

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:

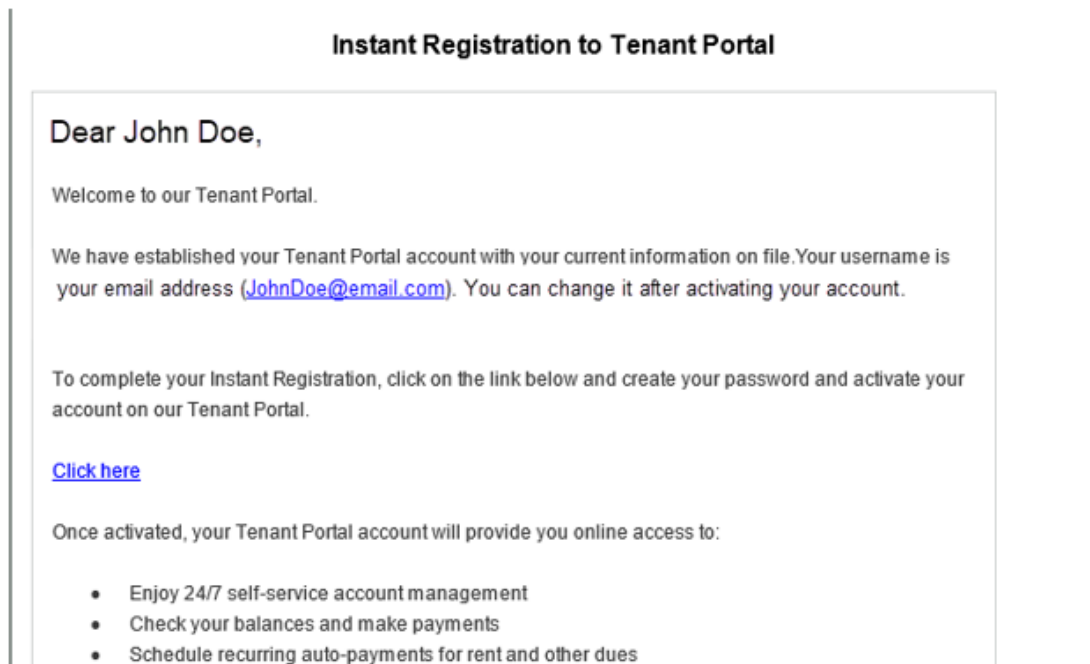
- Tenant Registration
- Contact Information and Password Change
- Lease Information
- Account Activities
- Payments
- Lease Documents

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.

EDITING CONTACT INFORMATION

Once logged in to the Tenant Portal, the system lands on the “home” page, showing you **Lease Profile**, **My Account**, and **Make Payments** tabs.

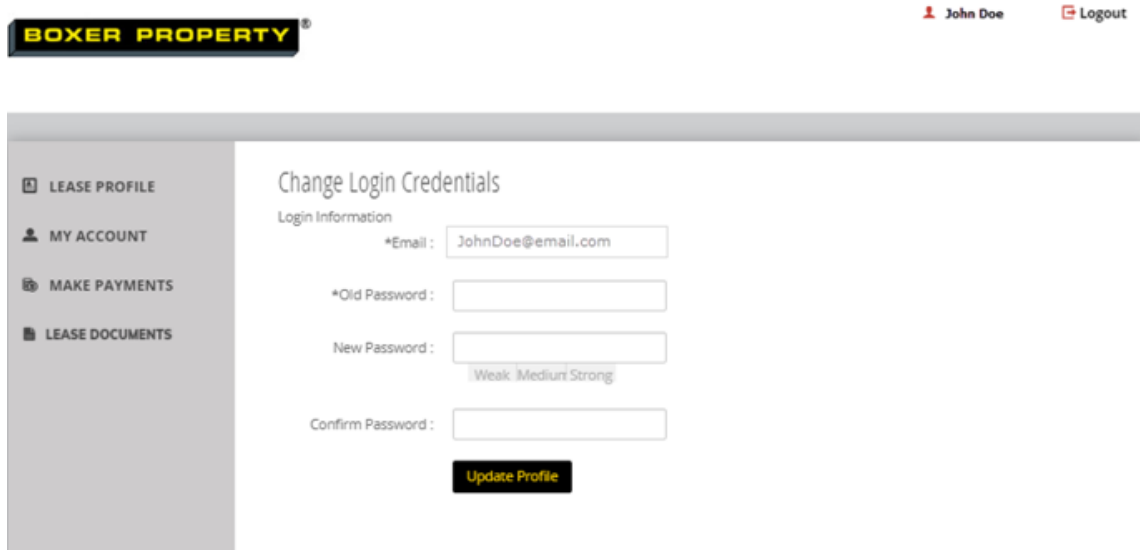
The screenshot shows the Boxer Property Management Corporation Tenant Portal. The top left features the Boxer Property logo. The top right shows the user's name 'John Doe' and a 'Logout' button. The main content area is titled 'Lease Profile' and includes a sidebar with navigation options: LEASE PROFILE, MY ACCOUNT, MAKE PAYMENTS, and LEASE DOCUMENTS. The 'Lease Profile' section has tabs for Contact, Spaces, Charge Schedule, Clauses, and Options. The 'Contact' tab is active, showing a table with columns for Name, Role, Company, Email, and Office Phone. The table contains several rows of contact information, though the text is somewhat blurred. A search bar and a dropdown for 'records per page' (set to 10) are also visible.

