

HIGHRISE - CUSTOMER PORTAL

Introduction

Customer portal is secure, self-service websites designed to give businesses the ability to connect and share pertinent account and product information with users, while also allowing the user to easily search and view information. Business can provide access of this portal to their customer. It would help them to minimize the manpower on direct communication. Customers can view details 24X7 online. This helps in Product / Business Branding.

Menu

Customers can view following details in portal.

- Property deal (purchased / leased) details
- Bills, Payments, Outstanding and interest
- Documents
- Photo gallery of property
- FAQ (Frequently asked questions with answers)
- Help Desk / Token management
- Feedback Form

Access Control

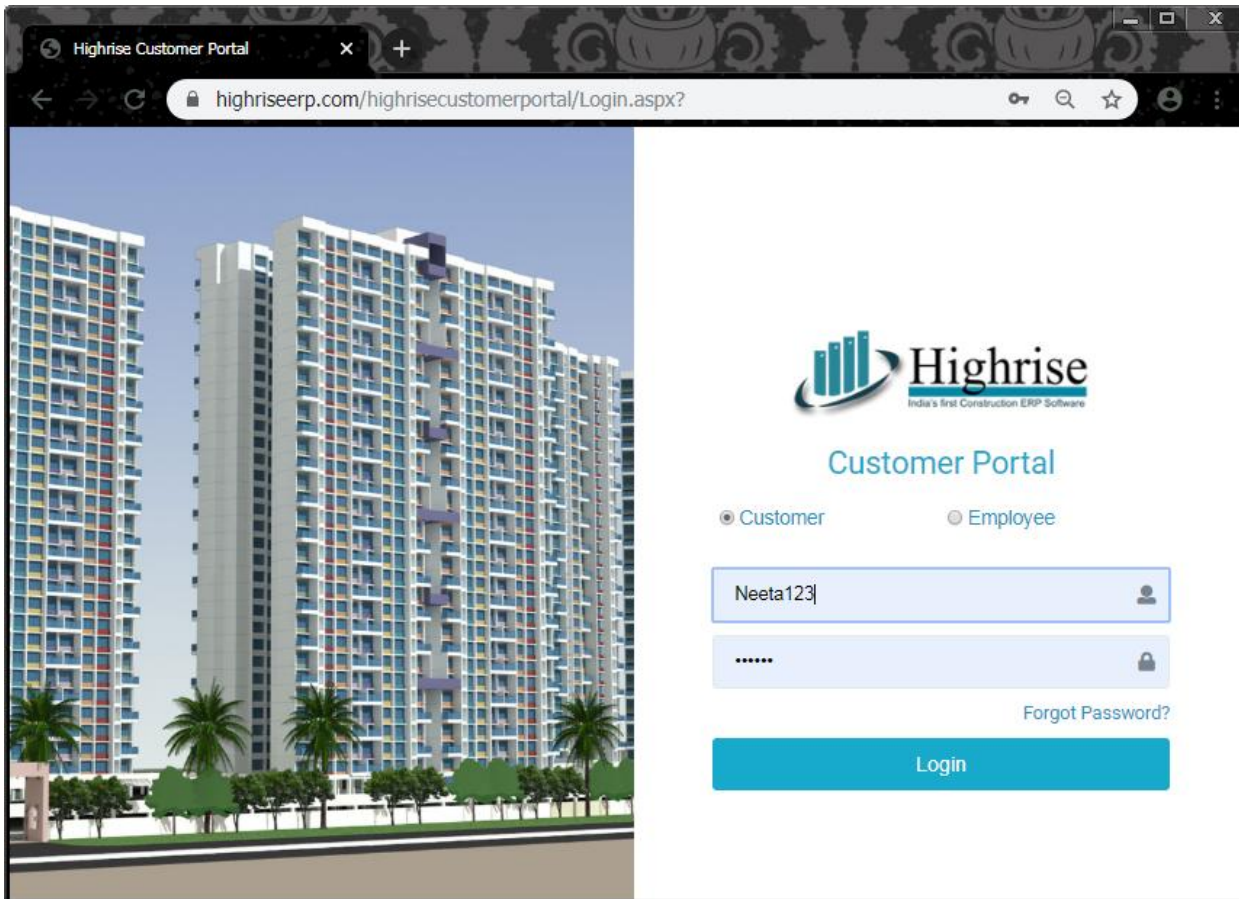
Any of the above menus can hide from users. It can configure in "Employee login" of "Customer portal" or in "Highrise Sales". E.g. business can decide "Hide Help Desk menu to users".

Detail

In next pages screens with its short information is provided for reference.

Login Page

On home page organization logo and background image can set as required.



