

COMMERCIALCAFE TENANT PORTAL GUIDE

This guide provides you, a Tenant Portal user, with a short explanation and instructions on how to use the most popular features of the Tenant Portal.

The topics discussed in this guide are:

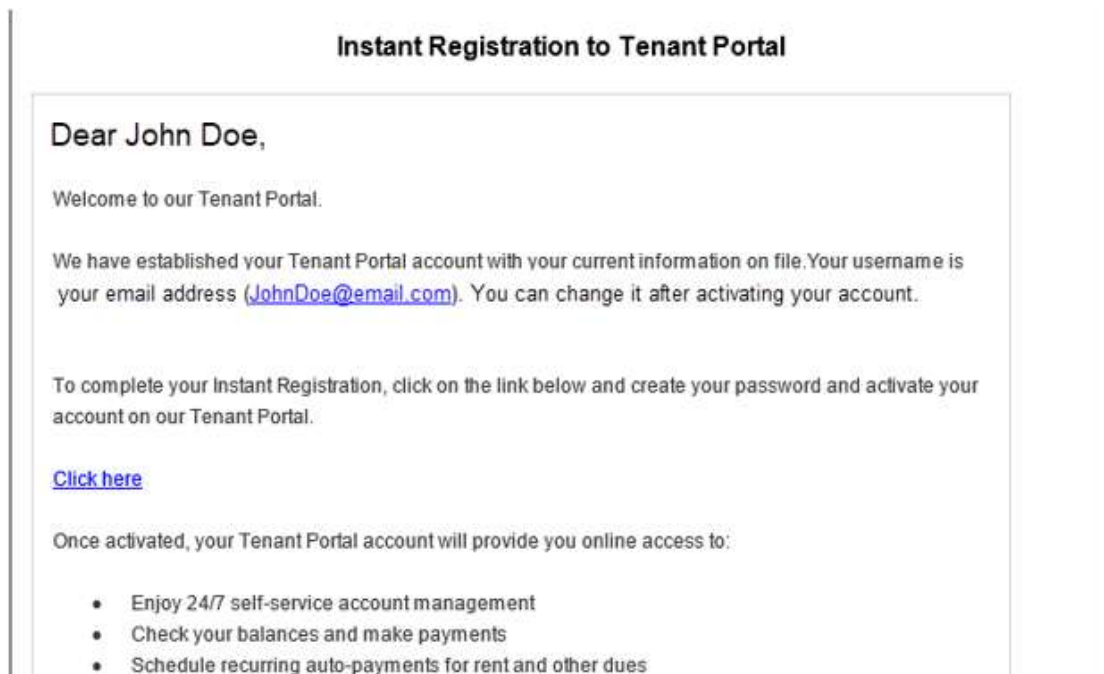
- Tenant Registration
- Contact Information and Password Change
- Lease Profile
- Make Payments
- Documents
- Account Activity
- Sales Data

If you have questions regarding your account, please feel free to reach out to your property manager or use the Billing and Account Questions link on the login page.

TENANT REGISTRATION

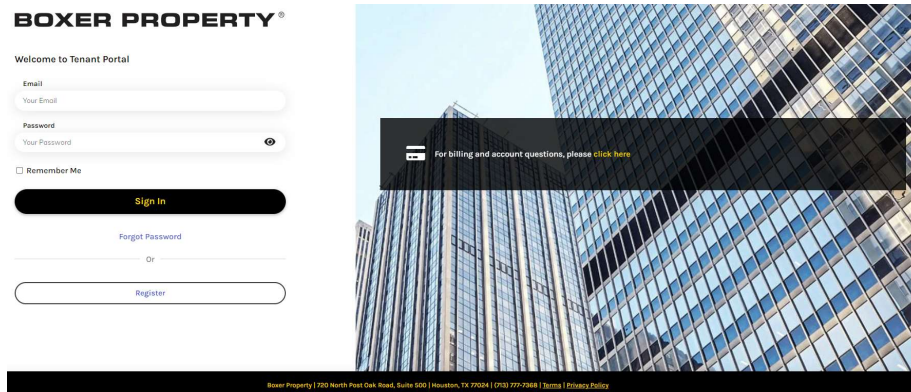
User must register to use the Tenant Portal. Submit a Payment Portal New Account Set-up through Boxer's Tenant Center.

You'll receive an email invitation inviting you to register to use the Tenant Portal. Within the email there is a link to the website along with instructions on registering.

