

Commercial Café

USER GUIDE

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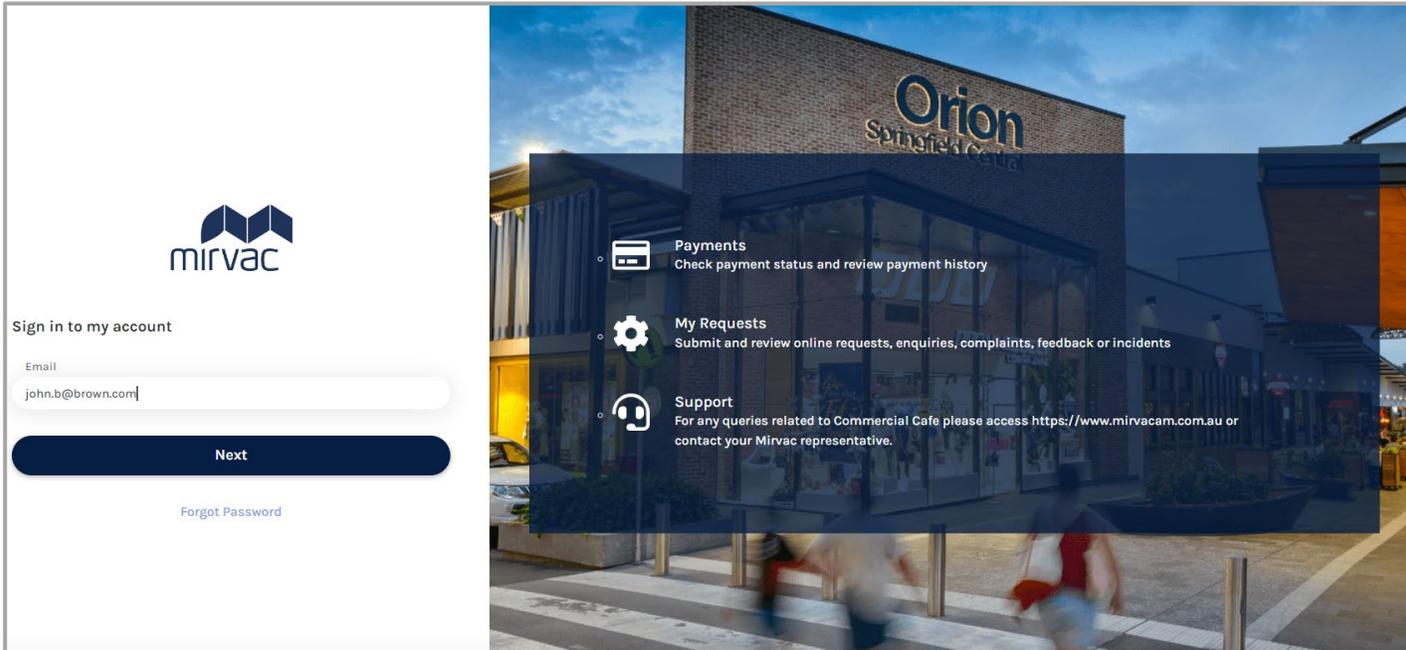
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1. Welcome to Commercial Café



WELCOME TO COMMERCIAL CAFE

Commercial Café is Mirvac's partner portal.

It can be used to:

- View invoices.
- View lease data including correspondence related to your lease.
- Submit requests for maintenance, general enquiries and complaints.
- Track your request status.
- Upload sales data.
- View property contacts.

1. Welcome to Commercial Café



1



Mirvac Commercial Café Registration

Dear John

Welcome to Commercial Café, our **portal**.

We have set up your Commercial Café account using your current contact details.

Your username is your email address john.b@brown.com

To complete your registration, click on the link below and create your password.

2 [Click here](#)

Once activated, Commercial Café gives you access to the following activities based on your permissions:

- View / access invoices
- Access lease information including correspondence related to your lease
- Submit service requests for maintenance, general enquiries and complaints

Refer to the Commercial Café User Guide (URL) for help on using the portal.

If you have any questions, please reach out to your Mirvac contact.