In the top right corner of the screen, you can click on your name which takes you to the **User Profile** screen. This screen allows you to update your name, address, contact information, and credential information.

The screenshot shows the Boxer Property Management Corporation User Profile page. The top left features the Boxer Property logo. The top right shows the user's name 'John Doe' and a 'Logout' button. The main content area is titled 'User Profile' and includes a sidebar with navigation options: LEASE PROFILE, MY ACCOUNT, MAKE PAYMENTS, and LEASE DOCUMENTS. The 'User Profile' section has a form for updating profile information. The form includes fields for First Name (John), Last Name (Doe), Office, Home, Mobile, Region (United States), Language, Address, City, and State-Zip. At the bottom of the form, there are two buttons: 'Update Profile' and 'Change Login Credentials'.

CHANGING PASSWORDS

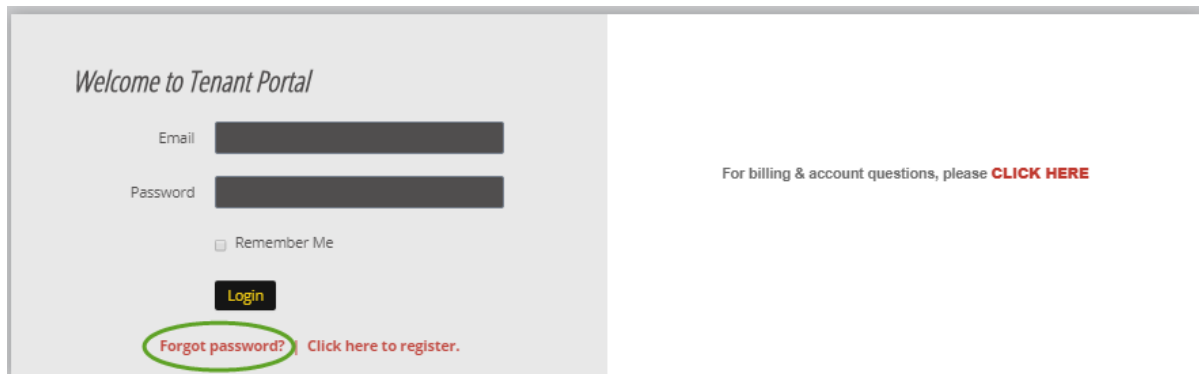
The password can be changed by clicking on the **Change Login Credentials** button at the bottom of the **User Profile** screen.



The screenshot shows the Boxer Property logo in the top left corner. In the top right corner, there is a user profile icon labeled "John Doe" and a "Logout" button. On the left side, there is a navigation menu with the following items: "LEASE PROFILE", "MY ACCOUNT", "MAKE PAYMENTS", and "LEASE DOCUMENTS". The main content area is titled "Change Login Credentials" and contains a "Login Information" section with the following fields: "*Email:" with the value "JohnDoe@email.com", "*Old Password:", "New Password:" (with a strength indicator showing "Weak | Medium | Strong"), and "Confirm Password:". At the bottom of the form is an "Update Profile" button.

RETRIEVE PASSWORD

If you've forgotten your password, click on the **Forgot password?** link on the **Tenant Login** screen.



