



Deyaar Community Management & Nationwide Management Service

Customer Portal Guide

V1.3

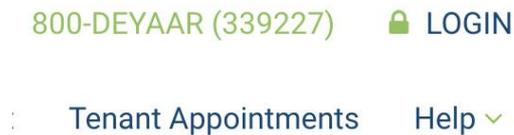
Table of Contents

1	LOGIN TO ONLINE PORTAL	3
2	MAKE ONLINE PAYMENT	5
3	VIEW MY PROPERTIES	7
4	SEE ALL TRANSACTIONS	7
5	SUBMIT NEW FITOUT REQUEST	8
A.	UPLOAD FITOUT DOCUMENTS	10
B.	MAKE ONLINE PAYMENT	12
C.	SUBMIT FITOUT APPLICATION	14
D.	CHECK GENERATED WORK PERMIT	15
E.	CHECK GENERATED NOC	16
F.	CHECK GENERATED NOV	17
G.	REQUEST NEW ACCESS CARD (APPLICABLE FOR MAJOR & MINOR FITOUT WORK ONLY)	18
H.	REQUEST FINAL INSPECTION	19
I.	FITOUT CANCELLATION	20

1 Login to Online Portal

- Once the tenant leased the unit with the leasing team, then the tenant approaches the Deyaar sales office in Burlington Tower -Ground floor – Business Bay
- Tenant to fill the Chiller registration form available with the Deyaar sales office in Burlington ground floor with the receipt of chiller registration fees.
- Tenant will get the NetSuite username and password within 2 days from the date of the chiller registration form signed.
- Once the NetSuite username and password are received on the registered email address, please follow the below process to request log-in to Deyaar Customer portal.

1. Open your browser like Microsoft Edge, Google Chrome, Firefox, Safari.
2. Go to <https://customer.deyaar.ae/>
3. Click on Login at the top-right corner of the page



4. For **Sales** payments, select sales and provide current username and password

5. For **Fitout ,Utility & Service Charges** payments, select “Utilities & Service Charge and then click login



6. You will be redirected to the login page

7. Enter the username and password you have received into your email in this screen and then click Log In

2 Make Online Payment

1. Click on View / Pay Outstanding

2. Select the building and the type (Association or Utility) and unit selection is optional

- Then click the "Search" button, all outstanding invoices will show

My Financials

Search Pay

Filter By

BUILDING *
Demo Building

UNIT
UNIT

TYPE *
Utility

TOTAL

Invoices (1)

Mark All Unmark All

MARK / UNMARK	INVOICE	CUSTOMER	UNIT	DESCRIPTION	INVOICE TYPE	DUE DATE	CURRENCY	INVOI
<input type="checkbox"/>	Invoice #Demo Invoice	Unidentified Customer	Demo Building-101		Chiller Fee	6/7/2021	AED	

Search Pay

NOTE: If no outstanding invoices, no invoices will show.

- You can select one or more invoices and then click "Pay" button.
- You will be redirected to the payment gateway page.



Merchant name:

Select your preferred payment method

Pay securely using SSL+ by clicking on the card logo below:



Cancel

- Select the card type and complete your payment.
- After the payment is done, you will be redirected to the customer portal again.

3 View My Properties

1. Navigate to Properties \square Properties \square My Properties



2. You will see a list of your current properties as a tenant and owner.
3. You can export the list in different formats (CSV, XLS, PDF) by clicking on the relevant icon.



4. Or you can print by clicking on the print icon.

4 See All Transactions

This section allows you to view your financials (Association & Utilities)

1. From your home dashboard, click on “See All Transactions”
2. A page will display your financial transactions with a filter region



3. You can filter by date range, Building or Unit
4. Once you enter your filter criteria and click “Tab” your search result will display.

