



**QUIKSPACE**  
MACERICH

*When Your Business Succeeds*  
**WE ALL SUCCEED**

We are pleased to announce that we have developed a new, fully digitized platform where you can input sales, pay rent and find documents for our valued specialty retailers. The QuikSpace Tenant Portal makes it easier and faster for you so you can get back to business, quickly.

*Look out for your  
email invitation shortly*

## EMAIL INVITATION

- You will receive an invitation to the portal from “[noreply@commercialcafes.com](mailto:noreply@commercialcafes.com)” upon execution of your license agreement
  - Be sure to add this email address to your email account to ensure it doesn’t get lost in your Spam or Trash folder
- Your Portal invitation provides detailed instructions for registering your portal account, as well as features of the Portal itself
- You can only use this unique registration link provided in your invitation email to sign up for the Portal
- Simply click on the “Click Here” link in your email invitation, which opens the Portal registration page, Create a password, and Register. It’s as simple as that!
- Once you’ve registered, be sure to bookmark/save the Tenant Portal login page in your web browser. You can also locate our Tenant Portal login page at [www.macerich.com](http://www.macerich.com) or your property’s website, as well as download the CommercialCafe app for iOS or Android

**From:** Macerich Management Company <[no-reply@commercialcafes.com](mailto:noreply@commercialcafes.com)>  
**To:** tenant@tenantemail  
**Sent:**  
**Subject:** Join the Macerich QuikSpace Tenant Portal

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— INTRODUCING —  
**QUIKSPACE**  
THE MACERICH TENANT PORTAL

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**TENANT**

Starting today, we will transition our day-to-day business to the new Macerich QuikSpace Tenant Portal to streamline operations through a user-friendly platform. Moving forward, the use of the portal is required for all existing tenants. Please be sure to activate your account in the next two weeks.

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**ACTIVATE YOUR ACCOUNT**

As a tenant of Macerich, you need to activate your account as soon as possible to use the all-in-one tenant portal. We have established your new account using the current information we have on file.

Username: tenant@tenantemail |  
*You can change your username after activating an account.*

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**NEXT STEPS**

1. Click on the link below to complete your registration
2. Create a unique password
3. Activate your account

[Click here](#)

By continuing, you agree to the terms of the Macerich [Business Privacy Policy](#) regarding the collection and use of your information.

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**QUIKSPACE PORTAL FEATURES**

- Manage automatic payment deduction plans or make payments via credit card
- Submit sales data
- Create a user profile
- Option to securely enter demographic information\*
- Macerich announcements and events

\*Macerich is requesting tenants securely provide demographic information to better understand the diverse makeup of our business owners and leaders, and to seek future opportunities to engage our communities.

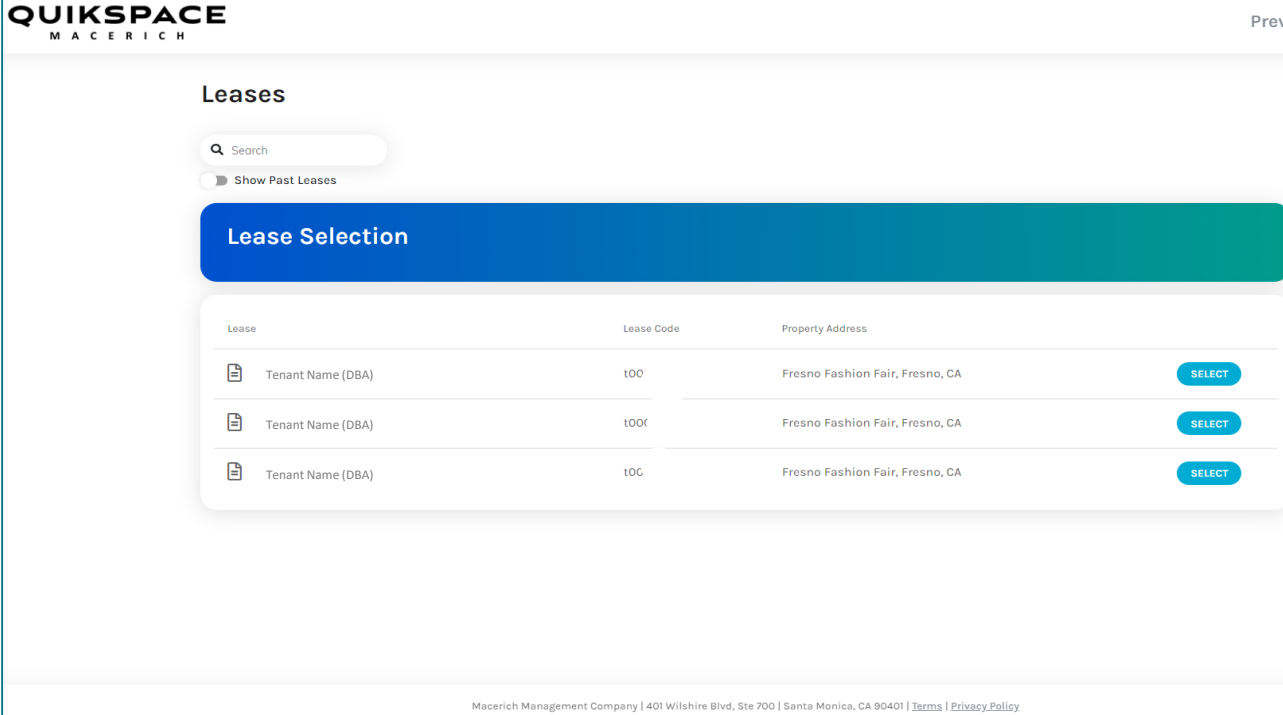
Your email address must be current to receive notifications from the Macerich QuikSpace Tenant Portal. Please contact the Superstition Springs Center Property Management office if you have any questions!

Thank you,  
**Superstition Springs Center**

This is an auto-generated email. Do not reply to this email.