Customer Login

Customer can use login credentials ("user name" & "password") provided to them to login in customer portal. Login credentials can create manually in sales module. Also on agreement date save, system will auto generate user credentials. Login credentials can send to customer on Email/ SMS with URL.

Employee Login

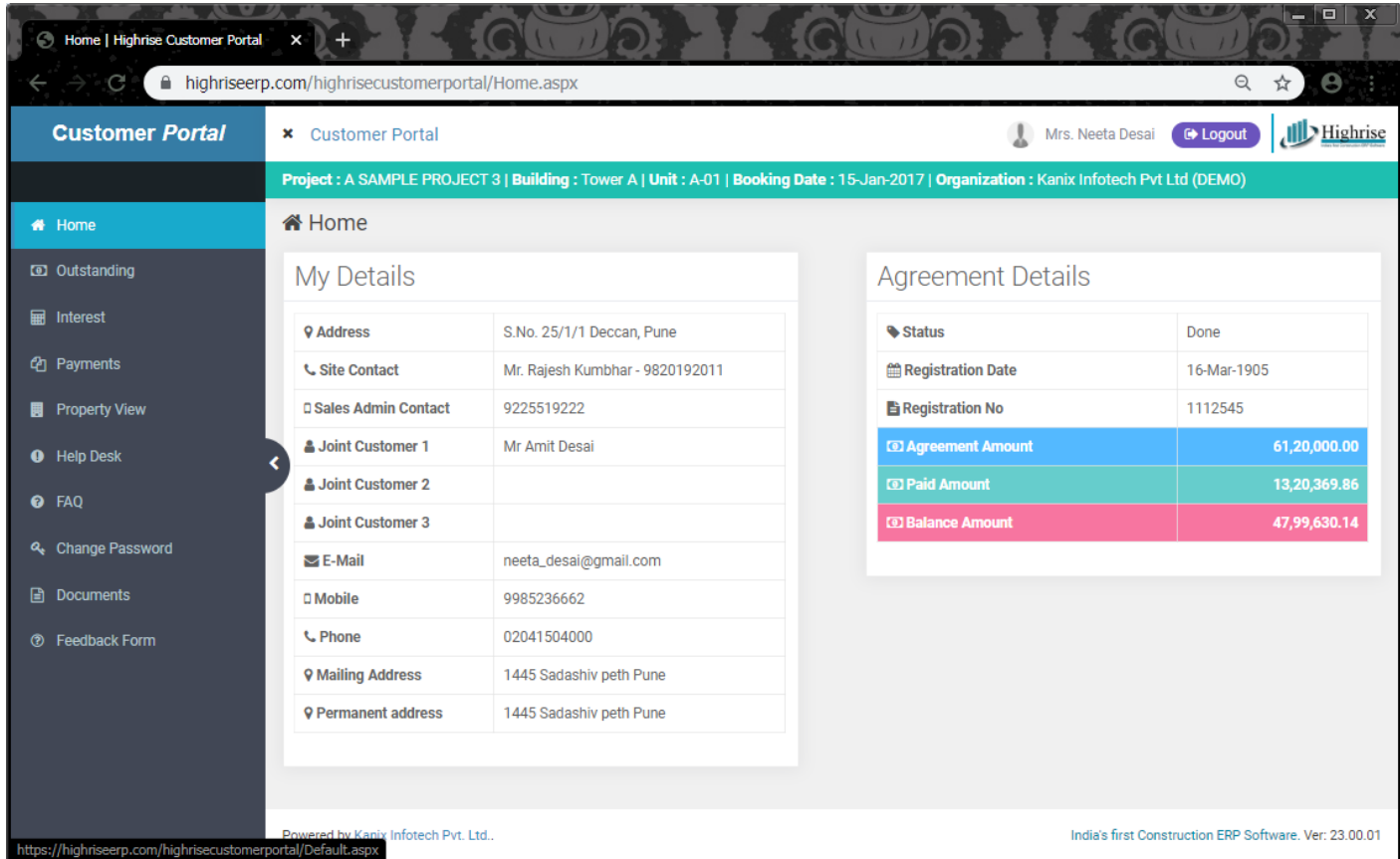
Employee can also login in this portal to

- Customer Login Credential management
- Property image uploading
- FAQ Master data management
- Help Desk / Token Management
- Menu Rights

Note - Employee can do this in Highrise sales web module also.

Home Page

Property deal (purchased / leased) details



The screenshot shows the Highrise Customer Portal interface. The browser address bar displays `highriseerp.com/highrisecustomerportal/Home.aspx`. The page header includes the user name "Mrs. Neeta Desai" and a "Logout" button. A project breadcrumb trail reads: "Project : A SAMPLE PROJECT 3 | Building : Tower A | Unit : A-01 | Booking Date : 15-Jan-2017 | Organization : Kanix Infotech Pvt Ltd (DEMO)".

