

# Self-Service Offices



**TBS** TRACHTE  
Building Systems

800-356-5824 • [trachte.com](http://trachte.com) • [tbs@trachte.com](mailto:tbs@trachte.com)

This site is managed from a small kiosk. The kiosk is heated and cooled and houses an INSOMNIAC (ATM-type rental machine.)



The self-service office must be accessible from outside the gated area.



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Some INSOMNIAC models can be exposed to the elements. However, it is recommended that at least a roof be over the unit.



Ideally, the self-service area is completely enclosed.

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This facility has a complete office with the kiosk located within the entry vestibule.



When the office is closed, customers can use the INSOMNIAC. The owner reports that many delinquent tenants will use the kiosk rather than speak with a manager.



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Another example of an INSOMNIAC unit installed in an entry. Most models can be installed into a wall cavity. Depending on the model, maintenance can be performed from in front or from the rear.



The INSOMNIAC unit has a live video chat feature to help walk new clients through the move in process. The site must use compatible management software and be equipped with an Internet connection for this management method to function.

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A tower draws attention to the self-service office below at this site.



Inside this self-service area, the owner has also installed a monitor to call attention to the security cameras on the property. The cameras are a cost effective crime deterrent and selling feature.



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This self-service unit is incorporated into the end of a building using a commercial door and extra window panel. The kiosk enclosure area should be highly visible, well lit, and camera equipped.



Another variation of kiosk inside a building. Bold signage helps to direct new clients to use the self-service unit.

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