## Lease Dashboard: Select Lease

- Once registered and logged in, you can view any of your active agreements with Macerich associated to your Tenant Portal email address
- If you have several license agreements, you must have the same email address tied to each agreement in order to access them all through one Tenant Portal account
  - Please reach out to your leasing agent or property team to confirm or update your contact information if necessary. If you don't see one of your active leases in the Lease Dashboard
- If you only have one license agreement with Macerich, upon logging in to the Portal, you will be automatically taken to the Home page for that license agreement



**QUIKSPACE**  
MACERICH

Leases

Search

Show Past Leases

**Lease Selection**

Lease	Lease Code	Property Address	
Tenant Name (DBA)	100	Fresno Fashion Fair, Fresno, CA	<b>SELECT</b>
Tenant Name (DBA)	100C	Fresno Fashion Fair, Fresno, CA	<b>SELECT</b>
Tenant Name (DBA)	10C	Fresno Fashion Fair, Fresno, CA	<b>SELECT</b>

Macerich Management Company | 401 Wilshire Blvd, Ste 700 | Santa Monica, CA 90401 | [Terms](#) | [Privacy Policy](#)

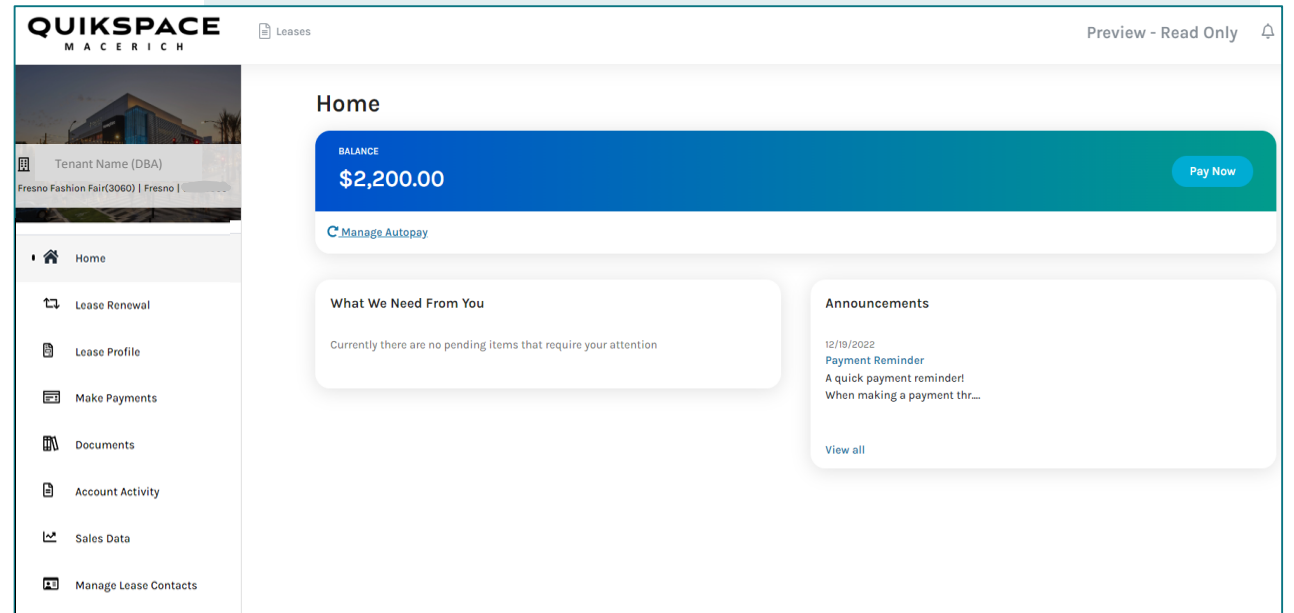
## HOME PAGE

Upon logging in (single agreement) or selecting the agreement you'd like to review in the Portal, you are taken to the Home page, which includes:

- Your current **AR Balance**
- **Pay Now** and **Manage Autopay** links for making payments
- **What We Need From You** (items you need to sign or acknowledge)
- **Announcements**

Macerich will post Announcements to the Tenant Portal from time to time, including important lease or property information, upcoming property events, and leasing promotions, so be sure to review them!

Some Announcements will also ask you to Acknowledge that you have read the Announcement



The screenshot displays the Quikspace Macerich Tenant Portal Home page. At the top left, the logo reads "QUIKSPACE MACERICH". To the right of the logo is a "Leases" icon and a "Preview - Read Only" status indicator. Below the logo is a header section for the tenant, showing "Tenant Name (DBA)" and "Fresno Fashion Fair(3060) | Fresno |". A navigation sidebar on the left lists: Home, Lease Renewal, Lease Profile, Make Payments, Documents, Account Activity, Sales Data, and Manage Lease Contacts. The main content area features a prominent blue "BALANCE" card showing "\$2,200.00" with a "Pay Now" button and a "Manage Autopay" link. Below this is a "What We Need From You" section stating "Currently there are no pending items that require your attention". To the right is an "Announcements" section with a "Payment Reminder" dated 12/19/2022 and a "View all" link. A hand cursor icon is visible in the bottom right corner of the overall image.

# LEASE RENEWAL

We have made it quick and easy for you to request a renewal and secure your spot in our Center!

- The Lease Renewal page will show your current lease(s) that are available for renewal. Dates and Unit are provided for your reference
  - You must start a Renewal Request before your lease expiration date. If your lease expires today or has already expired, please contact your Leasing Manager
- To request a renewal, select the “Renew” button next to the current lease you wish to renew
  - If you see multiple leases, you probably want to request a Renewal for the lease with the latest expiration date

**QUIKSPACE**  
MACERICH

Leases

## Lease Renewal

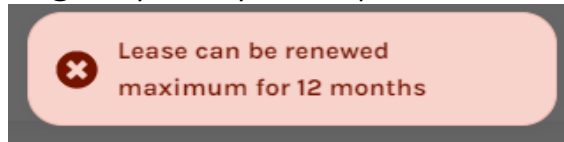
Search

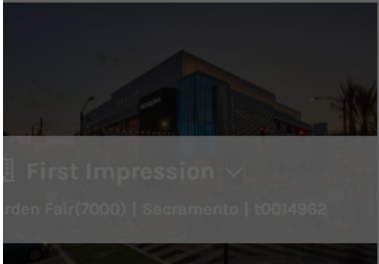
Type	Status	Start Date	End Date	Description	Unit	Action
License Agreement	Activated	9/1/2023	8/31/2024		1198	<b>RENEW</b>

Items per page 05 1 - 1 of 1

Once you select “Renew” next to your current lease, a Lease Renewal Request pop-up window will appear with the following fields:

- Start Date
  - This date is filled out for you and cannot be edited since renewals must start the day after current lease ends
- **Enter the # of Months (or) a specific End Date** \*required field
  - How long of a renewal term would you like to request?
    - Please note, Specialty Leases has a maximum term of 12 months. You will get an error message if you try to request a renewal for a longer term
- Comments \*optional field
  - You can enter any questions or comments you have related to this Renewal Request here
- Cancel
  - If you change your mind before submitting your Renewal Request, no problem! Just click the Cancel button on the bottom right or the X on the top right of the window
- **Submit Renewal**
  - Once you’re ready, click “Submit Renewal” and you’re done! Your Leasing Manager will receive notification and reach out to you to finalize your renewal terms





- Home
- Lease Renewal
- Lease Profile
- Make Payments
- Documents
- Account Activity

### Lease Renewal

Start Date auto populates and cannot be edited ✕

#### Terms

Start Date 9/1/2024

Months 12

End Date 8/31/2025

Enter # of Months (or) specific End date (how long of a renewal term do you want?)