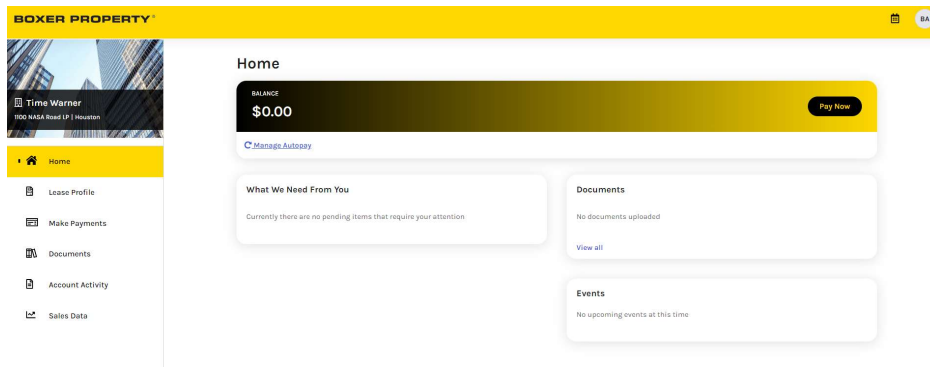


After completing the **Instant Registration** page, you'll receive a second email confirming your completion of the registration process.

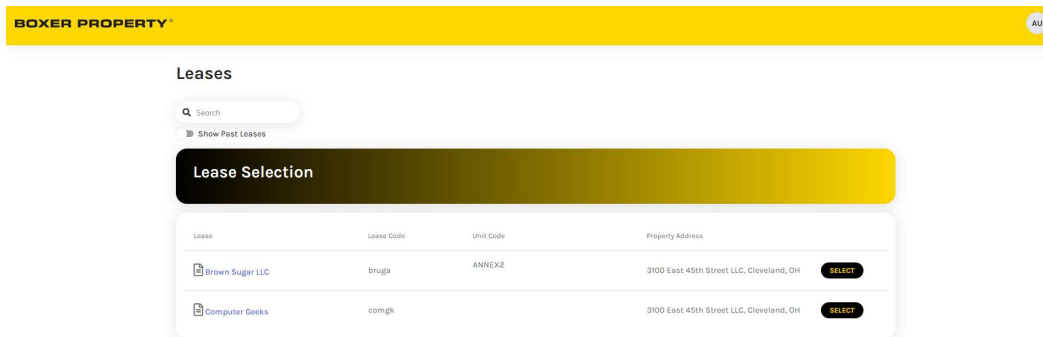
Once logged in to the Tenant Portal, the system lands on the ‘Leases’ page, showing you Lease(s) on your Profile.



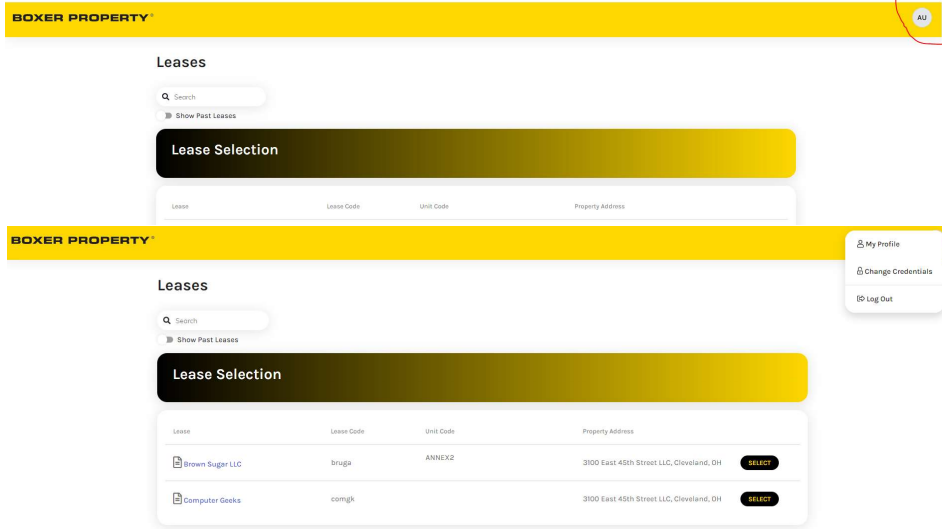
Single Lease – Directs you to the Home Screen of the Lease



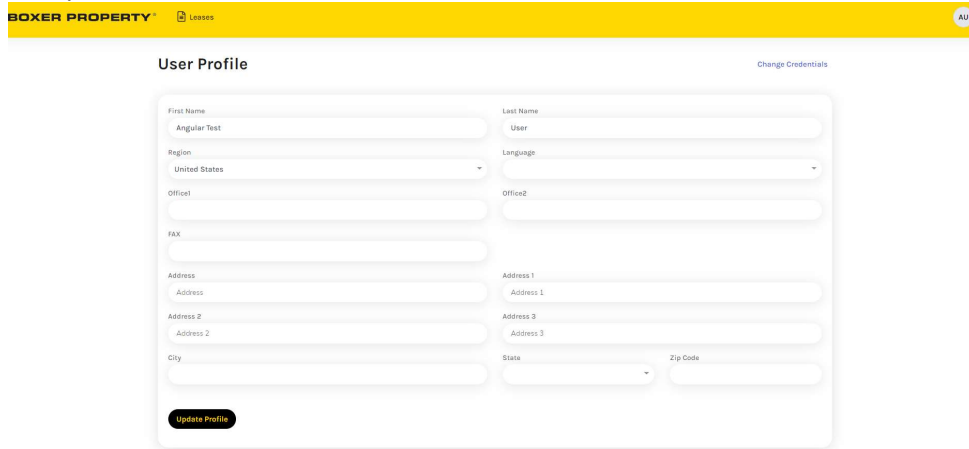
Multiple Leases – Directs you to the page listing all Leases