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

Thank you,
Moonee Ponds Central, Moonee Ponds

REGISTER YOUR ACCOUNT

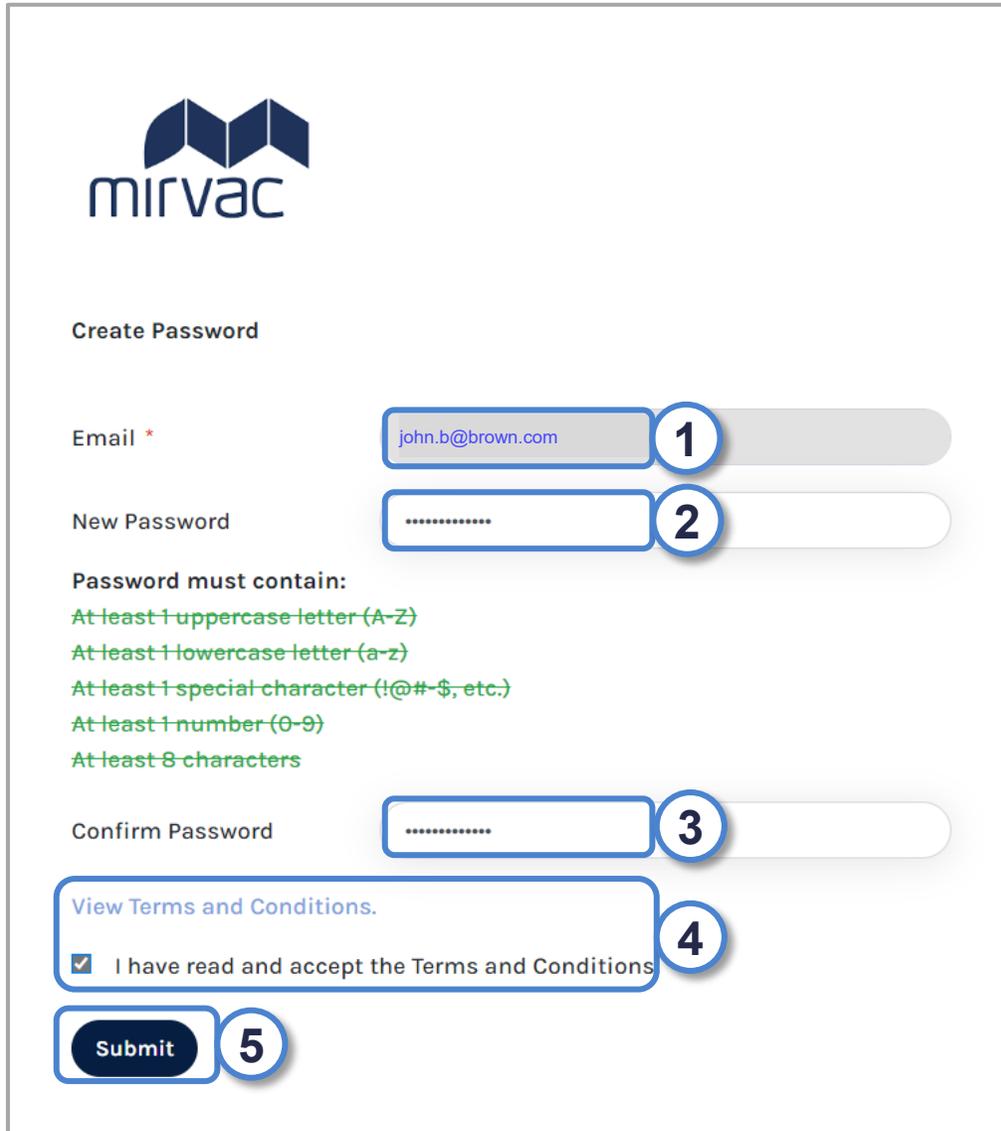
Once you have signed your lease and it has been activated by our Mirvac team, you will receive an invite to complete your registration and activate your **Commercial Café** account

To register your account:

1. Access the email sent from no.reply@mirvac.com. The email subject is 'Mirvac Commercial Cafe Registration'.
2. Follow the instructions in the email and select **Click here** to be taken to the registration page to select a password. See [create password slide](#) for more information.