The screenshot shows the "Welcome to Tenant Portal" login screen. It features input fields for "Email" and "Password", a "Remember Me" checkbox, and a "Login" button. Below the "Login" button, the "Forgot password?" link is circled in green. To the right of the login form, there is a link that says "For billing & account questions, please **CLICK HERE**".

You can retrieve the password by typing in the email address that was used to register. Click **Submit**. Once you receive the password reset email, follow the instructions in the email to reset your password.

LEASE PROFILE

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

- LEASE PROFILE
- MY ACCOUNT**
- MAKE PAYMENTS
- LEASE DOCUMENTS

Lease Profile

Boxer Property Management Corporation
525 Atrium LP, Dallas

Contact
Spaces
Charge Schedule
Clauses
Options

10 records per page
Search:

Name	Role	Company	Email	Office Phone
John Doe	Admin	Boxer Property Management Corporation	john.doe@boxerproperty.com	(214) 555-1234
Jane Smith	Admin	Boxer Property Management Corporation	jane.smith@boxerproperty.com	(214) 555-1235
Mike Johnson	Admin	Boxer Property Management Corporation	mike.johnson@boxerproperty.com	(214) 555-1236
Sarah Williams	Admin	Boxer Property Management Corporation	sarah.williams@boxerproperty.com	(214) 555-1237
David Brown	Admin	Boxer Property Management Corporation	david.brown@boxerproperty.com	(214) 555-1238

Showing 1 to 6 of 6 entries
← Previous 1 →

MY ACCOUNT

The **My Account** tab allows you review the **Ledger** (payment and charges activity) and **Pending Activity** (payments in process.)

- LEASE PROFILE
- MY ACCOUNT**
- MAKE PAYMENTS
- LEASE DOCUMENTS

My Account

Boxer Property Management Corporation
525 Atrium LP, Dallas

Ledger
Pending Activity

Online payments are reflected in the Ledger only after they are fully processed.

M/D/YYYY
M/D/YYYY
Submit

10 records per page
Search:

Date	Recent Payments and Charges	Charge (\$)	Payments (\$)	Balance (\$)	Payment Method
09/01/2019	Base Rent (09/2019)	18,428.46		18428.46	
08/05/2019	Payment		18,428.46	0.00	(chk) 42601
08/01/2019	Base Rent (08/2019)	18,428.46		18428.46	
07/02/2019	Payment		18,428.46	0.00	(chk) 42518
07/01/2019	Base Rent (07/2019)	18,428.46		18428.46	
06/05/2019	Payment		18,428.46	0.00	(chk) 42462
06/01/2019	Base Rent (06/2019)	18,428.46		18428.46	
05/03/2019	Payment		18,428.46	0.00	(chk) 42350
05/01/2019	Base Rent (05/2019)	18,428.46		18428.46	
04/02/2019	Payment		18,428.46	0.00	(chk) 42240

Showing 1 to 10 of 265 entries
← Previous 1 2 3 4 5 →

MAKE PAYMENTS

The **Make Payments** tab allows you to add Payment Accounts, Make Payments, set up Auto-pay, review your Current Outstanding Charges, Current Month Charge Schedules, Future Charge Schedules, and if you have Auto-pay set up, the Current Auto-Pay Setup.

BOXER PROPERTY John Doe Logout

Payments Boxer Property Management Corporation
525 Atrium LP, Dallas

Make Payments | Auto-pay Setup | Payment Accounts

You currently have no Payment Accounts on file. [Click here](#) to add a Payment Account and begin making payments online.

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

\$ Current Outstanding Charges 18,428.46
Your account balance as of 8/19/2019 [Make Payment](#)

Current Outstanding Charges

Date	Charge Description	Balance (\$)
9/1/2019	Base Rent (09/2019)	18,428.46
Account Balance		18,428.46

August Charge Schedules

Description	Monthly Amount (\$)	Sales Tax (\$)	Management Fee (\$)
Base Rent	18,428.46	0.00	0.00
Total:	18,428.46	0.00	0.00

Future Charge Schedules

Description	Monthly Amount (\$)	Sales Tax (\$)	Management Fee (\$)
Base Rent	18,428.46	0.00	0.00
Base Rent [Starts 10/1/2019]	18,428.46	0.00	0.00