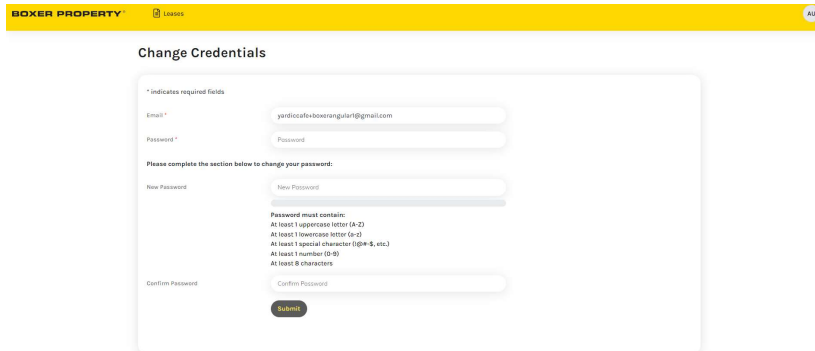
In the top right corner of the screen, you can click on your name for drop-down selection of **My Profile**, **Change Credentials**, or **Log Out**.



- **My Profile:** Allows you to Change/Update 'User Profile'. This screen allows you to update your name, address, and contact information.



- **Change Credentials:** Allows you to Change/Update email and password. The password can be changed by clicking on the Change Credentials in the drop-down menu.



- **Log Out:** Allows you to Log Out of the Portal. To log out of click **Log Out** in the drop-down menu.

Leases

Select the Lease to view.

Leases

Search

Show Past Leases

Lease Selection

Lease	Lease Code	Unit Code	Property Address	
Brown Sugar LLC	bruga	ANNEX2	3100 East 45th Street LLC, Cleveland, OH	SELECT
Computer Geeks	comgk		3100 East 45th Street LLC, Cleveland, OH	SELECT

When you 'SELECT' the lease under 'Lease Selection', the system lands on the 'Home' page, showing you Lease Profile, Make Payments, and Documents tabs.

Home

The Home Tab allows you to view the Balance, Manage Autopay, shows Documents, and the New Feature 'What We Need from You'.

Home

BALANCE

\$11,859.26

Pay Now

Manage Autopay

What We Need From You

Currently there are no pending items that require your attention

Documents

- Statement_Statement_100720_1022_1022.pdf
Added on 9/15/2022
- Statement_Statement_100720_0922_0922.pdf
Added on 8/15/2022
- Statement_Statement_100720_0822_0822.pdf
Added on 7/15/2022
- Statement_Statement_100720_0722_0722.pdf
Added on 6/15/2022

View all

In the top left corner of the screen, you can click the drop-down next to the Property name to view associated lease(s).

Lease Profile

Contacts Spaces Charge Schedule Clauses Options

Search

3100 East 45th Street LLC - Brown Sugar LLC
bruga - Cleveland OH 44127

3100 East 45th Street LLC - Computer Geeks
comgk - Cleveland OH 44127

Regular Test User

Regular Payer

ccafef+boxerangular1@gmail.com

Devan Hayes

Billing, Lessee

dhayes@brownsugardancesacademy.zo

(216) 288-3410

LEASE PROFILE

The **Lease Profile** tab allows you to review information regarding the **Contacts, Spaces, Charge Schedule, Clauses,** and **Options** relating to your lease.