If you have not received your invitation, please reach out to your Mirvac contact.

1. Welcome to Commercial Café



mirvac

Create Password

Email * 1

New Password 2

Password must contain:

- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 special character (!@#-\$, etc.)
- At least 1 number (0-9)
- At least 8 characters

Confirm Password 3

[View Terms and Conditions.](#) 4

I have read and accept the Terms and Conditions

Submit 5

CREATE PASSWORD

The first time you **Login**, you will be asked to create a password.

To create your password;

1. Your email will be default in the **Email** field.
2. Enter your **Password** ensuring you have included all the criteria listed in Green.
3. Re-enter your Password to confirm it matches.
4. Click on the **View Terms and Conditions** link to read T&Cs. Once complete, select the check box to confirm that you have read and accept T&Cs.
5. Click **Submit** to confirm your password and access Commercial Café.

If you have any issues with creating your password, please reach out to your Mirvac contact.

1. Welcome to Commercial Café

1



Mirvac Commercial Café Registration Confirmation

Dear John

Thank you for completing your registration for Commercial Café.

Username: john.b@brown.com

Click on the link below to log in to your account. We recommend you bookmark this link for future use.

2 [Login](#)

Once activated, Commercial Café gives you access to the following activities based on your permissions:

- View / access invoices
- Access lease information including correspondence related to your lease
- Submit requests for maintenance, general enquiries and complaints

Refer to the Commercial Café User Guide (URL) for help on using the portal.

If you have any questions, please reach out to your Mirvac contact.

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

Thank you,
Moonee Ponds Central, Moonee Ponds

LOG IN TO COMMERCIAL CAFE

Once you have registered your account you will receive an email confirming your registration.

To log in to your account:

1. Access the email sent from no.reply@mirvac.com. The email subject is 'Mirvac Commercial Cafe Registration Confirmation'.
2. Follow the instructions and click **Login** within the email to be taken to the registration page

If you have not received your invitation, please reach out to your Mirvac contact.

1. Welcome to Commercial Café

	Full Access (including financials)	Maintenance Access (no financials)	Retail Sales Access (no financials only retail sales)
View User Profile	✓	✓	✓
Leases & Account Activity – view lease contacts, spaces and charges	✓		
My Request – submit maintenance requests, enquiries, complaints, feedback and incidents.	✓	✓	✓
View Property Documents	✓	✓	✓
View Lease Documents	✓		
View & Upload Insurances	✓	✓	✓
Upload Sales Data – upload sales data and certificates	✓		✓
View Property Contacts	✓	✓	✓

USER ACCESS

Access provided to Commercial Café is based on your role within your organisation.

- **Full access** – provided to invoicing / accounts contacts
- **Maintenance access** – provided to people who raise requests (including business contacts, managers)
- **Retail sales access** – provided only to people who can enter and view sales data (retail only).

Your role determines what you can do and see within Commercial Café. If you need a different access, please contact your Mirvac representative.



Using Commercial Café

2. Navigating Commercial Café

Leases

Show Past Leases

Document Filter Dates

Lease Selection

Lease	Lease Code	Unit Code	Property Address	Lease End Date
Pharmacy & Lab	0000000	00-0000	Marion Foods Central, Marion Foods, 4000000 0000, VA	SELECT
Bakery and Bakery Shop	0000000	00-0000, 000-000, 000-000	Marion Foods Central, Marion Foods, 4000000 0000, VA	SELECT

SELECT LEASE

Note: if you only have one lease, you will not see this page.

If you have multiple leases, you can select your lease:

1. Click the **Select** button to select a lease
2. Enter the lease name into the **Search** textbox
3. Click the **Show Past Leases** toggle button to on to view past leases
4. Click the **Document** button to view lease documents
5. Click the **Filter Dates** button to search for a lease by date

2. Navigating Commercial Café

The screenshot shows the 'Home' page of the mirvac Commercial Café. On the left is a dark blue navigation sidebar with icons and labels for Home, Lease Profile, Account Activity, My Request, Sales Data, Documents, and Property Contacts. The main content area is titled 'Home' and contains three sections:

- 1. Tenant Requests:** A list of requests with details such as 'Testing from Cafe. Please Ignore.' (3 Days ago, Scheduled), 'Broken water pipe' (6 Days ago, New via Commercial Café), and 'Loud music F45' (7 Days ago, New tenant request). A '+ New Request' button is in the top right.
- 2. What We Need From You:** A box stating 'Currently there are no pending items that require your attention'.
- 3. Documents:** A box with a '+ Upload Document' button, a document entry 'MGR_TaxInv_NRC_1021001504_1653.pdf' (Added on 7/4/2024), and a 'View all' link.

