



Tayseer (Multiple account payments) Manual

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How to obtain a reference number

To create a Reference Number Service please follow the steps below:

1. login to your account on DEWA website

2. From the 'Services' menu select → ' Tayseer (Multiple account payments)

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3. You can choose one of these three methods to generate a reference number:

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Tayseer (Multiple account payments)

This feature enables you to make a payment for multiple accounts through a single Reference Number
[How to Apply](#)

Existing Accounts **File Upload** My Reference Numbers

Please select a file to upload

Allowed file types: Microsoft Excel files (.xls, .xlsx), Maximum file size : 2 MB

[Download Sample File](#)

File Upload - Instructions [v](#)

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Method 1

Existing Accounts

- Using this method, you will be able to create a reference number for all the accounts under your login ID.
- You can add, edit or delete accounts you wish to make the payments for.
 - You can also add, edit or delete the amounts you wish to pay for each account.
- To add accounts that are not connected to your login ID, click on 'Add New Account' and type in the account number and specify the amount to be paid.

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Tayseer (Multiple account payments)

This feature enables you to make a payment for multiple accounts through a single Reference Number
[How to Apply](#)

Total Accounts: **1939** , Total Amount: **576**

Existing Accounts | File Upload | My Reference Numbers

+Add New Account

1	2	3	4	5	6	7	8	9	10	...
<input checked="" type="checkbox"/>	S. No	Contract Account No	Outstanding Amount	Amount to Pay						
<input checked="" type="checkbox"/>	1	2022882733	-9.00	0.00	Edit Delete					
<input checked="" type="checkbox"/>	2	2022941322	-2,479.03	0.00	Edit Delete					

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Method 2

File Upload:

- Using this method, you can upload a maximum of 300 contract accounts with the amounts that you wish to pay for each.
- The file should be in either a .xls or a .xlsx format.

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Tayseer (Multiple account payments)

This feature enables you to make a payment for multiple accounts through a single Reference Number

How to Apply

Existing Accounts **File Upload** My Reference Numbers

Please select a file to upload

Allowed file types: Microsoft Excel files (.xls, .xlsx), Maximum file size : 2 MB

Download Sample File

File Upload - Instructions ▾

- File format can be either .xls or .xlsx only
- File should have only 2 columns filled in Contract Account Number & Amount
- Contract Account should be filled in the 1st column and Amount in the 2nd column
- Please do not maintain headings in the file
- Please do not have totals maintained in the file
- Account Number should be only 10 digits

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Method 3

My Reference Numbers:

- This method displays a list of all the reference numbers that were generated for both paid and unpaid bills.
- Choose the reference number that includes the account numbers you wish to pay their bills
- Select the accounts and specify the amounts you wish to pay for each

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Tayseer (Multiple account payments)

This feature enables you to make a payment for multiple accounts through a single Reference Number

How to Apply

Existing Accounts		File Upload		My Reference Numbers	
S. No	Reference No	Total Accounts	Total Amount	Date/Time	
1	5000000017	3	149.44	30/11/2015 09:52:34	Select >
2	5000000079	2	0.54	20/12/2015 12:47:12	Select >
3	5000000080	2	9,174.54	20/12/2015 12:49:31	Select >

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4. Once the accounts and amounts are selected, click on 'Review Payment' for review

+Add New Account

<input checked="" type="checkbox"/>	S. No	Contract Account	Outstanding Amount	Amount to Pay	
<input checked="" type="checkbox"/>	1	2005618896	-2,291.08	0.00	Edit Delete
<input checked="" type="checkbox"/>	2	2005618950	-16,424.74	0.00	Edit Delete
<input checked="" type="checkbox"/>	3	2005636231	-86,246.16	0.00	Edit Delete

Review Payment

Note: this step applies for all the methods mentioned above

5. After reviewing the account and amounts to be paid click on 'Generate New Reference Number' for the system to create it.

