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Portal Registration

Tenant will receive an invitation to the portal from “no-reply@commercialcafes.com” upon lease execution

- The invitation provides detailed instructions for registering their portal account, as well as features of the portal itself
- Tenant can only use this unique URL tied to their Tenant record and Tenant Leasing Contact email address to register (there is no generic portal sign up website, we must send them a unique invitation)
- Tenant clicks on the “Click Here” link, which opens the portal registration page. They create a password, and Register, it’s as simple as that!

The screenshot shows an email from Macerich Management Company. The header includes the sender's name and email, the recipient's name and email, the date and time sent, and the subject line. The main body of the email features a teal header with the text 'INTRODUCING QUIKSPACE THE MACERICH TENANT PORTAL'. Below this, the recipient's name 'CHERYL TEST LARONDELLE' is displayed. The body text explains the transition to the new portal and provides instructions for account activation. A section titled 'ACTIVATE YOUR ACCOUNT' contains a paragraph and a 'Click here' link. A 'NEXT STEPS' section lists three steps: clicking the link, creating a password, and activating the account. At the bottom, there is a disclaimer about the Business Privacy Policy.

From: Macerich Management Company <no-reply@commercialcafes.com>
To: "cheryl.portal@yahoo.com" <cheryl.portal@yahoo.com>
Sent: Tuesday, July 6, 2021, 03:09:45 PM PDT
Subject: Join the Macerich QuikSpace Tenant Portal

— INTRODUCING —
QUIKSPACE
THE MACERICH TENANT PORTAL

CHERYL TEST LARONDELLE

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.

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: cheryl.portal@yahoo.com
You can change your username after activating an account.

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.



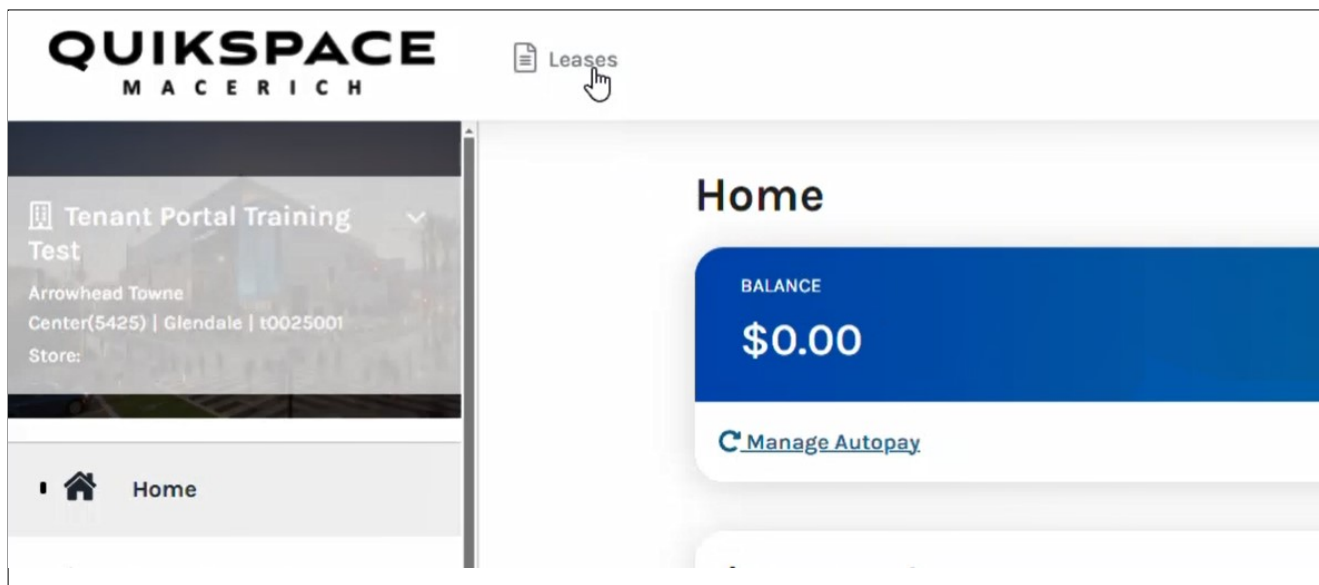
Lease Selection

Once registered/logged in, Tenant can view any of their active leases associated to their Tenant Portal email address

1. If Tenant has several leases, each of those lease accounts must contain the same Temp Tenant Portal contact record which will allow them to access all those leases through the Portal. Tenants can also toggle “Show Past Leases”, to view any leases that have expired. Press Select to view the lease Home Page.

Lease	Lease Code	Store Number	Unit Code	Property Address	Lease End Date	
Tenant Portal Training Test	t0025001		1025	Arrowhead Towne Center , Glendale, AZ	1/28/2025	SELECT
Tenant Portal Test SLA	t0025003		1108	Chandler Fashion Center , Chandler, AZ	12/8/2024	SELECT

2. To navigate back to the Lease Selection screen, Tenants can select “Leases”, found on the top left of the Home page.

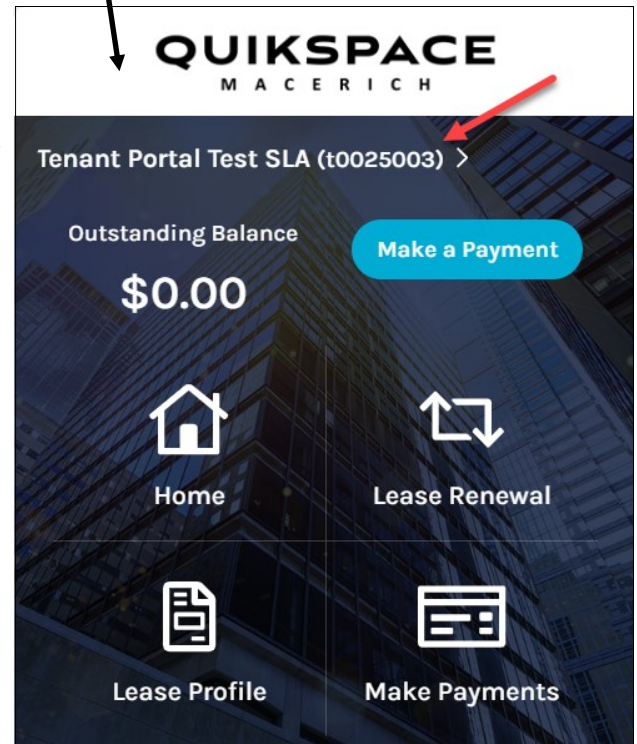
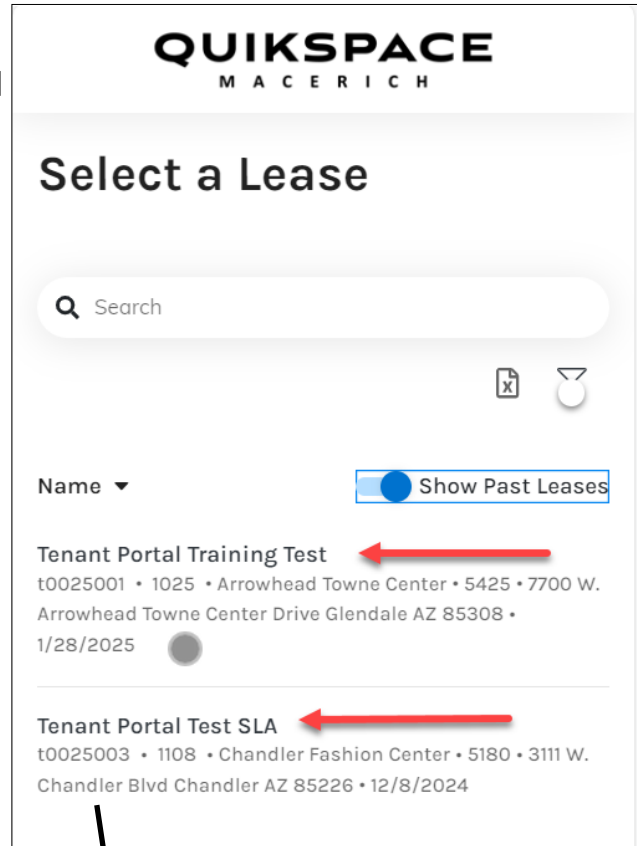