Contacts

BOXER PROPERTY Leases AU

Brown Sugar LLC
3100 East 45th Street LLC | Cleveland

- Home
- Lease Profile**
- Make Payments
- Documents

Lease Profile

- Contacts**
- Spaces
- Charge Schedule
- Clauses
- Options

Search

Angular Test User
Additional Payer
yardicafe+boxerangular1@gmail.com

Devan Hayes
Billing, Lessee
dhayes@brownsugardanceacademy.zzo
(216) 288-3410

Spaces

BOXER PROPERTY Leases AU

Brown Sugar LLC
3100 East 45th Street LLC | Cleveland

- Home
- Lease Profile**
- Make Payments
- Documents

Lease Profile

- Contacts
- Spaces**
- Charge Schedule
- Clauses
- Options

Search

Spaces	Start Date	End Date	Move-in Date
ANNEX2	8/1/2021	7/31/2031	8/1/2021

Items per page 05 1 - 1 of 1

Charge Schedule

BOXER PROPERTY Leases AU

Brown Sugar LLC
3100 East 45th Street LLC | Cleveland

- Home
- Lease Profile**
- Make Payments
- Documents

Lease Profile

- Contacts
- Spaces
- Charge Schedule**
- Clauses
- Options

Search

Description	Amount(\$)	Period	Billing Frequency
Utility 1/1/2022 to 7/31/2031	269.65	Monthly	Monthly
Base Rent 8/1/2022 to 7/31/2023	3,538.02	Monthly	Monthly
Base Rent 8/1/2023 to 7/31/2024	3,674.18	Monthly	Monthly

Clauses

BOXER PROPERTY Leases AU

Brown Sugar LLC
3100 East 45th Street LLC | Cleveland

- Home
- Lease Profile**
- Make Payments
- Documents

Lease Profile

Contacts Spaces Charge Schedule **Clauses** Options

Search

No Records Found.

Items per page 05

Options

BOXER PROPERTY Leases AU

Brown Sugar LLC
3100 East 45th Street LLC | Cleveland

- Home
- Lease Profile**
- Make Payments
- Documents

Lease Profile

Contacts Spaces Charge Schedule Clauses **Options**

Search

No Records Found.

Items per page 05

MAKE PAYMENTS

The **Make Payment** tab allows you to **Make Payments**, review your **Accounts**, review your account **Activity** (Ledger payment and charges activity), and **Pending Activity** (payments in process.)

BOXER PROPERTY Leases AU

Brown Sugar LLC
3100 East 45th Street LLC | Cleveland

- Home
- Lease Profile
- Make Payments**
- Documents

Payments

Make Payments Accounts Activity Pending Activity

Online payments are processed and reflected daily on tenant accounts at 2:30 PM CST.

BALANCE
\$11,859.26 [Pay Now](#)

[Manage Autopay](#)

Current Outstanding Charges

Date	Charge Description	Balance (\$)
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Make Payments

The **Make Payments** tab allows you to add Review your **Balance**, **Pay Now**, **Manage Auto-pay**, and review your **Current Outstanding Charges**.

Balance

The screenshot shows the Boxer Property Payments interface. At the top, there is a yellow header with the Boxer Property logo and a 'Leases' icon. Below the header, the tenant's name 'Brown Sugar LLC' and address '3100 East 45th Street LLC | Cleveland' are displayed. A navigation menu on the left includes 'Home', 'Lease Profile', 'Make Payments' (highlighted), and 'Documents'. The main content area is titled 'Payments' and has tabs for 'Make Payments', 'Accounts', 'Activity', and 'Pending Activity'. A blue banner states: 'Online payments are processed and reflected daily on tenant accounts at 2:30 PM CST.' Below this, a dark green box displays the balance: 'BALANCE \$11,859.26'. A 'Pay Now' button is visible on the right side of this box. A link for 'Manage Autopay' is located below the balance box. At the bottom, there is a section for 'Current Outstanding Charges' with a dropdown arrow.

Making Payments

Once a payment account is set up, Tenants have the ability to submit One-time payments or set up Auto-Pay.

One-Time Payment

One-time payments are posted on the same day if the payment is received before the 2PM Central cutoff time.

To submit a One-time payment, the user will click on the **Pay Now** button.

This screenshot is identical to the one above, showing the Boxer Property Payments interface. The balance of \$11,859.26 is displayed. In this version, the 'Pay Now' button is highlighted with a red circle, indicating the action to be taken for a one-time payment.

Select Payment Account

BOXER PROPERTY

Payment [X]

Payment method: Select Payment Account + Payment Method

Select Payment Account
Brown Sugar LLC Chk *****

Charge Description	Date	Charge (\$)	Payments (\$)	Balance (\$)	Your Payment (\$)
<input checked="" type="radio"/> Late Fee, 15% of \$5148.42	2/6/2022	772.26	24.00	748.26	748.26
<input type="radio"/> Late Fee, 15% of \$1518.36	3/6/2022	227.75	0.00	227.75	0.00
<input type="radio"/> Late Fee, 15% of \$1091.91	4/7/2022	163.79	80.00	83.79	0.00
<input type="radio"/> Late Fee, 15% of \$3156.35	5/6/2022	473.45	0.00	473.45	0.00
<input type="radio"/> Late Fee, 15% of \$3803.45	6/6/2022	570.52	0.00	570.52	0.00

Pay Now

BOXER PROPERTY

Payment [X]