Enter any Comments or Questions if you like

Submit Renewal when you're ready, and you're done!

#### Comments

I'm happy with my current location and sales, but can we discuss some marketing promotions I'd like to share on your social media pages?

Once you click on 'Submit Renewal', lease will be sent for renewal and a leasing agent will contact you regarding renewal

Cancel

Submit Renewal

Action

RENEW

Items per page 05 1 - 1 of 1



Once you click “Submit Renewal,” the Renewal Request window closes and you’ll see a green confirmation message at the top stating “Renewal Submitted Successfully”

The Lease Renewal page will also reflect “Renewal Sent” so you’ll know that your Renewal Request is being reviewed

The screenshot shows the Quikspace Macerich interface. At the top left is the logo. To the right is a 'Leases' tab. A green notification banner at the top right says 'Renewal Submitted Successfully'. The main heading is 'Lease Renewal' with a search bar below it. A table lists lease items with columns for Type, Status, Start Date, End Date, Description, Unit, and Action. One row is visible: License Agreement, Activated, 9/1/2023, 8/31/2024, 1198. The 'Action' column for this row contains a blue button labeled 'RENEWAL SENT', which is highlighted with a red rectangle. At the bottom right, there are controls for 'Items per page' (set to 05) and '1 - 1 of 1'. A sidebar on the left shows navigation options: Home and Lease Renewal.

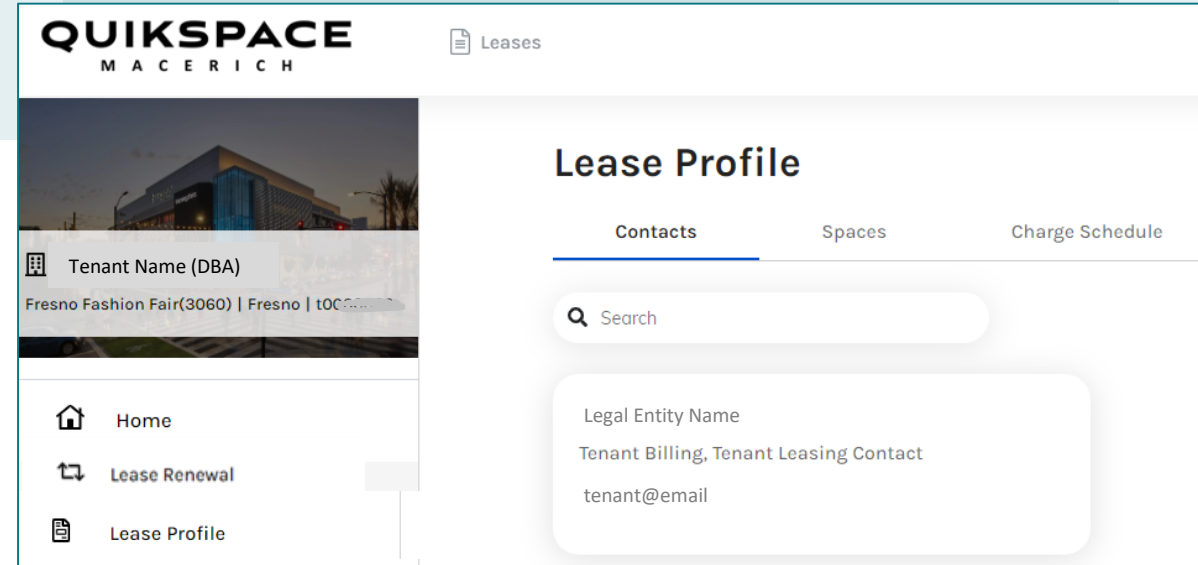
Type	Status	Start Date	End Date	Description	Unit	Action
License Agreement	Activated	9/1/2023	8/31/2024		1198	RENEWAL SENT

Your Leasing Manager will contact you shortly to review and finalize the terms of your Renewal request, and will then send you a document for signatures

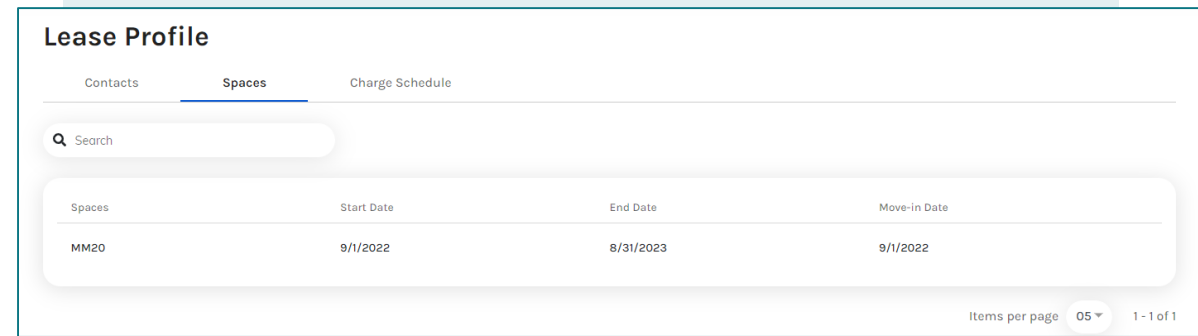


# LEASE PROFILE

- **Contacts:** View your Tenant Billing (legal entity) and Tenant Leasing contacts, which can only be viewed, but not edited
  - Please reach out to your leasing agent or property team if your contact information needs to be updated
- **Spaces:** View your current space # and occupancy dates
- **Charge Schedule:** View your current and future lease charges
  - Please note, this Charge Schedule does not reflect Rental Tax if applicable to your agreement, it only reflects base fee amounts. Your Account Activity and any Payments you make will include this tax if required in property's state



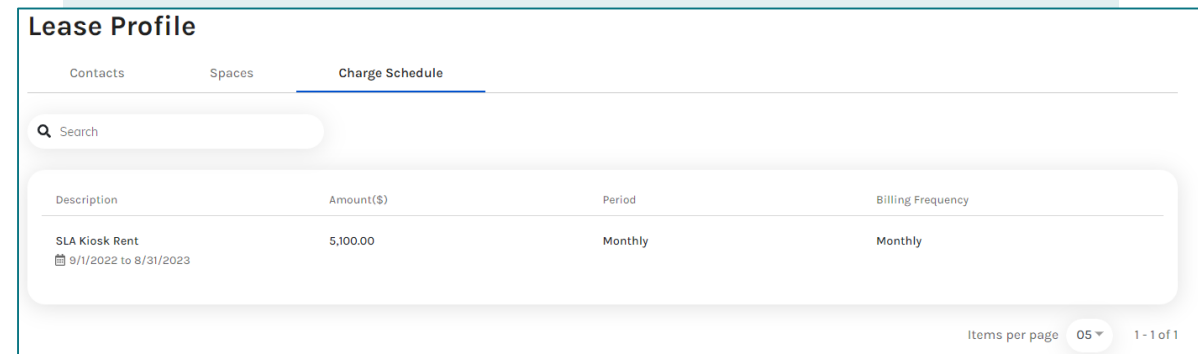
The screenshot shows the Quikspace Macerich interface. At the top left is the logo "QUIKSPACE MACERICH" and a "Leases" document icon. Below the logo is a navigation sidebar with "Home", "Lease Renewal", and "Lease Profile" (selected). The main content area is titled "Lease Profile" and has three tabs: "Contacts" (selected), "Spaces", and "Charge Schedule". A search bar is present. Below it, a card displays "Legal Entity Name" as "Tenant Billing, Tenant Leasing Contact" and "tenant@email".



