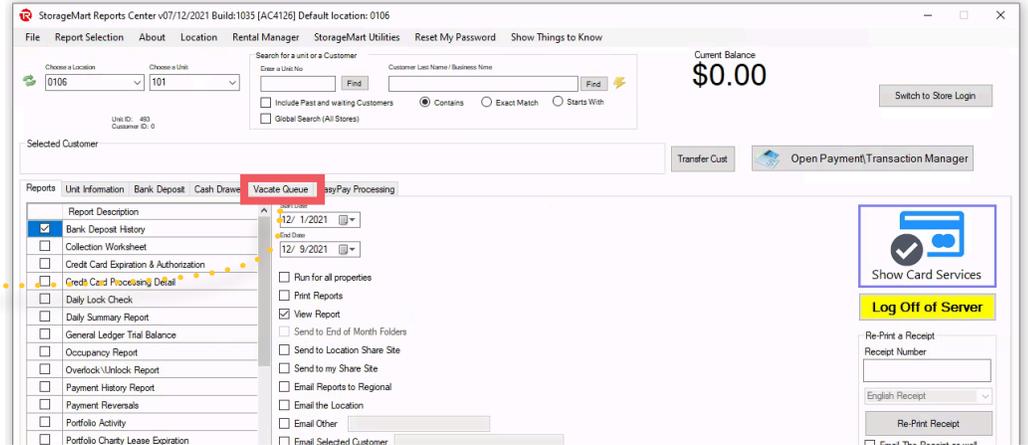
Email the receipt to the customer, unless otherwise requested. If the customer requests a printed receipt, print 1 copy of the receipt in the "**Print Receipt**" window. Click "**Exit**", and you are done.

Adding a Customer to the Vacate Queue

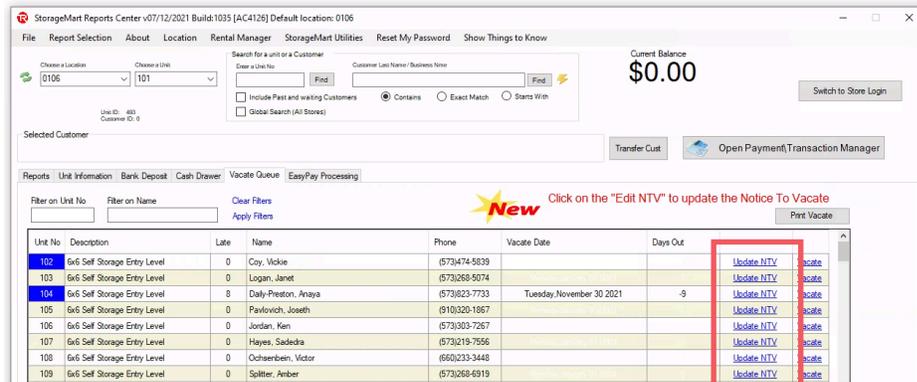
1 First, ensure you are logged into Reports Center.



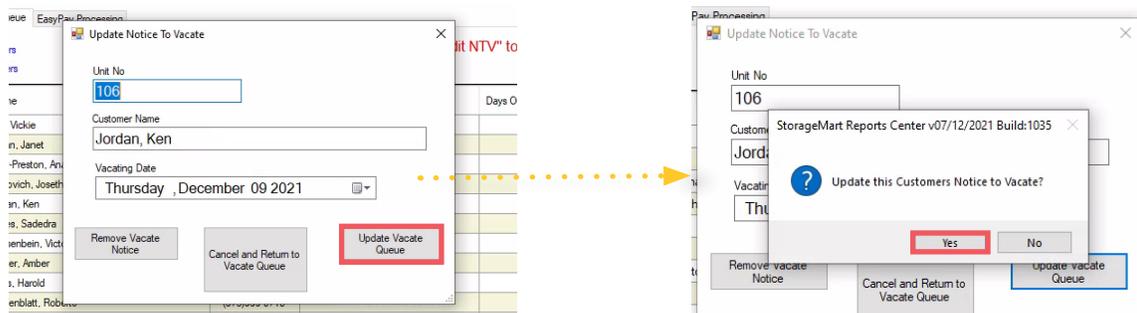
2 Once in Report's Center, select the Vacate Queue tab.



