

Online - Autopay Set Up

Autopay is a convenient feature that allows customers to set up automatic payments for their accounts. By enabling autopay, customers can ensure that their bills are paid on time without the hassle of remembering to make manual payments each month. To set up autopay, follow the step by step guide.



Alert! Once autopay is activated, the specified amount will be automatically deducted from the customer's account on the 1st of Each Month.

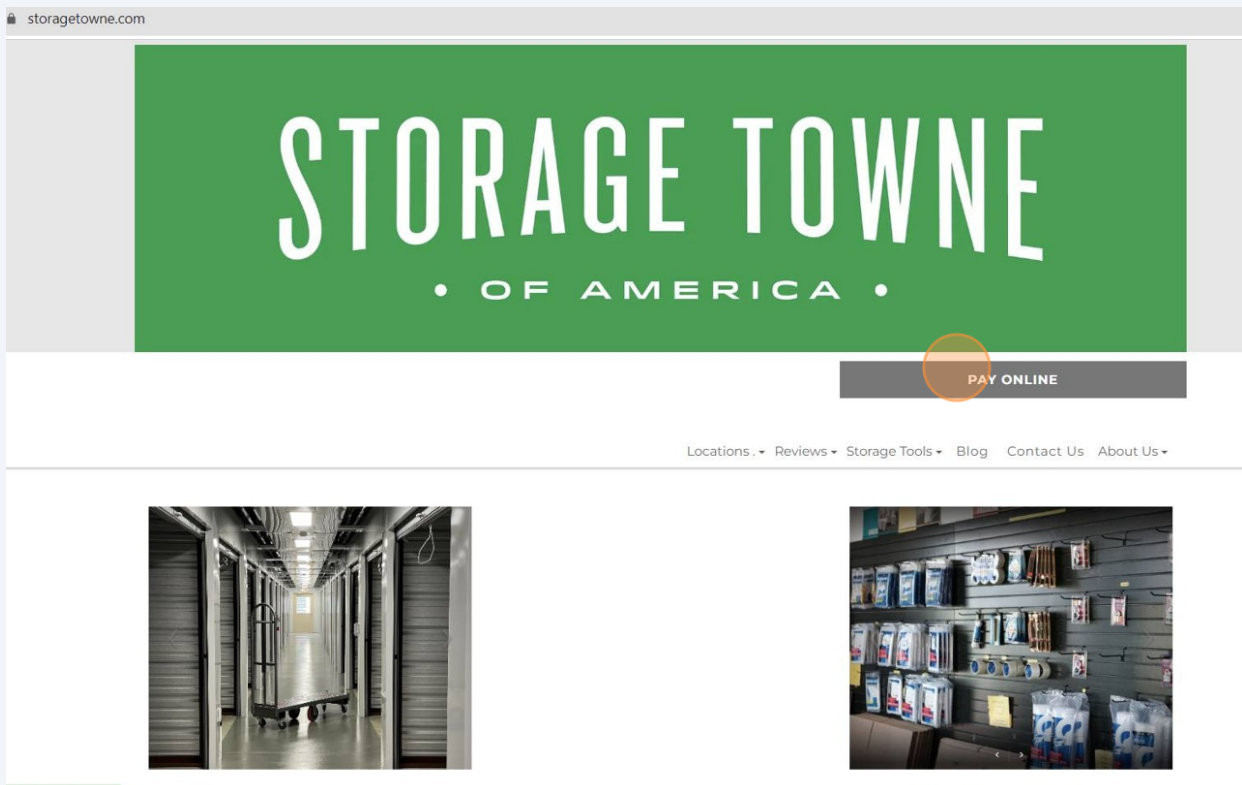
How to Set up Autopay



Tip! Remember if your card number changes, you need to update your information, late fee's will apply if your payment is declined. Any type of return payment will result in a \$35 return fee.

1

Go to <https://www.storageowne.com/> Click "PAY ONLINE"



2 Select the "Pay" for the location you are currently storing with



Check out this blog for instructions on how to use your tenant portal.

Quickly pay your monthly storage bill online right here on our website. All you need is a debit or credit card and a few moments to spare. If you have additional questions, call your facility to speak with a manager!

Past Due Account Reminder


Any past due account paid after the office has closed will result in the overlock not being removed until the next business day. If you need access it is your responsibility to make sure the bill is paid on time.

Select the Location below you are currently storing with.

