



Public Works Authority

User Guide Document

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Billing Customer Portal

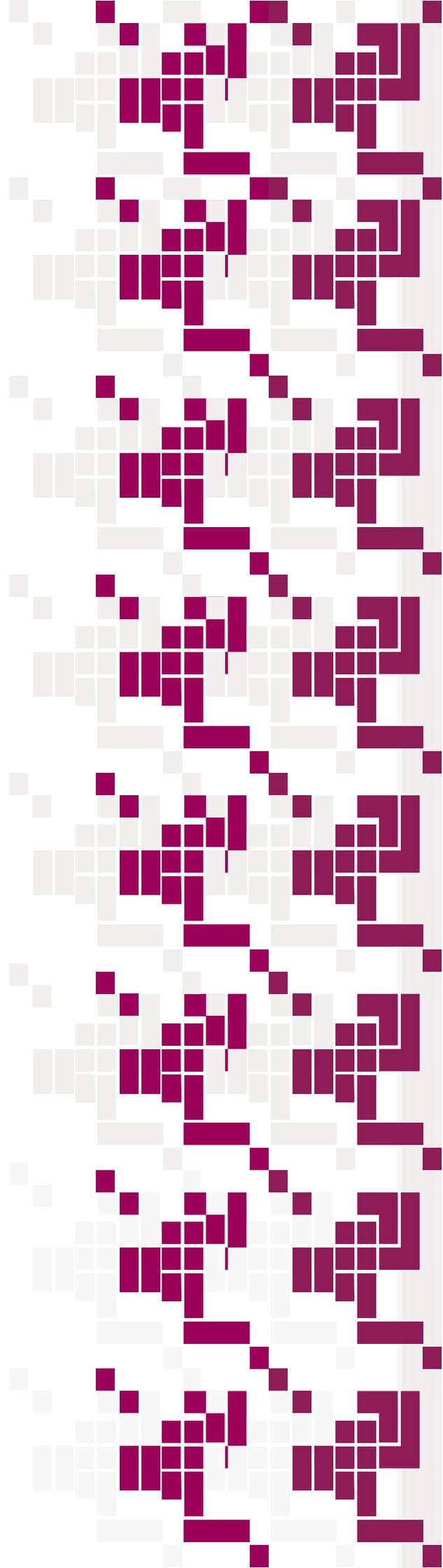


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Relevant legislation

- Law No 14 of the year 2015 related to management of work within the road corridor.
- Amiri Decision No 34 of 2014 related to the management of Public Work Authority.
- Ministerial Resolution No 211 for the year 2019 related to Setting up the tariff associated with the services provided by the Public Work Authority

INTRODUCTION

- **Overview**

Guide users through the process of logging in and using the portal efficiently.

- **Objectives**

Empower customers with the tools and information they need for effective billing management while assuring them of our continued support through clear communication channels.