HOME PAGE

The **Home** page has the following sections:

1. The **My Requests** section lists all the maintenance requests. **Note** click the **View All** hyperlink to display all the requests listed.
2. The **What We Need From You** section lists any items requiring attention
3. The **Documents** section lists any Tax Invoices, which can be opened by clicking on the hyperlink

3. View Lease Profile

CONTACTS

1. Select the **Contacts** tab on the **Lease Profile** page to display all the contacts for the lease

3. View Lease Profile

The screenshot shows the Mirvac web application interface. On the left is a dark blue navigation sidebar with icons and labels for Home, Lease Profile, Account Activity, My Request, Sales Data, Documents, and Property Contacts. The main content area is titled "Lease Profile" and has three tabs: "Contacts", "Spaces", and "Lease Schedule". The "Spaces" tab is selected and highlighted with a blue box and a circled "1". Below the tabs is a search bar. A table displays the following data:

Spaces	Start Date	End Date	Move-in Date
RG-T6971	4/25/2022	4/24/2027	4/25/2022
STB-011	4/25/2022	4/24/2027	4/25/2022
STB-013	4/25/2022	4/24/2027	4/25/2022

At the bottom right of the table area, it says "Items per page 05" and "1 - 3 of 3".

SPACES

1. Select the **Spaces** tab on the **Lease Profile** page to display all the units associated with the lease

3. View Lease Profile

The screenshot shows the 'Lease Profile' page with the 'Charge Schedule' tab selected. The table below lists the lease items:

Description	Currency	Amount	Period	Billing Frequency
Rent - Retail - Specialties 4/25/2024 to 4/24/2025	aud	16,910.97	Monthly	Monthly
Rent - Retail - Specialties 4/25/2025 to 4/24/2026	aud	17,545.12	Monthly	Monthly
Rent - Retail - Specialties 4/25/2026 to 4/24/2027	aud	18,203.07	Monthly	Monthly
Rent - Storeroom 4/25/2024 to 4/24/2025	aud	461.72	Monthly	Monthly
Rent - Storeroom 4/25/2024 to 4/24/2025	aud	1.00	Annual	Annual

Annotations on the screenshot:

- 1**: Points to the 'Charge Schedule' tab.
- 2**: Points to the 'Items per page' dropdown menu.
- 3**: Points to the 'Page Numbers' navigation controls.

CHARGE SCHEDULE

1. Select the **Charge Schedule** tab on the **Lease Profile** page to display the rent amount for all the leases
2. Select the **Items per page** dropdown list to change how many items are displayed per page
3. Select **Page Numbers** to see more charge schedules, including historical data

4. View Account Activity

My Account

Ledger **1** Pending Activity **2**

Online payments are reflected in the Ledger only after they are fully processed.
Online payments will be deducted from the bank account on the payment date shown below.

Q Search Sort By [v]

DRE CPR Testing Ref:P-80092					
Currency	Date	Invoice/Receipt#	Charge	GST	Total
aud	6/1/2024	1021001504	600.00	60.00	660.00
Payments	Balance	Payment Method			
0.00	1,320.00	-			

Testing DRE CPR Ref:P-80091					
Currency	Date	Invoice/Receipt#	Charge	GST	Total
aud	6/1/2024	1021001504	500.00	50.00	550.00
Payments	Balance	Payment Method			
0.00	660.00	-			

CPR Test Same GL Account - p30002-Adairs and Ada-t3008042 Ref:P-80090					
Currency	Date	Invoice/Receipt#	Charge	GST	Total
aud	6/1/2024	1021001504	100.00	10.00	110.00
Payments	Balance	Payment Method			
0.00	110.00	-			