Payment method: Select Payment Account + Payment Method

Charge Description	Date	Charge (\$)	Payments (\$)	Balance (\$)	Your Payment (\$)
<input type="radio"/> Charge Description					
<input type="radio"/> Late Fee, 15% of \$5148.42	2/6/2022	772.26	24.00	748.26	0.00
<input type="radio"/> Late Fee, 15% of \$1518.36	3/6/2022	227.75	0.00	227.75	0.00
<input type="radio"/> Late Fee, 15% of \$1091.91	4/7/2022	163.79	80.00	83.79	0.00
<input type="radio"/> Late Fee, 15% of \$3156.35	5/6/2022	473.45	0.00	473.45	0.00

Pay Now

Read and accept the Terms and Conditions

Payment [X]

Payment Info

Payment Account: Brown Sugar LLC Chk ***** Payment Amount: \$748.26

Charge Description	Amount (\$)	Total (\$)
Late Fee, 15% of \$5148.42 2/6/2022	748.26	748.26
	Extra Payment	0.00
	Total Payment	748.26

I have read and accept the [Terms and Conditions](#)

Back Submit Payment

Submit Payment

Payment confirmation screen will display.

Payment

Payment is pending and is not yet reflected in the ledger.

Your payment was successful. A confirmation email has been sent to yardicafcafe+boxerangular1@gmail.com

If you would like your charges paid automatically every month, please set up an automatic payment. You can access payment details anytime from the Payments page.

Payment Details Print

Confirmation Number: 602810559	Payment Date 12/5/2022	Payment Account Brown Sugar LLC Chk *****	Payment Amount \$748.26
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Close

Close

Accounts

Accounts screen display Bank Accounts associate with the selected Lease.

SETTING UP PAYMENT ACCOUNT

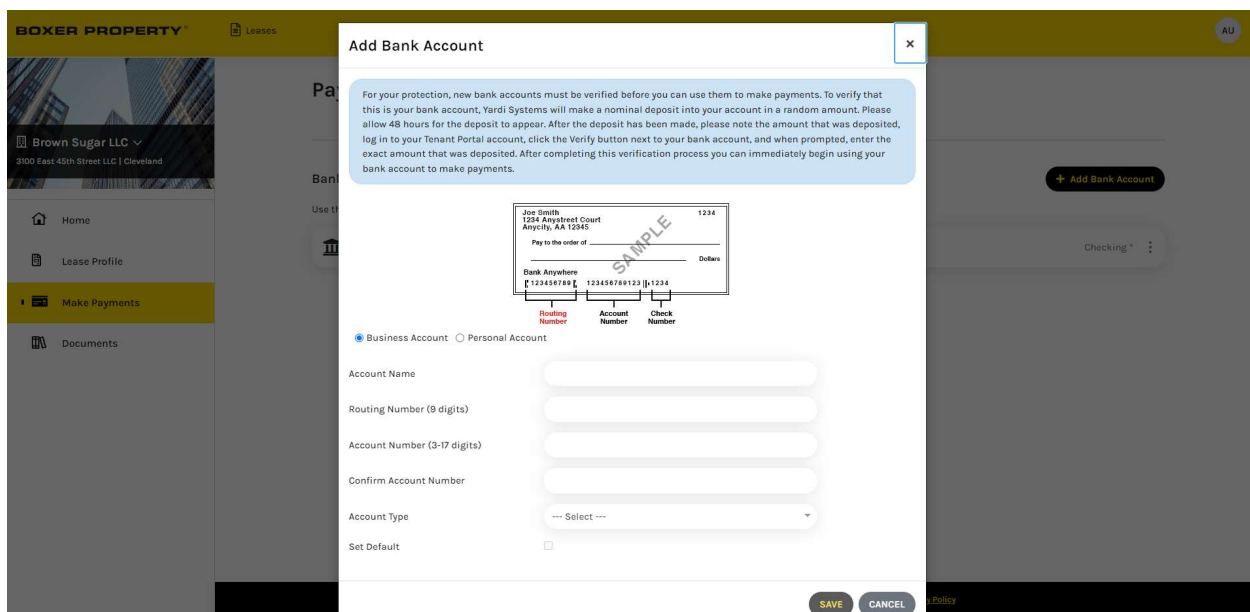
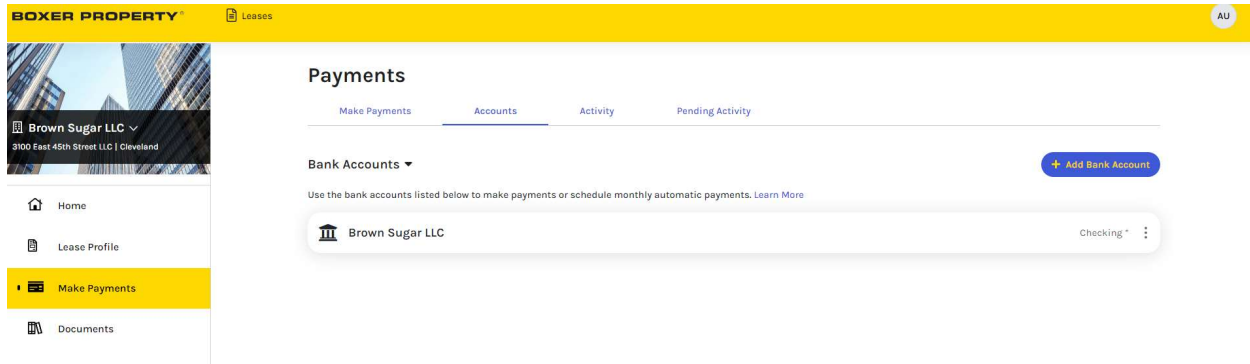
Prior to making payments, a payment account must be set up. Boxer Property Management accepts payments made directly from your bank accounts, credit cards, or debit cards. A service fee is charged at the time of payment for the use of credit cards and debit cards. See fee structure below:

Bank Accounts	No service fee
Credit Cards	Service fee of 2.50% at the time of payment
Debit Cards	For payments up to \$999.99 the service fee is \$3.95 at the time of payment For payments greater than \$999.99 and up to \$1,999.99 the service fee is \$4.95 at the time of payment For payments greater than \$1,999.99 the service fee is \$9.95 at the time of payment

Once a payment account is set up, you can update, delete, and add additional payment accounts within the same tab. Please note a payment account must be removed from Auto-pay before it can be deleted.

Add Bank Account

To add a Bank Account, click on the **Add Bank Account** button within the **Payment Accounts** tab.

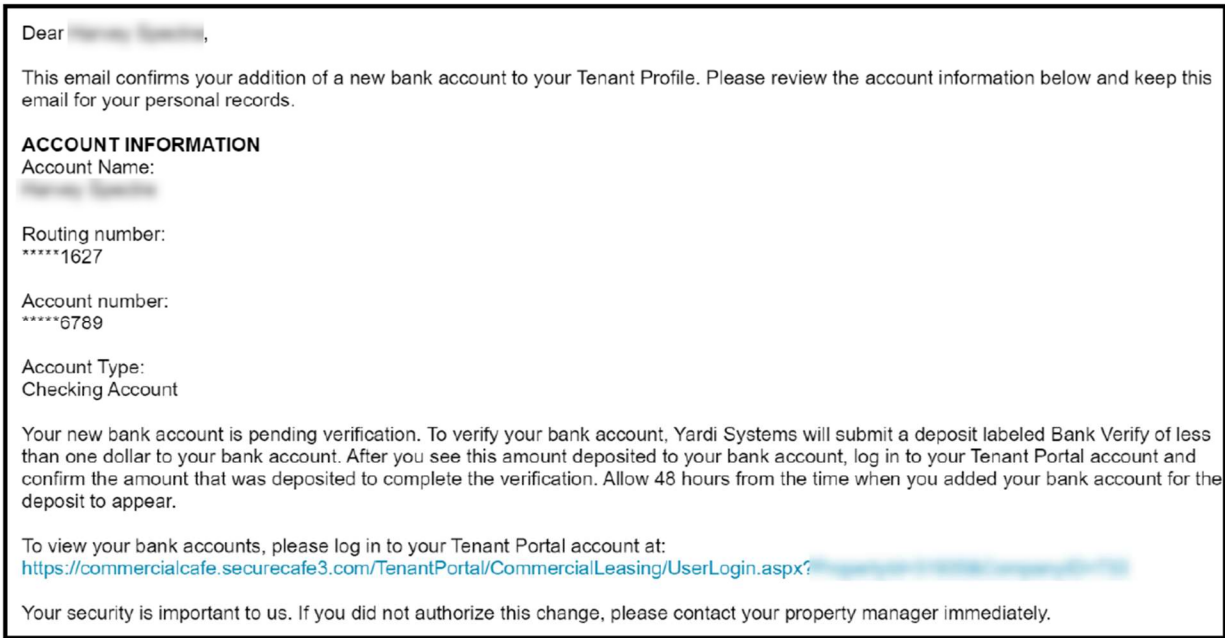


Enter your bank account information. If you are unsure about your routing number or account number, please verify the information with your bank.