SETTING UP PAYMENT ACCOUNT

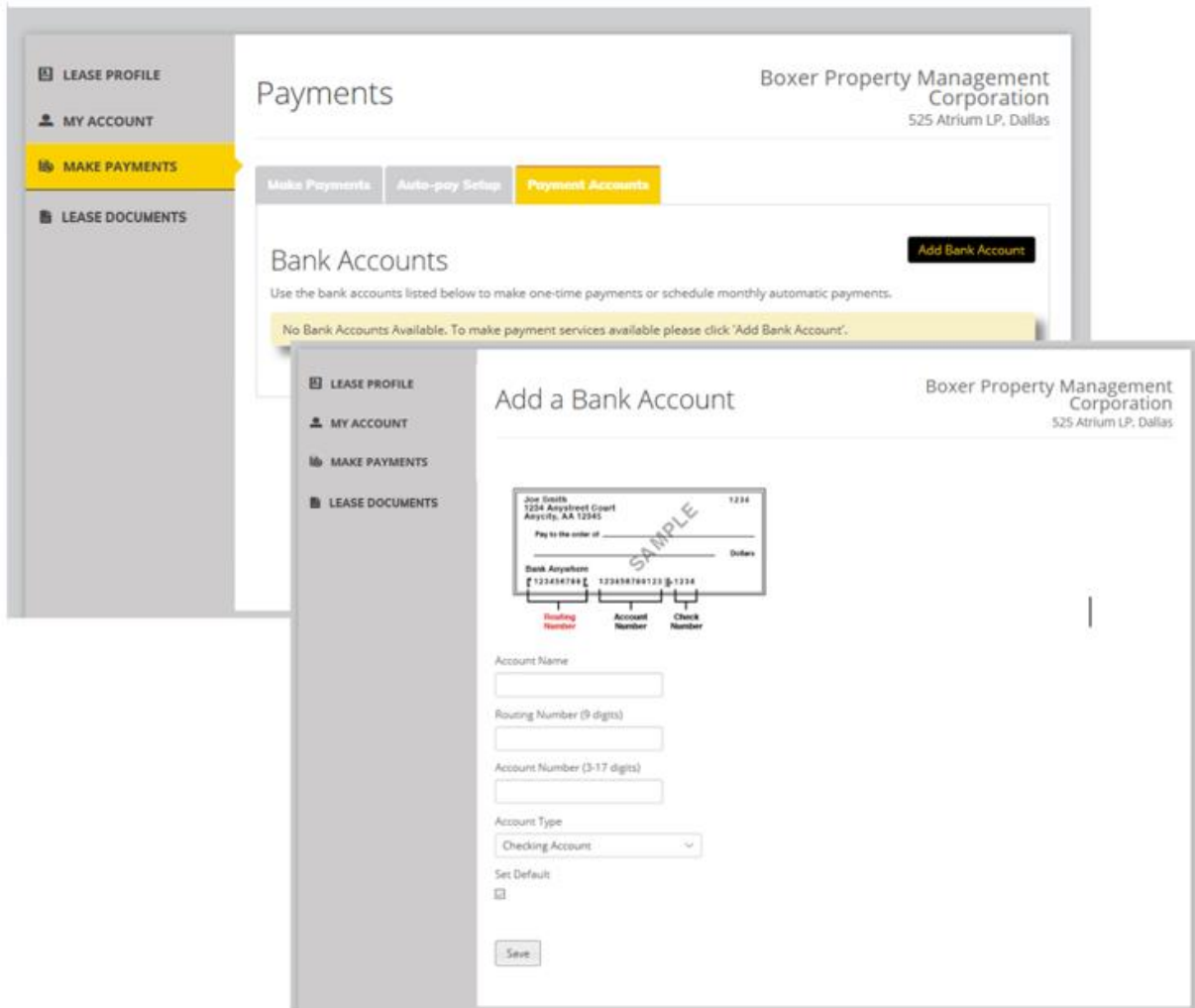
Prior to making payments, a payment account must be set up. Boxer Property Management accepts payments made directly from your bank accounts, credit cards, or debit cards. A service fee is charged at the time of payment for the use of credit cards and debit cards. See fee structure below:

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

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

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.

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

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.