Items per page 10 1 - 3 of 3

VIEW LEDGER & PENDING ACTIVITY

From the **My Account** page:

1. Select the **Ledger** tab to view your **payment history**
2. Select the **Pending Activity** tab to view any **upcoming payments**

5. View & Create Requests

Step	Detail	More information
Raise new request	<ul style="list-style-type: none"> Use the My Request tab to raise a new request. 	Refer to Create New Request slide
Approve Estimate	<ul style="list-style-type: none"> If required, any quotes (estimates) are sent to you through Commercial Café. Approve or Decline the estimate. 	Refer to Approve / Decline Estimate slide
Receive updates	<ul style="list-style-type: none"> As the request progress emails are sent from no.reply@mirvac.com Refer to the Status History to track the progress of the 	Refer to Status History slide

OVERVIEW

You can raise requests in Commercial Café.

This includes maintenance requests, enquiries, feedback and complaints.



5. View & Create Requests

My Request 1

Search

2 + New Request 3 4

Request	Category	Status	Action
Graffiti over front of shop #11 Requested 8/23/2024	Cleaning / waste	New via Commercial Café	
Air Con Too Hot #10 Requested 8/23/2024	Air conditioning	New via Commercial Café	

Items per page 05 1 - 2 of 2

+ New Request

- Download as PDF
- Download as XLS

VIEW MY REQUESTS

1. The **My Requests** page allows you to view requests including:
 - Request type
 - Category
 - Status
 - Action
2. The **New Request** button allows you to create a new request. (See the [New Requests](#) slides for more information.)
3. Click the **Document Download** button to download all requests as either a **PDF** or **XLS** file
4. Click the **Filter Dates** button to view Requests within a set date range. (See the next slide **Filtering Requests** for more information.)

5. View & Create Requests

My Request

Search

+ New Request

Request	Category	Status
Graffiti over front of shop #11 Requested 8/23/2024	Cleaning / waste	New via Commercial Café
Air Con Too Hot #10 Requested 8/23/2024	Air conditioning	New via Commercial Café

Filters Reset

Status
All

Start Date End Date
From To

Done

FILTER MY REQUESTS

1. Click the **Filter Dates** button
2. Select the **Start Date** and the **End Date** to set the date range for viewing Requests
3. Click the **Done** button

5. View & Create Requests

My Request

Search

1 + New Request

Request	Category	Status	Action
Graffiti over front of shop #11 Requested 8/23/2024	Cleaning / waste	New via Commercial Café	
Air Con Too Hot #10 Requested 8/23/2024	Air conditioning	New via Commercial Café	

Items per page 05 1 - 2 of 2

CREATE NEW REQUEST

When you require a piece of equipment to be repaired or maintained, or you have an enquiry, this **My Request** section is how you notify a Mirvac Facility Manager of your required request.

1. Click the **+ New Request** button to create a new Request. (See the [Create a New request slide](#) for additional steps.)

5. View & Create Requests



- Home
- Lease Profile
- Account Activity
- My Request**
- Sales Data
- Documents
- Property Contacts

New Request ✕

* indicates required fields

Request for :

Unit

Unit* 1 Select Unit	Priority* 2 Low
Category* 3 Select Category	Sub Category* 4 Select Sub Category

Brief Description* 5

Add Description

35 characters remaining

Details* 6

Add Details

500 characters remaining

Access Instructions

Add Access Instructions

Permission to Enter 7

Yes

Charges 8

I need to review and approve the estima...

- I need to review and approve the estimate or
- I don't think I should be responsible for the charges.

Cancel
Submit
9
10

Attachment: ⓘ + New Attachments

No attachments added

CREATE NEW REQUEST

1. Select the unit from the **Unit** dropdown list
2. Select High, Medium or Low from the **Priority** dropdown list
3. Select a **Category** (see [category & subcategory slide](#) for definitions)
4. Select a **Subcategory** (see [category & subcategory slide](#) for definitions)
5. Type a **Brief Description**
6. Type additional **Details**
7. Select **Yes** from the **Permission to Enter** dropdown list
8. Select responsibility from the **Charges** dropdown list
9. Click **+ New Attachments** to add any relevant photos or documents
10. Click the **Submit** button