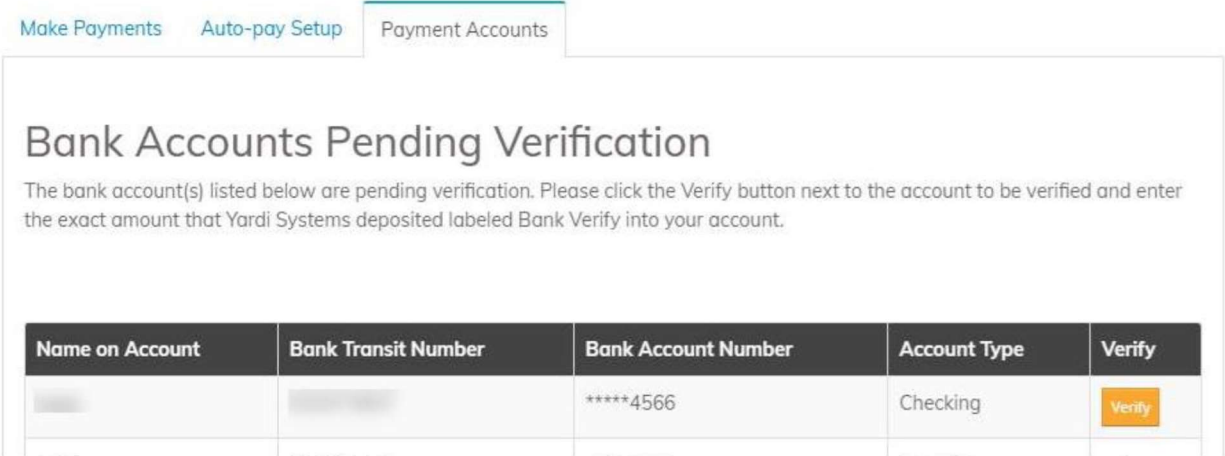
Once all information has been entered, click on the **Save** button. The below message appears:

Bank account added and will be available for payments after verification. X

You will receive a "Bank Account Added" e-mail confirmation in the following format:



At this point, you will need to check your bank account for a test deposit. This should occur within 48 hours. On the tenant’s Payment Accounts tab, an additional section will appear for Bank Accounts Pending Verification. You will not be able to use bank accounts which are pending verification.



Clicking on “Verify” will display the below screen. Here the tenant must enter the amount deposited into the listed bank account. **Note:** the portal restricts the number of verification attempts. If a tenant exceeds the number of permitted attempts, the bank account is locked and no longer displays in the portal. If assistance is required to unlock the bank account, please contact your property manager.

Verify Bank Account



To verify your bank account, enter the amount that was deposited by Yardi Systems.

Account Name

Routing Number

Account Number

Account Type

Amount Deposited To Bank Account

VERIFY

After successful verification, the bank account will be available for payment and it will appear in the Payment Accounts tab.

Bank account verified and available for payments.

Make Payments Auto-pay Setup **Payment Accounts**

Bank Accounts

[Add Bank Account](#)

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments. A service fee of will be charged at the time of payment. The property management company does not receive any portion of this fee. [» Learn More](#)

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
<input type="text"/>	<input type="text"/>	****6789	Checking	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Additional Information

- Verification transactions will have the charge description “Bank Verify” to help tenants identify the transaction amount to use for verification.
- If the verification transaction fails (i.e., returned due to Invalid/Closed Account), the tenant will be notified via email and instructed to add a new account.

EDIT BANK ACCOUNT

The image shows two screenshots of the Boxer Property Payments interface. The top screenshot displays the 'Payments' page with the 'Accounts' tab selected. A 'Bank Accounts' section lists 'Brown Sugar LLC' with a 'Checking' account type. A dropdown menu for 'Brown Sugar LLC' shows 'Edit' and 'Remove' options. The bottom screenshot shows the 'Edit Bank Account' modal. It includes a sample check image with the following details: Pay to the order of: Dollars, Bank Anywhere, Routing Number: 123456789, Account Number: 123456789123, and Check Number: 1234. The modal also has radio buttons for 'Business Account' (selected) and 'Personal Account', input fields for 'Account Name' (Brown Sugar LLC), 'Routing Number (9 digits)', 'Account Number (3-17 digits)', and 'Account Type' (Checking Account), and a 'Set Default' checkbox. A yellow warning message at the bottom states: 'You currently have an active payment that is pending processing with Account. Once the payment has been processed, you will be able to Edit this Account.' A 'CANCEL' button is located at the bottom right of the modal.

Credit cards and debits cards are not accepted in the state of Colorado and Massachusetts. Subject to change at any time.


Adding Credit Cards

To add a Credit Card, click on the **Add Credit Card** button within the **Payment Accounts** tab.

You will be directed to the Yardi Card Services page. Enter your card information and click on the **Save** button.


Yardi Card Services

Card Details

CARD INFORMATION	BILLING ADDRESS
	Country* <input type="text" value="United States"/>
Card Number* <input type="text"/>	Address Line 1* <input type="text"/>
Name on the Card* <input type="text"/>	Address Line 2 <input type="text"/>
Exp Date* <input type="text" value="Month"/> <input type="text" value="Year"/>	City* <input type="text"/>
CVV Code* <input type="text"/>	State* <input type="text" value="State"/>
	Zip* <input type="text"/>

I have read & agree to the terms & conditions.