The screenshot shows the "Spaces" tab selected. It features a search bar and a table with the following data:

Spaces	Start Date	End Date	Move-in Date
MM20	9/1/2022	8/31/2023	9/1/2022

At the bottom right, there is a pagination control showing "Items per page 05" and "1 - 1 of 1".



The screenshot shows the "Charge Schedule" tab selected. It features a search bar and a table with the following data:

Description	Amount(\$)	Period	Billing Frequency
SLA Kiosk Rent 📅 9/1/2022 to 8/31/2023	5,100.00	Monthly	Monthly

At the bottom right, there is a pagination control showing "Items per page 05" and "1 - 1 of 1".

# MAKE PAYMENTS

Make Payments tab:

- View your current Balance
- Pay Now or Manage AutoPay
- Review Current/Outstanding or Future Charges

*\*Please Note: Rental tax is not reflected in Future charges, but will be included in Current/Outstanding charges*

Set up and manage your AutoPay (ACH) or make one-time payments with a bank account, credit card, or debit card!

No more submitting voided checks to your leasing agent to setup ACH! No more mailing checks to the lockbox and waiting weeks for your payment to post!

Instead, use this simple and secure online tool to manage your AutoPay or make individual payments at any time to keep your account up to date

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Leases Preview - Read Only

### Payments

Make Payments Accounts Activity Pending Activity

**BALANCE**  
**\$2,200.00** [Pay Now](#)

[Manage Autopay](#)

Current Outstanding Charges ▾

Date	Charge Description	Balance (\$)
1/1/2023	SLA Kiosk Rent	2,000.00
9/9/2022	SLA Misc Other Fee	200.00
Account Balance		\$2,200.00

Current Outstanding Charges ▾

- Current Outstanding Charges
- January Charges Schedule
- Future Charges Schedule



# MAKE PAYMENTS

## Manage Autopay

From the Home page or Make Payments page, you can click on the “Manage AutoPay” link which takes you to the Manage AutoPay page

Here, you can enroll in AutoPay or modify your existing AutoPay plan

- **Payment Account:** Select payment account
  - You must add at least one Payment Account through the Make Payments page / Accounts tab before enrolling in AutoPay
- **Start/End Dates:** when do you want your AutoPay plan to begin and terminate? This should match your current Lease Commencement and Expiration Dates
- **Pay on Day:** Macerich requires payments to be drafted on the 1<sup>st</sup> of each month
- **Max Payment Amount:** You can enter a max amount for Macerich to draft each month
  - If your agreement includes Last Month’s Rent or other Additional Fees (such as an Administrative or Visual Merchandising Fee), please include them in your Max Amount to ensure Macerich can draft your full payment due

## Payments

Make Payments

Accounts

Activity

Pending Activity

BALANCE

\$2,200.00

Pay Now

Manage Autopay

## Manage Autopay

Add/Modify Autopay Enrollment

Your scheduled charges for the current period are \$5,100.00/month

Payment Account

Select Payment Account

Start Date

Date

End Date

Date

Pay On Day

1st

Max Payment Amount (\$)

0.00



# MAKE PAYMENTS

## Pay Now

From the Home page or Make Payments pages, you can click on the “Pay Now” button to make a payment quickly!

- Select Payment Account or + Payment Method
  - You can add new Payment Methods here or in the Make Payments page / Accounts tab
- Use the Charges filter to look for specific Charges or simply scroll through the Charges listed below
- Select specific Charges to pay, and their balances will auto populate in the “Your Payment” field of each Charge
- Click “Next”

**Note:** Be sure you select the appropriate Charges! Future charges may appear here, so look at the Charge Date to make sure you’re paying your current or past due balances before any future charges

The screenshot shows the 'Payments' section of a user interface. At the top, there are tabs for 'Make Payments', 'Accounts', 'Activity', and 'Pending Activity'. Below the tabs is a blue bar displaying 'BALANCE \$2,200.00' and a 'Pay Now' button. A 'Manage Autopay' link is also visible. Below this is a 'Payment' modal window. The modal has a title 'Payment' and a close button. It contains a 'Payment method:' section with a 'Select Payment Account' dropdown and a '+ Payment Method' link. Below that is a 'Select Charge' dropdown, a 'Submit' button, and a 'Reset' button. The main part of the modal is a table with columns: Charge Description, Date, Charge (\$), Payments (\$), Balance (\$), and Your Payment (\$). The table lists two charges: 'SLA Kiosk Rent' with a date of 1/1/2023 and a balance of 2,000.00, and 'SLA Misc Other Fee' with a date of 9/9/2022 and a balance of 200.00. To the right of the table is a 'Your Payment' section with input fields for 'Regular Payment' (2,200.00), 'Extra Payment' (0.00), and 'Total Payment' (2,200.00). At the bottom of the modal, there is a note: 'Payments + Credits must be greater than ZERO.' and two buttons: 'Cancel' and 'Next'.

