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.

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 **Make Payment** 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 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 the Auto-Pay Setup tab.

For each scheduled lease charge you wish to setup for auto-pay, complete steps 1-3 then proceed to step 4.

1. Enter a **Start Date** and **End Date** for the recurring payments to begin and stop on.
2. Select a **Pay On** date from the drop-down menu.
3. Select an **Auto Pay Account** from the drop-down menu.
4. Click **Next**.
5. Read the terms and conditions and check **I have read and accept the Terms and Conditions**.
6. 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 **My Account** 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 **My Account** 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 **Payment Accounts** tab.
2. Click the **Add Bank 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 account
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. <u>After the account is saved, Yardi Systems will make a nominal deposit into your account in a random amount.</u>
10. Please allow 48 hours for that amount to be deposited, then verify that amount under the **Payment 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.
12. To edit a bank account, click the **Edit** button for the account.

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 **Payment Accounts** tab.
2. Click the **Add Credit 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**.
6. To edit a credit card, click the **Edit** button for the card.

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 **Payment Accounts** tab.
2. Click the **Add Debit 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.

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.

TENANT PORTAL FREQUENTLY ASKED QUESTIONS (FAQs)

Baceline just acquired the shopping center that my business is located in. How do I pay my rent to Baceline?

– Rent payments can be made via our online payment portal. Please look out for an email from our property management team for more information. Please refrain from making rent payments until instructed otherwise.

How do I create an account with Baceline's payment portal?

– Please send an email to Billing@Bacelinegroup.com to request account access. Please be sure to reference the name of your business and the property where you are located. Our team will follow up and send you an invitation to register.

Is Baceline's payment portal safe to use?

– Yes. Baceline's payment portal is encrypted, safe, and secure.

What payment methods do you accept?

– You can make payments directly from your bank account for free. Baceline also allows payments via credit cards and debit cards for a small service fee. Fee schedule can be found on the payment accounts screen.

Can I set-up Auto-pay through the payment portal?

– Yes. Please visit our auto-pay set up guide

Can I access my payment history through the payment portal?

– You can see your account balance and past payments by doing the following:

1. Click My Account on the side menu.
2. Click the Ledger tab to display your account balance and payments that are fully processed.

What if I forgot my password?

– Please email billing@bacelinegroup.com to request a password reset. Please be sure to reference the name of your business and the property where you are located.

I have multiple locations in your shopping centers. Do I need multiple payment accounts?

- No, you can access all your locations from the same account. Please reach out to billing@bacelinegroup.com with any issues.

I am a new tenant and I need to make my initial payment. Can I make my payment via the portal?

- No, please reach out to your Baceline leasing manager to coordinate. First payments can be either made over the phone, wire transfer, or via physical check.

For any other questions/issues/concerns please contact
Billing@BacelineGroup.com for assistance.