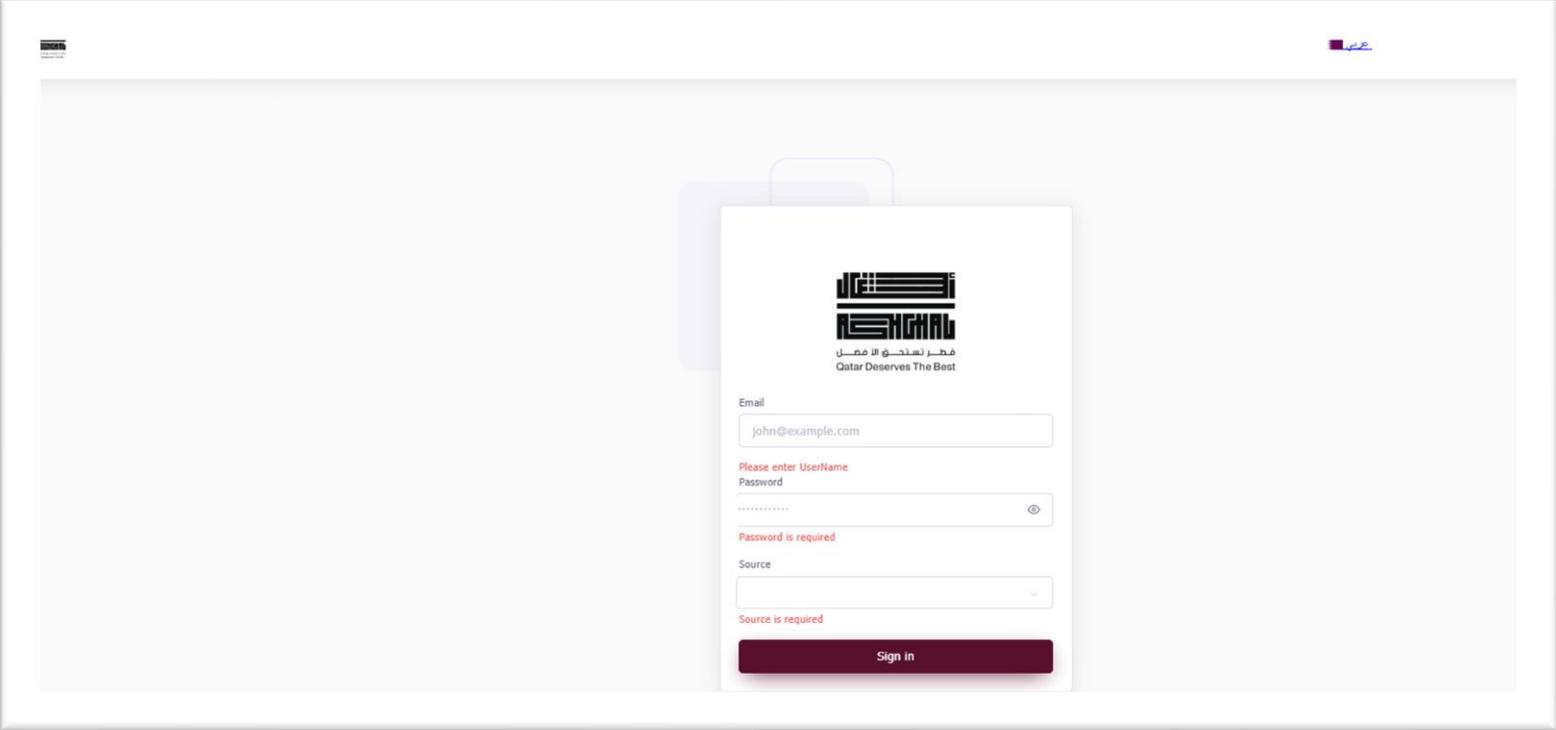
- **Scope**

Online Payment Steps.

1. Login Page

The Portal user shall log into the below page using the following information:

- Ashghal Portal "username"
- Password
- Source, choose from the list of values (source of user creation, QPRO, or CRMS) Then click "Sign In".



2. Selection of Bills to Pay

The Home page of the Billing Portal will be displayed with customer information and a list of pending bills to Pay.

- Section One:
 - Pending Quotation: Presents count the number of pending quotations for action by the customer.
- Section Two:
 - Pending Bills lists: all the pending bills related to the customer with easily accessible view options, either by bill number, Service Request /RO number (SR No/RO), or service type. After choosing one of these options, Click the "Go" button to view the result.