Charge Description	Date	Charge (\$)	Payments (\$)	Balance (\$)	Your Payment (\$)
<input checked="" type="checkbox"/> SLA Kiosk Rent	1/1/2023	5,100.00	3,100.00	2,000.00	2,000.00
<input checked="" type="checkbox"/> SLA Misc Other Fee	9/9/2022	200.00	0.00	200.00	200.00

Regular Payment: 2,200.00  
Extra Payment: 0.00  
Total Payment: 2,200.00

# MAKE PAYMENTS

## Pay Now completion

Review your Payment Info

- Make sure the info is accurate, including the Payment Account, Total Payment Amount, and specific Charges you want to pay

You can click “Back” to modify the current payment before you submit the payment

**You must Accept the Terms and Conditions and click “Submit Payment” to make your payment**

Once submitted, your payment will appear under Pending Activity, accessible from the Make Payments or Account Activity pages

Once processed, your payment will move to the Activity ledger, accessible from the Make Payments or Account Activity pages

### Payment

Payment Info

Payment Account Bank or credit/debit card selected Payment Amount: \$2,200.00

Charge Description	Amount (\$)	Total (\$)
SLA Kiosk Rent 1/1/2023	2,000.00	2,000.00
SLA Misc Other Fee 9/9/2022	200.00	200.00
		Extra Payment 0.00
		Total Payment 2,200.00

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

[Back](#) [Submit Payment](#)



# MAKE PAYMENTS

## Accounts

View, add, remove, and modify your Payment Accounts, including:

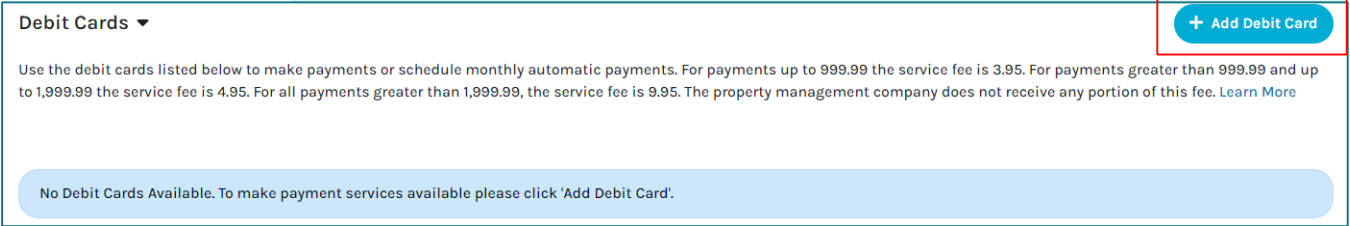
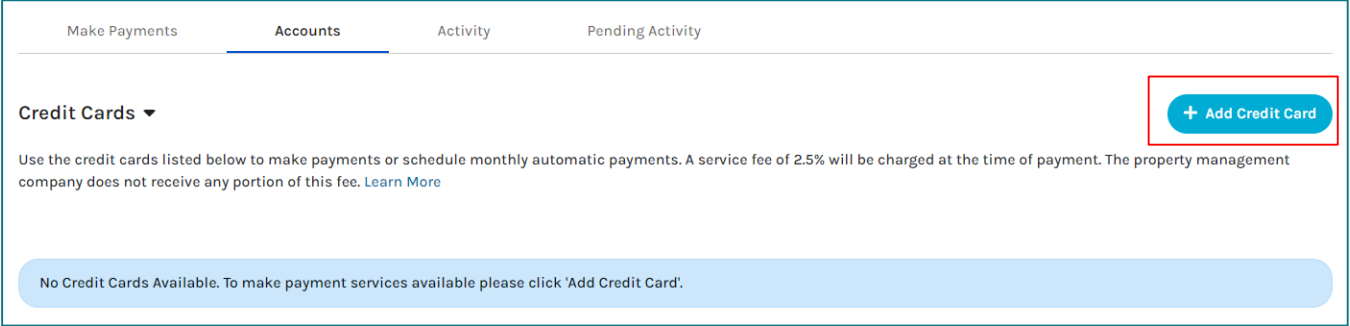
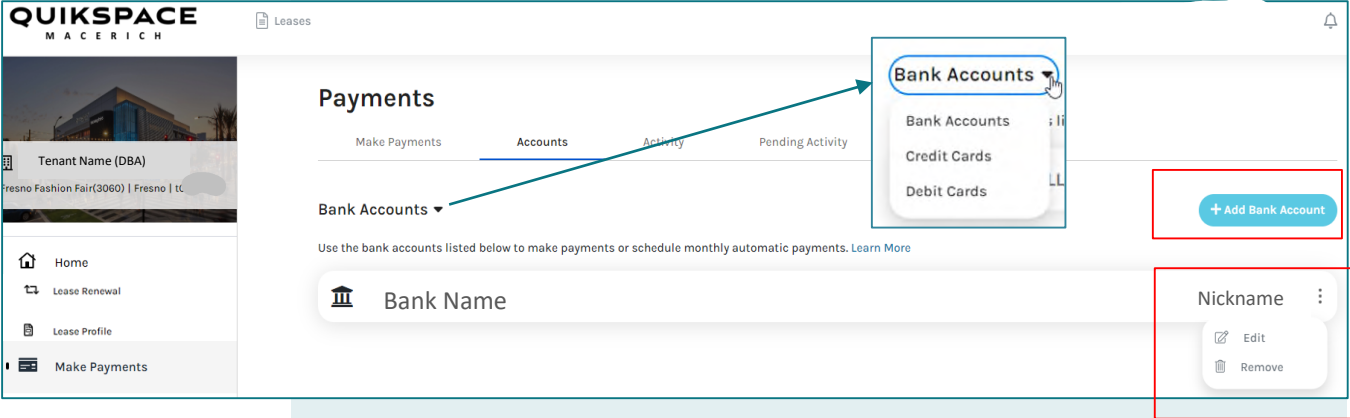
- Bank Accounts, Credit Cards, and Debit Cards

+Add Account to add a new bank account, credit card, or debit card

Click the Account Nickname menu to Edit or Remove an existing Payment Account

## Service Fees:

- There are no Tenant service fees for using a bank account
- Credit card service fee of 2.5% charged upon each payment
- Debit card service fee of \$3.95 - \$4.95 charged upon each payment
- *Click on "learn more" under either account type for more details*



# MAKE PAYMENTS & ACCOUNT ACTIVITY

## Activity

Here you can view your account ledger, including:

- Charges posted in red
- Payments processed in green

You can Sort or Filter by Date, Charges, or Payments

You can also access this Activity account ledger from the Account Activity menu item on the left-hand side

**Tip:** please reach out to your leasing agent or property team if you have any questions about your account Activity

**Payments**

Make Payments   Accounts   **Activity**   Pending Activity

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

Search

Date	Charge (\$)	Total (\$)	Payments (\$)	Balance (\$)
<b>SLA Kiosk Rent</b>				
1/1/2023	5,100.00	5,100.00	0.00	2,200.00
<b>Payment</b>				
12/28/2022	0.00	0.00	2,150.00	-2,900.00
<b>Payment</b>				
12/22/2022	0.00	0.00	2,100.00	-750.00

Sort By: A-Z (ascending), Z-A (descending), Date (ascending), Date (descending)

Filter by Type: Charges, Payments

Filter By Date: From, To

Submit

Note: Rental Tax will appear under Charges if applicable (*example below*)

Date	Charge (\$)	Tax (\$)	Total (\$)	Payments (\$)	Balance (\$)
1/1/2023	500.00	17.00	517.00	0.00	1,034.00
Payment Method					
-					

