

# User Manual

ALPHA UTILITIES  
MANAGEMENT SERVICES LLC

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alpha



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How to view, preview & pay your bills?



*You asked we listened: No More Paper*

So to enhance our services and taking into consideration your suggestions we will be launching paperless billing services for all the registered users of Alpha Utilities Management Services in the month of August, 2018. This will entitle you to receive your monthly bills via Email, SMS billing summary, payment reminders etc.

© Alpha Utilities Management Services  
P.O. Box 212166  
Dubai, United Arab Emirates  
Email: [Sms-registration@alphautilities.co.ae](mailto:Sms-registration@alphautilities.co.ae)

# Why Paperless Billing?



## *What Happens when I sign up for the paperless billing?*

**Starting August 2018 Alpha Utilities Management Services LLC**

**Will halt sending physical invoices to all the residents of Skycourts. The same will now be replaced with E Billing where all Alpha registered customers upon sign up will receive the following.**

- Bill statements via Email & SMS at the beginning of each month.
- Bill Payment Reminders
- Any and all general notifications
- Upgradation updates if any
- Due Date Final Reminders
- Complaint Registration Notifications
- Complaint Updates
- New Registrations Notifications
- Final Bill Notifications
- Cheque Collection Notifications

## *What Documents Are Required?*

### **For Owners**

1. Copy of you title deed
2. Front & Back side copy of your ID Card
3. Front & Back Side copy of your passport & Visa Page

### **For Tenants**

1. Copy of Ejari
2. Front & Back side copy of your ID Card
3. Front & Back Side copy of your passport & Visa Page



# How to Sign Up ?



1. Kindly begin by visiting our website that is [www.alphautilities.co.ae](http://www.alphautilities.co.ae)
2. When on homepage click on either one of the links highlighted in Red.

**Recommendation:** It is highly recommended that you use Google Chrome or Mozilla Firefox to avoid any compatibility issues.



# Sign up for Existing Online Accounts



Owner Association Payments | District Cooling Payments

Search

HOME ABOUT US E-SERVICES FAQ'S CONTACT US

User ID

Password

☐ Keep me logged in this computer.

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

Login

User Manual  
Click Here To Download

Customer Support  
Tel: +971 4 4547011  
E-mail: [info@alphautilities.co.ae](mailto:info@alphautilities.co.ae)

This site is best viewed using Internet Explorer 8 and above, Mozilla Firefox, Safari or Chrome

Stay Connected: [f](#) [t](#)

1. Customer with existing online account may proceed logging in use their existing credentials.
2. Upon successful login you will be routed to the below page.
3. Please note that despite successful login all registered customers will be required to [click on the link](#) below and update their profile and unit information along with uploading of required documents.

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Question? Call us: +971 4 4547011

Dear Valued Customer,

You have successfully logged into your account. However, in order to view, re-pay your bills you are required to complete your profile and upload the required documents.

In the instance the information provided or documents uploaded does not match registered tenant/owner as per Alpha Accounts, Alpha has the right to reject the application and inform the customer accordingly.

In order to modify or update your application details or uploaded documents kindly click on [Update Information](#)

Customer Support  
Tel: +971 4 4547011  
E-mail: [info@alphautilities.co.ae](mailto:info@alphautilities.co.ae)

Dashboard Manage Account My Bills Inbox Logout

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Clicking on the link will route the customer to the profile update page. Kindly follow instructions on page 5 of this manual

# Sign up for Existing Online Accounts

How to Update Information & Upload Documents?