9	3000432138	42.07	42.07		Delete
10	3000472838	138.11	138.11	Final Bill Account	Delete

Email/Mobile

Please Select

Generate New Reference No

Note: this step applies for all the methods mentioned above

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6. Once the reference number has been generated, the system will display a receipt.

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Reference Number Details

Sl No	Reference Number	Total Accounts	Total Amount	Date/Time
1	5000000254	2	13,000.00	28-02-2016 11:05 AM

Print

- The payment against this Reference Number can be made through ENBD CDM Machines only
- Only one payment can be made against one Reference Number
- Customer is expected to make full payment against the Reference Number
- For Cheque payments against a Reference number note down the Reference number behind the Cheque along with the Contact details & Deposit it in ENBD CDM Machines.
- Post Dated Cheques will not be accepted by the Bank or DEWA. Only current dated Cheques will be accepted.
- For cash Payment against Reference Number please note that the CDM accepts cash amounts only in multiples of AED 10 & up to a maximum of 100,000 AED against a Reference Number

" Our country is blessed, and so are we, living on this good land "

Note: this step applies for all the methods mentioned above

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REFERENCE NUMBER HISTORY

This feature enables you to view all the reference numbers that were generated previously for paid and unpaid bills

Step 1: From the 'Services' menu select → 'Reference Number History'

The screenshot shows the DEWA website interface. At the top, there is a navigation bar with links for Home, Customers, Consultants & Contractors, Suppliers & Partners, and About DEWA. Below this is a green header with the user profile 'obaid66' and the 'Services' menu. The 'Services' menu is expanded, showing three columns: Payment Services, Utility Services, and Consumption Services. In the 'Payment Services' column, the 'Reference Number History' option is highlighted with a red box. Other options in the 'Payment Services' column include View and Pay Bill, Tayseer (Multiple account payments), Pay for Friend, Transaction History, Estimate Payment, Estimate - Pay For Friend, Estimate Payment History, and Estimate Pay for Friend History. The 'Utility Services' column includes Collective Statement, Move In (Activation of Services), Move out (Request Final bill), Track Request, Clearance Certificate, Temporary Connection, Request for Collective Account, Add to Collective Billing, and a 'Show all >' link. The 'Consumption Services' column includes Consumption Graph, Compare Multiple Accounts, Neighborhood Comparison, Carbon Footprint, and Billing Complaints.

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Step 2: The details of all the reference numbers will be displayed to you as shown below:

Serial Number

Reference Number

Reference Number Accounts: This column will display the number of the accounts that were selected previously under the reference number that was created using the 'Tayseer (Multiple account payments)' Service.

Reference Number Amount: This column displays the total amount to be paid against the reference number.

Reference Number Paid Account: This column displays the number of accounts you have paid for.

Reference Number Paid Amount: This column displays the amounts that were paid against the reference number.

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Reference Number History

This feature enables you to make a payment for multiple accounts through a single Reference Number

S. No	Reference No	Creation Date/Time	Reference Number Accounts	Reference Number Amount	Reference Number Paid Accounts	Reference Number Paid Amount	
1	5000000058	15/12/2015 09:53:34	6	1,767.98		0	Select >
2	5000000059	15/12/2015 10:00:24	7	27,609.63		0	Select >
3	5000000060	15/12/2015 10:01:08	3	57.19		0	Select >

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Step 3:

- To display the details for each reference number you can click on 'Select'.
- The details include the amount that was paid against each account in the selected reference number.

Reference Number History

This feature enables you to make a payment for multiple accounts through a single Reference Number

Reference No: 5000000082 **Total Accounts: 5 , Total Amount: 31,540.00**

S. No	Contract Account	Reference No Amount	Reference No Paid Amount
1	2006594168	101.00	101.00
2	2007896087	102.00	102.00
3	2008956202	31,233.00	31,233.00
4	2009059611	103.00	103.00
5	2017704695	1.00	1.00

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