## MAKE PAYMENTS & ACCOUNT ACTIVITY

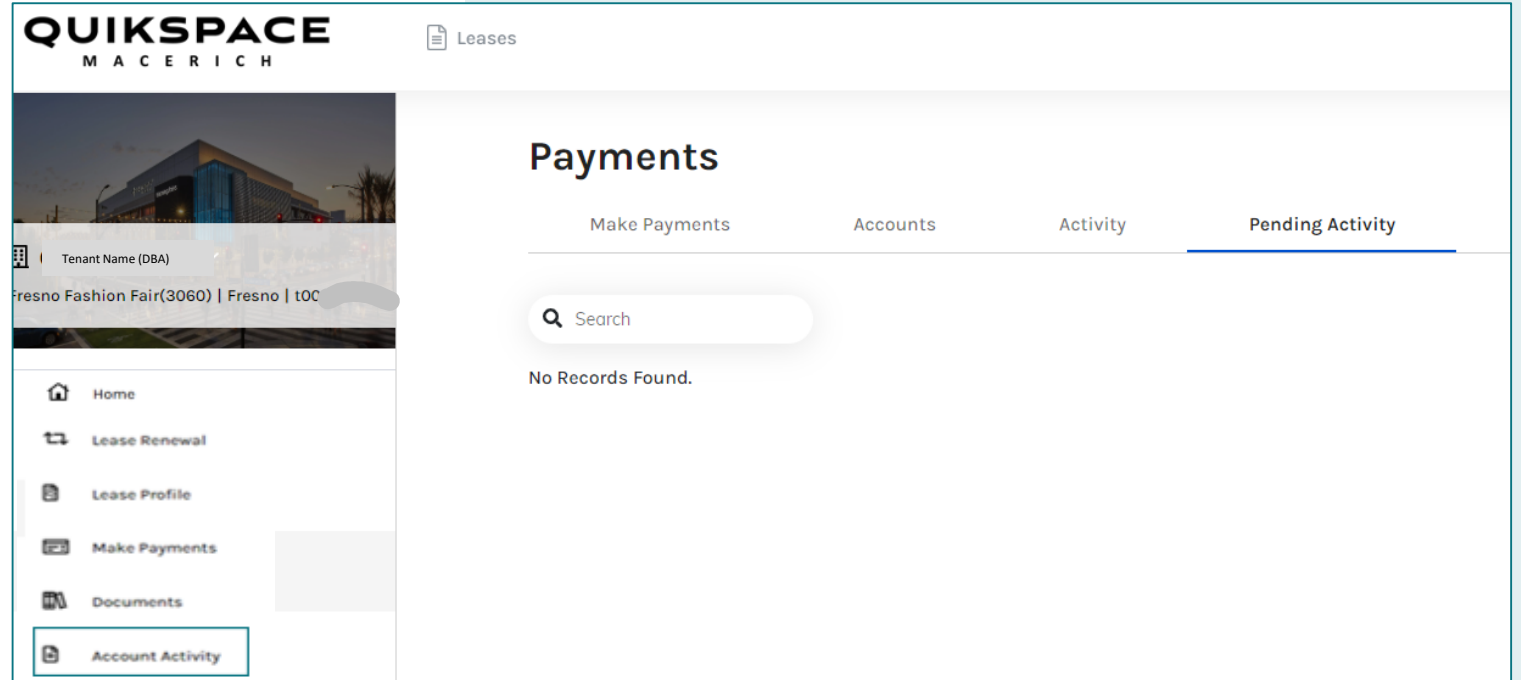
### Pending Activity

Here you can view Pending Payments, including:

- Scheduled AutoPay payments
- Manually submitted payments

Note: Only pending payments appear here. Once a payment has been processed, it will appear under your Activity account ledger.

You can also access your Pending Activity from the Account Activity menu item on the left-hand side



The screenshot displays the Quikspace Macerich Leases interface. The top left features the Quikspace Macerich logo. The top right shows a 'Leases' tab. The main content area is titled 'Payments' and includes a navigation bar with 'Make Payments', 'Accounts', 'Activity', and 'Pending Activity'. The 'Pending Activity' tab is currently selected. Below the navigation bar is a search bar with a magnifying glass icon and the text 'Search'. Underneath the search bar, it states 'No Records Found.' On the left side of the interface, there is a vertical menu with the following items: Home, Lease Renewal, Lease Profile, Make Payments, Documents, and Account Activity. The 'Account Activity' item is highlighted with a blue border.