3 Click the "Update NTV" next to the customer you would like to add a vacate date to.



4 A window will pop up for selecting the specific move out date. Then, click, "Update Vacate Queue". In the pop up window, select "Yes" to complete the process.



Completing a Move Out

1 First, ensure you are logged into Reports Center.



2 Then, ensure that your location in the top left corner of the screen is correct.

The screenshot shows the StorageMart Reports Center v07/12/2021 interface. The top left corner has a red box around the 'Choose a Location' dropdown (0106) and 'Choose a Unit' dropdown (119). The 'Current Balance' is \$0.00. The 'Selected Customer' is Word, Tarita. The 'Reports' tab is active, showing a list of reports on the left and configuration options on the right. A 'Customer Mail Merge' button is highlighted in yellow.

3 Once the account is pulled up, select the "Vacate Queue" tab.

The screenshot shows the StorageMart Reports Center v07/12/2021 interface with the 'Vacate Queue' tab selected. A red box highlights the 'Vacate Queue' tab. A yellow arrow points to the 'Edit NTV' link in the table. A 'New' badge is next to the arrow. The table contains the following data:

Unit No	Description	Late	Name	Phone	Vacate Date	Days Out	
102	6x6 Self Storage Entry Level	0	Coy, Vickie	(573)474-5839			Update NTV Vacate
103	6x6 Self Storage Entry Level	0	Logan, Janet	(573)268-5074			Update NTV Vacate
104	6x6 Self Storage Entry Level	7	Daily-Preston, Anaya	(573)823-7733	Tuesday, November 30 2021	-8	Update NTV Vacate

Completing a Move Out

4 In the Vacate Queue, find the unit number you are vacating.

StorageMart Reports Center v07/12/2021 Build:1035 [AC4126] Default location: 0106

File Report Selection About Location Rental Manager StorageMart Utilities Reset My Password Show Things to Know

Choose a Location: 0106 Choose a Unit: 119

Search for a unit or a Customer: Enter a Unit No. Find Customer Last Name / Business Name Find

Current Balance: \$0.00

Switch to Store Login

Selected Customer: Word, Tarita

Transfer Cust Open Payment Transaction Manager

Reports Unit Information Customer Information Customer Audit Info Customer Misc Bank Deposit Cash Drawer Vacate Queue EasyPay Processing

Filter on Unit No. Filter on Name Clear Filters Apply Filters

New Click on the "Edit NTV" to update the Notice To Vacate

Unit No.	Description	Late	Name	Phone	Vacate Date	Days Out	Update NTV	Vacate
102	6-S Self Storage Entry Level	0	Coy, Vickie	(573)474-5839			Update NTV	Vacate
103	6-S Self Storage Entry Level	0	Logan, Janet	(573)268-5074			Update NTV	Vacate
104	6-S Self Storage Entry Level	7	Dally-Preston, Anaya	(573)823-7733	Tuesday, November 30 2021	-8	Update NTV	Vacate
105	6-S Self Storage Entry Level	0	Pavlovich, Joseth	(910)320-1867			Update NTV	Vacate
106	6-S Self Storage Entry Level	0	Jordan, Ken	(573)303-7267			Update NTV	Vacate
107	6-S Self Storage Entry Level	0	Hayes, Sadedra	(573)219-7556			Update NTV	Vacate
108	6-S Self Storage Entry Level	0	Ochsenbein, Victor	(660)233-3448			Update NTV	Vacate
109	6-S Self Storage Entry Level	0	Spittler, Amber	(573)268-6919			Update NTV	Vacate
110	6-S Self Storage Entry Level	7	Cross, Harold	(573)356-5679			Update NTV	Vacate
111	6-S Self Storage Entry Level	0	Hopfenblatt, Roberto	(573)999-0710			Update NTV	Vacate
112	6-S Self Storage Entry Level	0	Lane, Elizabeth c.	(541)237-4393			Update NTV	Vacate
114	6-S Self Storage Entry Level	0	Jordan, Ken	(573)303-7267			Update NTV	Vacate
115	6-S Self Storage Entry Level	7	Williams, Kehven	(618)977-2788			Update NTV	Vacate
116	6-S Self Storage Entry Level	0	Jefferson, Lynette	(573)356-7707			Update NTV	Vacate
117	6-S Self Storage Entry Level	0	Winston, Sharon	(573)424-3288			Update NTV	Vacate
120	6-S Self Storage Entry Level	0	Dey, Kimberlyn	(573)554-0456			Update NTV	Vacate
121	6-S Self Storage Entry Level	0	Ward, Patricia	(714)679-0153			Update NTV	Vacate