The screenshot displays the Billing Portal Home page. At the top, there is a notification banner: "Dear Valued customers, We are pleased to announce that online payments have been restored. You can now conveniently resume making payments through our portal. We appreciate your patience and understanding during this maintenance period, and we look forward to serving you better." Below the notification, there is a navigation bar with "Home", "Subscriptions (0)", "Billing", and "Quotations (0)". A "Enter readings [0]" field is also present. A red circle with the number "1" points to a "0 Pending Quotations" card. Below this, the "Pending Bills" section is highlighted with a red circle and the number "2". It features search filters for "Bill No.", "SR No./RO", and "Service Type", each with a "Go" button, and a "Clear" button. A "Pay Selected Invoices" button is also visible. The main content is a table of pending bills:

<input type="checkbox"/>	Bill No.	↑ SR No./RO	Bill Type	Service Type	Amount (QR)	Unpaid Amount	Issued Date	Due Date	Payment Status	View
<input type="checkbox"/>	259161	13122021-0001	On Demand	Third Party Claim	2938.74	2938.74	12/05/2024	12/05/2024	Unpaid	📄
<input type="checkbox"/>	259448		On Demand	Legal Cases	100	100	09/10/2024		Unpaid	📄
<input type="checkbox"/>	259449		On Demand	Kahramaa FW Discharge Rebill	100	100	09/10/2024		Unpaid	📄
<input type="checkbox"/>	259450	09102024-0005	On Demand	Third Party Claim	31764.96	31764.96	09/10/2024		Unpaid	📄

At the bottom of the table, there is a pagination control: "Items per page: 10" and "1 - 4 of 4". On the right side, there is a "Details" panel with fields for "Customer Name", "Status: Active", "User Details", "Logged In As:", "QID:", "Preferred Contact Method: Mobile", and "Preferred Language: English", along with an "Update" button.

- 2 options are available to the user:
 1. Select and pay from the pending bills list.
 2. Search for a specific bill to pay it.

- Select and pay from the pending bills list:

Dear Valued customers, We are pleased to announce that online payments have been restored. You can now conveniently resume making payments through our portal. We appreciate your patience and understanding during this maintenance period, and we look forward to serving you better.

Home Subscriptions (0) Billing Quotations (0)
Enter readings [0]

0 Pending Quotations

Pending Bills 2 → Pay Selected Invoices

Bill No. Go SR No./RO Go Service Type Go
Clear

<input type="checkbox"/>	Bill No.	SR No./RO	Bill Type	Service Type	Amount (QR)	Unpaid Amount	Issued Date	Due Date	Payment Status	View
<input checked="" type="checkbox"/>	259161	13122021-0001	On Demand	Third Party Claim	2938.74	2938.74	12/05/2024	12/05/2024	Unpaid	↓
<input checked="" type="checkbox"/>	259448		On Demand	Legal Cases	100	100	09/10/2024		Unpaid	↓
<input checked="" type="checkbox"/>	259449		On Demand	Kahramaa FW Discharge Rebill	100	50	09/10/2024		Partial	↓
<input type="checkbox"/>	259450	09102024-0005	On Demand	Third Party Claim	31764.96	31764.96	09/10/2024		Unpaid	↓

Items per page: 10 1 - 4 of 4

- Search for a specific bill to pay it

Dear Valued customers, We are pleased to announce that online payments have been restored. You can now conveniently resume making payments through our portal. We appreciate your patience and understanding during this maintenance period, and we look forward to serving you better.

Home Subscriptions (0) Billing Quotations (0)
Enter readings [0]

