

When to use our kiosk?

Use the kiosk when...

- You are in a hurry!
- You want to make a payment before you are late.
- You want to purchase a new lock.
- You want a receipt for a cash, check or credit card payment.
- You have changed your address or contact information and need to update our records.
- You need to rent another unit.
- You want to talk to someone and the on-site manager is not available.

**The kiosk is on duty 24
hours a day to help you.**

Hello, my name is Megan.

I can help you with your kiosk transactions or connect you to a live person to further assist you.



CASTLEROCK SELF STORAGE

742 Londonderry Turnpike

AUBURN, NH 03032

603-296-9696

Self Service Kiosk

**Rent a unit when
you want to!**

**Make a payment when
you want to!**



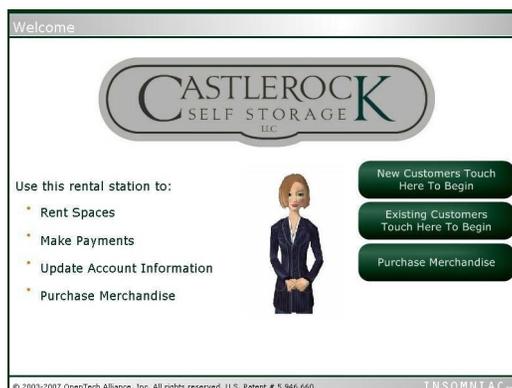
What can our kiosk do for you?

Our kiosk has been installed for your convenience.

You can:

- Rent a new unit.
- Make a payment.
- Purchase a lock.
- Contact a customer service agent.
- Update your address and contact information.

Our kiosk is available 24 hours a day, 7 days a week and will even be here to service you on holidays.



Making a payment is quick and easy.

You will need to know your **SPACE NUMBER** and **LAST 4 DIGITS OF YOUR PRIMARY PHONE NUMBER** to make a payment through the kiosk

PAYMENT INSTRUCTIONS:

1. Press the Existing Customer button.
2. Enter your Space Number press the TAB key to move the cursor to the next field and enter your Last 4 Digits of your primary phone number.
3. Press CONTINUE after you have entered your information.
4. Press Make a Payment button.
5. Select the unit you wish to make a payment for (you can also make a single payment for multiple units).
6. If you have a balance due the amount owed will be displayed, you can also prepay for future months.
7. Select the payment type you would like, the kiosk will accept **CASH, CHECK or CREDIT CARD.**
8. Insert payment.
9. Retrieve your printed receipt.

Using our kiosk is simple.

User friendly features include:

- Voice prompts to guide you.
- Touch screen for easy navigation.
- Keyboard for easy data entry.
- Speaker phone to contact the manager.