Lease Selection—Mobile Device

Once registered/logged in, Tenant can view any of their active leases associated to their Tenant Portal email address

1. If Tenant has several leases, each of those lease accounts must contain the same Temp Tenant Portal contact record which will allow them to access all those leases through the Portal. Select the lease name to view and manage each lease.
2. Tenants can also toggle “Show Past Leases”, to view any leases that have expired.
3. To navigate back to the Lease Selection screen, Tenants can select the lease name, found on the top of the Home page.

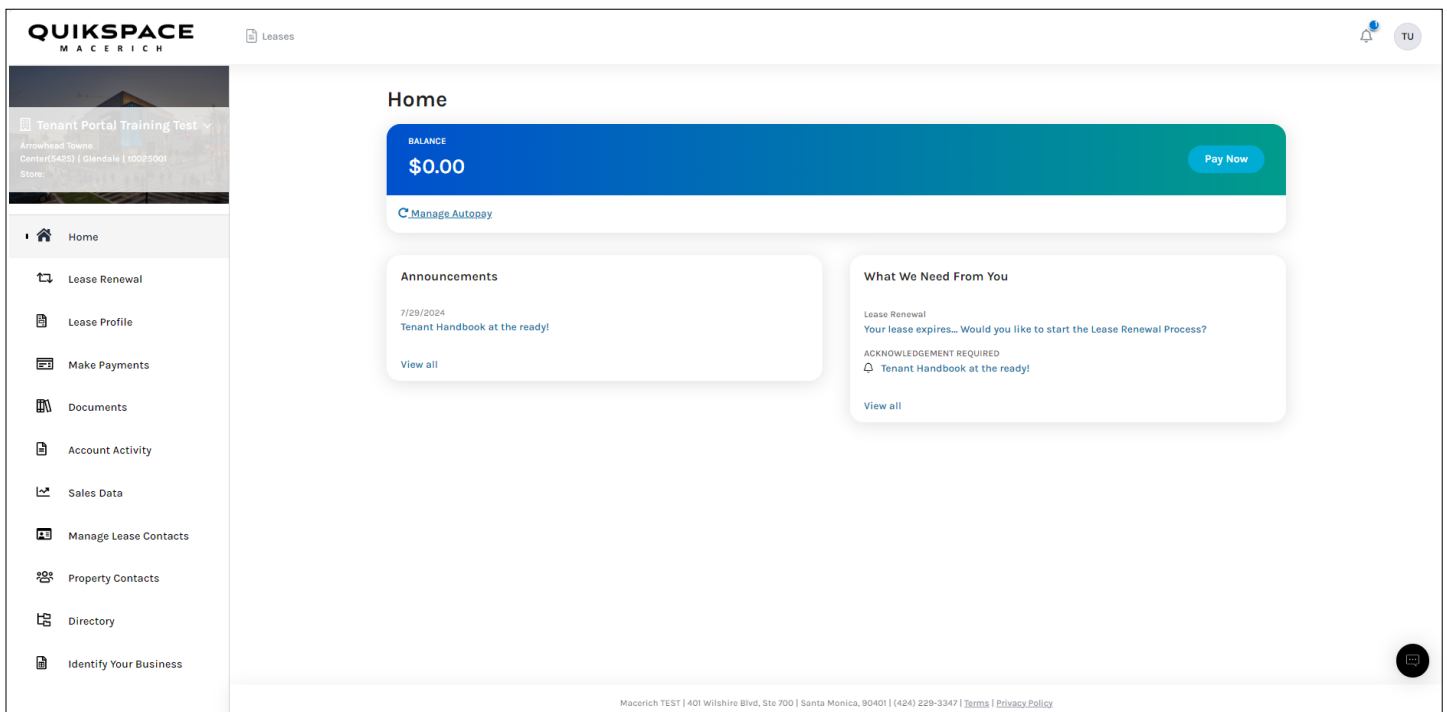




Home Page

Tenant can navigate to all of the Tenant Portal features from this screen.

- All menu options are available on the left navigation
- Priority items are displayed on the Home screen for quick access
- “What We Need From You” shows action items that Tenant needs to review or take action on
- “Announcements” shows property information and more
- “Documents” such as the Tenant Handbook can be accessed
- “Pay Now” quick and easy navigation to process a payment