The screenshot shows the 'Yardi Card Services' form. It is titled 'Card Details' and is divided into two main sections: 'CARD INFORMATION' and 'BILLING ADDRESS'. Under 'CARD INFORMATION', there are logos for MasterCard, VISA, AMERICAN EXPRESS, and DISCOVER. Below these are input fields for 'Card Number*', 'Name on the Card*', 'Exp Date*' (with 'Month' and 'Year' dropdowns), and 'CVV Code*'. Under 'BILLING ADDRESS', there is a 'Country*' dropdown menu set to 'United States', and input fields for 'Address Line 1*', 'Address Line 2', 'City*', 'State*' (dropdown), and 'Zip*'. At the bottom of the form, there is a checkbox for 'I have read & agree to the terms & conditions.' and a note 'Fields marked with (*) are required.' Below the form is a 'pci DSS COMPLIANT' logo and 'Cancel' and 'Save' buttons. A small privacy notice is at the very bottom.

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.

This screenshot is identical to the one above, showing the 'Yardi Card Services' form for adding a credit card. It includes the same 'Card Details' header, 'CARD INFORMATION' and 'BILLING ADDRESS' sections, logos for various card types, input fields for card number, name, expiration date, CVV, and address, a terms and conditions checkbox, and 'Cancel' and 'Save' buttons.

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.

BOXER PROPERTY John Doe Logout

LEASE PROFILE
MY ACCOUNT
MAKE PAYMENTS
LEASE DOCUMENTS

Payments

Boxer Property Management Corporation
525 Atrium LP, Dallas

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.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
Boxer Property Management Corp	123456789	*****2022	Checking	Edit	Delete

Credit Cards

[Add Credit Card](#)

Use the credit cards listed below to make one-time payments or schedule monthly automatic payments. A service fee of 2.50% will be charged at the time of payment. The property management company does not receive any portion of this fee. [Learn More](#)

Card Type	Card Number	Description	Edit	Delete
Visa (Credit Card)	XXXX-1677		Edit	Delete

Debit Cards

[Add Debit Card](#)

Use the debit cards listed below to make one-time payments or schedule monthly automatic payments.
For payments up to \$999.99 the service fee is \$3.95.
For payments greater than \$999.99 and up to \$1,999.99 the service fee is \$4.95.
For all payments greater than \$1,999.99 the service fee is \$9.95.
The property management company does not receive any portion of this fee. [Learn More](#)

No debit cards Available. To make payment services available please click 'Add Debit Card'.

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 **Make Payment** button.

- LEASE PROFILE
- MY ACCOUNT
- MAKE PAYMENTS
- LEASE DOCUMENTS

Payments

Boxer Property Management Corporation
525 Atrium LP, Dallas

Make Payments
Auto-pay Setup
Payment Accounts

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

\$

Current Outstanding Charges
Your account balance as of 8/22/2019

18,428.46

✔ Make Payment

Current Outstanding Charges

Date	Charge Description	Balance (\$)
9/1/2019	Base Rent (09/2019)	18,428.46
Account Balance		18,428.46

August Charge Schedules

Description	Monthly Amount (\$)	Sales Tax (\$)	Management Fee (\$)
Base Rent	18,428.46	0.00	0.00
Total:	18,428.46	0.00	0.00

Future Charge Schedules

Description	Monthly Amount (\$)	Sales Tax (\$)	Management Fee (\$)
Base Rent	18,428.46	0.00	0.00
Base Rent [Starts 10/1/2019]	18,428.46	0.00	0.00

Select an account from which payment will be made.

Enter the payment amount into the **Your Payment** box(es). Or, check the checkbox next to the charge(s) to automatically fill in the amount owed into the **Your Payment** box.

One-Time Payment

Boxer Property Management Corporation
525 Atrium LP, Dallas

Add Credit Card Add Debit Card Add Bank Account

Charge Description	Charge Date	Charges (\$)	Payments (\$)	Balance (\$)	Your Payment	Select
Base Rent (09/2019)	9/1/2019	18,428.46	0.00	18,428.46	18,428.46	<input checked="" type="checkbox"/>
Regular Payment					18,428.46	
Extra Payment					<input type="text" value="0.00"/>	
Total Payment					18,428.46	

Payments + Credits must be greater than ZERO

Select Payment Account

Next

If you wish to adjust the payment amount to an amount other than the amount owed (e.g., you want to split the payment between multiple payment accounts), you can do so by adjusting the amount in the **Your Payment** box.

