Xfinity Communities Concierge Portal Revenue Share User Guide

Overview

The **Xfinity Communities Concierge Portal** provides you with the ability to access revenue share details for your property, at any time, with new reports released monthly. You can also view historical revenue share data for your properties with ease, and see detailed information, including the status of your revenue share checks.

The portal also provides your community with an easy-to-use, one-stop shop, for managing its Xfinity services.

Accessing the Portal

Users will receive an email from the Xfinity Communities Concierge Portal prompting them to login. Users should follow the customized guidance in the email in order to successfully onboard.

- If the user received an email with a link prompting them to manually create an account, please be aware the link in the email will expire seven days after it's sent.
- For emails without a link prompting the user to create an account, there is no expiration timeline. You can visit the Xfinity Communities Concierge Portal via the link sent to the user's email at any time.

Email with expiration

xfinity communities concierge

Welcome to Xfinity Communities Concierge!

To create your account, click here. This link expires in 7 days.

Once your account has been created, follow the below steps to access the Concierge:

1. Go to Xfinity Communities Concierge
2. Click on the "Authenticate" button
3. Enter your newly created login credentials

Email with no expiration

xfinity communities concierge

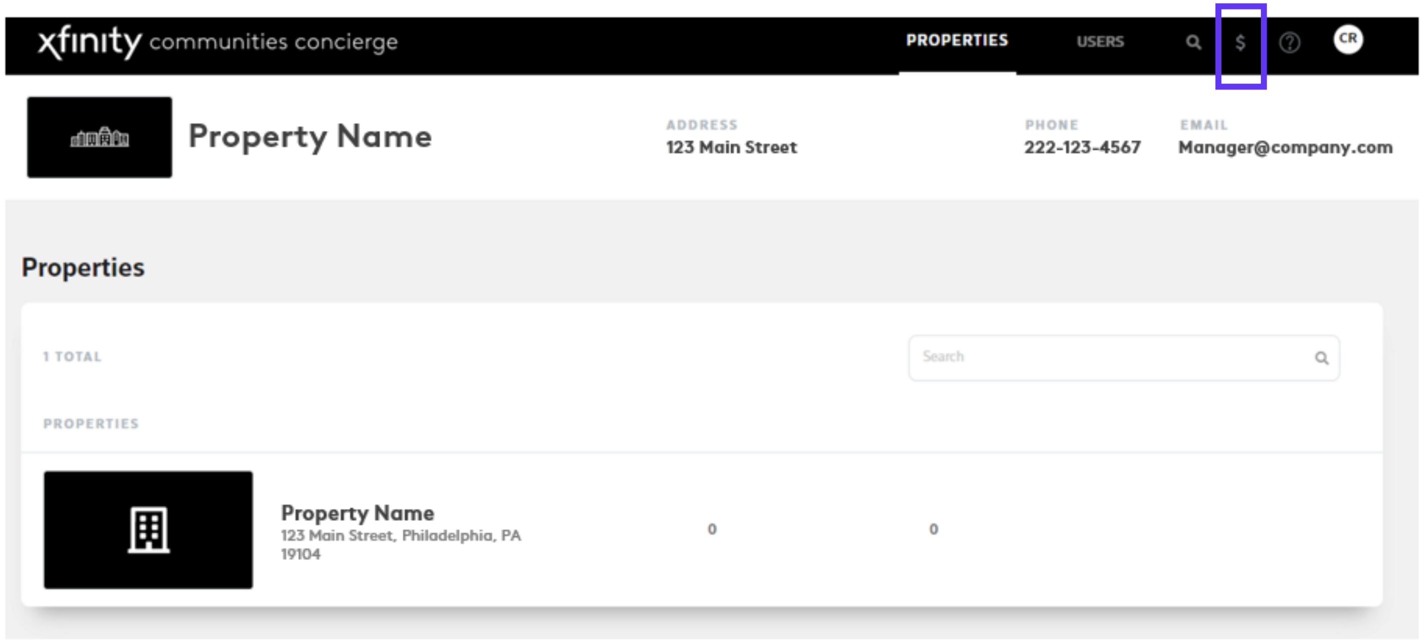
Welcome to Xfinity Communities Concierge!

Follow the below steps to access the Concierge:

1. Go to Xfinity Communities Concierge
2. Click on the "Authenticate" button
3. Sign in using your workplace login credentials

User Experience – Landing Page

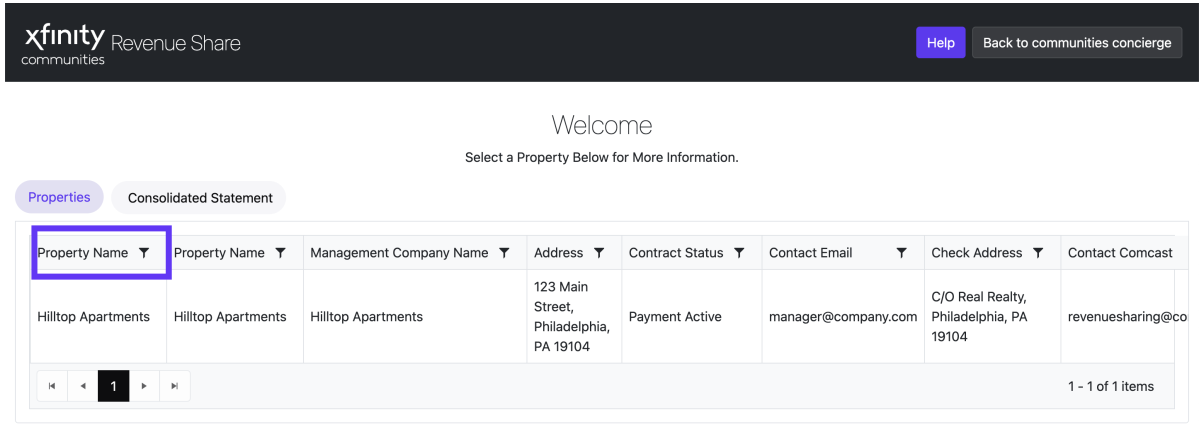
- The Organization Landing Page is the first page a revenue share user will see when they log into the Xfinity Communities Concierge Portal.
- This page will list the properties under the organization.
- Users can navigate to the Revenue Share portal by selecting the **$ icon** in the top ribbon. This will open a new window.
- The **$ icon** will only be visible to Property Users and Org Admins with Revenue Share selected in their user profile.