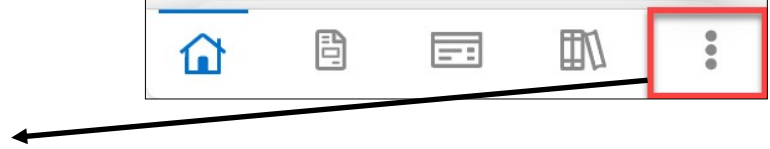
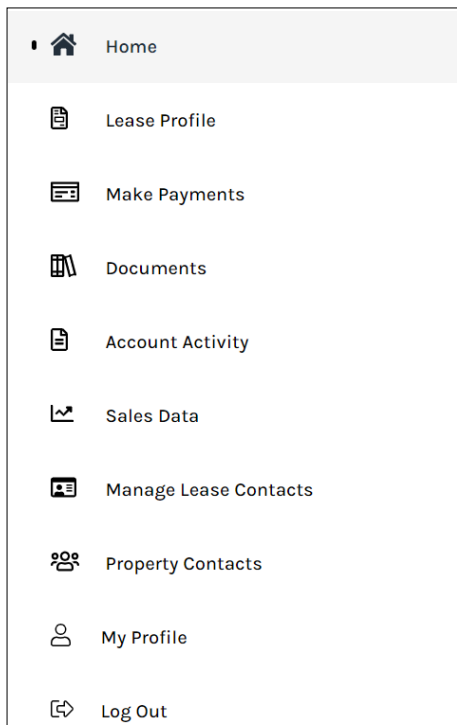
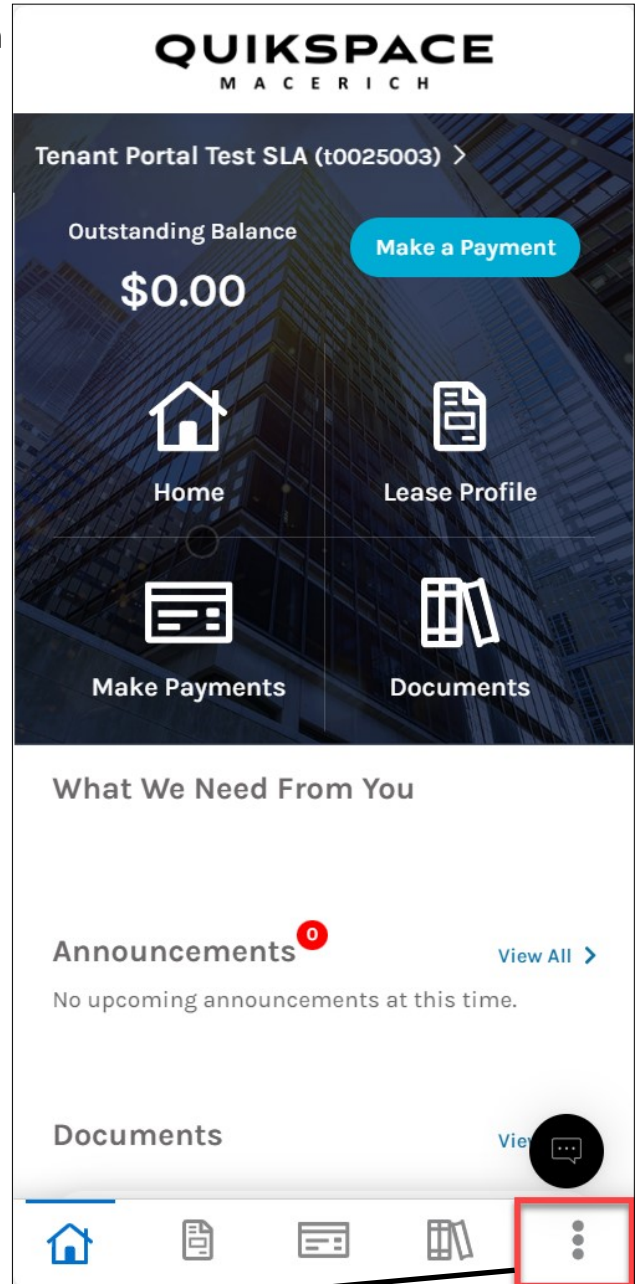




Home Page—Mobile Device

Tenant can navigate to all of the Tenant Portal features from this screen.

- Priority items are displayed on the Home screen for quick access
- “Make Payments” provides quick and easy navigation to process a payment
- “Documents” such as the Tenant Handbook can be accessed
- “What We Need From You” shows action items that Tenant needs to review or take action on
- “Announcements” shows property information and more
- Open more options from the 3 dots, found on the lower right corner.



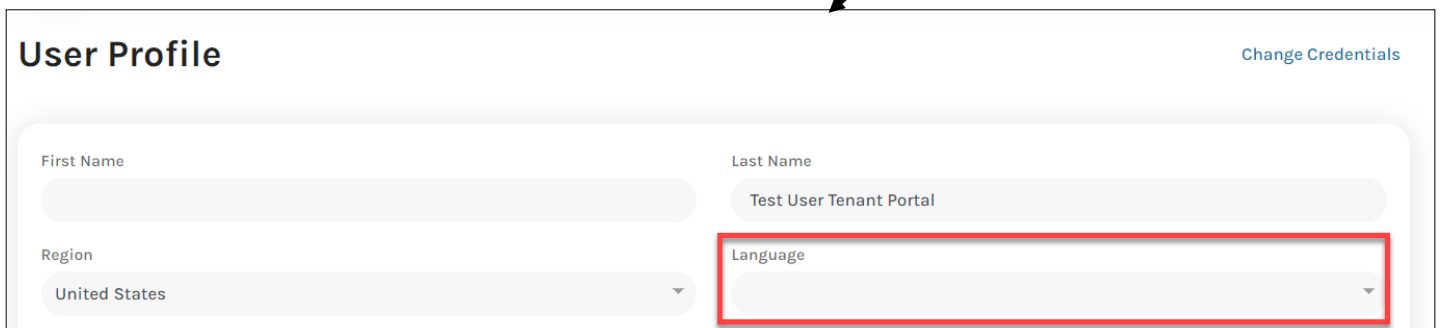
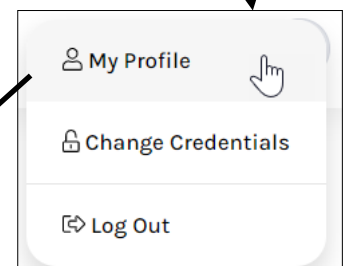
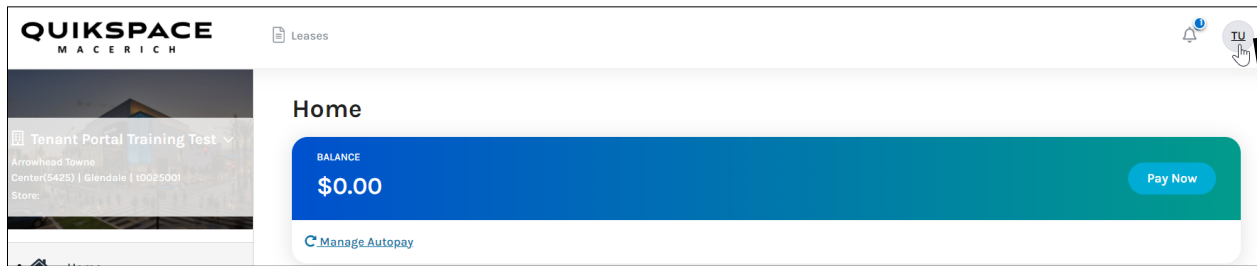


User Profile

Tenants can access their user profile, by clicking the icon in the top right corner. Here they will have the ability to “Change Credentials” and update Language preference.