NOTE: In the Building – Unit field you can put % sing to quickly filter for a specific unit, please see below example to filter for unit 1503

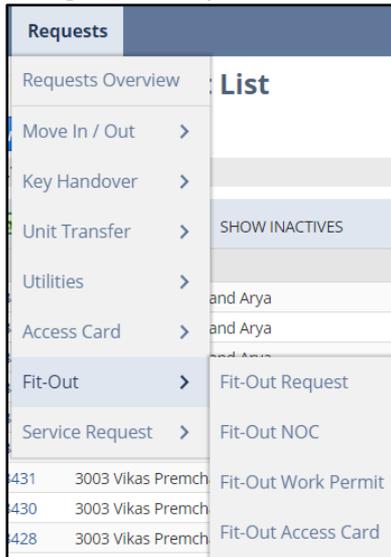


NOTE: To sort by any column, just click on the header of the column it will sort in an Ascending mode, then click one more time it will go for the descending mode.

#	DATE	DUE DATE	UNIT	CUSTOMER	TYPE	DOCUMENT NUMBER	INVOICE TYPE	DESCRIPTION	STATUS	AMOUNT	PAID AMOUNT	REMAINING AMOUNT
No records to show.												

5 Submit New Fitout Request

1. Navigate to Requests → Fit-Out → Fit-Out Request.



2. A list of all the fit-out requests is displayed.

Fit-Out Request List				
New Fit-Out Request				
+ FILTERS				
<input type="checkbox"/> SHOW INACTIVES				
ID	CUSTOMER	CUSTOMER UNIT	BUILDING	TYPE
3437	3003 Vikas Premchand Arya	Bella Rose 101	BELLA ROSE	Major
3436	3003 Vikas Premchand Arya	Bella Rose 101	BELLA ROSE	Major

3. Click on “New Fit-Out Request”.
4. Fill in the primary information.
5. The suite area is generated according to the chosen customer unit.

Fit-Out Request	
<input type="button" value="Save"/> <input type="button" value="Reset"/>	
Primary Information	
CUSTOMER 3003 Vikas Premchand Arya	SUITE AREA * <input type="text"/>
CONTACT <input type="text"/>	TYPE <input type="text"/>
CUSTOMER UNIT * <Type then tab>	STATUS * New
	<input type="checkbox"/> GENERATE INVOICE DRAWINGS

6. Fill in the contractor information.

Contractor Information		
FIT-OUT CONTRACTOR <Type then tab>	MOBILE NUMBER <input type="text"/>	TRADE LICENSE <input type="text"/>
CONTACT PERSON <input type="text"/>	EMAIL <input type="text"/>	

7. Fill in the scope of work.

Scope of Work		
<input type="checkbox"/> FALSE CEILING	<input type="checkbox"/> FURNITURE	<input type="checkbox"/> HVAC
<input type="checkbox"/> FLOORING WORKS	<input type="checkbox"/> JOINERY WORKS	<input type="checkbox"/> ELECTRICAL
<input type="checkbox"/> PAINTING	<input type="checkbox"/> DEMOLITION	<input type="checkbox"/> PLUMBING
<input type="checkbox"/> LOW HEIGHT PARTITIONS	<input type="checkbox"/> REPLACE THE UNIT ENTRANCE DOOR	<input type="checkbox"/> FIRE FIGHTING
<input type="checkbox"/> FULL HEIGHT PARTITIONS	<input type="checkbox"/> WASHROOM RENOVATION	<input type="checkbox"/> FIRE ALARM
<input type="checkbox"/> MAINTENANCE AND CLEANING	<input type="checkbox"/> SEPARATING OR COMBINING UNITS	OTHER (CLARIFY) <input type="text"/>

8. Click on “**Save**” on the top/bottom of the page.

9. After submitting the request, the status will be “**New**”.

Note !