## Update Account Information

### Customer Details

*Title:	Mr.	*Full Name:	abc
*Email:	ABC@ABC.COM	*Password:	***** <a href="#">Change Password</a> <a href="#">Click here to change your password</a>
*Mobile #:	054 545454	*Address:	dubai
*P.O. Box:	5454	*City:	dubai
*Nationality:	Pakistan	Res.Tel. #:	5454546
* Emirates ID #:	455-4845-4464545-5	* Emirates ID Expiry:	07/07/2018
Kindly punch in the required ID number and Expiry date without using hyphen			
* Emirates ID Front Document:	<input type="text"/> Select	* Emirates ID Back Document:	<input type="text"/> Select
Click on select and upload a clear copy of your Emirates ID Card (Back & Front)			
* Residency Visa Expiry Date:	dd/mm/yyyy	* Residency Visa Copy:	<input type="text"/> Select
Kindly mention the Visa Expiry Date as it appears on the visa (Not Passport), Proceed with clicking on select and uploading a clear copy of your visa			
* Passport ID #:	Passport # i.e A1234567	* Passport Expiry Date:	dd/mm/yyyy
* Passport Copy:	<input type="text"/> Select	Kindly punch in the valid passport number along with the passport expiry date as it appears on the main page. Proceed with clicking on select here and upload a clear copy of your passport Main page	

Once all the above information required has been updated and documents uploaded kindly proceed with clicking on Add Apartment

### Customer Apartments

Sr. #	Tower	Unit/Apartment	Contract ID	Meter #	Unit Type	Customer Type	Status	Doc Status	Action
No records to display.									

☐ I Confirmed that I have entered correct information and have seen the original documents.

Update

Back



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

Stay Connected:





# Sign up for Existing Online Accounts

How to update unit details and upload Documents?



..... Kindly choose if you are the owner or tenant of the Apartment.

The meter number should appear by default else punch in the meter number as it appears on your invoice

Contract ID would appear itself.

Select your tower and respective apartment from their dropdown list

Kindly upload a clear copy of the title deed If you are the owner of the apartment

Kindly upload a clear copy of the Ejari If you are the Tenant of the apartment

Customer Account- Alpha Utilities Management Services

\* Customer Type: ☒ Owner ☐ Tenant

\* Contract ID: SK-TA-01073213

\* Tower Name: Tower A

\* Unit Type: Residential

\* Title Deed Issued Date: DD/MM/YYYY

\* Account Status: Unregistered

Meter No: 6622300143

\* Unit No.: A102

\* Account No: SC-OA-A102-081618-000001

\* Title Deed Copy: [Upload] Select

Update Close

Customer Account- Alpha Utilities Management Services

\* Customer Type: ☐ Owner ☒ Tenant

\* Contract ID: SK-TA-01073213

\* Tower Name: Tower A

\* Unit Type: Residential

\* Ejari Copy Expiry Date: DD/MM/YYYY

\* Account Status: Unregistered

Meter No: 6622300143

\* Unit No.: A102

\* Account No: SC-TN-A102-081618-000001

\* Ejari Copy Document: [Upload] Select

Update Close

Click on update once the required information has been updated and the required Ejari or Titledeed has been uploaded. You will be routed back to the previous page.

..... Click on the below link and finally click on update. Once completed we will receive your request for document validation and will revert back to you once the account has been activated.

☐ I Confirmed that I have entered correct information and have seen the original documents.

Update

Back

# Sign up for New Customers



The screenshot shows the Alpha Utilities Management Services LLC website. The header includes the company logo, navigation links (HOME, ABOUT US, E-SERVICES, FAQ'S, CONTACT US), and a search bar. The main content area features a login form with fields for User ID and Password, a 'Keep me logged in' checkbox, and links for 'Forgot Password?' and 'Sign up'. A 'Login' button is also present. To the right, there is a green circular graphic with the text 'Going Green? Go Paperless!' and a sub-message: 'You'll get an e-mail when your bill is ready so you can view it at your convenience.' A red dotted arrow originates from the 'Sign up' link and points towards the first step of the instructions below.

User ID

Password

☐ Keep me logged in this computer.

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

[Login](#)

[User Manual](#)  
Click Here To Download

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

This site is best viewed using Internet Explorer 8 and above, Mozilla Firefox, Safari or Chrome

Stay Connected: [Facebook](#) [Twitter](#)

1. To sign up for paperless billing kindly click on Sign Up and you will be routed to the customer profile page. ....

*Recommendation: It is highly recommended that you use Google Chrome or Mozilla Firefox to avoid any compatibility issues.*



# Sign up for New Customers

How to create profile, upload documents and add unit



## New Customer Registration

Kindly punch in the same full name as it appears on your contract with Alpha Utilities registration Forms.