FACILITY	ADDRESS	CITY	STATE	PHONE	
Storage Towne of America - Germantown	3131 Hacks Cross Rd	Memphis	TN	(901) 979-9921	
Storage Towne of America - Shelby	7845 E Shelby Dr	Memphis	TN	(901) 759-1230	

Online Account Info


3 Enter Username and Password, Click "Sign In"

Storage Towne of America - Germantown	3131 Hacks Cross Rd	Memphis	TN	(901) 979-9921	
---------------------------------------	---------------------	---------	----	----------------	---

STORAGE TOWNE
OF AMERICA

SIGN IN

[Forgot?](#)



[Sign Up](#) [Cancel](#)

3131 Hacks Cross Rd, Memphis, TN 38125 • (901) 979-9921

4

1st Set up Billing Information by Clicking "Account Settings" to set up Payment Method. If Payment Method already set up Skip to Step 9

America -
Germantown

The screenshot shows the Storage Towne account dashboard. At the top left, it says "America - Germantown". The main header features the "STORAGE TOWNE OF AMERICA" logo. On the top right, there is a greeting "Hi, Cleaning Fee Charges" and a "Log Out" link. The central area displays "Account Information" with the following details: NAME: Cleaning Fee Charges For Location, ACCOUNT #: [redacted], EMAIL: [redacted], PHONE: [redacted], ADDRESS: 3131 Hacks Cross Rd, Memphis, TN 38125. To the right, it shows UNIT: 103, PAID THROUGH: September 30, 2023, NEXT CHARGE: \$1.00, and BALANCE DUE: \$0.00. A blue "Pay Now" button is located below the balance due information. At the bottom, there are three buttons: "ACCOUNT SETTINGS" (highlighted with an orange circle), "VIEW RENTALS", and "ADD ANOTHER UNIT".

5

Click "Billing Information"