Fields marked with (*) are required.



The information on this form is collected to process a payment card transaction. It will be stored on our secure servers in Texas. For information about this collection or how to obtain access to or correct your personal information you may contact our privacy officer at privacy@yardi.com.

You will receive a confirmation email of the added payment account.


Adding Debit Cards

To add a Debit Card, click on the **Add Debit Card** button within the **Payment Accounts** tab.

You will be directed to the Yardi Card Services page. Enter your card information and click on the **Save** button.


Yardi Card Services

Card Details

CARD INFORMATION	BILLING ADDRESS
	Country* <input type="text" value="United States"/>
Card Number* <input type="text"/>	Address Line 1* <input type="text"/>
Name on the Card* <input type="text"/>	Address Line 2 <input type="text"/>
Exp Date* <input type="text" value="Month"/> <input type="text" value="Year"/>	City* <input type="text"/>
CVV Code* <input type="text"/>	State* <input type="text" value="State"/>
	Zip* <input type="text"/>

I have read & agree to the terms & conditions.

Fields marked with (*) are required.



The information on this form is collected to process a payment card transaction. It will be stored on our secure servers in Texas. For information about this collection or how to obtain access to or correct your personal information you may contact our privacy officer at privacy@yardi.com.

DOCUMENTS

The **Documents** tab allows you to access your **Lease Documents**, **Statements**, and **Other Documents**.

Lease Documents

Click on the **Document** to open the **DOCUMENT Viewer** window. You can **View**, **Download**, or **Print** the statement from this window.

The screenshot shows the 'Documents' page for 'Brown Sugar LLC' at '3100 East 45th Street LLC | Cleveland'. The 'Lease Documents (2)' tab is active. The document list contains two items:

- CPR33266_100720_180854_6_792.pdf
PDF • 2/14/2022 • Lease Doc
- Estimate_Letter_100720_792.pdf
PDF • 12/3/2021 • Lease Doc

At the bottom right, there are controls for 'Items per page' (set to 10) and '1 - 2 of 2'.

This screenshot is identical to the previous one, but a context menu is open over the first document, 'CPR33266_100720_180854_6_792.pdf'. The menu options are:

- Download
- Print
- Delete

The 'Items per page' and '1 - 2 of 2' controls remain visible at the bottom right.

Statements

Click on the **Statement** to open the **Statement Viewer** window. You can **View**, **Download**, or **Print** the statement from this window.

The screenshot shows the 'Documents' page for 'Brown Sugar LLC' at '3100 East 45th Street LLC | Cleveland'. The 'Statements (15)' tab is active. The document list contains three items:

- Statement_Statement_100720_1022_1022.pdf
PDF • 9/15/2022 • Statement
- Statement_Statement_100720_0922_0922.pdf
PDF • 8/15/2022 • Statement
- Statement_Statement_100720_0822_0822.pdf
PDF • 7/15/2022 • Statement

The 'Items per page' and '1 - 2 of 2' controls are visible at the bottom right.

Documents

Lease Documents **Statements (15)** Other Documents

Search Sort By

- Statement_Statement_100720_1022_1022.pdf
PDF - 9/15/2022 - Statement
- Statement_Statement_100720_0922_0922.pdf
PDF - 9/15/2022 - Statement
- Statement_Statement_100720_0822_0822.pdf
PDF - 7/15/2022 - Statement

Download Print Delete

Other Documents

Click on the **Other Documents** to open the **Other Documents** window. If there are documents to view you can **View, Download, or Print** the document from this window.

Documents

Lease Documents Statements **Other Documents**

No documents to display

Sales Data

The **Sales Data** tab allows you to enter sales data into CommercialCafe.

Login to your account on CommercialCafe.

Click on the **Sales Data** tab on the left side panel.

Sales Data

Sales Period: 1/1/2023 - 12/31/2023 Reporting Frequency: Quarterly Sales Year End: December Sales Type*: % Of Sales

Previous Period Next Period

Save

Date	Actual (\$)	Audited (\$)	Attachment	Actions
Mar 2023				Upload
Jun 2023				Upload
Sep 2023				Upload
Dec 2023				Upload
Total	\$ 0.00	\$ 0.00		

Items per page: 13 1 - 4 of 4

Save

Note the Sales Period in the upper left. If you need to enter sales data for a previous period, click on the **Previous Period** button. If you need to enter sales data for the next period, click on the **Next Period** button.

PLEASE NOTE: *Existing sales data in previous periods are populated from Boxer's accounting system.*

Enter the sales amount for the applicable sales month in the Actual (\$) column.

To add an attachment, click on the **Upload** button in the attachment column and attach the sales report.

Once completed, click on the **Save** button in the bottom right.