5 Once you have found the unit select the **Vacate** button to the right of the screen.

6 A window will appear with the customer and unit information.

frmVacateCustomerUnit

Account Details

Customer: Coy, Vickie

Unit No: 102

Rent Due: \$0.00

Value Coverage Due: \$0.00

Fees Due: \$0.00

Other Due: \$0.00

Total Charges Due: \$0.00

Pro-Rate Rent Credit: \$0.00

Select the type of move-out

Regular Move-Out

Delinquent Settlement Move-Out

Auction/Collections Move-Out

Add Customer Notes

Vacate Unit

Note: If the customer is due a refund, do that before you vacate the unit

Receipt #	Create Date	Description	Amount	Unsettled	Due Date
33003488	12/7/2021	Rent for unit: 102 (Jan 2022)	\$105.99	\$105.99	1/1/2022
33003488	12/7/2021	Value Coverage Plan for Unit 102 (Jan 2022)	\$14.97	\$14.97	1/1/2022
0	9/13/2021	RI Notice(\$105.99) for Unit#:102 sent to coyvj@socket.net	\$0.00	\$0.00	
31350716	7/10/2021	99043: Service Fee Credit	\$35.00	\$0.00	
31350714	7/10/2021	99042: Late Fees Receivable Credit	\$12.00	\$0.00	
31350701	7/10/2021	CHECK 1373	\$629.76	\$0.00	
31350701	7/10/2021	Rent for unit: 102 (Dec 2021)	\$89.99	\$0.00	12/1/2021
31350701	7/10/2021	Value Coverage for unit: 102 (Dec 2021)	\$14.97	\$0.00	12/1/2021

Make sure to select the **correct** type of move out.

From here, select the "vacate unit" button.

Completing a Move Out

7 Select OK, when the pop up box appears on your screen.

The screenshot shows a 'Vacate Unit' form with the following fields:

- Customer: Coy, Vickie
- Unit No: 102
- Rent Due: \$0.00
- Value Coverage Due: \$0.00
- Fees Due: \$0.00
- Other Due: \$0.00
- Total Charges Due: \$0.00
- Pro-Rate Rent Credit: \$0.00

Radio buttons for move-out type:

- Regular Move-Out
- Delinquent Settlement Move-Out
- Auction/Collections Move-Out

There is an 'Add Customer Notes' field and a 'Vacate Unit' button.

A 'Vacate Customer' pop-up dialog box is overlaid on the form, asking: "Are you sure you want to vacate unit #102 at Store #0106. Customer Name is Coy, Vickie?". The 'OK' button is highlighted with a red box.

Below the form is a table of receipts:

Receipt #	Create Date	Description	Amount	Unsettled	Balance	Due Date	Unit No	Location	Manager
33003488	12/7/2021	Rent for unit: 102 (Jan 2022)							
33003488	12/7/2021	Value Coverage Plan for Unit 102 (Jan 2022)							
0	9/13/2021	RI Notice(\$105.99) for Unit#:102 sent to coyjv@socket.net							
31350716	7/10/2021	99043: Service Fee Credit							
31350714	7/10/2021	99042: Late Fees Receivable Credit							
31350701	7/10/2021	CHECK 1373	\$629.76	\$0.00					
31350701	7/10/2021	Rent for unit: 102 (Dec 2021)	\$89.99	\$0.00					12/1/2021
31350701	7/10/2021	Value Coverage for unit: 102 (Dec 2021)	\$14.97	\$0.00					12/1/2021
31350701	7/10/2021	Rent for unit: 102 (Nov 2021)	\$89.99	\$0.00					11/1/2021
31350701	7/10/2021	Value Coverage for unit: 102 (Nov 2021)	\$14.97	\$0.00					11/1/2021
31350701	7/10/2021	Rent for unit: 102 (Oct 2021)	\$89.99	\$0.00					10/1/2021
31350701	7/10/2021	Value Coverage for unit: 102 (Oct 2021)	\$14.97	\$0.00					10/1/2021

8 Select "OK", again, on the next screen.

The screenshot shows the 'StorageMart Report Viewer' interface. The main report is titled 'Tenant Audit History' for StorageMart #0153, dated Monday, September 30, 2019, 3:05 pm. The current balance is \$0.00.