- Please note that once we do initial review for the request , you will get email notification with the Fitout Type based on the proposed scope of work (Major -Minor – Maintenance)
- Only after that you will be able to see the invoice and the list of required documents.
- Duplicated Fitout requests will be cancelled automatically

- a. Upload Fitout Documents
 1. After the request is initially reviewed and the status is “Pending Submission”, the documents and the charges of the fit-out are being generated.
 2. To check the generated charges against the fit-out request, navigate to the “Transaction” subtab.

Documents Transactions Work Permit / NOC NOC Access Card												
VIEW		TYPE		STATUS *		CLASS		TRANSACTION				
Transactions Sublist [CP]		- All -				- All -						
Attach												
EDIT	PRINT	DATE #	NAME	TYPE	DOCUMENT NUMBER	CLASS	STATUS	AMOUNT	AMOUNT REMAINING	COMMUNITY	BUILDING	UNIT
Edit	Print	23/2/2021	3003 Vikas Premchand Arya	Invoice	INV-BR-00000011	NMS	Open	1,500.00	1,500.00	BELLA ROSE	BELLA ROSE	Bella Rose 101
Edit	Print	23/2/2021	3003 Vikas Premchand Arya	Invoice	INV-BR-00000012	NMS	Open	1,500.00	1,500.00	BELLA ROSE	BELLA ROSE	Bella Rose 101
Edit	Print	23/2/2021	3003 Vikas Premchand Arya	Invoice	INV-BR-00000013	NMS	Open	1,500.00	1,500.00	BELLA ROSE	BELLA ROSE	Bella Rose 101
Total								4,500.00	4,500.00			

3. To view the invoices, please go to the dashboard, click on “**See All Transactions**”

The dashboard shows a navigation bar with 'Requests' and 'Properties'. The main content area includes a 'Welcome' message, a 'Transaction Search' box, and a 'Customer Centre - Home Links' section with a 'Billing' subsection containing the link 'See All Transactions'.

4. To view the payment voucher for the security deposit, click on “**charges**” then click “**Print**”
Follow the payment voucher notes to prepare the cheque

Documents Charges Work Permit / NOC NOC Access Card Inspection Notice of Violation		
#	CHARGE NAME	TYPE
1	Minor Fitout Review Fees	Invoice
2	Owner / Tenant Security Deposit Cheque	Deposit

The 'Fitout Charge' page displays a 'Print' button and the following information:

- Primary Information**
 - ID: 383
 - FIT-OUT REQUEST: 3624
 - FIT-OUT TYPE: Minor
- Calculation Details**
 - TYPE: Deposit

- To upload the documents, navigate to the “Documents” subtab.

EDIT	ID	FIT-OUT TYPE	DOCUMENT NAME	MANDATORY	REFERENCE	STATUS
Edit	176	Major	Floor Finishes Layout	Yes		Pending
Edit	177	Major	Furniture Layout Plan	Yes		Pending
Edit	178	Major	Key Plan of Entire Floor showing the respective unit	Yes		Pending
Edit	179	Major	Partition Layout and Demolition Plan	Yes		Pending
Edit	180	Major	Reflected/Coordinated Ceiling Layout Plan	Yes		Pending

- Click on “**Edit**” next to the document name.
- Fill in the relevant info.
- Click on “**Choose File**” to browse the required document.

Fitout Document

Save Cancel Change ID

Primary Information

ID: [] DOCUMENT NAME: Appointment letter form to the contractor STATUS: Pending

CUSTOMER: [] MANDATORY REVIEW COMMENTS: []

FIT-OUT REQUEST: [] LINK: []

FIT-OUT TYPE: [] REMARKS: []

Classification

SUBSIDIARY: [] BUILDING: [] CUSTOMER UNIT: []