\*Title:

\*Email:

Res.Tel. #:

\*Address:

\*City:

\*Emirates ID #:

\*Emirates ID Expiry:

\*Emirates ID Front Document:

\*Emirates ID Back Document:

\*Residency Visa Expiry Date:

\*Residency Visa Copy:

\*Passport ID #:

\*Passport Expiry Date:

\*Passport Copy:

\*Customer Type: ☐ Owner ☒ Tenant

\*Tower Name:

\*Contract ID:

\*Ejari Copy Expiry Date:

\*Unit Type:

\*Unit No.:

Meter No:

\*Ejari Copy Document:

☐ I accept signup terms & conditions and privacy policy.

Kindly punch in the email and Mobile Number where you would like to receive your Email & SMS Bill\Notifications.

Kindly punch in the required ID number and Expiry date without using hyphen

Click on select and upload a clear copy of your Emirates ID Card (Back & Front)

Kindly mention the Visa Expiry Date as it appears on the visa (Not Passport), Proceed with clicking on select and uploading a clear copy of your visa. Kindly note UAE citizens will not be required to submit the same.

Kindly punch in the valid passport number along with the passport expiry date as it appears on the main page. Proceed with clicking on select here and upload a clear copy of your passport Main page

Kindly choose if you are the owner or tenant of the Apartment.

Kindly punch in the meter number as it appears on your physical invoice.

Kindly upload a clear copy of the Ejari and the Ejari expiry date If you are the Tenant of the apartment. In the instance you are the owner of the apartment you will be required to upload a copy of the Title deed instead.

Once all the required information has been punched in and required documents uploaded. Please refer to the terms & conditions and click on I accept if you accept the same. Finally proceed to clicking on Create. We will revert to you if all information and documents get verified.

Create

Reset



# Post Sign Up - Dashboard

What is the dashboard for?



## Customer Dashboard will give access to the following

- Active Bills – table that shows details of the customers billing.
- Billing and Payment History – Graphical analysis of payment history.
- Calendar – reminds the customer on what date their documents are going to expire.

Customer Dashboard

Active Bills ◀

Total Outstanding Amount: 0.00 AED

Sr #	Invoice No	Unit No	Billing Month	Billing From	Billing To	Current Month Balance	Current Month Bill	Status
No Pending Invoice Found								

Billing and Payment History

August 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

CUSTOMER SUPPORT View All

INBOX View All

NOTIFICATION View All

- Customer Support – Will display replies from the customer service.
- Inbox – will display new outgoing messages.
- Notifications – Will display any and all notifications sent by Alpha Utilities For Instance ( Payment Reminder, due date and all general notifications.



# Post Sign Up – Bill Payment

How to view and pay your bills?



On the navigation menu, hover to My Bills then click Bill Details

View Bills

Total Outstanding Amount: AED 256.92

Sr #	Invoice No	Unit No	Billing Month	Billing From	Billing To	Current Month Balance	Current Month Bill	Status	Action
1	213	CP308	6/30/2018 12:00:00 AM	6/1/2018 12:00:00 AM	6/30/2018 12:00:00 AM	256.92	256.92	UnPaid	

Total Outstanding Amount: AED 256.92

[Pay](#) [Cancel](#)

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

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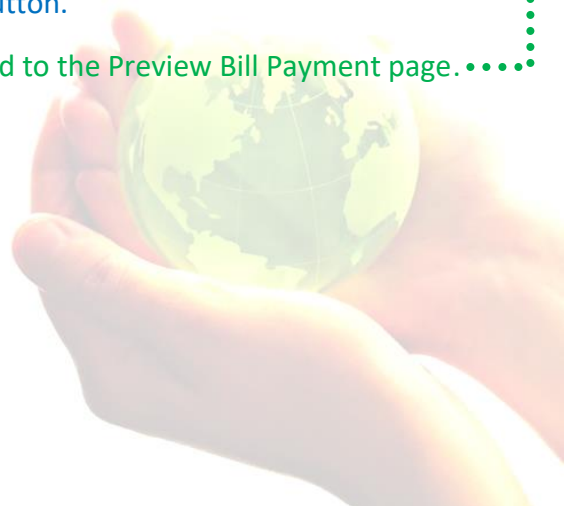
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You will be able to view all your paid and unpaid bills,

Choose the bill you wish to pay by clicking on the check button.