The report table includes columns for Receipt #, Created On, Description, Amount, Unsettled, Balance, Due Date, Unit No, Location, and Manager. A 'Vacate Customer' pop-up dialog box is overlaid on the report, asking: "Unit #2721 at Store #0153 should be vacated now. You should see the Vacate notice in the ledger but it is always a good idea to check and make sure it vacated without issue." The 'OK' button is highlighted with a red box.

Final Daily Site Walk

- | | | |
|---|---|---|
| 1 | Check on the cleanliness of the property. | ✓ |
| 2 | Review status of all units. | ✓ |
| 3 | Look for any debris and landscaping issues. | ✓ |
| 4 | Look for facility and maintenance issues. | ✓ |
| 5 | Create any notes on issues you found on site & follow up on them the next business day. | ✓ |

Closing Store Tips

- | | | |
|---|--|---|
| 1 | Clean the office. | ✓ |
| 2 | Check the stock on merchandise in-store. | ✓ |
| 3 | Turn off camera monitors and lights.
➤ Excluding track lights | ✓ |
| 4 | Lock the office door. | ✓ |

REMEMBER,
how you close determines how you open.

Petty Cash Close

1 First, ensure that you are in **Virtual Desktop**

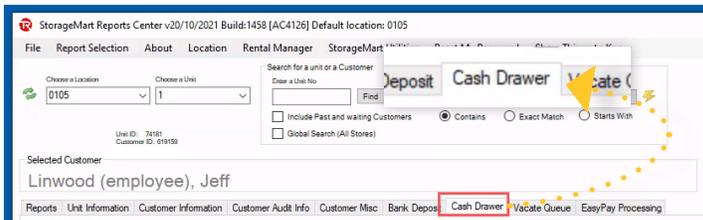


2 Then, log into **Reports Center**.

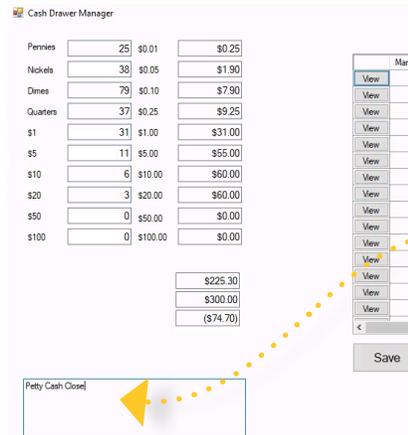
All petty cash funds must be counted and documented in Reports Center, each evening.



3 Next, select **cash drawer**.



4 Like opening, fill in the amount **counting piece by piece**.



For example, you counted 37 quarters, so we type in 37, in the box next to the word "Quarters", not \$9.25.

Note: Add **"Petty Cash Close"**, to the manager note section.

5 When drawer is balanced, select the **"Save"** button, and **print your cash drawer count and place it with your daily paperwork**.

Bank Deposits

1 Four times to go to the bank:

- The 10th of the month
- The 22nd of the month
- The last day of the month
- Anytime you are over \$1,000, in cash and checks combined

2 The Policy:

Every deposit must be made before 2 P.M.; no night deposits are allowed.

A validation stamp is required with or on the Deposit Slips.

A deposit at your local bank must occur on the last working day of every month, regardless of the amount.

All Deposit Slips must be filed with your daily paperwork.

3 Deposit Slips

On the day the deposit is made, Deposit Slips for the month must be scanned and emailed to **bank.deposit@storage-mart.com** from the store email address.

The subject must be titled:

"(Your Store Number)(Month)(Year)(Monthly Bank Deposit)"
For example: "0112 August 2021 Monthly Bank Deposit".

The document must be legible with the validation stamp visible.

If a scanner is unavailable, Deposit Slips must be mailed to Home Office.

Reminders for Sending in Deposit Slips

#1 When documenting and sending in deposit slips to bank.deposits@storage-mart.com all deposit slips from the bank need to be visible.