Storage Towne of
America -
Germantown

3131 Hacks Cross Rd

Memphis

TN

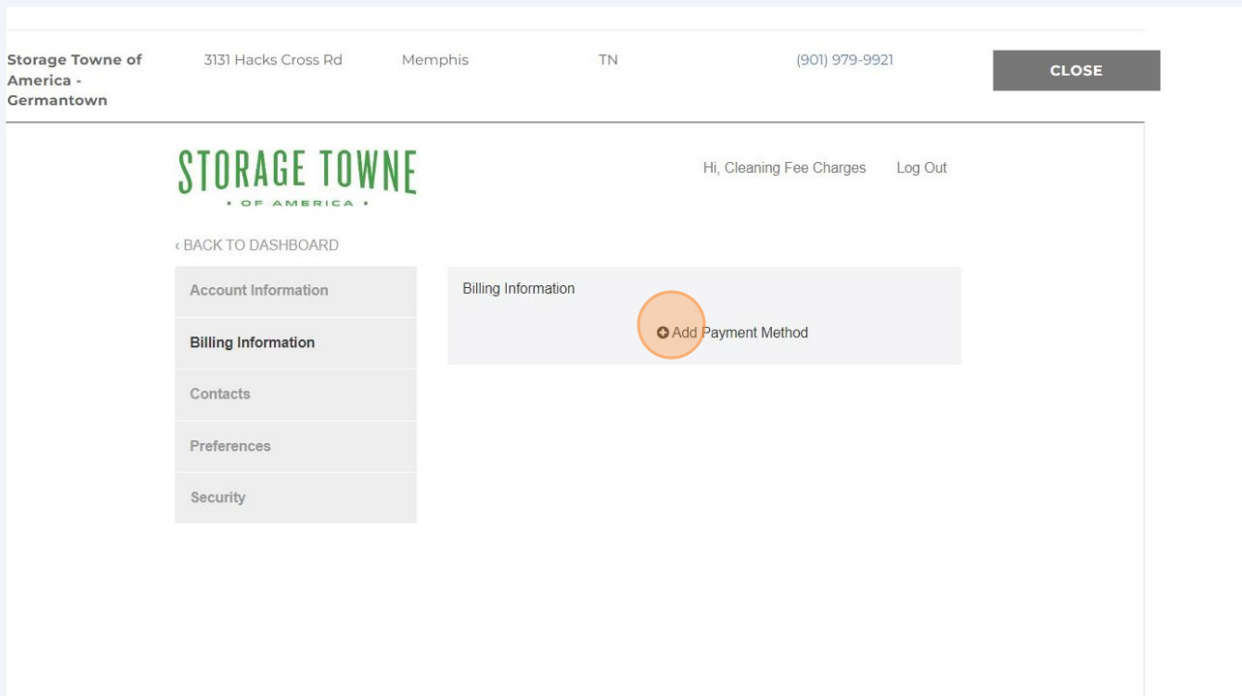
(901) 979-9921

CLOSE

This screenshot shows the Storage Towne account dashboard with the "Billing Information" menu item highlighted with an orange circle. The top navigation bar includes the address "3131 Hacks Cross Rd", "Memphis", "TN", and the phone number "(901) 979-9921", along with a "CLOSE" button. The main header features the "STORAGE TOWNE OF AMERICA" logo and a greeting "Hi, Cleaning Fee Charges" with a "Log Out" link. Below the logo is a "BACK TO DASHBOARD" link. On the left, a sidebar menu lists "Account Information", "Billing Information" (highlighted), "Contacts", "Preferences", and "Security". The main content area displays the "Account Information" form with the following fields: First Name: Cleaning Fee Charges, Last Name: For Location, Business Name: [empty], Phone: [redacted], Additional Phone: [empty], Address Line 1: 3131 Hacks Cross Rd, Address Line 2: [empty], and City: Memphis.

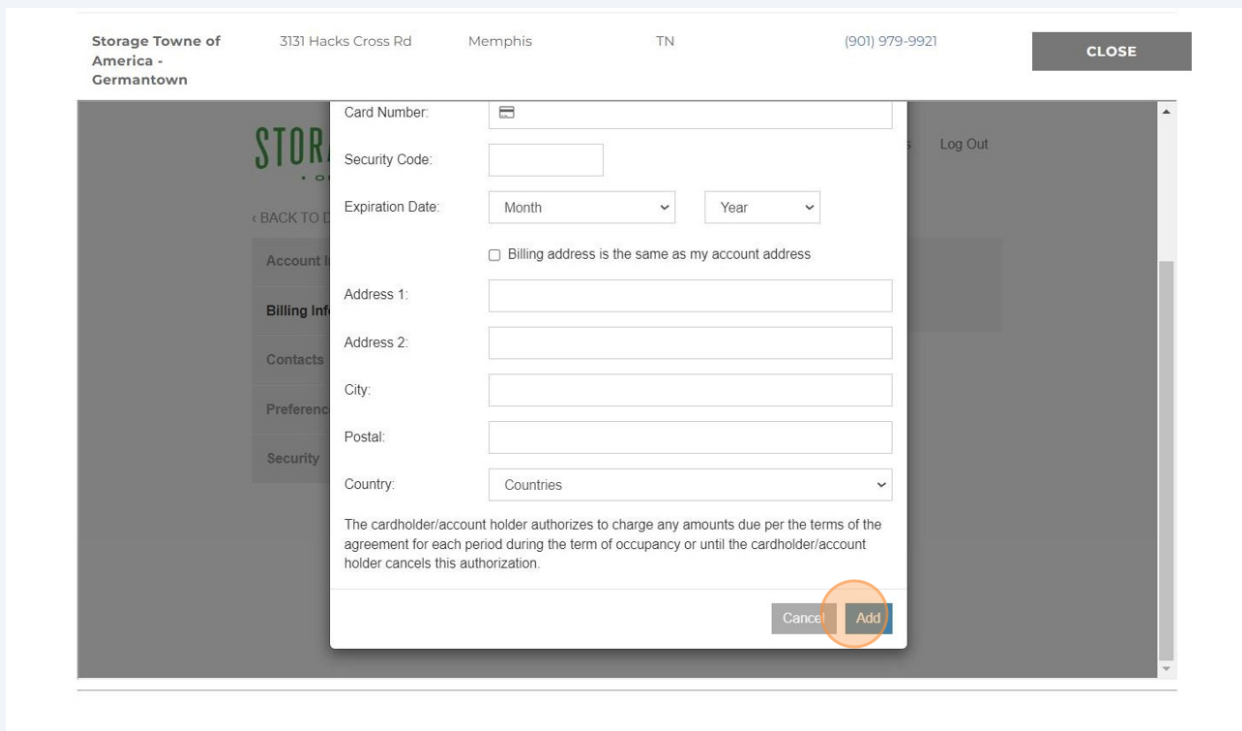
6

Click "Add Payment Method". If you update card information, you **MUST** Re-Set up Autopay by continuing these steps.

