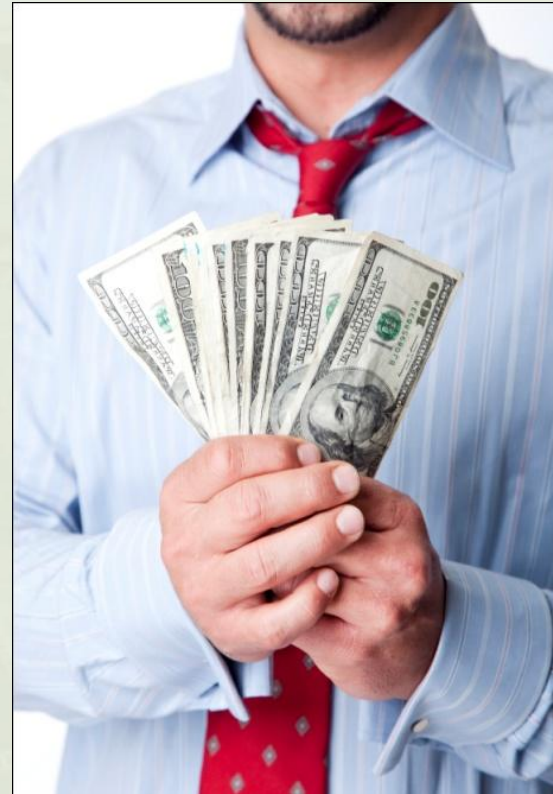


# Do You Have a Silent Storage Partner?



# Why Audit?

- To discover possible theft and embezzlement.
- To create an atmosphere of deterrence.
- To determine compliance with policies and procedures.
- To determine compliance with lien law.



# All Employees Steal Something!

- Employees Steal More than Shoplifters!
- Supplies
  - Small items add up over time (e.g., copy paper, bathroom and cleaning supplies, etc.).
- Petty Cash Expenditures
  - Watch what they are spending.
  - No returns unless authorized.
- Time
  - Payroll fraud is so rampant in the workplace that employees may have committed it without even noticing. Coming in late, leaving early and taking extended breaks shave time off the workday.

# Ways to Reduce Employee Theft

Have set hiring procedures and company policies.

- Do a background check before hiring!
  - I know background checks are expensive, but it is much more expensive to hire and fire a “bad apple.”
- Check references!!
  - Be a member of a storage association.
- Drug Testing
  - Be careful to make sure it applies to all pre-hire applicants.



# Ways to Reduce Employee Theft

- Visit the storage property often and “inspect what you expect.”
  - Inspect deposits, petty cash, rental agreements, physical inventory, etc.
- Remote view the property with cameras in the office and around the property.
- Get to know your employees.
  - Stressors, problems, change is lifestyle, etc.



# Credit & Adjustment Voucher

## CREDIT/ADJUSTMENT VOUCHER

Date: \_\_\_\_\_ Space #: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Amount: \_\_\_\_\_

- |                                 |  |
|---------------------------------|--|
| <input type="radio"/> Discount  | <input type="radio"/> Pre-payment of rent        |
| <input type="radio"/> Write off | <input type="radio"/> Referral fee/credit        |
| <input type="radio"/> Fee Waive | <input type="radio"/> Adjustment                 |
| <input type="radio"/> Free Lock | <input type="radio"/> Other (Be sure to explain) |

Reason for credit/adjustment:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

X \_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Manager Signature

White – Home Office Copy

Yellow – Office Copy

# Checks & Balances

- Inspect the storage property often.
  - Verify physical inventory with the computer records.
    - Walk thru report
  - Check rental agreements for accuracy with management software.
  - Check compliance with policies for handling deposits.
    - Deposit should be in daily order.
    - Copy checks and include the space number on the check.
    - Track credits and concessions given to customers.



# Don't Give Them Your PIN Number!

- Make sure the employees do not have permission to do all transactions in the computer.
  - Deletes or add spaces
  - Giving concessions (Only allow pre-set concessions).





# Beware of Concessions & Write Offs

4/16/2010	4/16/2010	Notice of Lien Sale		10764		25.00	105.00
4/16/2010		Check	1013	9858		105.00	0.00
4/17/2010	5/16/2010	Rent		3751	10615		55.00
4/25/2010		Visa	*7796	10040		55.00	0.00
5/17/2010	6/16/2010	Rent		4065	11357		55.00
5/27/2010	5/27/2010	Late Fee			11756		10.00
5/31/2010	5/31/2010	Pre Lien Fee			11874		15.00
6/1/2010		Cash		10821		80.00	0.00
6/17/2010	7/16/2010	Rent		4384	12154		55.00
6/17/2010		Credit		11132		55.00	0.00
		Had to credit off tenant moved out					
7/6/2010		Cash		11581		55.00	0.00
7/17/2010	8/16/2010	Rent			12860		55.00
8/17/2010	9/16/2010	Rent		5147	13909		55.00
8/27/2010	8/27/2010	Late Fee			14436		10.00
8/31/2010	8/31/2010	Pre Lien Fee			14551		15.00
9/1/2010		Cash		12961		80.00	0.00
9/17/2010	10/16/2010	Rent			15086		55.00
9/21/2010		Cash		13445		55.00	0.00
10/17/2010	11/16/2010	Rent			16037		55.00
10/27/2010	10/27/2010	Late Fee			16337		10.00

# Absentee Owners...Beware!

- You are the most vulnerable.
- Learn to read your management software reports and use the software.
- Learn to use the management software.
- Hire a reputable third-party management company.
  - Generally, they will always be able to manage the storage property more effectively than you do!





**Questions or More  
Information...**

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