

Alpha Utilities

Management Services

E-billing User Manual

1. Account Creation

2. Viewing your bills

3. Bill Payments



Pay Your Bills Online in **just 3 Easy Steps**

1

2

3

Register

View Bill

Pay Online

FREE
OF CHARGE

E Billing User Manual Content

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Pay Your Bills Online in just 3 Easy Steps



 Register

 View Bill

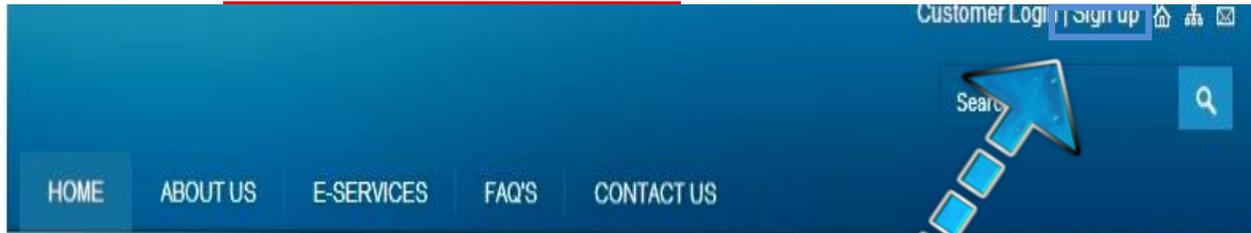
 Pay Online

FREE
OF CHARGE

E-Billing Made Easy

We have designed this Walk through that will enable our valued customers to create their accounts, view and pay their bills in easy to follow steps.

Account Creation



Pay Your Bills Online in just 3 Easy Steps

1. Click on one of the either two sign up tabs to create a new account



Register

View Bill

Pay Online

Welcome to Alpha Utilities Management Services

Alpha Utilities Management Services LLC is a company that is striving to make a difference in our environment through innovative utility solutions. We aim to offer the highest quality in every aspect to assure that our pioneering utility service systems provide dependable, cost-effective and environmental friendly solutions that exceed our customers' expectations.

[Read More](#)

Customer Login [Sign up](#)

[Forgot Password](#) | [Sign up](#) [Login](#)

What is District Cooling?

Billing Management

Green Living





Pay your bills securely



Manage your utility services



View eBills & invoices



New User? Registration for e-Billing

Meter #:

Tower No.:

Unit No.:

Mobile #:

Email:

Password:

Confirm Password:

Verification Code: 24mKw

I accept signup terms & conditions and privacy policy

Case Sensitive

Register

Reset

Enter the 8 digit meter number as it appears on your bill

Enter your tower number, Choose tower with P if living in podium level.

Enter only your unit number without tower number.

Enter you current mobile number without country code

Enter your email address here. We recommend using hotmail, Gmail or yahoo. We strongly recommend not using your official email to avoid misrouting of receipts. Also this email will be your Login ID when signing to make payments.



Customer Support
Tel: +971 4 4547011
Email: info@alphautilities.co.ae

Stay Connected:

Following the walk through step by step you have now registered yourself with Alpha Utilities E billing.

You should now be able to login using your email id as your user login and password as entered when registering.

Important Notes:

- If your apartment is located at the podium level kindly ensure you choose your tower with the Podium level. For instance if your living at Podium level in tower A. You will be choosing AP from the drop down list against tower no.
- We recommend our customers to avoid using their official emails when creating their logins to ensure smooth transactions of email and notifications.

Account Creation Continued

Once you click on the register tab you will be routed to the following page.

alpha
الإدارة خدمات المرافق لبي ذ م م
Utilities Management Services LLC

HOME ABOUT US E-SERVICES FAQ'S CONTACT US

Search

Login

Pay your bills securely Manage your utility services

Customer Login

Alpha Utility account online. You can gain access to; view and pay bills, payment history, consumption data. If you do not have an account, click here to register.

Thank you for signing up with Alpha Utilities online billing. We have sent you account activation link to your email address. Please check your email and click on the activation link to activate your online account with us.

*User ID *Password

Keep me logged in this computer.

Forgot Password? | Sign up

Following Message indicates that your account has been created. However you will need to activate your account prior to logging in. Check your inbox at the email provided for an email sent by Alpha Utilities. In the instance you are unable to see any activation email sent by Alpha Utilities. We recommend you check your Junk Email for the same.