The Tenant Portal supports the following Language options:

- English
- French
- Dutch
- German
- French (Canada)
- Spanish (Mexico)
- Arabic



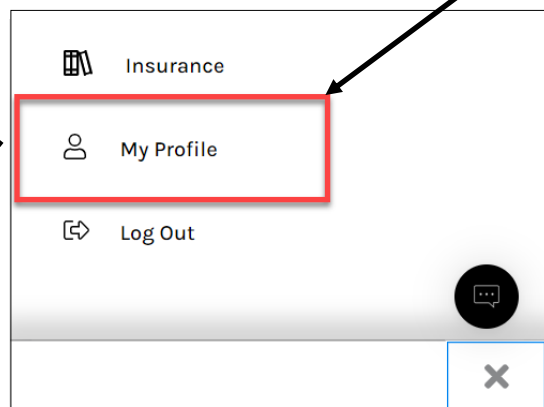
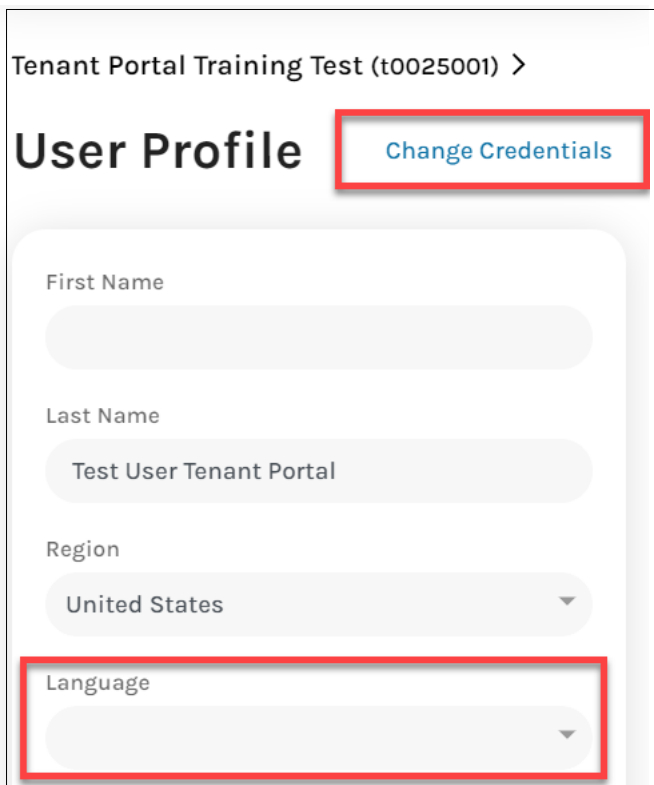
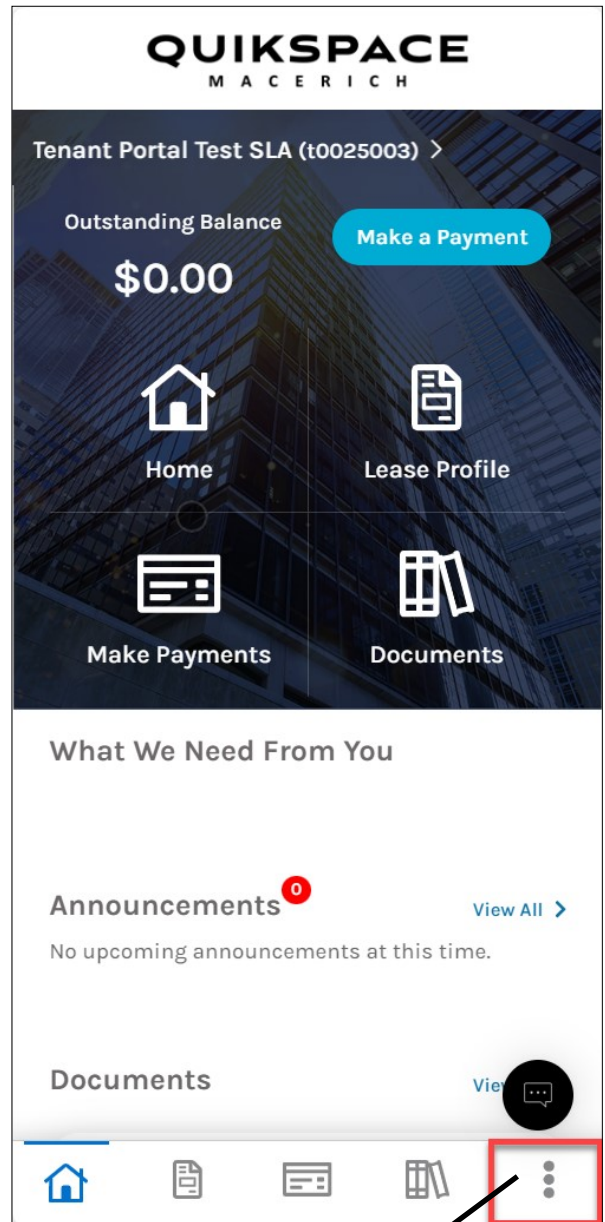


User Profile—Mobile Device

Tenants can access their user profile, by clicking the 3 dots in the lower right corner and selecting “My Profile”. Here they will have the ability to “Change Credentials” and update Language preference.

The Tenant Portal supports the following Language options:

- English
- French
- Dutch
- German
- French (Canada)
- Spanish (Mexico)
- Arabic



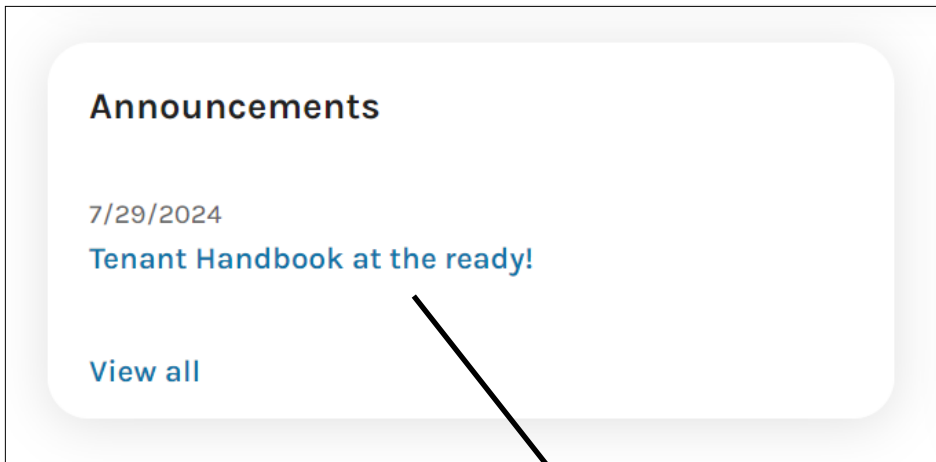


Announcements


Macerich posts regular Announcements to the Portal, which are shared with tenants via Email, as well. They include subjects such as:

- Marketing events or reminders
- Leasing and Storage Promotions
- Portal updates

Announcements may require the Tenant to “acknowledge” their receipt (such as the Macerich Rules & Regulations) or take action (such as providing COI)



Tenant Handbook at the ready!
7/29/2024

 [Click to open](#)

Action Required: Your Specialty Tenant Operations Handbook is Now Available in the Tenant Portal!