One-Time Payment

Boxer Property Management Corporation
525 Atrium LP, Dallas

Add Credit Card Add Debit Card Add Bank Account

Charge Description	Charge Date	Charges (\$)	Payments (\$)	Balance (\$)	Your Payment	Select
Base Rent (09/2019)	9/1/2019	18,428.46	0.00	18,428.46	10,000.00	<input checked="" type="checkbox"/>
Regular Payment					10,000.00	
Extra Payment					<input type="text" value="0.00"/>	
Total Payment					10,000.00	

Payments + Credits must be greater than ZERO

Select Payment Account

Next

Within this screen you also have the option to enter an extra payment. Enter the amount of extra payment you wish to pay in the **Extra Payment** amount box.

BOXER PROPERTY

John Doe Logout

LEASE PROFILE
MY ACCOUNT
MAKE PAYMENTS
LEASE DOCUMENTS

One-Time Payment

Boxer Property Management Corporation
525 Atrium LP, Dallas

Add Credit Card Add Debit Card Add Bank Account

Charge Description	Charge Date	Charges (\$)	Payments (\$)	Balance (\$)	Your Payment	Select
Base Rent (09/2019)	9/1/2019	18,428.46	0.00	18,428.46	18,428.46	<input checked="" type="checkbox"/>
Regular Payment					18,428.46	
Extra Payment					1,000.00	
Total Payment					19,428.46	

Payments + Credits must be greater than ZERO

Select Payment Account:

Next

After payment amount has been entered, click the **Next** button.

Check the agreement box to confirm you agree to the terms of the payment agreement and click the **Submit Payment** button.

BOXER PROPERTY

John Doe Logout

LEASE PROFILE
MY ACCOUNT
MAKE PAYMENTS
LEASE DOCUMENTS

One-Time Payment

Boxer Property Management Corporation
525 Atrium LP, Dallas

Payment Account: Checking Chk *****6789 Payment Amount: 18,428.46

Charge Description	Amount (\$)
Base Rent (09/2019)	18,428.46
Total Payment	18,428.46

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "Submit Payment" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "Submit Payment" BELOW.

I have read and accept the **Terms and Conditions**

Back to Payment Details Submit Payment

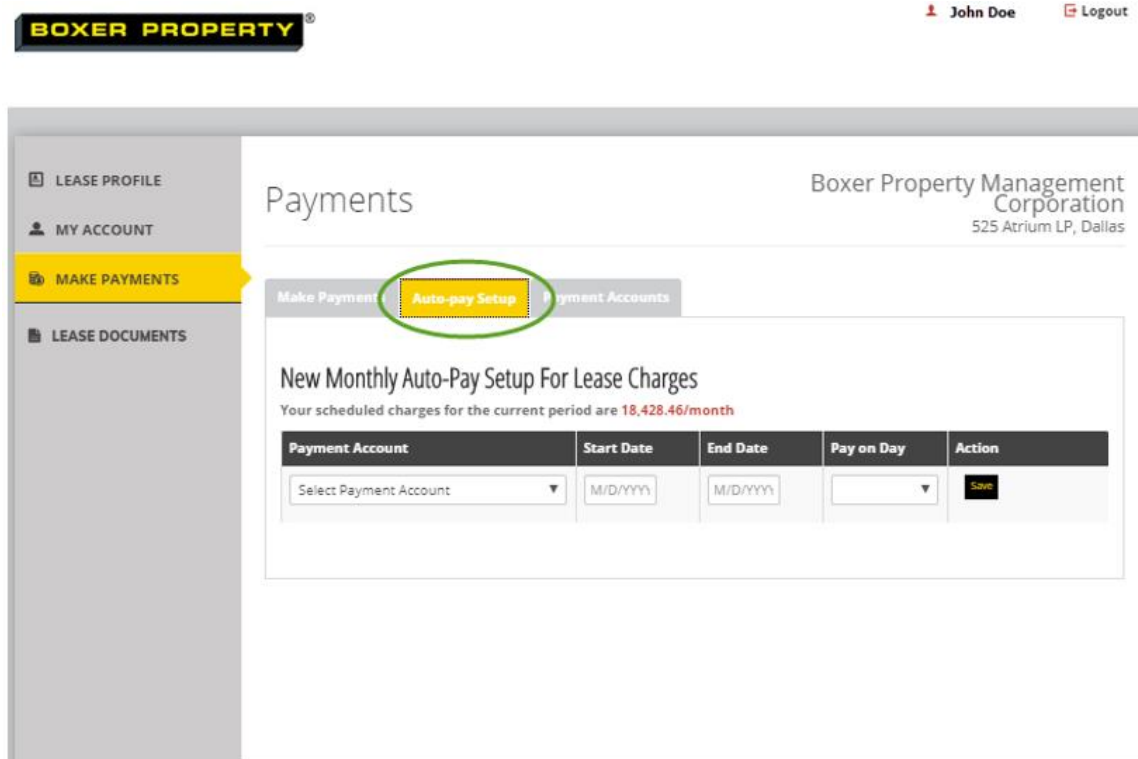
Once you've clicked Submit, a payment confirmation screen will appear and you will also receive a payment confirmation email.