Going Green?
Go Paperless!

You'll get an e-mail when your bill is ready so you can view it at your convenience.

Customer Support
Tel: +971 4 4547011
E-mail: info@alphautilities.co.ae

Stay Connected:

Account Activation Link

Dear Skycourts L.L.C.

Click on the following link to activate your account.

Thank you for registering with us. Please click this link below or copy paste in your browser in order to verify your account.

<http://alphautilities.co.ae/Message.aspx?id=SK-TA-00620>

Account Creation\Activation Completed



Customer Login | Sign up

Search

HOME

ABOUT US

E-SERVICES

FAQ'S

CONTACT US

Thank you for an online account activation. your account has been activated . Please contact us if you find any problem in accessing your online account. Thank you.

[Click Here](#) to login into your account.



Click on this tab to login and continue

Clicking on the activation link in your email will route you to this page. This indicates that your account has now been successfully created and you may continue to login and view\pay your bills now 😊



Customer Support
Tel: +971 4 4547011
E-mail: info@alphautilities.co.ae

Stay Connected:



Important Notes:

- We highly recommend that you refrain from using your official emails. Many a times customers may not receive the activation links in their official emails due to high security parameters set by the administration or their respective IT teams.
- In the instance customers do not receive activation links we recommend checking the Junk Email for the same.
- You may need to activate or disable ad block\pop up to access the activate link and successfully complete activation of your account.
- Should you fail to activate your account despite following all the instructions, Please feel free to contact info@alphautilities.co.ae or by visiting us at our walk in center

Viewing your bills

Now that your account has been created and you have successfully logged in to your E bill accounts. You will be routed to the Customer Dashboard. To view your bills please follow the instructions as stated below.



Customer Dashboard

Providing Efficient, Reliable & Greener Utility Solutions

Welcome Demo | Logout

Question? Call us: +971 4 4547011

You may click on this link to update your profile. However not updating the profile will not limit your access to using E-billing, Viewing your bills or making payments against the same.



Click on this tab to View & Pay your bills

Clicking on consumption details will route our customers to the details of their consumption with the amount charged against the units consumed with a trend of 6 months. Having said that consumption details will only appear for the months following your sign up with Alpha Utility E Billing Services.

Important Notes:

- Consumption details will enable customers to view the details of their bills against units consumed with a trend of monthly consumption. However the same facility is being upgraded and customers may not be able to access the same until up gradation is complete.

Viewing your bills



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Welcome Skycourts L.L.C. | Logout

Question? Call us: +971 4 4547011

The total outstanding including all previous months unpaid will appear here.

Update Your Profile View/Pay Bills Consumption Details

Dashboard

Update Your Profile

Billing Information

View/Pay Bills

Consumption Details

View Consumption Graph

View Bills

Previous Months Balance: [REDACTED]

Note: Last 6 months' billing data is shown here.

Sr #	Invoice No	Billing Month	Billing From	Billing To	Current Month Balance	Current Month Bill	Status	
1	46285	31-07-2014	01-07-2014	31-07-2014	0	[REDACTED]	Paid	View
2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Not Paid	View Pay
3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Not Paid	View Pay
4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	257.71	267.91	Partially Paid	View Pay
5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Paid	View
6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Paid	View

Current Month Balance column indicates the amount that has not been paid for the current month bill against the corresponding billing month. You may see remaining balance in this column as long as you do not clear the complete Current Month Bill against the corresponding billing month.

Current Month Bill will reflect only the consumption charged against the corresponding Billing Month. The amount reflected in this column will not reflect the previous bills or their remaining balance. To view your accumulative outstanding please refer to the Previous months balance placed at the top of the columns under the heading View Bills.

Partially paid indicates that the complete bill for the corresponding month has not been paid. The balance will reflect in the Current Month Balance column.

Sr #	Unit No.	Invoice No.	Payment Date	Billing Month	Paid Amount (AED)
1	A304	43539	22/07/2014	30/06/2014	10.20

Paid amount under the Payment History bar indicates any and all payments made against your Unit from the time you started using E Billing. All the payments made prior to making an E billing account will not be reflected in this column.