0 Pending Quotations

Pending Bills 4 → Pay Selected Invoices

Bill No. Go SR No./RO Go Service Type Go
Clear

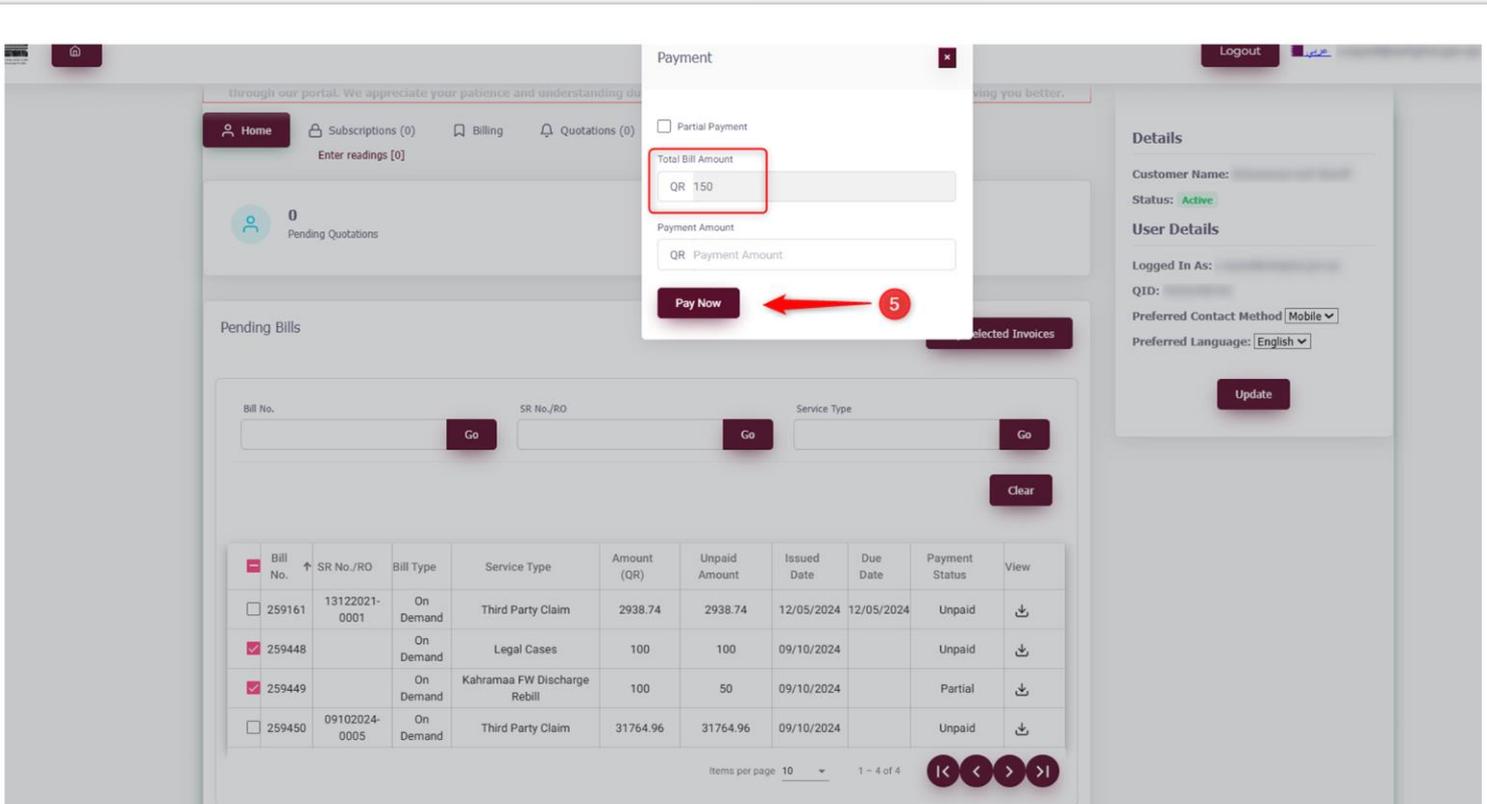
<input type="checkbox"/>	Bill No.	SR No./RO	Bill Type	Service Type	Amount (QR)	Unpaid Amount	Issued Date	Due Date	Payment Status	View
<input type="checkbox"/>	259161	13122021-0001	On Demand	Third Party Claim	2938.74	2938.74	12/05/2024	12/05/2024	Unpaid	↓

Items per page: 10 1 - 1 of 1

- To clear the search please click the "Clear" Button as presented below.

3. Payment

After selecting the bills to pay, the user should press the "Pay Selected Invoices" button, and a new Popup will appear on the screen to choose the payment method: Full or Partial.