Choose file No file chosen upload

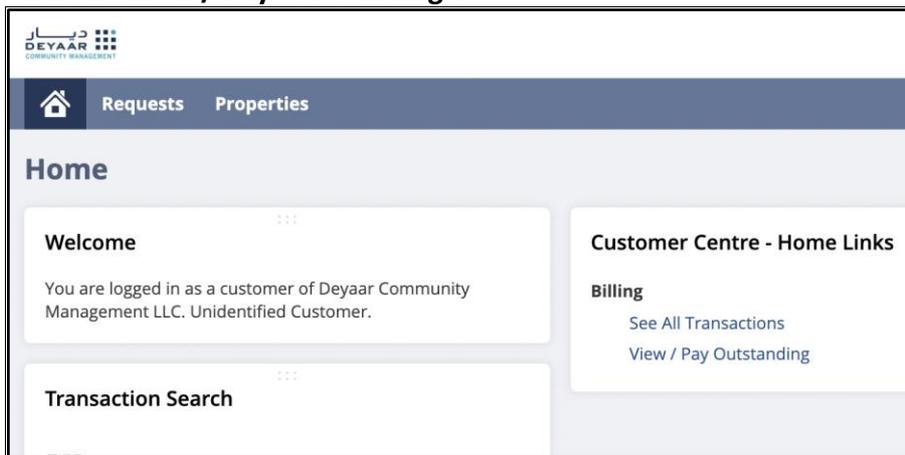
- Click on “**Save**”.
- The document status will be changed to “Submitted”.
- After the documents review, the Fitout management team comments will be displayed in “Review Comments” field.

b. Make Online Payment

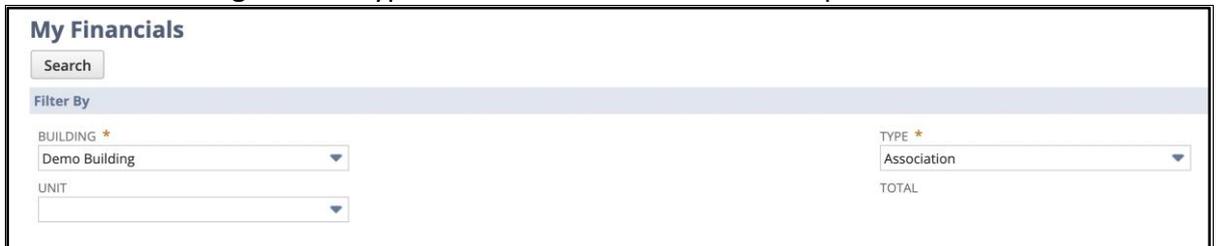
Notes :

- Customers can make the payment to the cashier in the Deyaar sales office at Burlington Tower GF– Business Bay or through online payment through Deyaar Customer portal.
- Payment done through bank transfer will not be accepted.
- All Fitout payments are not refundable, except the Fitout security deposit

1. Click on “View / Pay Outstanding”.



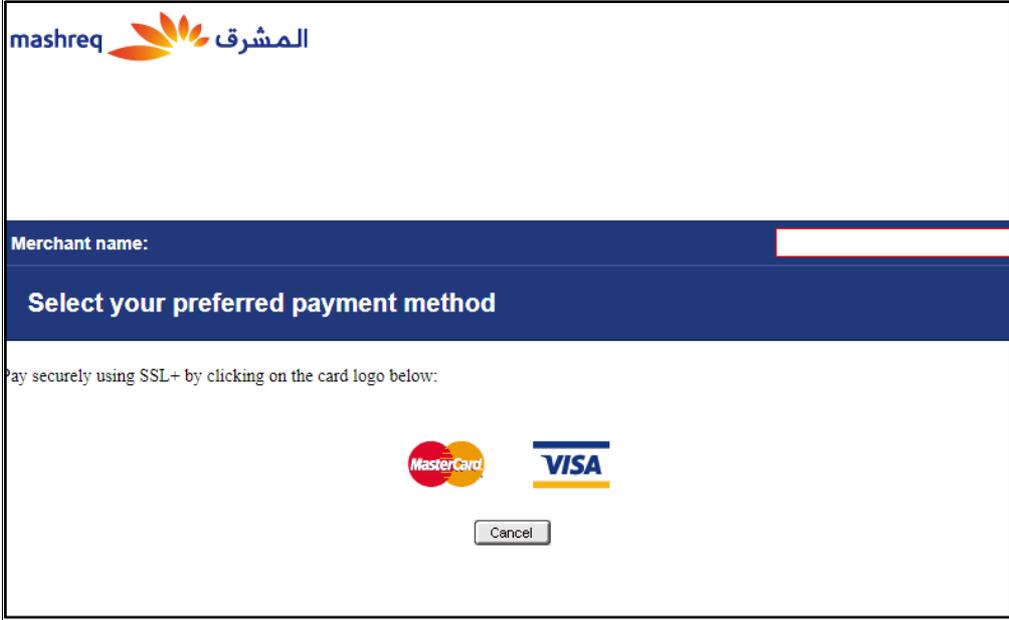
2. Select the building and the type “Fitout” and unit selection is optional.