Auto-Pay

You can set up recurring payments which will auto-deduct from your bank account the first business day of each month.

PLEASE NOTE: Any outstanding balances prior to the first auto-payment date must be paid using the one-time payment option.

To set up auto-pay, the user will click on the **Auto-pay Setup** tab.



The screenshot shows the Boxer Property Management Corporation website interface. At the top left is the 'BOXER PROPERTY' logo. At the top right, the user is logged in as 'John Doe' with a 'Logout' link. The main navigation menu on the left includes 'LEASE PROFILE', 'MY ACCOUNT', 'MAKE PAYMENTS' (highlighted in yellow), and 'LEASE DOCUMENTS'. The main content area is titled 'Payments' and includes the Boxer Property Management Corporation logo and address: '525 Atrium LP, Dallas'. Below the title, there are three tabs: 'Make Payment', 'Auto-pay Setup' (circled in green), and 'Payment Accounts'. The 'Auto-pay Setup' tab is active, displaying the heading 'New Monthly Auto-Pay Setup For Lease Charges' and a message: 'Your scheduled charges for the current period are 18,428.46/month'. Below this is a form with the following fields:

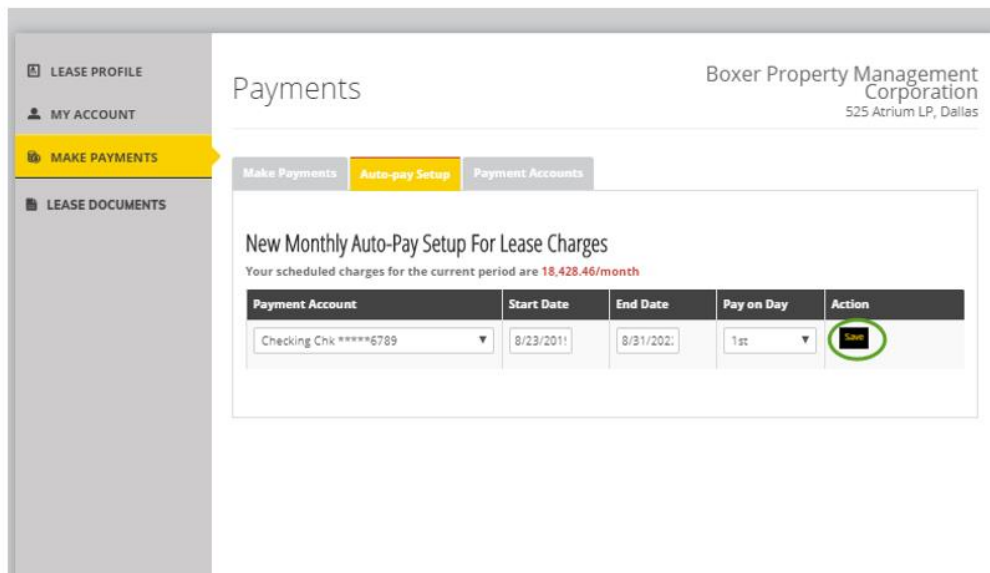
Payment Account	Start Date	End Date	Pay on Day	Action
Select Payment Account	M/D/YYYY	M/D/YYYY		Save

Select the **Payment Account** for which the payments will be made from.

Enter a **Start Date**. We recommend you enter the start date of your lease. If you do not know the start date of your lease, enter the date in which you are setting up the auto-pay.