User Experience – Revenue Share Property Page

- When the user navigates to the Revenue Share portal, they will land on the Revenue Share Property page.
- This page will list the properties under the organization with Revenue Share.
- Users can view high-level property details on this screen:
  - Name
  - Address
  - Contract Status
  - Contact Email
  - Check Address
  - Contact Comcast Email
- The Consolidated Statement provides aggregate property report data by specific time periods.
- If a user has an inquiry surrounding their revenue share that is not captured in the portal or in the Help guide, the email provided in the Contact Comcast field is how the user will be directed to escalate their question.
- To view revenue share details for your property, click on the Property Name.

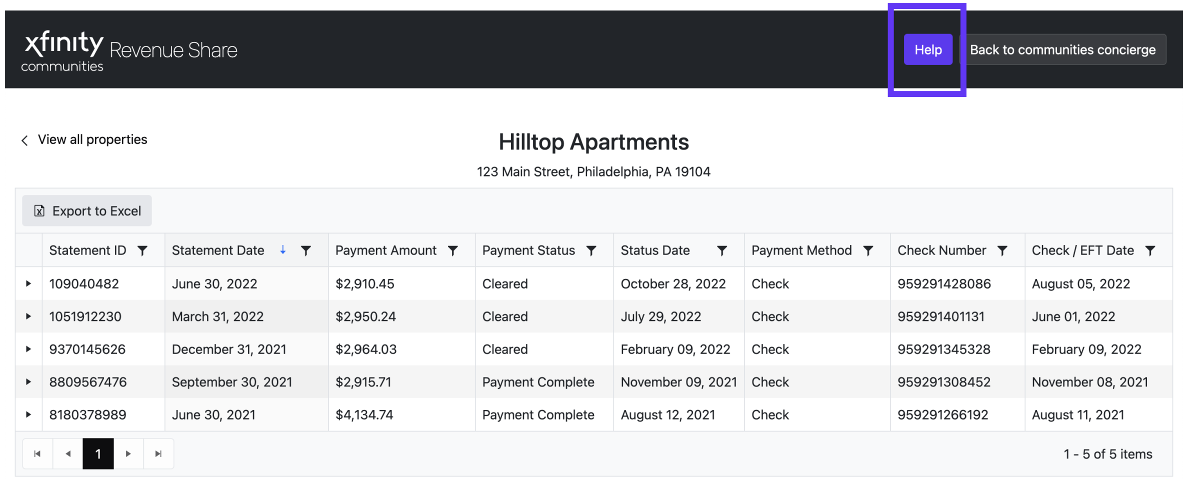
If you need to return to a previous page, simply hit your browser's back button or navigate between the Property and Consolidated Statement tabs.



User Experience – Revenue Share Property Report

The Revenue Share Property Report allows the user to:

- View statement IDs, month-over-month revenue share data broken out by quarter, payment amounts, payment status and dates, along with check information
- Export all data to excel via the **Export to Excel** button
- The **Help button** allows the user to reference this Revenue Share User guide



Statement ID	Statement Date	Payment Amount	Payment Status	Status Date	Payment Method	Check Number	Check / EFT Date
109040482	June 30, 2022	$2,910.45	Cleared	October 28, 2022	Check	959291428086	August 05, 2022
1051912230	March 31, 2022	$2,950.24	Cleared	July 29, 2022	Check	959291401131	June 01, 2022
9370145626	December 31, 2021	$2,964.03	Cleared	February 09, 2022	Check	959291345328	February 09, 2022
8809567476	September 30, 2021	$2,915.71	Payment Complete	November 09, 2021	Check	959291308452	November 08, 2021
8180378989	June 30, 2021	$4,134.74	Payment Complete	August 12, 2021	Check	959291266192	August 11, 2021

Tool Field Definitions

- **Check Address field:** Represents the address on file. If receiving check payments, represents the address where the check will be mailed to
  - **No Active AP Vendor status within Check Address field:** Payment has not been issued in over a year or W-9 is not setup properly. Please contact your Comcast representative to resolve.
- **Contract Status field:** Indicates whether payments will be sent
  - Statuses within the **Contract Status field:**

Status	Definition
Payment Active	System will process payments
Payment Active - Annual Review	System will process payments, but flagged for an annual review
Payment Hold	System will continue to calculate payments, but payments will not be sent. Likely because a contract is being (re)negotiated.
Payment Reporting Only	System will continue to calculate payments, but payments will not be sent.
Manual Payment	System will no longer process or send payments, but contract is still active
Payment Complete	System will no longer process or send payments. Likely because the contract has terminated.

Thank You