Important Notes:

- The bills from bottom to top are in ascending order.
- You total outstanding excluding the current month bill will appear against previous month bill that lies right below the view bills heading.
- Should your previous month bill accumulate to an amount bigger than the total sum of current month bill. Kindly consider that the difference will be found in the bills prior to the last 6 months bill



Paying Your Bills



Welcome Skycourts L.L.C. | Logout

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Question? Call us: +971 4 4547011

Dashboard Update Your Profile **View/Pay Bills** Consumption Details

- Dashboard
- Update Your Profile
- Billing Information
- View/Pay Bills**
- Consumption Details
- View Consumption Graph

View Bills

Once you have viewed your bill. Click on the Pay tab to pay the bill for the respective month.

Previous Months Balance ██████████

Sr #	Invoice No	Billing Month	Billing From	Billing To	Current Month Balance	Current Month Bill	Status	View
1	46285	31-07-2014	01-07-2014	31-07-2014	0	██████████	Paid	View
2	43539	30-06-2014	01-06-2014	30-06-2014	██████████	██████████	Not Paid	View Pay
3	40400	31-05-2014	01-05-2014	31-05-2014	██████████	██████████	Not Paid	View Pay
4	37717	30-04-2014	01-04-2014	30-04-2014	██████████	██████████	Partially Paid	View Pay
5	34807	31-03-2014	01-03-2014	31-03-2014	0	██████████	Paid	View
6	31891	28-02-2014	01-02-2014	28-02-2014	0	██████████	Paid	View

Payment History

Sr #	Unit No.	Invoice No.	Payment Date	Billing Month	Paid Amount (AED)	Status	View
1	A304	43539	22/07/2014	30/06/2014	10.20	Paid	View



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Question? Call us: +971 4 4547011

Dashboard | Update Your Profile | View/Pay Bills | Consumption Details

Dashboard

Update Your Profile

Billing Information

View/Pay Bills

Consumption Details

View Consumption Graph

Pay Bill - Alpha Utility

Customer Type	Tenant
Building Name	SKYCOURTS, TOWER A
Unit No.	A304
Billing Month	30/06/2014
Current Month Bill (AED)	██████████
Prev. Month Bill (AED)	██████████
Total Outstanding Amount (AED)	██████████
Payment	<input type="text"/>
Service Fees (AED)	0
Total (AED)	0

Submit

We recommend that our valued customers make payments taking into consideration the Total outstanding Amount to ensure smooth service by Alpha Utilities.

Kindly punch in the amount you wish to pay using your credit\debit card here.

Click on the submit button confirming the amount to pay. Clicking on submit will route you to the confirmation page.



Customer Support
Tel: +971 4 4547011
E-mail: info@alphautilities.co.ae

Dashboard | Update Your Profile | View/Pay Bills | Consumption Details

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Providing Efficient, Reliable & Greener Utility Solutions

Welcome

Question? Call us: +971 4 4547011

Dashboard | Update Your Profile | View/Pay Bills | Consumption Details

Dashboard

Update Your Profile

Billing Information

View/Pay Bills

Consumption Details

View Consumption Graph

Preview Bill Payment - Alpha Utility

Payment Reference:	SKTA00620-201408191043-1-4
Amount:	1
Service Fee:	0
Total Amount:	1

Pay Now

Kindly confirm the amount your wish to pay as punched in the previous page. If no objections on amount to pay, click on Pay Now.



Customer Support
Tel: +971 4 4547011
E-mail: info@alphautilities.co.ae

Dashboard | Update Your Profile | View/Pay Bills | Consumption Details

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Developed by Visual Sparks Technologies



Kindly confirm the amount to pay. Should you decide to change the amount click on the Cancel Order Tab

Billing

Payment

Review

Receipt

Billing Information

First Name *

* Required field

Last Name *

Address *

City *

Country *

Zip/Postal Code *

Email *

Next

Your Order

Cancel Order

Total amount

1.10 ج.د.

Kindly Punch in the first & last name as it appears on the credit\debit card you wish to use.

Kindly punch in the Address, city, country and postal code as associated with the Credit\Debit card you intend to use.

Once the amount the pay has been confirmed and all billing information has been punched in. Click on the next tab. The amount will not be deducted from your account at this point.

Important Notes:

- Kindly confirm the billing information as it appears on your card and associated with the respective account information.
- Your email address needs to be the same as the one punched in when creating the account. You will be receiving the receipt in the same email.
- We recommend you refrain from using your official email.

Billing

Payment

Review

Receipt

Payment Details

* Required field

Card Type *

VISA Visa

Card Number *

CVN *

This code is a three or four digit number printed on the back of your credit/debit cards.