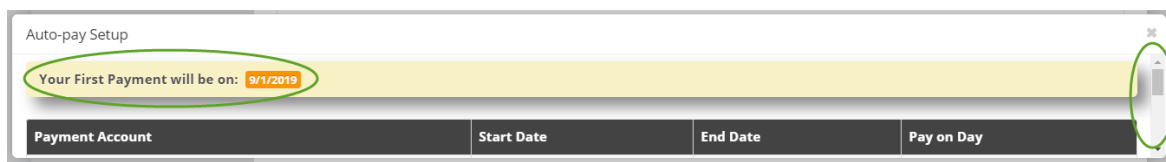
End Date is not required, however, we recommend you enter the end date of your lease. Please note you'll have to log back in to adjust this date if you renew your lease.

Select the **1st** in the **Pay on Day** dropdown.

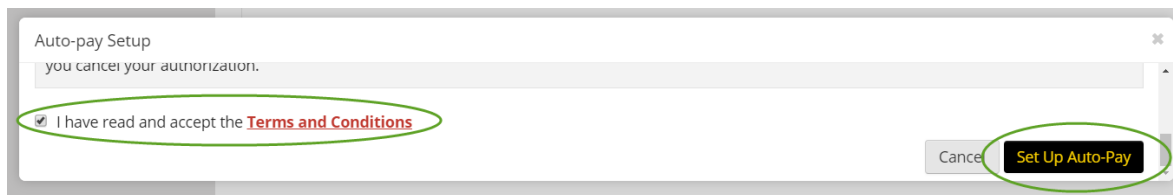


Click on the **Save** button.

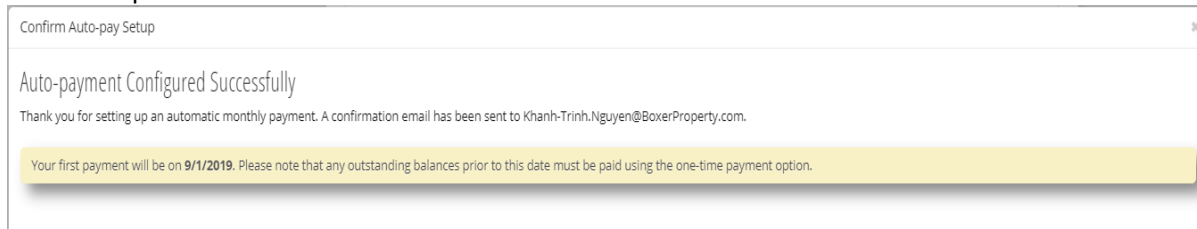
A screen will appear with the first auto-pay date.



Scroll down and check on the agreement box to confirm you agree to the terms of the payment agreement, and then click the **Set Up Auto-Pay** button.



You will see the **Auto-Pay Confirmation** screen and receive a confirmation email indicating auto-pay has been set up.



Once auto-pay is set up, you can update and delete auto-pay set up within the same tab.

Boxer Property Management Corporation
525 Atrium LP, Dallas

Payments

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

Current Auto-Pay Setup for Lease Charges

Auto-Pay By	Payment Account	Start Date	End Date	Pay on Day	Action
Boxer Property Management Corporation	Bank Account	8/31/2019	8/31/2020	1st	Delete

Monthly Auto-Pay Setup For Lease Charges

Your scheduled charges for the current period are **18,428.46/month**

Payment Account	Start Date	End Date	Pay on Day	Action
Bank Account	8/31/2019	8/31/2020	1st	Delete Edit

LEASE DOCUMENTS

The **Lease Documents** tab allows you to access your statements. Click on the document to open the **Document Viewer** window. You can **View, Print, and Download** the statement from this window.

Boxer Property Management Corporation
525 Atrium LP Dallas

Lease Documents

M/D/YYYY M/D/YYYY Submit

10 records per page Search:

Name	Attachment Type	Date
Statement_Statement_43585_1020_1020.pdf	Statement	9/1/2020

Document Viewer

Download

documentviewer.aspx 1 / 1

525 Atrium LP - 2727 LB3
PO BOX 4737
Houston, TX 77210-4737

Boxer Property Management Corporation
Boxer Property Management Corporation
2727 LB3 Freeway

Statement

Account 2727 bpm2727 Boxer Property Management
Prop Name 525 Atrium LP
Assigned Spaces 610

Date 09/01/2020