The main content area is divided into two sections:

- My Details:** A table listing personal and contact information.

Address	S.No. 25/1/1 Deccan, Pune
Site Contact	Mr. Rajesh Kumbhar - 9820192011
Sales Admin Contact	9225519222
Joint Customer 1	Mr Amit Desai
Joint Customer 2	
Joint Customer 3	
E-Mail	neeta_desai@gmail.com
Mobile	9985236662
Phone	02041504000
Mailing Address	1445 Sadashiv peth Pune
Permanent address	1445 Sadashiv peth Pune
- Agreement Details:** A table showing financial and registration information.

Status	Done
Registration Date	16-Mar-1905
Registration No	1112545
Agreement Amount	61,20,000.00
Paid Amount	13,20,369.86
Balance Amount	47,99,630.14

The footer of the page contains the text: "Powered by Kanix Infotech Pvt. Ltd." and "India's first Construction ERP Software. Ver: 23.00.01".

Outstanding

Payment stages with amount, due, received and balance.

Outstanding | Highrise Customer Po x +

highriseerp.com/highrisecustomerportal/PurchaseDetails.aspx

CP Customer Portal Mrs. Neeta Desai Logout Highrise

Project : A SAMPLE PROJECT 3 | Building : Tower A | Unit : A-01 | Booking Date : 15-Jan-2017 | Organization : Kanix Infotech Pvt Ltd (DEMO)

Outstanding

Agreement

	Amount		Paid Amount		Balance Amount
Payment Sch.	61,20,000.00	-	13,20,369.86	=	47,99,630.14
GST	7,42,562.00	-	1,030.00	=	7,41,532.00
Service Tax	48,220.00	-	29,600.14	=	18,619.86
VAT	37,116.13	-	0.00	=	37,116.13
Total	69,47,898.13	-	13,51,000.00	=	55,96,898.13

Remarks	PS Amount	PS Amount Recvd	PS Balance	GST Amount	GST Amount Recvd	GST Balance	ST Amount	ST Amount Recvd	ST Balance	VAT Amount	VAT Amount Recvd	VAT Balance	Status	Claim / Payment Date
Earnest Money Deposit (Against Reservation)	9,38,619.00	9,25,374.00	13,245.00	6,718.00	1,030.00	5,688.00	19,287.86	14,169.86	5,118.00	9,386.19	0.00	9,386.19	Claimed	15-Jan-2017
Completion of 1st Slab	8,52,895.00	3,94,995.86	4,57,899.14	0.00	0.00	0.00	15,430.28	15,430.28	0.00	8,528.95	0.00	8,528.95	Claimed	14-Feb-2017
Completion of 3rd Slab	8,10,033.00	0.00	8,10,033.00	1,43,930.00	0.00	1,43,930.00	0.00	0.00	0.00	8,100.33	0.00	8,100.33	Claimed	19-Feb-2018

Interest on Delayed Payment

Interest amount, due, received and balance.

Feedback Form | Highrise Customer Portal | Interest On Delayed Payment | Highrise Customer Portal

Not secure | testserver:85/highriseCustomerPortal/InterestDetails.aspx

CP Customer Portal Mr. Bhavik Logout

Project : 0001 Construction Line | Building : Building A | Unit : B-100 | Booking Date : 24-Aug-2016 | Organization : Kanix Infotech Pvt. Ltd