Expiration Date *

01 2014

Back

Next

Your Order

Cancel Order

Total amount 1.10

Choose your credit card Visa\Master and punch in the 16 Digit credit \debit card number.

Enter the 3 or 4 digit card verification number as it appears on the back or front of your credit\Debit card. Please enter the expiration date as it appears at the front of your credit\debit card

Click on next once the correct information has been entered and verified. Kindly do consider you will be given the option to review your payment one final time post clicking on next.

Important Notes:

- Customers are enabled to use debit or credit card.
- Clicking on next money will NOT be deducted at this point. You will be routed to the next page that will give you the option to confirm the make payment.

Billing

Payment

Should you need to change the billing information as it appears on your credit card Click on this tab and continue making payment.

Review your Order

Billing Address

Edit Address

██████████ 411
Dubai
75322
United Arab Emirates

Payment Details

Card Type

Visa

Card Number

XXXXXXXXXXXX ██████████

Expiration Date

05-2018

Your Order

Cancel Order

Total amount

1.10 AED

Back

Kindly confirm the amount to pay, Credit Card Information and click on pay to make payment. Do consider your amount will NOT be deducted from your account at this point. Clicking on pay will route you to the final confirmation page.

Pay



Enter your Emirates NBD DoubleSecure Password

For your additional security, this transaction requires your DoubleSecure password.

This is the final confirmation of your make payment order. In order to proceed making payment click on submit. At this point clicking on submit WILL deduct the requested amount from your account

You will now be required to punch in the double secure password provided by your bank in the tab in order to submit the payment.

Alpha Utilities

1.10 AED

14:08:19

XXXX XXXX XXXX

Message: Welcome to Emirates NBD DoubleSecure

[Forgot your Password?](#)

Cancel Help

Important!!

Bill Payments Receipts

The screenshot shows the website <https://alphautilities.co.ae/Member/PaymentReceived.aspx>. The page title is "Bill Payment Receipt - Alpha". The main content area displays the following transaction details:

Description	Alpha Utility Bill Payment
Amount	1.35 AED
Transaction ID	4078516934040176195658

Below the table, there is a green callout box with the text: "Kindly note down your transaction ID as stated on the final bill payment receipt for reference if required." A dashed green arrow points from this box to the Transaction ID field in the table above.

At the top right of the page, there is a blue callout box with the text: "Once successful payment has been wait you will be routed to this Bill Payment Receipt Page. This page will confirm the amount that has been deducted against your apartment".

Important Notes:

- Getting routed to this page indicates your transaction has been successful. We recommend our customers to note down the transaction ID or save a screenshot for reference if required.
- Besides this final confirmation all customers will also be receiving a receipt of the same in their emails. Should you fail to receive an email we recommend checking the email provided in the account information or checking your junk email if provided email is correct.

Email Receipts

Bill Payment Receipt – Alpha Utilities

Inbox x



info@alphautilities.co.ae
to me

5:54 PM (3 minutes ago)



Dear Skycourts L.L.C. ,

Bill Payment Receipt – Alpha Utilities

Thank you for using Alpha Utility Online Bill Payment Services.

Your online bill payment for Contract Account Number. SK-TA-00673 has been paid succes

Billing Month :30/06/2014

Outstanding Amount (AED) :AED 7,768.86

Paid Amount (AED) :AED 1.35

We hope you have enjoyed our bill payment services. Thank you.

Regards,

Alpha Utilities Management Services LLC.

Tel: +971 (4) 4547011

Email: info@alphautilities.co.ae

Upon successful payment all customers will receive the following email indicating the amount paid, the billing month paid for and the outstanding remaining after the make payment.

All customers will also be receiving a cyber source receipts as indicated below.

CyberSource
the power of payment

Receipt

Date: 12-08-2014

Order Number: SKTA00673-
201408121753-135-43544

Billing Information

Sohail Mahboob

F04,411

Dubai

AE

75322

sohailsoh@hotmail.com

Payment Details

Order Total

You have now successfully created an account and paid your bills using our E billing services.

We are always open to feedback and would love to hear from our valued customers on how can we make this service better.

Should you have any queries with reference to creating and account or making payments we encourage you to send us an email at info@alphautilities.co.ae or visit us at our walk in center during business hours.

Thank you for signing up with Alpha Utilities Management Services E Billing.