Please review your Specialty Tenant Handbook and Rule Card under the Property Documents menu and “acknowledge” receipt of them. These important documents provide you with the necessary information for operating your business in each Macerich center, including Management Staff Directory, Center Hours, Parking Maps, Dress Codes, Shipping & Receiving Information, Emergency Protocols, Customer Tips & Tricks, and so much more!

Please be sure to review and share these operational documents with your staff to ensure safe and smooth operations. We highly recommend you print out the Rule Card, a one page summary of our day-to-day operating rules, and place a copy in your store or cart/kiosk for your employees' easy access.

If you have any questions, please reach out to your Center's Property Management Team! Thank you.

[Acknowledge](#)

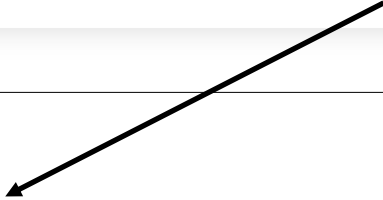


Lease Renewal

Tenants can begin a renewal request with in the Portal. The start date will be set automatically, beginning directly after the current License Agreement. Tenants can then enter the number of months or end date for the renewal period. As well as adding any additional comments.

Type	Status	Start Date	End Date	Description	Unit	Action
License Agreement	Activated	4/1/2024	3/31/2025		AH62	REQUEST RENEWAL

Items per page 05 1 - 1 of 1



Lease Renewal Request

Terms

Start Date: 4/1/2025

Months: Months

End Date: End Date

Comments

Please enter any comments about your upcoming renewal here

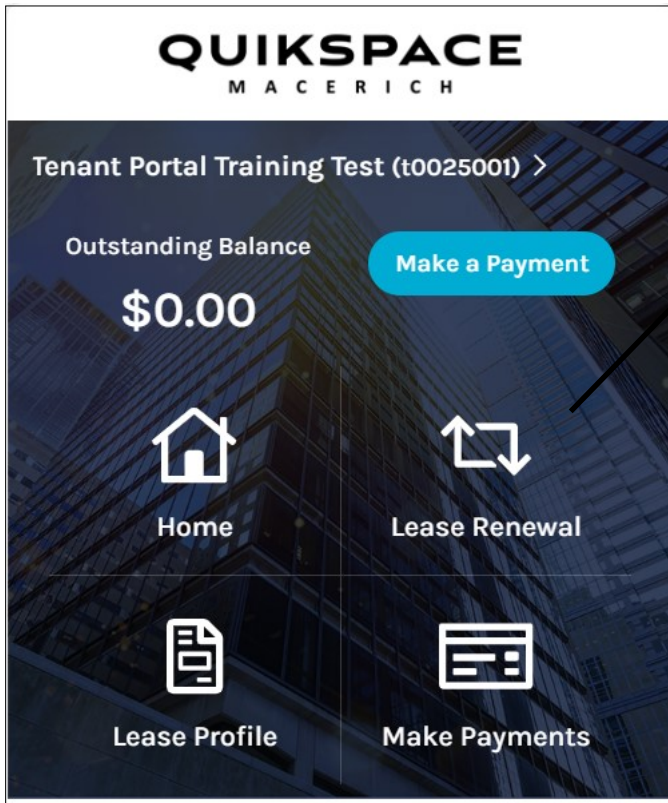
Once you click 'Submit Renewal Request', your Leasing Agent will promptly contact you for follow-up

[Cancel](#) [Submit Renewal Request](#)



Lease Renewal—Mobile Device

Tenants can begin a renewal request with in the Portal. The start date will be set automatically, beginning directly after the current License Agreement. Tenants can then enter the number of months or end date for the renewal period. As well as adding any additional comments.



Lease Renewal Request ✕

Terms

Start Date
11/1/2024 📅

Months
Months

End Date
End Date 📅

Comments

Please enter any comments about your upcoming renewal here

Once you click 'Submit Renewal Request', your Leasing Agent will promptly contact you for follow-up

Cancel Submit Renewal Request 💬



Lease Profile

- **Contacts:** Tenant Billing and Tenant Leasing Contacts will be visible, but un-editable.

Tenant should reach out to property if contact info needs to be edited at this time

- **Spaces:** View current Space and lease dates.

Only reflects their current license agreement space # and dates

- **Charge Schedule:** View lease charge schedule for all current or future charges.

Does not include rental tax, base amounts only

Lease Profile

Contacts
Spaces
Charge Schedule

Test User Tenant Portal

Tenant Billing

aaron.slattery@macerich.com

Contacts	Spaces	Charge Schedule
<input type="text" value="Search"/>		
Spaces	Start Date	End Date
1025	7/29/2024	1/28/2025
		Move-in Date
		7/29/2024

Contacts	Spaces	Charge Schedule
<input type="text" value="Search"/>		
Description	Amount(\$)	Period
SLA In-Line Rent	1,000.00	Monthly
📅 7/29/2024 to 1/28/2025		Billing Frequency
		Monthly



Payments

Tenants can setup and manage their ACH (Auto-Pay) or make 1x payments via bank account or credit/debit card.

- View current balance and make a payment
- View future charge schedules by selecting the Charges Dropdown Menu (base fees only)
- View/Manage Current Auto-Pay

Payments

Make Payments Accounts Activity Pending Activity

BALANCE
\$4,475.00 Pay Now

[Manage Autopay](#)

Current Outstanding Charges ▾

Date	Charge Description	Balance (\$)
8/1/2024	SLA Electric Utility Fee	275.00
8/1/2024	SLA In-Line Rent	4,200.00
Account Balance		\$4,475.00

Current Outstanding Charges ▾

- Current Outstanding Charges at the mor
- July Charges Schedule**
- Future Charges Schedule**
- Extra Paym



Payments—Mobile Device

Tenants can setup and manage their ACH (Auto-Pay) or make 1x payments via bank account or credit/debit card.