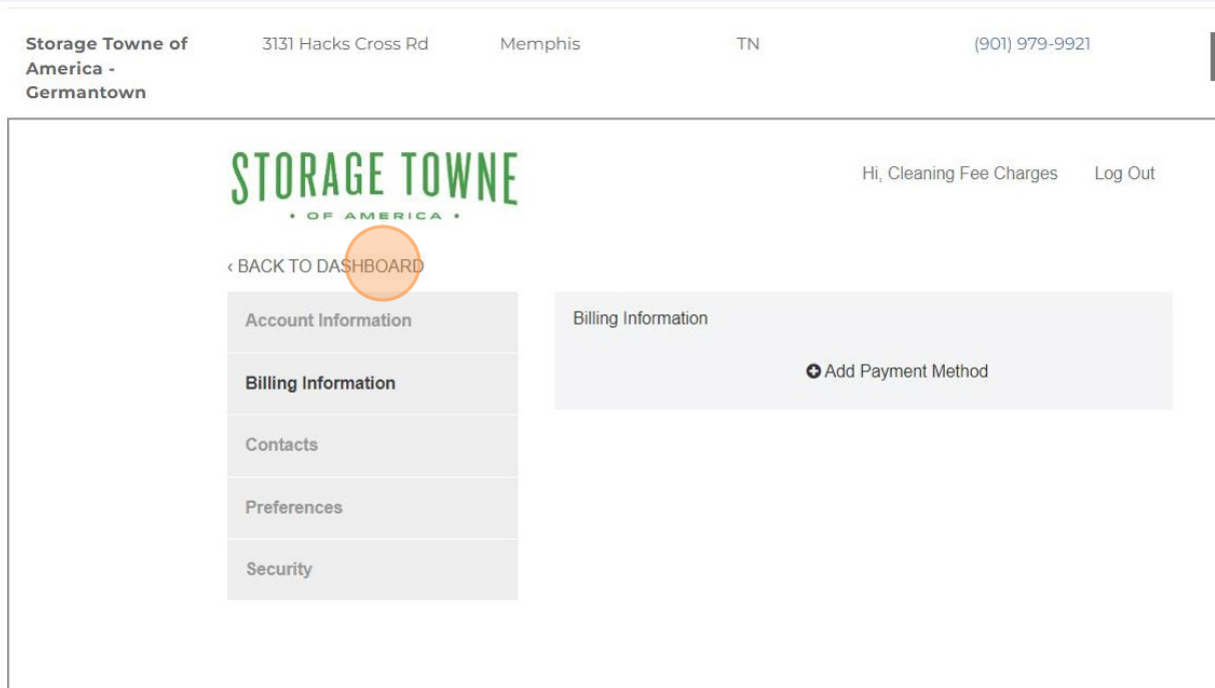


7

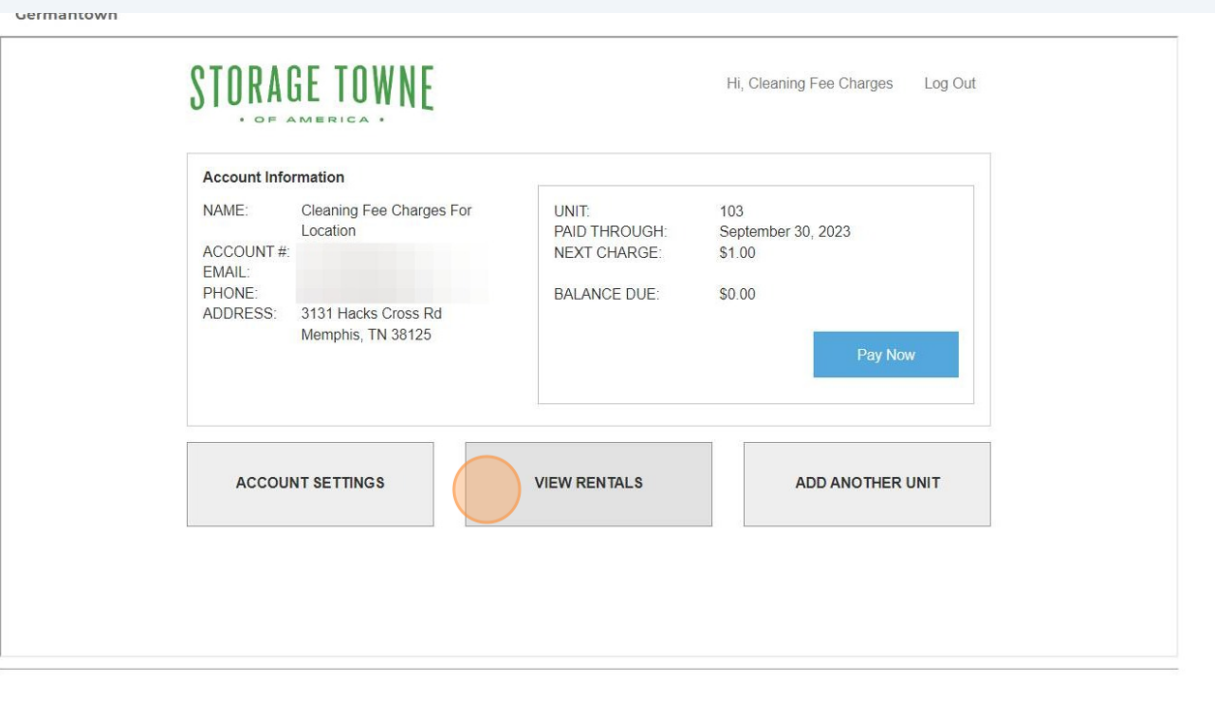
Enter Card Information and Click "Add"