FOR EXAMPLE:



These slips are overlapping, making for an **incorrect** submission.



Both slips are visible, this is a **correct** submission.

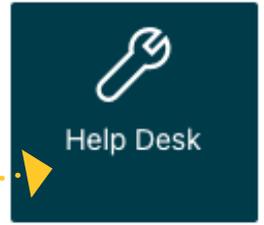
#2 Remember, if you have an issue with bank deposits please create a [Help Desk ticket](#).

bank.deposits@storage-mart.com emails

ARE NOT CHECKED DAILY

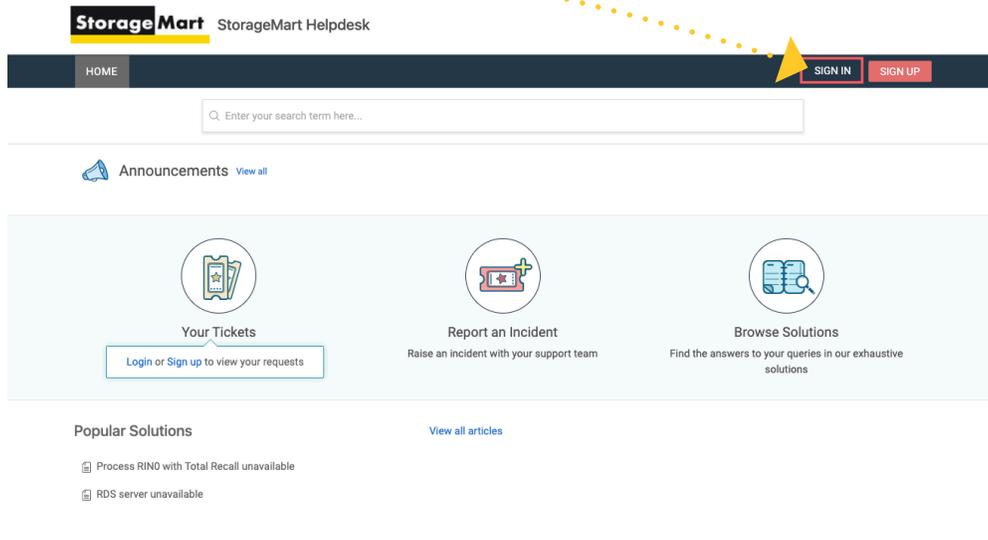
#3 YOU ARE NOT to use petty cash funds OR personal funds in an attempt to correct a deposit.

StorageMart's **Help Desk** is a ticketing system that allows you to contact each department for either technical help or various other issues.