- The field "Partial payment" will be **unchecked** to pay the full amount.
- The full amount of selected bills is automatically calculated: This is the sum of the total unpaid amount of the selected bills.
- Please Click "Pay Now".
- The QNB Payment Gateway Screen will appear to fill in the card information details and complete the payment.
- **Himyan Prepaid Card** is the preferred payment method: will be **mandatory** for all online payments starting **February 1st, 2025**.

- The QNB Payment Gateway Screen:

The screenshot shows a payment gateway interface for QNB. At the top right, there is a 'Logout' button and a language selector. A 'Cancel Payment' button is located at the top left of the main form area. The form is titled 'Credit or Debit card' and features a VISA logo. The fields include: 'Cardholder name (exactly as shown on card)*', 'Card number*', 'Expiry date*' (MM / YY), 'Security code*' (with a help icon), 'Billing address (optional)' which includes 'Country' (a dropdown menu), 'Address', 'City', 'Postcode / ZIP Code', and 'State / Province'. A red bracket highlights the card number, expiry date, and security code fields. A green callout bubble with the text 'Fill in your Bank Card informations' points to these fields. At the bottom right, there is a 'Pay 150.00 ريال' button.

- Payment Confirmation

The screenshot displays a user dashboard with a notification banner at the top: 'Dear Valued customers, We are pleased to announce that online payments have been restored. You can now conveniently resume making payments through our portal. We appreciate your patience and understanding during this maintenance period, and we look forward to serving you better.' The dashboard includes navigation links for 'Home', 'Subscriptions (0)', 'Billing', and 'Quotations (0)'. A 'Pending Quotations' section shows '0 Pending Quotations'. A 'Pending Bills' section has input fields for 'Bill No.' and 'SR No./RO' with 'Go' and 'Clear' buttons. A 'Details' sidebar on the right shows 'Customer Name', 'Status: Active', 'User Details', 'Logged In As', 'QID:', 'Preferred Contact Method: Mobile', and 'Preferred Language: English', with an 'Update' button. A central modal dialog with a green checkmark icon and the text 'Payment completed Successfully' and an 'Ok' button is overlaid on the dashboard.

- A confirmation of successful payment appears in the screen after completing the payment in the previous screen.

4. Note

For the below list of services and after bill payment: A check from the Ashghal Finance Department will start before allowing the user to Print the permit.

Service:

- Tankering Permit
- TSE Tankering Permit
- Dewatering Permit

The customer will receive the below email notifications after he completes the payment of the related bills:

1. After successful payment completion:

The payment is received and a check from the Ashghal Finance Department will start before allowing the Customer to Print the permit.

⇒ The below notification will be sent to the Customer:

Dear Customer,

Your payment for SR-XXXX has been received, and your receipt is attached. Our Finance Department will verify your request and check for any outstanding invoices before enabling you to avail of the requested service as soon as possible.

You will be notified once these checks are complete. For any queries, please call or visit our customer service.

Thank you for your cooperation.

Best Regards

Ashghal, Public Works Authority.

2. After successful Check completion from the Ashghal Finance Department:

⇒ The below notification will be sent to the Customer for collecting his Permit:

Dear Customer,

In reference to SR-XXXX, your permit will be ready for collection at the Customer zone within two working days.

Please bring related valid documents with you to ensure final permit authorization.

Should you require additional information please call our contact center on 188 or email

Customerservice@ashghal.gov.qa

Best Regards,

Ashghal Customer ServiceTeam.

3. The Permit was held by the Ashghal Finance Department:

⇒ The Customer must come to our office in Salwa Road once he receives the below notification:

Dear Customer,

After reviewing your outstanding balances, we have identified an outstanding invoice/s with Ashghal that needs to be settled before you can access the requested service under SR-XXX.

Please visit the Ashghal Customer Services Collections Division at the Salwa office to learn more about the outstanding bills

and to submit any exemption approvals you may have.

Should you require additional information please call our contact center on:

- *Phone: 188*

or

- *Email: Customerservice@ashghal.gov.qa*