CommercialCafe Tenant Portal Quick Guide

+ Registration

Register to access the Tenant Portal

With CommercialCafe you will receive an email with instructions on how to register and what the portal will offer you. The following are optional features that may or may not be available from your Property Management Company.

+ Payments

Make a one-time payment

With CommercialCafe, you can make a one-time payment with a credit card, debit card, or bank account.

1. Click **Make Payments** on the side menu.
2. Select the **Make Payments** tab then click the **Pay Now** button. If necessary, you can add a credit card, bank account, or debit card.
3. Enter the amount of the payment you will make in the **Your Charge Payment** field.
4. Select the **Payment** account from the drop-down menu and click **Next**.
5. Read the terms and conditions and check **I have read and accept the Terms and Conditions**.
6. Click **Submit Payment** to complete your payment.

Set up recurring payments

With CommercialCafe, you can setup recurring payments with a credit card, debit card, or bank account. Click Make Payments on the side menu. Select Manage Auto-Payments.

If the title on your Auto-Pay Setup tab says *New Monthly Auto-Pay Setup for Lease Charges*:

1. Select a **Payment Account** from the drop-down menu.
2. Enter a **Start Date** and **End Date** for recurring payments to begin and stop on.
3. Select a **Pay On Day** from the drop-down menu.
4. Establish a **Max Payment Amount**.
5. Click **Save**.
6. Read the terms and conditions and check **I have read and accept the Terms and Conditions**.
7. Click **Set Up Auto-Pay** to complete your auto-pay setup.

If the title on your Auto-Pay Setup tab says Fixed Monthly Charges:

1. Select a **Payment Account** from the drop-down menu.
2. Enter a **Start Date** and **End Date** for the recurring payments to begin and stop on.
3. Select a **Pay On** date from the drop-down menu.
4. Enter a **Payment Amount**.
5. Click **Save**.
6. Read the terms and conditions and check **I have read and accept the Terms and Conditions**.
7. Click **Submit** to complete your auto-pay setup.

View account balance and fully processed payments

You can see your account balance and past payments in CommercialCafe.

1. Click **Account Activity** on the side menu.

2. Click the **Ledger** tab to display your account balance and payments that are fully processed.

View pending payments

You can see information about pending payments in CommercialCafe.

1. Click **Account Activity** on the side menu.
2. Click the **Pending Activity** tab to see transactions that are in process and not yet posted to your account.

Add or update a bank account

You can add bank account information to CommercialCafe for making one-time and recurring payments.

1. Click **Make Payments** on the side menu then select the **Accounts** tab.
2. Click the **+ Account** button.
3. Select whether you are entering a **Business Account** or **Personal Account**
4. Complete the **Account Name**, this must match the name of the owner on the acccount
5. Complete the **Routing Number**, and **Account Number** fields.
6. Select the account type from the drop-down menu.
7. If you would like this to be the default payments account, check the **Set Default** checkbox.
8. Click **Save**.
9. After the account is saved **Yardi Systems** will make a nominal deposit into your account in a random amount
10. Please allow 48 hours for that amount to be deposited, then verify that amount under the **Accounts** tab.

NOTE: If you enter the amount incorrectly twice, you will not be able to verify that account again. Contact your property manager for assistance.

11. After the amount is verified you may begin using your account for payments.

To edit a bank account, click the **Edit** button for the account.

NOTE: The type of bank accounts allowed depends on the property management company's rules and the system configuration.

When you add bank account information, the system validates the routing number. If you enter an invalid routing number, the system will return an error message. However, the bank account number is not validated, so you must be careful when entering it.

Add or update a credit card

You can add credit cards to CommercialCafe for making one-time and recurring payments.

1. Click **Make Payments** on the side menu then select the **Accounts** tab.
2. Click the **+ Card** button.
3. Complete the card and billing information fields.
4. Check the **I have read & agree to the terms and conditions** checkbox.
5. Click **Save**.

To edit a credit card, click the **Edit** button for the card.

NOTE: The type of credit cards allowed depends on the property management company's rules and the system configuration.

Add or update a debit card

You can add debit cards to CommercialCafe for making one-time and recurring payments.

1. Click **Make Payments** on the side menu then select the **Accounts** tab.
2. Click the **+ Card** button.
3. Complete the card and billing information fields.
4. Check the **I have read & agree to the terms and conditions** checkbox.
5. Click **Save**.

To edit a debit card, click the **Edit** button for the card.

NOTE: The type of debit cards allowed depends on the property management company's rules and the system configuration.

Review your charge schedule

The *charge schedule* lists your current monthly charges as well as the scheduled rent increases for your lease. Click **Lease Profile** on the side menu then select the **Charge Schedule** tab to see the charge schedule.

+ Account Information

Add and edit your lease contact information

You can add or edit your contact information.

1. Click your initials in the upper-right corner.
2. Add or edit the fields you wish to change.
3. Click the **Update Profile** button.

Edit your CommercialCafe email address

1. Click your initials in the upper-right corner.
2. Click the **Change Login Credentials** button.
3. Add a new email address to the **Email** field.
4. Enter your current password.
5. Click **Update Profile**.

Change your CommercialCafe password

1. Click your initials in the upper-right corner.
2. Click the **Change Login Credentials** button.
3. Enter your old password in the **Old Password** field.
4. Enter a new password in the **New Password** field and confirm it by adding it to the **Confirm Password** field.
5. Click **Update Profile**.

+ Maintenance

Request a repair

With CommercialCafe, you can report something is broken and request repairs.

1. Click **Maintenance Request** on the side menu.
2. Under the **+ New Request** link, complete the maintenance request form.
3. Click **Submit**.

Create a common area maintenance (CAM) request

With CommercialCafe, you can report something is broken and request repairs for a common area, such as a lobby or restroom.

1. Click **Maintenance Request** on the side menu.
2. Select the **+ New Request** link and toggle the radio button to "Common Area" and complete the maintenance request form.
3. Click **Submit**.

Review the maintenance request history

You can review your maintenance request history in CommercialCafe.

1. Click **Maintenance Request**
2. Click the maintenance request number to review the work order details.

Find the status of your maintenance request

You can find the status of your maintenance requests in CommercialCafe. Click **Maintenance Request** on the side menu. The status is displayed in the row with each work order.

+ Sales Data

Enter monthly sales data

With CommercialCafe, you can add sales data.

1. Click **Sales Data** on the side menu.
2. Select the sales type from the **Sales Type** menu.
3. You can select the correct year with the **Previous Period** and **Next Period** buttons.
4. Add the sales data in the **Actual ($)** column.
5. Upload sales data documentation if required.
6. Click **Save**.

+ Lease Information

Review information about your lease

The CommercialCafe Lease Profile contains information about your lease including the charge schedule, lease clauses, lease options, and units. To review lease information, click **Lease Profile** on the side menu.

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