5. View & Create Requests

Category	Subcategory
Access	After hour access, Cancel access card/key, loading dock/goods lift access, new access card/key, parking, repairs, specific lift access, contractor access, update access card / key
Airconditioning	After hours air conditioning, Air flow, Repairs, Too cold, Too hot
Building Services	Repairs
Cleaning & Waste Control	Additional cleaning, Cleaning / waste complaint, Graffiti, Repairs, Replace paper / soap, Rubbish / recycling
Electrical Services	Electrical / lights / power, Repairs
Escalators / Lifts	Escalator fault/s, Lift fault/s, Repairs, Trapped passenger/s
Fire Services	Repairs
Plumbing	Blockage / flushing, Broken / faulty fitting/s, Cold water, Hot water, Leak/s, Repairs
Security Services	Doors / locks / handles, Repairs, Security / CCTV / alarms
Complaint	Cleaning & hygiene, Community / other tenants, Customer accounts / payment, Customer service, Energy / utilities, General / other, Health, safety or security, Maintenance / request resolution, Marketing & events, Policy, legal or compliance, Property / community information, Property quality & design, Service provision
Enquiry	
Feedback	
Incident	

UNDERSTANDING CATEGORY & SUBCATEGORY

- When creating a request, select the **Category** and **Subcategory** closest to your request.
- Use the **description** boxes in the request form to add more detail of your request.

5. View & Create Requests

VIEW NEW REQUEST DETAILS

1. When you click the **Submit** button, a **Pop Up** will be displayed to confirm that the request has been created successfully.

Please check your email for a notification of the request being sent to Mirvac.

1. View the new Request, which includes:
 - Request Name
 - Request Number
 - Request Date
 - Category
 - Status
2. Click the **Request** name to display further information. (See the [Request Details slide](#) for additional steps.)

5. View & Create Requests

Request# 79
Created 9/17/2024 by |

1

Request Details Estimate Status History Messages Attachments

Unit Location: R01-SP28

Tenant
Cue

Status	Priority	Category
Scheduled	High	Air Conditioning

Sub Category
Repairs

Description
remote control broken

Details
Buttons missing on remote control

Permission to Enter
Yes

Charges
Get Quote

REQUEST DETAILS

1. Click the **Request Details** tab to view the submitted request

5. View & Create Requests

Request# 79 Created 9/17/2024 by

Request Details **Estimate** Status History Messages Attachments

Work Order Estimation

Cost Description	Amount	Notes
Replace Remote	\$420.00	
Total Estimated Cost	\$420.00	

Scheduled Completion : 9/19/2024 Estimate Notes : Drop it off to shop

Approve Estimate Decline Estimate

Comments

Confirm Approval

APPROVE / DECLINE ESTIMATE

1. Click the **Estimate** tab to view any estimates that have been approved or are waiting approval for the maintenance request
2. Review **Work Order Estimation** sent from the facility manager to either approve or decline.
3. Select **Approve Estimate**
4. Write any additional comments if required
5. Confirm Approval of estimate for the repair to be scheduled for completion.

5. View & Create Requests

Status	Date	Time
Completed	6/28/2024	01:21 PM
In Progress	6/28/2024	01:20 PM
Scheduled	6/28/2024	01:01 PM
Quote approved	6/28/2024	12:52 PM
Quote supplied	6/28/2024	12:48 PM
Pending	6/28/2024	12:41 PM

STATUS HISTORY

Once your request has been actioned, you will receive updates of the progress of the request in this tab

1. Click the **Status History** tab to view the progress and history of the maintenance request, e.g. New, In Progress, On Hold, Completed or Cancelled

5. View & Create Requests

The screenshot displays the Mirvac application interface. On the left is a dark blue sidebar with navigation options: Home, Lease Profile, Account Activity, My Request (highlighted), Sales Data, Documents, and Property Contacts. The main content area shows two views of 'Request# 11', created on 8/23/2024 by Natalie Mander.