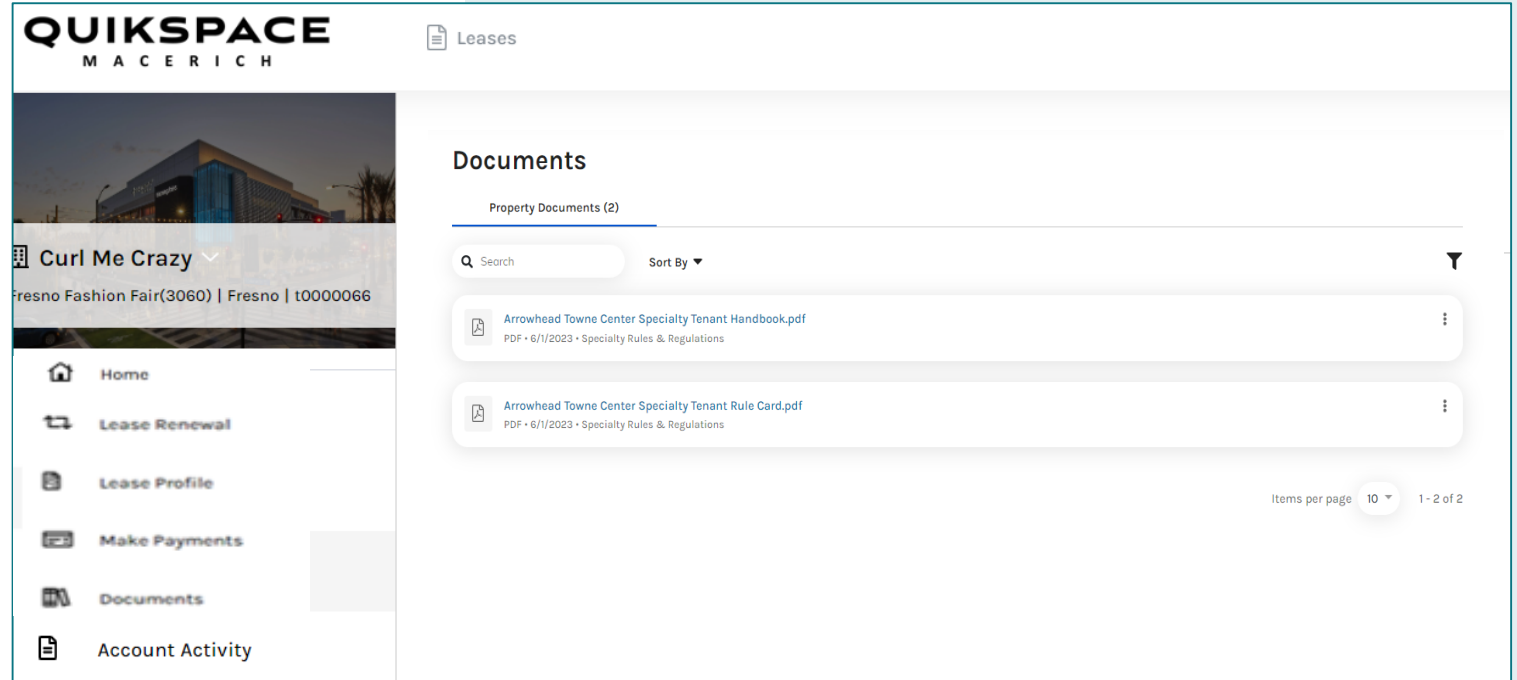


# DOCUMENTS

## Property Documents

Here you can access property documents, such as:

- Specialty Tenant Handbook: this includes the Macerich Rules & Regulations, as well as the Macerich Code of Conduct.
  - You must “acknowledge” that you have reviewed this document on the Home Page
- Specialty Tenant Rule Card: this is a short version of the handbook for you to print out or otherwise share with all your employees that includes essential information



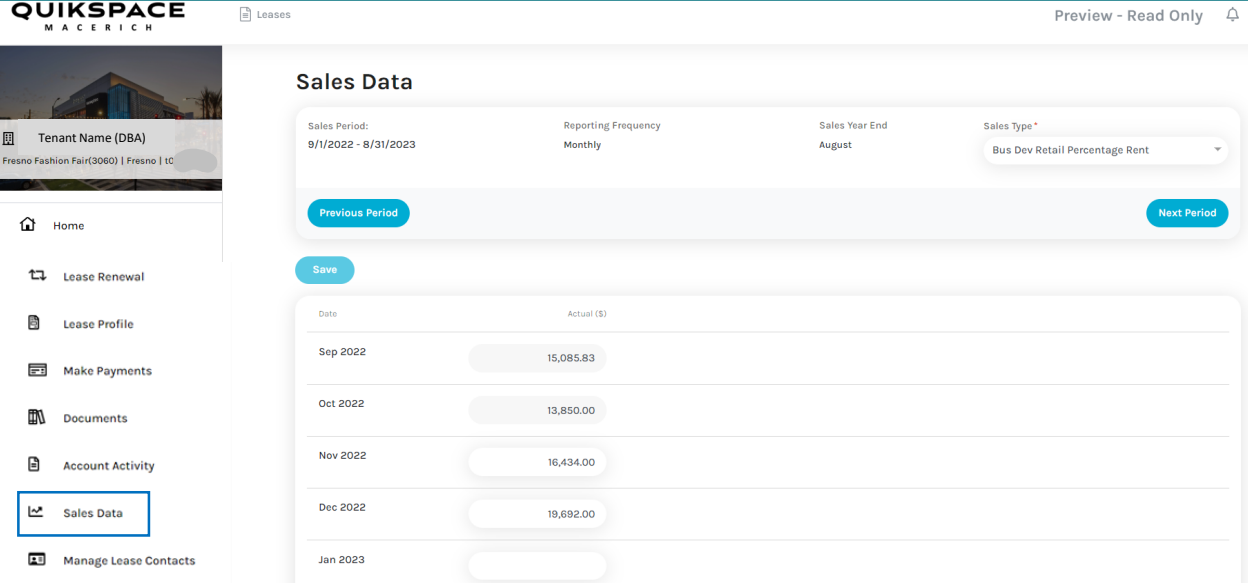
## SALES DATA

Here you will enter your sales directly into our system for immediate posting and to ensure your account is always up to date!

- **Enter sales for an open period and click Save**
- **Review Previous or Next Sales Periods (lease terms)**

Any sales amounts you enter are then locked down 30 days after the sales due date. If you need to modify a sales amount that is locked down, please contact your leasing agent or property team

*Note: Specialty Tenant Sales must be submitted in the Tenant Portal. Emailed, faxed, or mailed copies of sales will no longer be accepted*



**QUIKSPACE**  
MACERICH

Leases

Preview - Read Only

### Sales Data

Sales Period: 9/1/2022 - 8/31/2023

Reporting Frequency: Monthly

Sales Year End: August

Sales Type: Bus Dev Retail Percentage Rent

Previous Period

Next Period

Save

Date	Actual (\$)
Sep 2022	15,085.83
Oct 2022	13,850.00
Nov 2022	16,434.00
Dec 2022	19,692.00
Jan 2023	

# MANAGE LEASE CONTACTS

Here you can view your Lease Contacts, including:

- Tenant Billing contact (your legal entity)
- Tenant Leasing Contacts
- Temp Tenant Portal contact is directly connected to your Portal account

The screenshot shows the Quikspace Macerich interface. At the top left is the logo 'QUIKSPACE MACERICH'. Below it is a navigation sidebar with icons and labels for 'Lease Renewal', 'Lease Profile', 'Make Payments', 'Documents', 'Account Activity', 'Sales Data', and 'Manage Lease Contacts'. The 'Manage Lease Contacts' option is highlighted with a red box. The main content area is titled 'Lease Contacts' and features a search bar. Below the search bar, there is a card for a tenant contact: 'Picture Me Portrait Studios LLC'. The card displays the following information: 'Tenant Billing Contact Name', 'Picture Me Portrait Studios LLC', 'Tenant Billing Contact', 'Tenant email@email.com', and 'picturemeps@yahoo.com'. In the top right corner of the interface, there is a 'MO' button and a notification bell icon. At the bottom right, there is a pagination control showing 'Items per page 09' and '1 - 1 of 1'.

Please contact your leasing agent or property team if you need to modify any of your contact information. It's important that Macerich have your current contact information.



# Property Contacts

Here you can view your Property team's contacts:

- Leasing Agent
- General Manager
- Marketing Manager
- Security Dispatch

Contact your Leasing Agent to discuss your lease terms or inquire about a relocation or renewal.

Contact the property's General Manager for any operational concerns.

Contact the property's Marketing Manager for any assistance with marketing your business across the center or getting involved in property events.

Contact Security Dispatch for security concerns or requests.

