



FAQs/Important Information

Q: Where will my Yardi Café invitation be coming from?

You will be receiving an email from Remedy Medical Properties, email address, no-reply@commercialcafes.com with a link to Commercial Café's Tenant Portal Registration on Thursday, July 20th. Please be sure to check Spam/Junk mail folders as well as any focused/other inboxes for the invitation. To further ensure delivery, please add no-reply@commercialcafes.com to your white/safe list of your email.

Q: We are already set up for automatic and electric payment through ClickPay. Will we need to reset automatic payments?

Yes. YARDI Café is a new online payment processor. Therefore, you will need to reset your automatic payments through the new portal.

IMPORTANT

For your protection, new bank accounts must be verified before you can use them to make payments, this process can take 24 – 48 hours. Please set up your bank accounts before your rental payments are due to avoid late payments. Details on adding a bank account and verifying the account can be found in the CommercialCafe Tenant Portal Quick Guide.

Q: Will my automatic payments on Clickpay be deactivated?

Yes. Clickpay ACH and Credit Cards payments have been deactivated for July 2023 rental payments and all future rental payments.

Q: I make payments for multiple leases within the same building. Will I be able to access all statements with one login?

Yes. You will be able to see all the statements for all the leases you make payments for. However, you will need to set up a payment source for each lease.

IMPORTANT

For your protection, new bank accounts must be verified before you can use them to make payments, this process can take 24 – 48 hours. This also involves verifying a nominal amount deposited into the bank account you are trying to add.

When setting up the same bank account for multiple leases we recommend setting up the account on only two leases per day to avoid multiple nominal deposits of different amounts

being deposited on the same day. Allowing you to more easily verify each deposited amount with the corresponding lease payment you set up.

Please refer to the CommercialCafe Tenant Portal Quick Guide for more information and guidance on this process.

If the incorrect amount is entered more than 3 times you will not be able to set up a payment for that lease. Please contact technical support to have the lease payment reset and try again. Technical support can be reached through the login page to Yardi Café.

Q: Will there be a fee to pay by Credit Card?

Yes, there will be a 2.5% fee to pay by Credit Card. This fee is subject to change.

Q: Will there be a fee to pay by ACH?

No, there is no charge for ACH payment.

Q: Will I still receive a statement?

All tenants will receive an email when statements are posted to the portal. In the portal you will be able to view and download your statement. Statements will no longer be mailed.

Do I need to mail my checks to a new address?

No, paper check payments are not affected by the portal. You can still, send your mailed checks to the P.O. Box listed on your statement.