- View current balance and make a payment
- View future charge schedules by selecting the Charges Dropdown Menu (base fees only)
- View/Manage Current Auto-Pay

✕

Payment

Payment method:*

Select Payment Account

[+ Payment Method](#)

Select Charge

Reset

Submit

Select All

No Outstanding Charges

Regular Payment	0.00
Extra Payment	<input style="width: 80px;" type="text" value="0.00"/>
Total Payment	0.00

Tenant Portal Training Test (t0025001) >

Payments

Make Payments
Accounts
Activity

BALANCE

\$0.00

Pay Now

[Manage Autopay](#)

Current Outstanding Charges ▼

You have no outstanding charges at the moment.

Please click on PAY NOW to make Extra Payment.

Current Outstanding Charges

Current Outstanding Charges at the m

August Charges Schedule Extra Pay

Future Charges Schedule





Payments: Autopay Setup

- Create and Manage Autopay (ACH) plan including payment account, start date, end date, Pay on day, and max payment amount
- Max Payment Amount should include highest payment due, such as: First/Last month's Rent and initial Fees.
- Note: Tenant must setup a new Autopay each time their lease renews or is revised (Autopay plans expire whenever their current lease ends)

Manage Autopay

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

Add/Modify Autopay Enrollment

Your scheduled charges for the current period are \$1,034.00/month

Payment Account	Start Date	End Date	Pay On Day	Max Payment Amount (\$)
Select Payment Account	Date	Date		0.00

Save

- After saving Autopay; edit or delete current Autopay plan by selecting the 3 dots in the lower left corner.

Payment Account	Start Date	End Date	Pay On Day	Max Payment Amount (\$)
Select Payment Account	4/29/2021	Date	1st	0.00

Edit
Delete

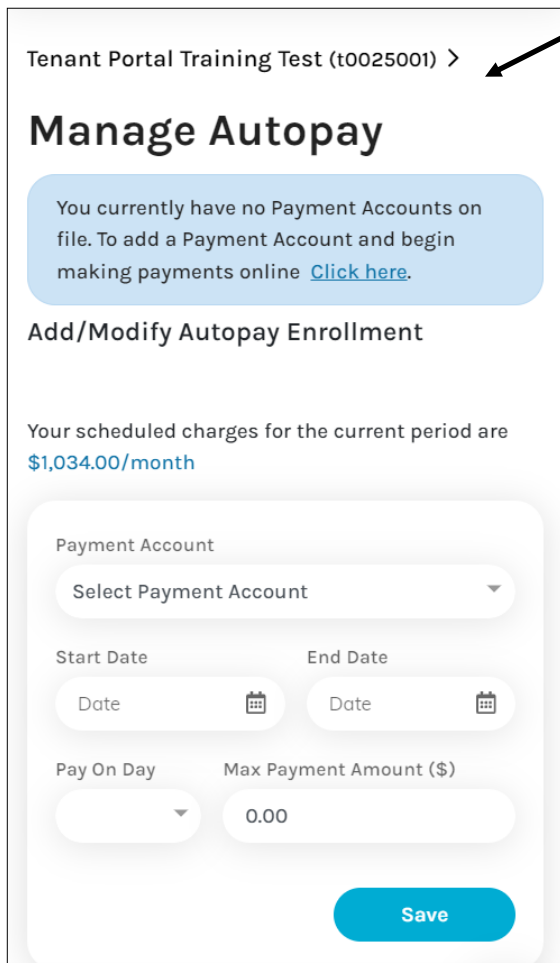
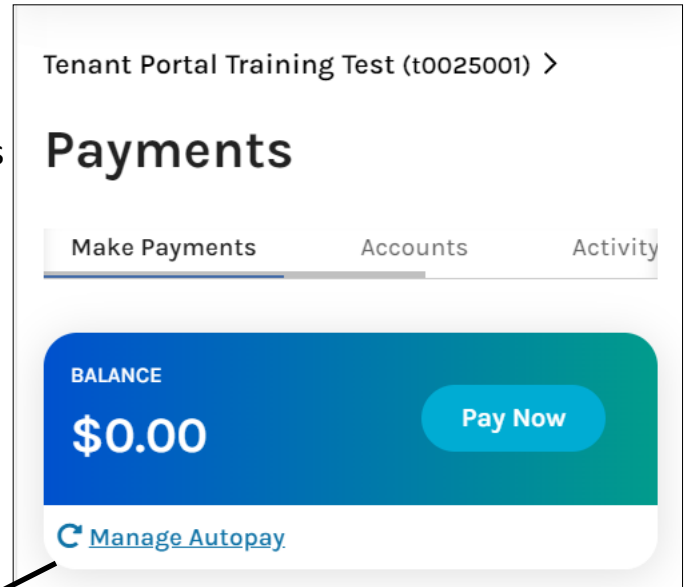
Payment Account	Start Date	End Date	Pay On Day	Max Payment Amount (\$)
Select Payment Account	4/29/2021	8/1/2024	1st	1,000.00

Save
Cancel

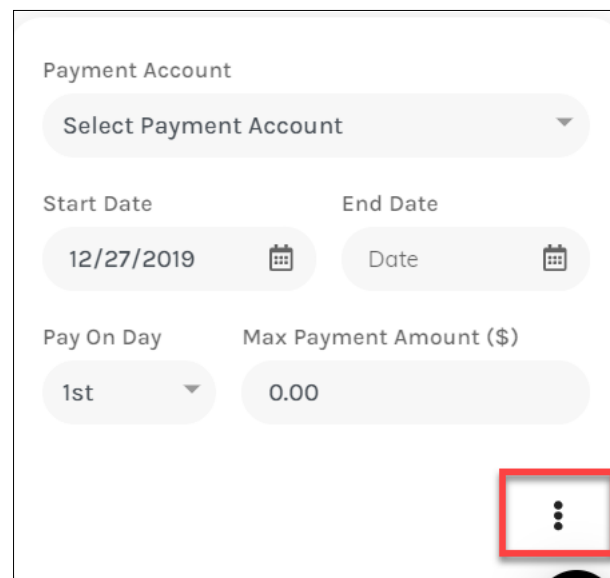


Payments: Autopay Setup—Mobile Device

- Create and Manage Autopay (ACH) plan including payment account, start date, end date, Pay on day, and max payment amount
- Max Payment Amount should include highest payment due, such as: First/Last month's Rent and initial Fees.
- Note: Tenant must setup a new Autopay each time their lease renews or is revised (Autopay plans expire whenever their current lease ends)



- After saving Autopay; edit or delete current Autopay plan by selecting the 3 dots.





Payments: Accounts

- View, add, delete, or modify payment accounts, such as bank accounts or credit/debit cards, which tenant wants to use to make payments from

The screenshot displays the 'Payments' interface with the 'Accounts' tab selected. A blue banner indicates that no bank accounts are currently available. A modal window titled 'Add Bank Account' is open, providing instructions on the verification process and a form to enter account details. The form includes fields for account name, routing number, account number, and account type, along with a 'Set Default' checkbox. A sample check image is also shown for reference.