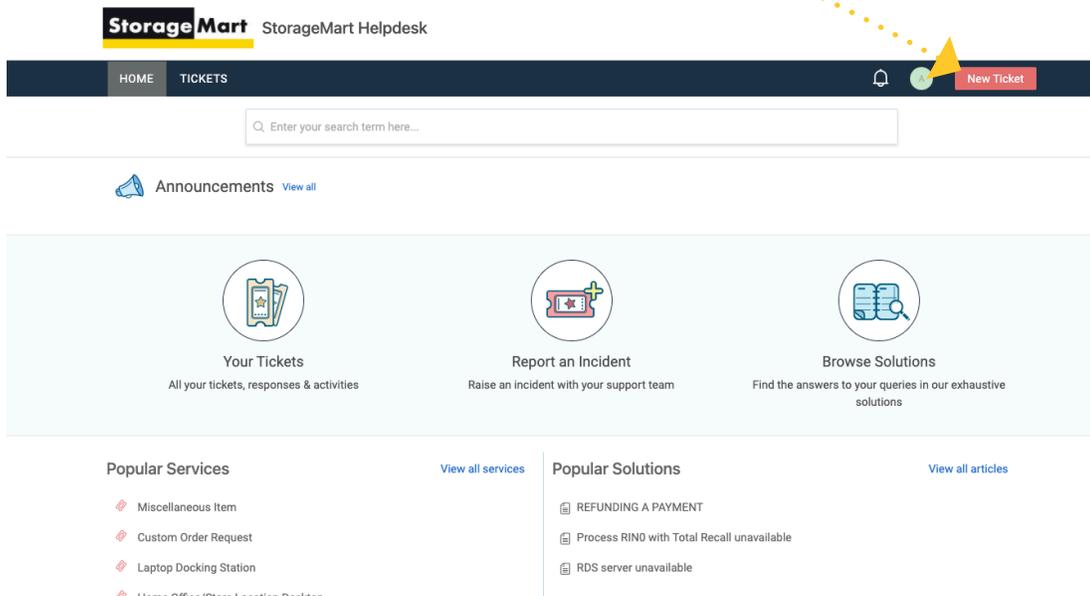


1 On StorageBook's homepage, select "Help Desk".

2 Next, select "Sign In".



3 Then, select the "New Ticket" button.



4 Fill out the form, ensuring you provide as much information as you can.

Submit a ticket

Search a requester * amanda.campbell@storage-mart.com

Subject * Request Access to Total Recall

Description *
 B I U

 [Attach a file](#)

Urgency * Low

Impact * Low

Category * ...

Location (Store Number) *

UnitNo

CustomerName

Customer Email Address

Customer Phone Number

Customer Unit Number

submittedby

Submit Cancel

IMPORTANT: Use the "Site Email", when filling out the request form.



Once complete, remember to press "Submit" when you have completed the form at the bottom of the form.

5 You will be redirected to a confirmation page.

StorageMart StorageMart Helpdesk

HOME TICKETS

Your ticket has been created.

Q Enter your search term here...

Home / Tickets list REPLY MARK TICKET AS CLOSED ADD PEOPLE

Submitted since 1 seconds

#INC-28697 Request Access to Total Recall

Amanda Campbell reported a few seconds ago

Hello,

I need to access Total Recall for the purpose of my job (creating training content). I am currently locked out. When I attempt to sign in, a "Program Alert" pops up that tells me I need to "get security level."

I am on a deadline for a project that requires I access this program, and only recently found out I could not access Total Recall, when I use to be able to.

Thank you in advance for the help!

6 To view the status of your ticket(s), select "Tickets" on the top bar. You will see each ticket's status.

StorageMart StorageMart Helpdesk

HOME **TICKETS**

Q Enter your search term here...

Announcements [View all](#)

Open or Pending ▾ Export tickets

Sort by Date Created ▾

Request Access to Total Recall
#INC-28697
Created on Mon, 1 Nov at 3:31 PM SUBMITTED

UKG - Frequently Asked Questions

#1

Where can I find the UKG portal?

- Through **Quick Links** in **Storagebook**



#2

Where can I find the time clock?

- Under the **"Time Classic"** tab in the **Workforce Management** drop down menu.

#3

What if I need to reset my password?

- Select **"Forgot your password"** on the home page of UKG. Then, follow the screen's prompts.

#4

How do I submit my time sheet?

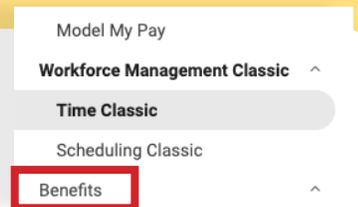
- Find **"My time sheet"** under the **"Time Classic"** tab. Select the **"Submit for approval"** button, on the bottom right corner of the time sheet.

A blue rectangular button with the text "Submit for approval" in white. A dotted yellow arrow points from the text in the question to this button.

#5

Where can I view my benefits?

- Under the **"Benefits"** tab in the drop down menu on UKG's home screen.

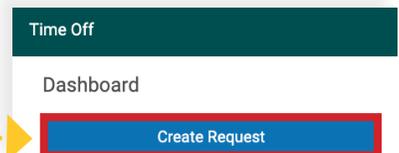


#6

Where can I view/request my time off?

- Navigate to the **"Benefits"** tab and select **"Time Off"**, from the drop down menu.

Here you can view your **balances** and **create requests** for time off.