After clicking the “Pay” button, customer will be redirected to the Preview Bill Payment page.



# Post Sign Up – Bill Payment

How to preview your bills?





الفا  
alpha  
إدارة خدمات المرافق بلدي  
Utilities Management Services LLC

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Welcome Enrico Granda  
Question? Call us: +971 4 4547011

DASHBOARDMANAGE ACCOUNTMY BILLSINBOX

Preview Bill Payment - Alpha Utility

Payment Reference:

SP\_10302\_1\_20180802174830

Amount:

256.92

Service Fee:

0

Total Amount:

256.92


Pay Now

**Important Notice**




Dear Customers,

Upon making payment after punching in all correct credit card information should you receive an error " Order Declined" Kindly be advised that same needs to be resolved by your bank. In this instance We advise you to get in touch with your respective bank and request to be enrolled for 3D secure.




Alpha Utilities Management L.L.C



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DashboardManage AccountMy BillsInbox

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After clicking on pay at the billing page you will be directed to the above payment preview page. After Carefully reviewing the payment information, proceed with clicking on pay now. ....



# Post Sign Up – Bill Payment

Punching in the credit card information.



**Billing**      Payment      Review      Receipt

### Billing Information

\* Required field

First Name \*

Last Name \*

Address \*

City \*

Country \*

Zip/Postal Code \*

Email \*

[Next](#)

### Your Order

Total amount      256.92 AED

1. Fill in the first and last name as it appears on your credit card.
2. Fill in the address as submitted to your respective bank.
3. Choose the city as it appears with your bank
4. Fill in the email address as used at the time of sign up
5. Kindly review all the information and click on Next.

**Billing**      **Payment**      Review      Receipt

### Payment Details

\* Required field

Card Type \*  
☒ Visa      ☐ Mastercard  
☐ Amex      ☐ Discover

Card Number \*

Expiration Date \*

[Back](#)      [Next](#)

[Cancel Order](#)

### Your Order

Total amount      256.92 AED

1. Choose your card type as it appears on your credit card.
2. Carefully punch in the credit card number as it appears on your card.
3. Punch in the expiry date as it appears on the front of your credit card.
4. Verify all information punched in and click on next.

# Post Sign Up – Bill Payment

Final Preview & Payment Page



Billing

Payment

Review

Receipt

Review your Order

Billing Address

Edit Address

Enrico Granda  
Dubai  
Dubai  
1100  
United Arab Emirates

Payment Details

Card Type

Visa

Card Number

xxxxxxxxxxxx1111

Expiration Date

08-2018

Back

Your Order

Total amount

256.92 AED

1. This is the final preview page where you can verify all information punched in earlier such as name, address, credit card Tupe, Number and expiration date.

2. Kindly review the payment amount and click on pay. Clicking on pay at this point will submit your payment route you to post payment verification page.

Cancel Order

Pay



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Welcome Enrico Granda | Logout  
Question? Call us: +971 4 4547011

[DASHBOARD](#) [MANAGE ACCOUNT](#) [MY BILLS](#) [INBOX](#)

## Bill Payment Receipt - Alpha Utility

Thank you for using Alpha Utility Online Bill Payment Services.

Your online bill payment for Contract Number: has been paid successfully. See the p below:

Description	Alpha Utility Bill Payment
Amount	256.92 AED
Transaction ID	5332178982936495803523

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](mailto:info@alphautilities.co.ae)



Customer Support  
Tel: +971 4 4547011  
E-mail: [info@alphautilities.co.ae](mailto:info@alphautilities.co.ae)

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