3. Then click on “Search”, all outstanding invoices will show.



4. If no outstanding invoices, no invoices will be shown.
5. You can select one or more invoices and then click on “Pay”.
6. You will be redirected to the payment gateway page.



The screenshot shows the Mashreq payment gateway interface. At the top left, the Mashreq logo is displayed with the text "mashreq" and "المشرق" in Arabic. Below the logo, there is a dark blue horizontal bar containing the text "Merchant name:" followed by a white input field. Underneath this bar is another dark blue bar with the text "Select your preferred payment method". Below this bar, the text "Pay securely using SSL+ by clicking on the card logo below:" is displayed. In the center, there are two logos: the MasterCard logo and the VISA logo. Below the logos is a "Cancel" button.

7. Select the card type and complete your payment.
8. After the payment is done, you will be redirected to the customer portal again.

c. Submit Fitout Application

1. After uploading the documents and paying the charges, click on “**Submit**” on the top of the fitout request page, the status of the request will be changed to “Under Review”.

Note! If you don't click “**Submit**” we will not get a notification that your request is ready for review



2. If the Fitout application is approved, you will receive a mail notification that the application is approved, and the status of the request will be changed to “Approved”.
3. If the Fitout NOC needs an approval from the authority, the Fitout management team will generate the NOC, change the status to “Pending Authority Approval” and you will receive a mail notification to submit the NOC to the authority approval.
4. In case of rejection, the Fitout management team will change the status to “Rejected”, and you will receive a mail notification with the rejection reason to resubmit the rejected documents.
5. After re-uploading the rejected documents, please click on “**Resubmit**” on the top of Fitout request page.

d. Check Generated Work Permit

1. To check the generated work permit on the fit-out request, navigate to the “Work Permit” subtab.

Documents		Work Permit / NOC	NOC	Access Card		
EXPIRY DATE	FROM	TO				
All						
ID	ISSUE DATE	EXPIRY DATE	FIT-OUT TYPE	OWNER	TENANT	CONTRACTOR
No records to show.						

2. Click on the work permit “ID” to open it.

Primary Information		
ID	EXPIRY DATE	TENANT
1	28/2/2021	11670 Marc Medhat
FIT-OUT REQUEST	FIT-OUT TYPE	TENANT TRADE LICENSE
3437	Major	
CUSTOMER	OWNER	CONTRACTOR
3003 Vikas Premchand Arya	11687 Ibraam Sami	Hassan Allam Sons
CUSTOMER UNIT	OWNER TRADE LICENSE	CONTRACTOR TRADE LICENSE
Bella Rose 101		
ISSUE DATE		
23/2/2021		
Notes		
NOTES LIST	NOTES	
Major Fit-Out Note	Noisy work is allowed only between 6:00 PM - 9:00 PM.	
Classification		
COMMUNITY	BUILDING	UNIT
BELLA ROSE	BELLA ROSE	Bella Rose 101