The screenshot shows the Quikspace Macerich web application interface. At the top left is the Quikspace Macerich logo. To its right is a 'Leases' tab and a notification bell icon. Below the logo is a header area with a building image and a search bar for 'Tenant Name (DBA)'. Below the header is a sidebar menu with options: Home, Lease Renewal, Lease Profile, Make Payments, Documents, Account Activity, Sales Data, Manage Lease Contacts, and Property Contacts (which is highlighted with a red box). The main content area is titled 'Property Contacts' and features a search bar. Below the search bar are three contact cards: Daisy Cordero (Business Development Leasing Agent, daisy.cordero@macerich.com), Joey Elliot (General Manager, joey.elliott@macerich.com), and Brian Malony (Marketing Manager, brian.malony@macerich.com). Below these cards is a 'Security Dispatch' card with the phone number (559) 224-7814 - Office.



## IDENTITY YOUR BUSINESS – Tenant Demographics

Please take a moment once you have registered in the Tenant Portal to identify your business as part of Macerich's DREAM Initiative:

- By launching the first tenant demographic collection project, Macerich can utilize data at a macro level to create initiatives for spotlighting tenants or providing unique resources
- For example, sharing unique tenant stories, highlighting retailers during Black History Month, Women's History Month, Latinx Heritage Month, and more!
- Tenants are not required to provide this information. You can opt in or out at any time, and you can view our data privacy policies at any time. If you choose to provide information, please feel safe in the knowledge that it is securely stored and only select personnel, vetted by our Data Privacy team, have access to your information.

The screenshot shows the 'Identify Your Business' form in the QuikSpace Macerich Tenant Portal. The form is titled 'Identify Your Business' and includes a sub-header 'Allow Us to Elevate Your Business Identity'. Below this, there is a paragraph explaining the initiative: 'At Macerich, we are committed to helping our retail partners better connect with our communities and customers we serve. More and more, consumers are seeking out diverse and minority-owned small businesses. Similar to Google or Yelp, we now have the ability to highlight the unique qualities of your business. By disclosing your business' demographic information, we can highlight your business on our websites as well as on-map directions and advertising. Self-identification is optional. We look forward to hearing from you.'

The form contains several sections with radio button options for 'Yes', 'No', and 'Choose':

- Asian-owned:  --- Select ---  Choose  Yes  No
- Black-owned:  --- Select ---  Choose  Yes  No
- Family-owned:  --- Select ---  Choose  Yes  No
- Hispanic-owned:  --- Select ---  Choose  Yes  No
- Indigenous-owned:  --- Select ---  Choose  Yes  No
- LGBTQIA-owned:  --- Select ---  Choose  Yes  No
- Locally-owned small business:  --- Select ---  Choose  Yes  No
- Sustainability-owned:  --- Select ---  Choose  Yes  No
- Veteran-owned:  --- Select ---  Choose  Yes  No
- Women-owned:  --- Select ---  Choose  Yes  No

The form also includes a sidebar with navigation options: Home, Lease Renewal, Lease Profile, Make Payments, Documents, Account Activity, Sales Data, Manage Lease Contacts, Property Contacts, and Identify Your Business (which is currently selected).



ardenfair As we continue to celebrate Black History Month, we're honored to announce the Grand Opening this Saturday, February 27, of The Pop Up Shop at Arden! Come shop and celebrate this new Black owned business, located on the upper floor in between GameStop and Hollister.

## PAYMENT ACCOUNTS: Bank Account Verification

Let's take a step back to Payment Accounts for a minute!

When adding a BANK account as a Payment Method, you will be required to validate your bank account per the National Automated Clearing House Association (NACHA) mandate designed to improve fraud detection

- The bank account verification process can take 24-48 hours (not including weekends or bank holidays)
- Verification transactions have a charge description of "Bank Verify" to help you identify the transaction amount for verification
- If the verification fails, you will be notified via email and instructed to add a new bank account
- If your bank account was previously verified through the Macerich Tenant Portal, you can add and use that bank account immediately on any additional lease accounts in the portal
- If you have any issues related to the bank verification process, please contact your leasing agent and include a screenshot of the bank verification deposit that shows the date and amount



# PAYMENT ACCOUNTS: Bank Account Verification

01

Click on “Add Bank Account” and a form appears to enter your bank details. There are additional instructions informing you of the bank verification process.



02

After submitting your bank details, the below message appears confirming your bank account has been added, but is not available until verified



03

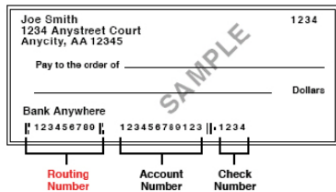
You will now see a section for Bank Accounts Pending Verification under Payment Accounts

*Note: You won't be able to use the bank accounts which are pending verification until they are fully verified*

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

## Add a Bank Account

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Tenant Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.



Business/Personal:  Business Account  Personal Account

Name on Account

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

## Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited labeled Bank Verify into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
		****4566	Checking	<input type="button" value="Verify"/>

# PAYMENT ACCOUNTS: Bank Account Verification



You will then receive a “Bank Account Added” email from [noreply@commercialcafes.com](mailto:noreply@commercialcafes.com) with instructions for verifying your bank account

Dear [REDACTED],

This email confirms your addition of a new bank account to your Tenant Profile. Please review the account information below and keep this email for your personal records.

**ACCOUNT INFORMATION**  
Account Name:  
[REDACTED]

Routing number:  
\*\*\*\*1627

Account number:  
\*\*\*\*6789

Account Type:  
Checking Account

Your new bank account is pending verification. To verify your bank account, Yardi Systems will submit a deposit labeled Bank Verify of less than one dollar to your bank account. After you see this amount deposited to your bank account, log in to your Tenant Portal account and confirm the amount that was deposited to complete the verification. Allow 48 hours from the time when you added your bank account for the deposit to appear.

To view your bank accounts, please log in to your Tenant Portal account at:  
<https://commercialcafe.securecafe3.com/TenantPortal/CommercialLeasing/UserLogin.aspx?> [REDACTED]

Your security is important to us. If you did not authorize this change, please contact your property manager immediately.

You’ll be instructed to wait for a bank deposit labeled “Bank Verify” for less than \$1 to hit your bank account.

Once this deposit has posted, make note of the exact amount. Then you will log back into the Tenant Portal to complete the bank verification process.



# PAYMENT ACCOUNTS: Bank Account Verification

06



07

Under Payment Accounts -> Bank Accounts Pending Verification, click "Verify"

In the verification screen, enter the exact amount of the "Bank Verify" deposit that hit your bank account

**Note** *The portal restricts the number of verification attempts.* If you exceed the number of permitted attempts, the bank account is locked and no longer displays in the portal. To unlock the bank account, please reach out to your leasing agent for assistance.

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 to make a payment or setup an auto-pay (ACH) plan, and it will appear in the Payment Accounts tab under Bank Accounts.

Bank account verified and available for payments. X

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"/>