The top view shows the 'Messages' tab selected, indicated by a circled '1'. It features a message input field with a 'Send Message' button and a table of messages:

Messages	Date	Time
It's very bad - I will send a photo	8/23/2024	3:03 PM
How bad is the graffiti?	8/23/2024	2:01 PM

The bottom view shows the 'Attachments' tab selected, indicated by a circled '2'. It displays a list of attachments with a circled '4' around the list area and a '+ New Attachment' button with a circled '3' around it.

MESSAGES & ATTACHMENTS

1. Click the **Messages** tab to send messages or to view any messages that have been received from Mirvac
2. Click the **Attachment** tab to view any uploaded photos and/or documents
3. Click the **+ New Attachment** button to upload any relevant photos or documents

6. Upload Sales Data

The screenshot shows the 'Sales Data' upload page in the mirvac system. The interface includes a sidebar with navigation options: Home, Lease Profile, Account Activity, My Request, Sales Data (selected), Documents, and Property Contacts. The main content area is titled 'Sales Data' and contains the following fields and controls:

- Sales Period:** 7/1/2024 - 6/30/2025
- Reporting Frequency:** Monthly
- Sales Year End:** June
- Sales Type*:** A dropdown menu currently showing 'Women's Apparel' (Callout 1).
- Navigation:** 'Previous Period' and 'Next Period' buttons.
- Action:** A 'Save' button (Callout 3).
- Table:** A table with columns for Date, Currency, Amount, Audited, Attachment, and Actions. The 'Sep 2024' row has '5,000.00' entered in the Amount field (Callout 2) and an 'Upload' button highlighted (Callout 4).

Date	Currency	Amount	Audited	Attachment	Actions
Jul 2024	AUD	0.00	0.00	Upload	Download, Hide
Aug 2024	AUD			Upload	Download, Hide
Sep 2024	AUD	5,000.00	0.00	Upload	Download, Hide
Oct 2024	AUD			Upload	Download, Hide

SALES DATA

To upload Sales Data into Commercial Café:

1. Select the sales type from the **Sales Type** dropdown list
2. Enter the total **Amount** in the Correct month/period
3. Select Save
4. Click the **Upload** button on the **current period** to save a document if required.

6. Upload Sales Data

UPLOAD SALES DOCUMENT

When you click the **Upload** button, the **Upload Sales Document** is displayed:

1. Click the **Upload Document** button to upload your file. The name of the file will be displayed once the file is selected.
2. Type the **File Description**
3. Click the **Submit** button

7. View Documents

DOCUMENTS

All **Documents** relating to the Property are stored in this location.

Click each tab to access the following type of documents.

1. **Tenant Correspondence** displays any correspondence sent from Yardi.
2. **Property Documentation** that is uploaded by Mirvac
3. **Insurance** displays the insurance documents uploaded (see next slide for instructions).
4. **+ Upload Files** is used to upload insurance documents

7. View Documents

Upload Documents [Close]

* indicates required fields

Document* **1**

 Test Equipment Sys Nat
 M.csv

File Description* **2**

Document Type* **3**

preview is not supported at the moment

4

5 **Success**
 ✓ File uploaded to Insurance

UPLOAD PLI CERTIFICATE

Complete upload process for Insurance certificate after having selected the Insurance tab.

1. **Upload document** required from a folder e.g. Insurance
2. Name the **File Description**
3. Select **Document Type - PLI – Certificate of Currency** from drop down menu
4. Select **Submit** to complete the process.
5. **Success** pop up will appear

8. View Property Contacts

Property Contacts

Search

Sam Campbell Area Manager samcampbell@mirvac.com	Sunga Khuyagbatar Area Manager sunga.khuyagbatar@mirvac.com	Kathleen Morris Area Manager kathleen.morris@mirvac.com
Phil Hoangbo Area Manager phil.hoangbo@mirvac.com	Julia Mankarics Area Manager julia.mankarics@mirvac.com	Robert Perotti Area Manager robert.perotti@mirvac.com
Ray Wuthian Area Manager ray.wuthian@mirvac.com 12 345 6789 - MainContact	Sam Zhang Area Manager sam.zhang@mirvac.com	

PROPERTY CONTACTS

On the **Property Contacts** page, all Mirvac **Contacts** relating to the Property are listed including:

1. Contacts' **Name**, **Title** and **Email**
2. The **Main Contact** information including their **Phone Number**