Payments

Make Payments | **Accounts** | Activity | Pending Activity

Bank Accounts ▼ + Add Bank Account

Use the bank accounts listed below to make payments or schedule monthly automatic payments. [Learn More](#)

No Bank Accounts Available. To make payment services available please click 'Add Bank Account'.

Bank Accounts ▼

- Bank Accounts
- Credit Cards
- Debit Cards

Add 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.

Joe Smith
1234 Anystreet Court
Anycity, AA 12345 1234

Pay to the order of _____ Dollars

Bank Anywhere
123456789 123456789123 1234

Routing Number Account Number Check Number

Business Account Personal Account

Account Name*

Routing Number (9 digits)*

Account Number (3-17 digits)*

Confirm Account Number*

Account Type* --- Select ---

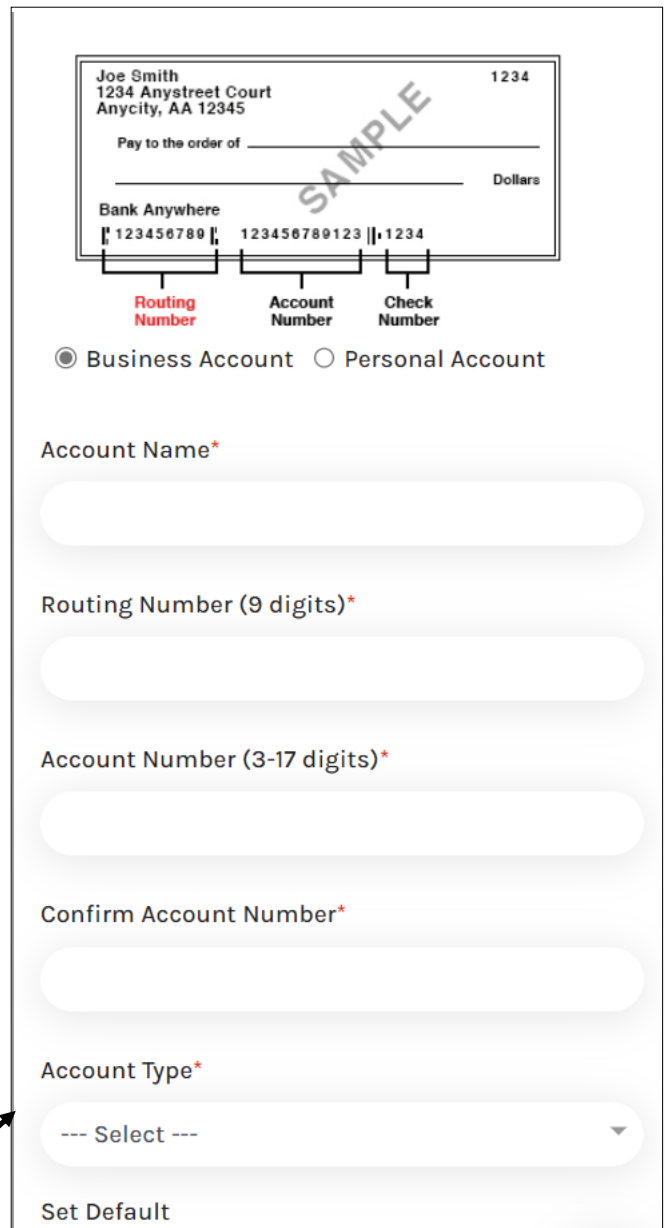
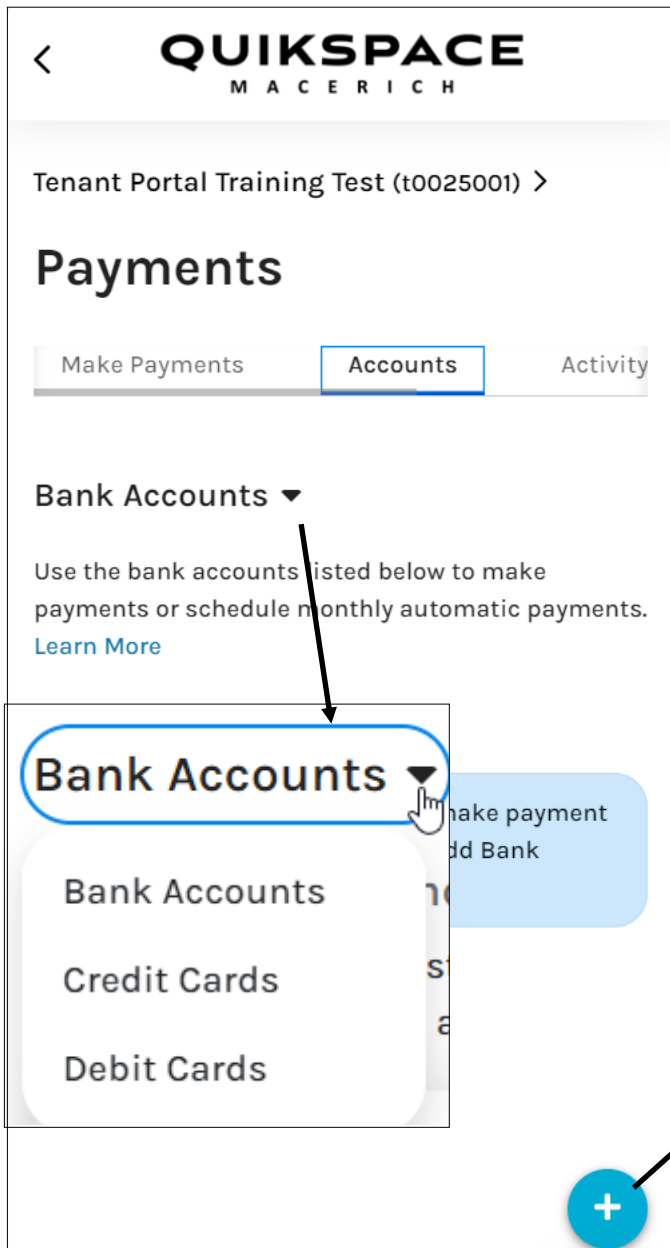
Set Default

Cancel Save



Payments: Accounts—Mobile Device

- View, add, delete, or modify payment accounts, such as bank accounts or credit/debit cards, which tenant wants to use to make payments from





Payments: Bank Account Verification

- When adding a bank account to their portal, tenant will be required to validate their bank account per NACHA mandate
- Once bank account has been verified, the Tenant can use that bank account across any of their Leases to make payments or setup Autopay (they only have to validate a bank account one time).
- National Automated Clearing House Association (NACHA) mandates that all ACH originators of Web Debit entries are required to perform account validation when processing ACH payments to improve fraud detection
- The tenant is instructed to wait for the deposit labeled “ACCTVERIFY” for less than \$1 to hit their bank account. (process can take 24-48 hours not including weekends or bank holidays).
- Once this deposit has posted, they will then log back into the Tenant Portal to complete the bank verification process.
- If the verification fails (returned due to invalid/closed account), tenant will be notified via email and instructed to add a new bank account
- When submitting cases related to the bank verification process, please include the tcode and a screenshot of the bank verification deposit from the tenant that shows the date and amount
- After successful verification, the bank account will be available for payment, and it will appear in the Payment Accounts tab under Bank Accounts.