e. Check Generated NOC

1. To check the generated NOC on the fit-out request, navigate to the “NOC” subtab.

Documents		Work Permit / NOC		NOC		Access Card		
VIEW	DATE	FROM	TO					
CMS Fit-Out NOCs [CP]	All							
ID	CUSTOMER	BUILDING	UNIT	DATE	TO	ATTENTION	PROJECT	SUBJECT
9	3003 Vikas Premchand Arya	BELLA ROSE	Bella Rose 101	23/2/2021	Dubai Development Authority	The Manager - Design & Inspection	Central Park (Plot CP08)	No Objection Letter for Fit-Out Works
10	3003 Vikas Premchand Arya	BELLA ROSE	Bella Rose 101	23/2/2021	Dubai Electricity & Water Authority	The Manager - Design & Inspection	Central Park (Plot CP08)	No Objection Letter for Fit-Out Works

2. Click on the NOC “ID” to open it.

Fit-Out NOC

[Print](#)

Primary Information

ID	CUSTOMER	DATE
9	3003 Vikas Premchand Arya	23/2/2021
FIT-OUT REQUEST	CUSTOMER UNIT	
3437	Bella Rose 101	

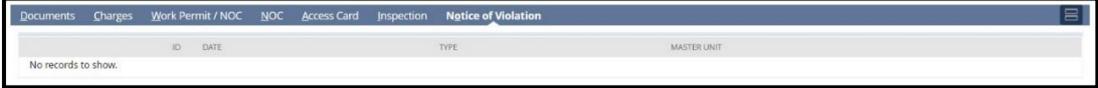
NOC Information

NOC AUTHORITY	SUBJECT	ADDITIONAL INFO
Dubai Development Authority	No Objection Letter for Fit-Out Works	
TO	MESSAGE	TEL / FAX
Dubai Development Authority	No objection	(+971 4) 390 0518 / 366 4666
ATTENTION		
The Manager - Design & Inspection		
PROJECT		
Central Park (Plot CP08)		

3. Click on “Print” to print the NOC.

f. Check Generated NOV

1. To check the generated notice of violation on the fit-out request, navigate to the “Notice of Violation” subtab.



ID	DATE	TYPE	MASTER UNIT
No records to show.			

2. Click on the NOV “ID” to open it.

- g. Request New Access Card (Applicable for Major & Minor Fitout work only)
1. When the fitout application is approved and ready, the fitout management team will change the status to **“Ready for Execution”** and you will receive a mail notification to proceed with the fitout.
2. To request access cards for the workers, navigate to the **“Access Card”** subtab.



3. Click on **“New Access Card & Safety Training”**.
4. Fill in the relevant info.

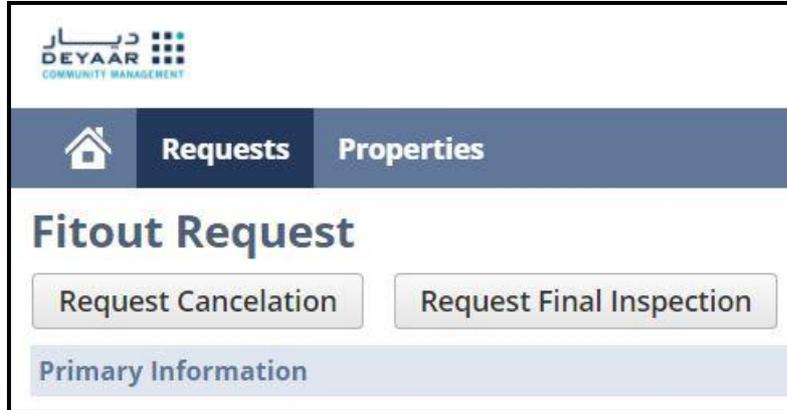
5. Select on **“Request for Workers ID”**.
6. Click on **“Save”** at the top/bottom of the page.
7. The request status will be **“New”**.
8. Once the request is reviewed and the invoice is generated, the request status will be **“Scheduled”**.
9. Navigate to the Transactions tab to check the TAX invoice
10. Once the payment is done the request status will be **“Completed”**
11. Email will be sent from the Fitout Management Team to the building management to provide the access cards to the workers.