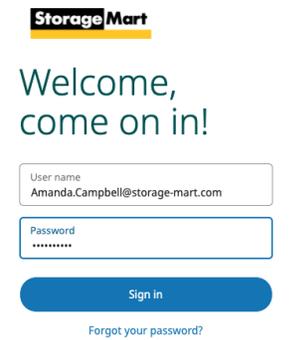


UKG Signing In, Punching In/Out, Breaks & Lunch

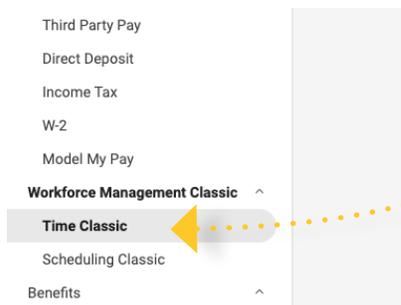
1 First, ensure you are logged into **StorageBook**. Then, select **UKG**.



2 Next, fill in your username and password and select sign in.
(S.M. email address + personal S.M. password)



3 Once signed in, select "Time Classic," under **Workforce Management Classic**.



4 You will be redirected to your **time clock**, where you will **check in...** [Check In](#)
...or **check out** for the day. [Check Out](#)

You will also see the options to "Start Break," and "Start Meal".

Voicemail & Transfer on RingCentral Telephone

Checking VOICEMAIL

1 First, select message button
(Click here)

2 Next, enter your PIN.

Ex. store #0105 = 01050105#

Note: the voicemail PIN is the store number **twice**, followed by the pound sign (#).

3 Then, follow the machine prompts to...



TRANSFERRING

1 Press **transfer** button during your call.

2 Next, dial the extension or number to transfer the call.

3 Then, press the "Send" key to connect the call.

LISTEN, SAVE and **DELETE** messages

StorageMart **Guidebook**

Created by the Training Department
at StorageMart's Home Office

Designed and printed in Columbia, MO

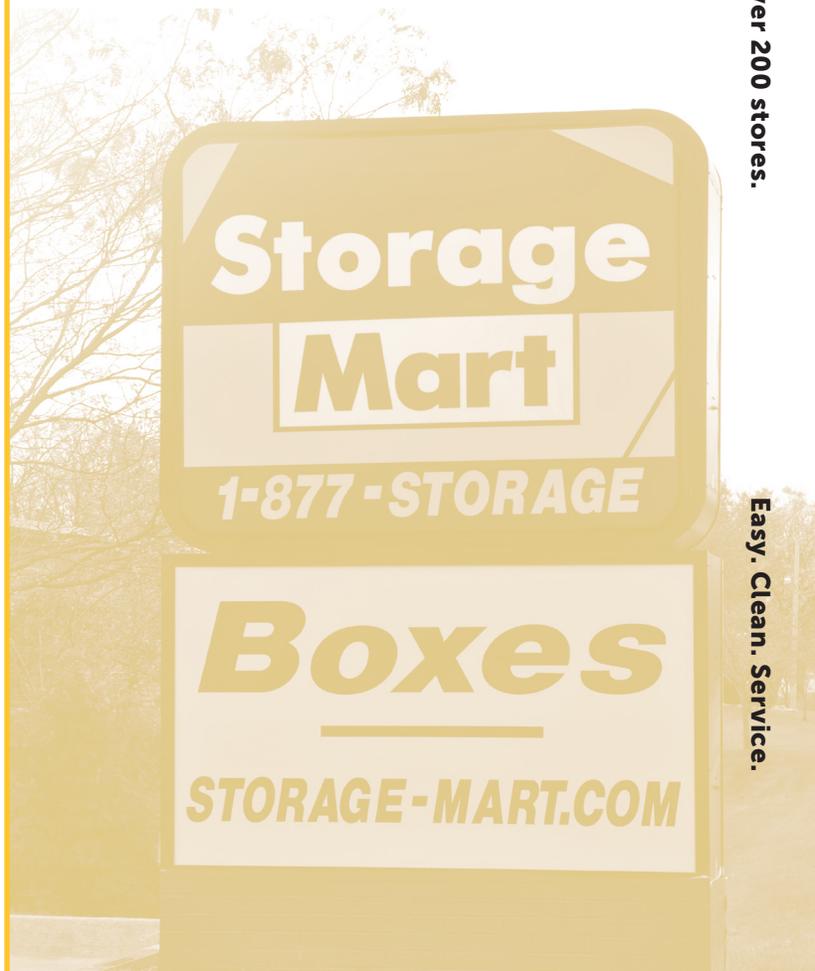
Any questions, please contact the Training Department
at _trainingdepartment@storage-mart.com

1999 - Present

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