Payments

Make Payments Accounts Activity Pending Activity

Bank Accounts ▼ + Add Bank Account

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. You will see a deposit labeled ACCTVERIFY under the amount of \$1.00 in your account. Allow 1-2 business days for the deposit to appear.

 Test Bank Account PROCESSING	Checking *789 Verify Now ⋮
---	--



Sales Data

Tenant can view and submit their sales

- Enter Sales: Sales field for each month will lock down at the end of following month to ensure % rent billing. Tenant must contact us if they need to modify sales entered once the month is locked down
- View Previous and Next period sales

Sales Data

Sales Period: 3/1/2024 - 2/28/2025 Reporting Frequency: Monthly Sales Year End: February Sales Type*: Bus Dev Retail Percentage Rent

[Previous Period](#) [Next Period](#)

[Save](#)

Date	Actual (\$)
Mar 2024	11,430.69
Apr 2024	12,663.80
May 2024	0.00
Jun 2024	0.00
Jul 2024	



Sales Data

Sales Period: 3/1/2023 - 2/29/2024 Reporting Frequency: Monthly Sales Year End: February Sales Type*: Bus Dev Retail Percentage Rent

[Previous Period](#) [Next Period](#)



Sales Data—Mobile Device

Tenant can view and submit their sales

- Enter Sales: Sales field for each month will lock down at the end of following month to ensure % rent billing. Tenant must contact us if they need to modify sales entered once the month is locked down
- View Previous and Next period sales

QUIKSPACE
MACERICH

Tenant Portal Training Test (t0025001) >

Sales Data

1/1/2024 - 12/31/2024 < >

Reporting Frequency: Monthly
Sales Year End: December

Sales Type*: Bus Dev Retail Percentage Rent

Reports

Select Month ▼

- Jul 2024
- Aug 2024
- Sep 2024
- Oct 2024
- Nov 2024
- Dec 2024

Tenant Portal Training Test (t0025001) >

Sales Data

1/1/2025 - 1/28/2025 < >

Reporting Frequency: Monthly
Sales Year End: December

Sales Type*: Bus Dev Retail Percentage Rent

Reports

Select Month ▼

Jan 2025

Reports

Jul 2024 ▼

Actual (\$) 0.00

Save



Documents

Tenant can view, download and print relevant documents for their property and lease.

- Lease Documents: executed lease documents
- Property Documents: code of conduct, rules & regulations, tenant handbook, employee parking map
- Insurance Documents: COI and others as determined/approved by legal and data privacy teams for online storage (COMING SOON!)

Documents

Lease Documents Property Documents (2)

Q Search Sort By ▼

- South Plains Mall Specialty Tenant Rule Card.pdf
PDF • 6/8/2023 • Specialty Rules & Regulations
- South Plains Mall Specialty Tenant Handbook.pdf
PDF • 6/8/2023 • Specialty Rules & Regulations

Page 10 1 - 2 of 2

Document Preview

THE RULE CARD

This is the "THE RULE CARD." This card must be kept at the Licensed Area at ALL TIMES and all employees of the store must read it and present it to South Plains Mall Management or Security upon request.

Welcome to South Plains Mall Specialty Leasing Program!
We're happy to have you as part of our retail family. For your time with us to be prosperous and satisfying for all involved, the rules and regulations for operating a common area Cart/Kiosk or Inline Space ("Licensed Area") at the South Plains Mall ("Center") are listed below and continue on the back of this card. Additionally, for your convenience, important phone numbers are located to the right.

<p>Rules & Regulations</p> <p>Operating Hours: The Licensed Area must be open for business and staffed at all times during all Center hours, through the last day of your License Agreement. Opening late or closing early is a violation of your License Agreement. You will be fined up to \$500.00 per occurrence or as otherwise detailed in the License Agreement. The operating hours for the Center are as follows:</p> <p>Monday-Friday: 10:00am-8:00pm Saturday: 10:00am- 8:00pm Sunday: 12:00pm-8:00pm Center Closed: Easter Sunday, Christmas Day</p> <p>South Plains Mall extends its operating hours during various holiday seasons and all Licensees are required to maintain these hours. Specific holiday hours, including Thanksgiving and Black</p>	<p>Personal Belongings: All personal belongings must be hidden from view at all times. These include purses, briefcases, books, bags, sweaters, coats, umbrellas, etc.</p> <p>Seating: Each Cart is provided with one chair. It is your responsibility to ensure that the chair stays at the Licensed Area, that it is in good working condition, and that it is secure when the Center is closed for business.</p> <p>Since no personal belongings are to be in view, nothing should be hung from the back or sides of the chair. Make sure that all four legs of the chair remain on the floor at all times.</p> <p>Only the chair provided is to be used and only employees are permitted to sit in the chair. If a different chair is required to accommodate an employee, please contact Center Management for</p>	<p>Important: Emergency: 911 Secu Center Management Office Addition</p> <p>Employee Conduct: Center empic expected to conduct themselves in manner. Yelling and/or use of profs prohibited. Failure to comply could immediate closure of your business Management. Although we encoura employees to be friendly and courte customers, the Licensed Area is nc socializing with friends and/or family personal business. Please refrain fr while you are staffing the Licensed firearms or other devices that could bodily harm shall be used, possess Licensee, its employees, agents, or</p> <p style="color: red; font-weight: bold;">THERE IS NO SMOKING, EATING SLEEPING, READING, PLAYING C WATCHING MOVIES, HEADPHON</p>
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Download
Print



Identify Your Business: Demographics

- Tenant can enter and modify their demographic information 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 will be asked to provide this data as part of profile completion, but are not required to, and will be provided with the necessary data privacy policies and their rights thereunder
- Only select Research personnel will have access to this data at a summary level, so Tenants can feel safe providing this data in a secure platform

Identify Your Business

Allow Us to Elevate Your Business Identity

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-mall directions and advertising.

Self-identification is optional. We look forward to hearing from you.

Asian-owned

--- Select --- Choose Yes No

Black-owned

--- Select --- Choose Yes No

Family-owned

--- Select --- Choose Yes No