Note !

- Once the payment is done the workers detail can't be modified
- In case you would like to add more workers, please create a new access card request
- In case of request cancelation, payment will not be refunded

h. Request Final Inspection

1. After the work completion, when it's time for the final in-unit inspection, click on **"Request Final Inspection"** on the fitout request.

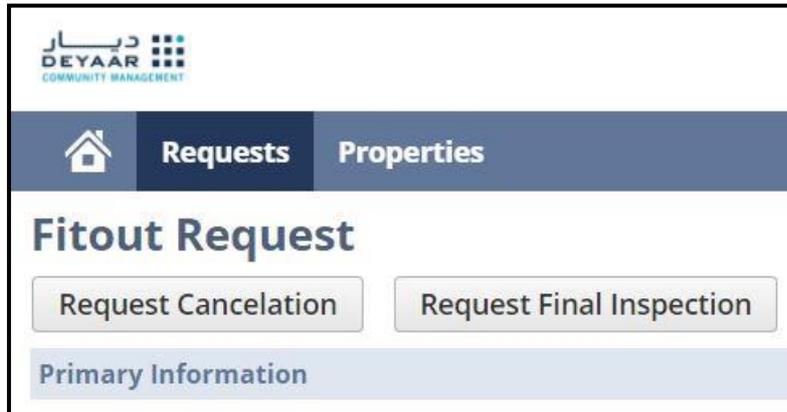


2. A notification will be sent to the fitout management team to schedule the in-unit inspection date/time.
3. The scheduled the in-unit inspection date/time will be listed under the "Inspection" tab.



i. Fitout Cancellation

1. To cancel the Fitout works, click on **“Request Cancelation”** on the Fitout request.



2. A notification will be sent to the fitout management team to review and manage the cancelation process.
3. In case of cancellation after completing the payment, the review charges will not be refunded.

j. Fitout Security Deposit Release

1. When the fitout request is completed or cancelled, to request the security deposit release, go to the charge subtab on the fitout request.
2. Click on the ID next to the charge name which you want to refund.

Charges will be generated only if the request type has been categorized. Accordingly NetSuite will inherit the charges from the setup based on the Fit-Out Request Type. After the charges have been generated you can edit or amend them, just make sure you have access.

VIEW *
Default View

NEW FITOUT CHARGE FITOUT CHARGE

EDIT	ID	CHARGE NAME	TYPE	UOM	QUANTITY	RATE	AMOUNT	MINIMUM	MAXIMUM	VALIDATION	BY	TRANSACTION	STATUS
Edit	603	Contractor Fitout Security Cheque (OA)	Invoice	Each	1	5,000	5,000.00	0.00		Validated	DCM0019 Samar Gamal Fathi Abdelwahed ElSheikh		
Edit	604	Major Fitout Review Fees	Invoice	SQF	1,371	3	4,113.00	3,000.00	10,000.00	Validated	DCM0019 Samar Gamal Fathi Abdelwahed ElSheikh	Invoice #INV-NMS-00034516	Invoice:Open
Edit	605	Owner / Tenant Security Deposit Cheque (Major)	Deposit	Each	1	25,000	25,000.00	0.00		Validated	DCM0019 Samar Gamal Fathi Abdelwahed ElSheikh		

3. On the fitout charge, click on “Request Release SD”.

Fitout Charge

[Edit](#) | [Back](#) | [Request SD Release](#)

Primary Information

ID
366

FIT-OUT REQUEST
3619

FIT-OUT TYPE
Minor

4. An email notification will be sent to the Fitout team to prepare the refund, and the customer will receive an email with the required documents.