8 Click "Back to Dashboard"



9 Now that Payment Method is added, Click "View Rentals"





This MUST be done for each unit. If not autopay will not be set up completely.

10

You will see each Rented Unit, you MUST Click Autopay "ON" for each unit

Germantown

STORAGE TOWNE
OF AMERICA

Hi, Cleaning Fee Charges Log Out

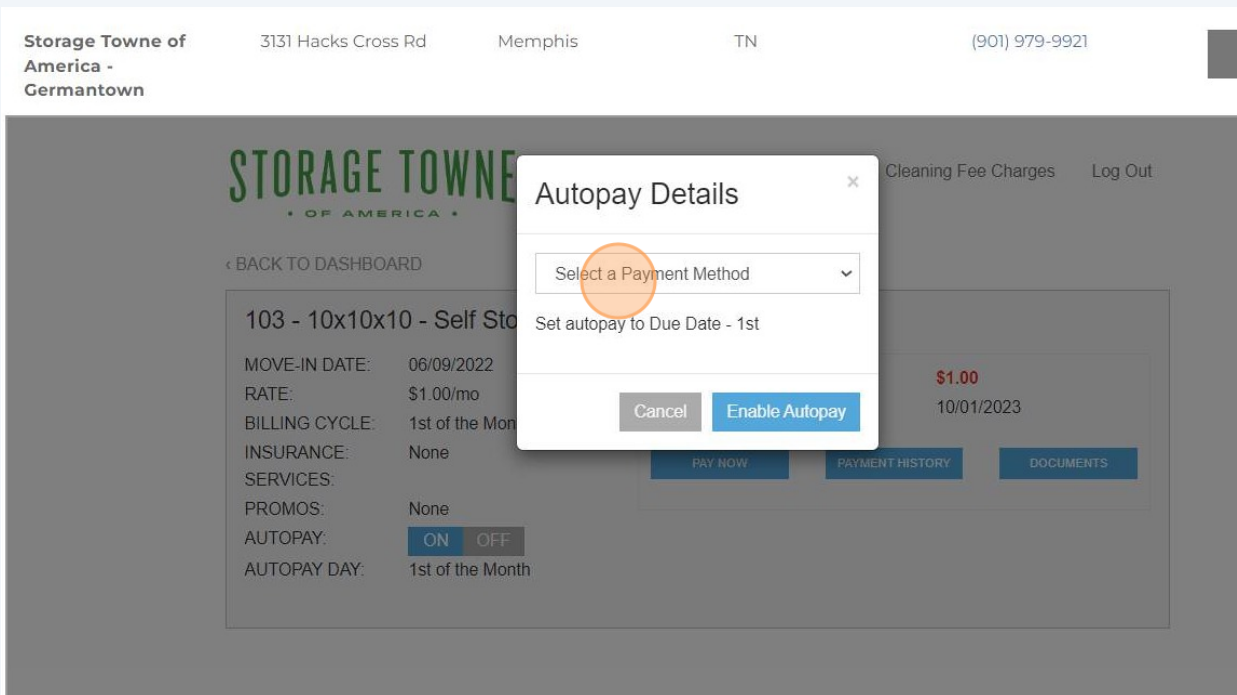
< BACK TO DASHBOARD

103 - 10x10x10 - Self Storage Unit

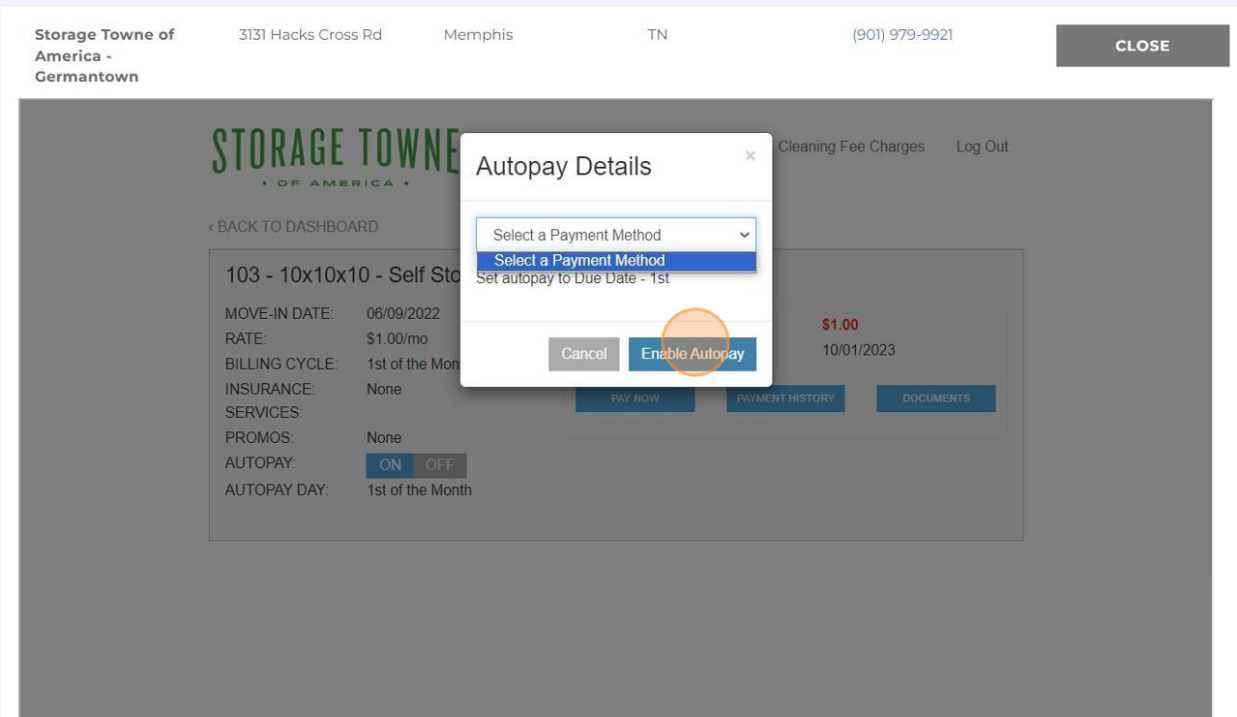
MOVE-IN DATE:	06/09/2022	NEXT CHARGE:	\$1.00
RATE:	\$1.00/mo	NEXT CHARGE DATE:	10/01/2023
BILLING CYCLE:	1st of the Month		
INSURANCE:	None		
SERVICES:			
PROMOS:	None		
AUTOPAY:	<input checked="" type="radio"/> ON <input type="radio"/> OFF		

PAY NOW PAYMENT HISTORY DOCUMENTS

11 Once Autopay is turned on, Click "Select a Payment Method"



12 Click "Enable Autopay", again if you have more than 1 unit this must be done for each unit.





Once you have done this for each unit, you can then return to the Dashboard or log out.

13 Click "Back to Dashboard"

The screenshot displays the user dashboard for a Storage Towne of America unit. At the top, the header includes the company name, address (3131 Hacks Cross Rd, Memphis, TN), and phone number ((901) 979-9921), along with a 'CLOSE' button. The main content area features the 'STORAGE TOWNE OF AMERICA' logo and a user greeting 'Hi, Cleaning Fee Charges' with a 'Log Out' link. A navigation link '< BACK TO DASHBOARD' is highlighted with an orange circle. Below this, a card for unit '103 - 10x10x10 - Self Storage Unit' provides the following details:

MOVE-IN DATE:	06/09/2022	NEXT CHARGE:	\$1.00
RATE:	\$1.00/mo	NEXT CHARGE DATE:	10/01/2023
BILLING CYCLE:	1st of the Month		
INSURANCE:	None		
SERVICES:			
PROMOS:	None		
AUTOPAY:	<input type="checkbox"/> ON <input checked="" type="checkbox"/> OFF		

At the bottom of the unit card, there are three buttons: 'PAY NOW', 'PAYMENT HISTORY', and 'DOCUMENTS'.