Interest On Delayed Payment

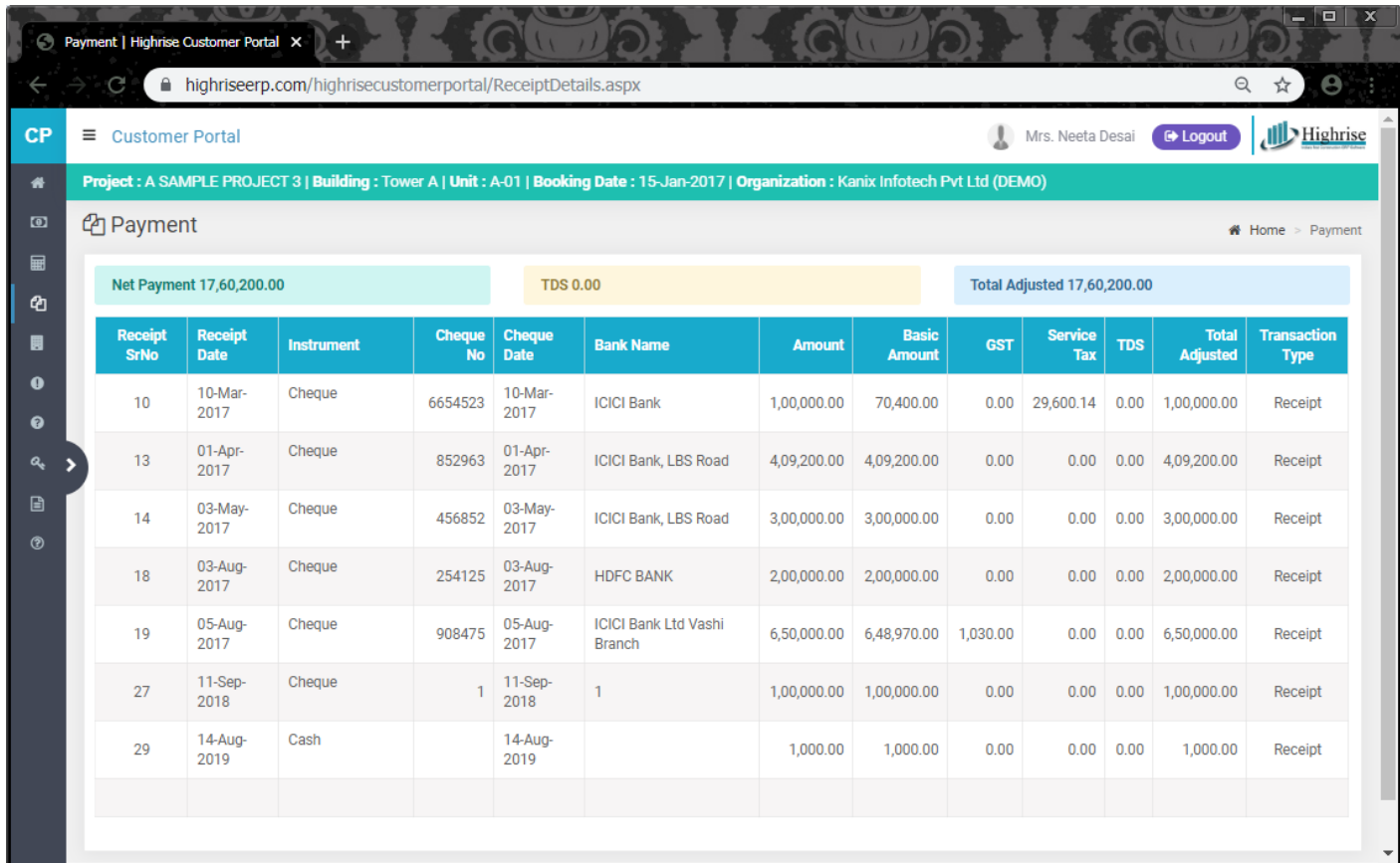
Home > Interest On Delayed Payment

Total Interest: 1,15,617.30 Interest Received: 0.00 Interest Waiver: 61,545.00 Balance Interest: 54,072.30

Remarks	Claim Date	PS Amount Due	PS Amount Recd.	PS Bal.	Tax Amount Due	Tax Amount Recvd.	Tax Balance	Delay	Int. Per.	Claim Date	Interest Amount
AT THE TIME OF STILT FLOOR SLAB	14-Jul-2012	9,75,738.00	9,75,738.00	0.00	41,257.87	36,337.00	4,920.87	2698	24.00	14-Jul-2012	95,838.40
AT THE TIME OF BASEMENT SLAB	01-Jun-2012	3,99,550.00	3,99,550.00	0.00	12,705.60	12,346.00	359.60	2741	24.00	01-Jun-2012	269.80
AT THE TIME OF FIRST FLOOR SLAB	17-Aug-2012	1,99,775.00	1,99,775.00	0.00	6,352.80	6,173.00	179.80	2664	24.00	17-Aug-2012	14,625.10
AT THE TIME OF FOURTH FLOOR SLAB	04-Jan-2013	1,99,775.00	1,99,775.00	0.00	6,352.80	6,173.00	179.80	2524	24.00	04-Jan-2013	893.90
AT THE TIME OF SEVENTH FLOOR SLAB	08-Apr-2013	4,87,869.00	4,87,858.00	11.00	20,685.44	20,100.00	585.44	2430	24.00	08-Apr-2013	3,990.10

Payment Receipts

All payments receipts with details (Receipt Number, Date, Payment Mode, Cheque Details, etc)



The screenshot shows a web browser window displaying the Highrise Customer Portal. The URL is highriseerp.com/highrisecustomerportal/ReceiptDetails.aspx. The user is logged in as Mrs. Neeta Desai. The project details are: Project : A SAMPLE PROJECT 3 | Building : Tower A | Unit : A-01 | Booking Date : 15-Jan-2017 | Organization : Kanix Infotech Pvt Ltd (DEMO). The page title is "Payment".

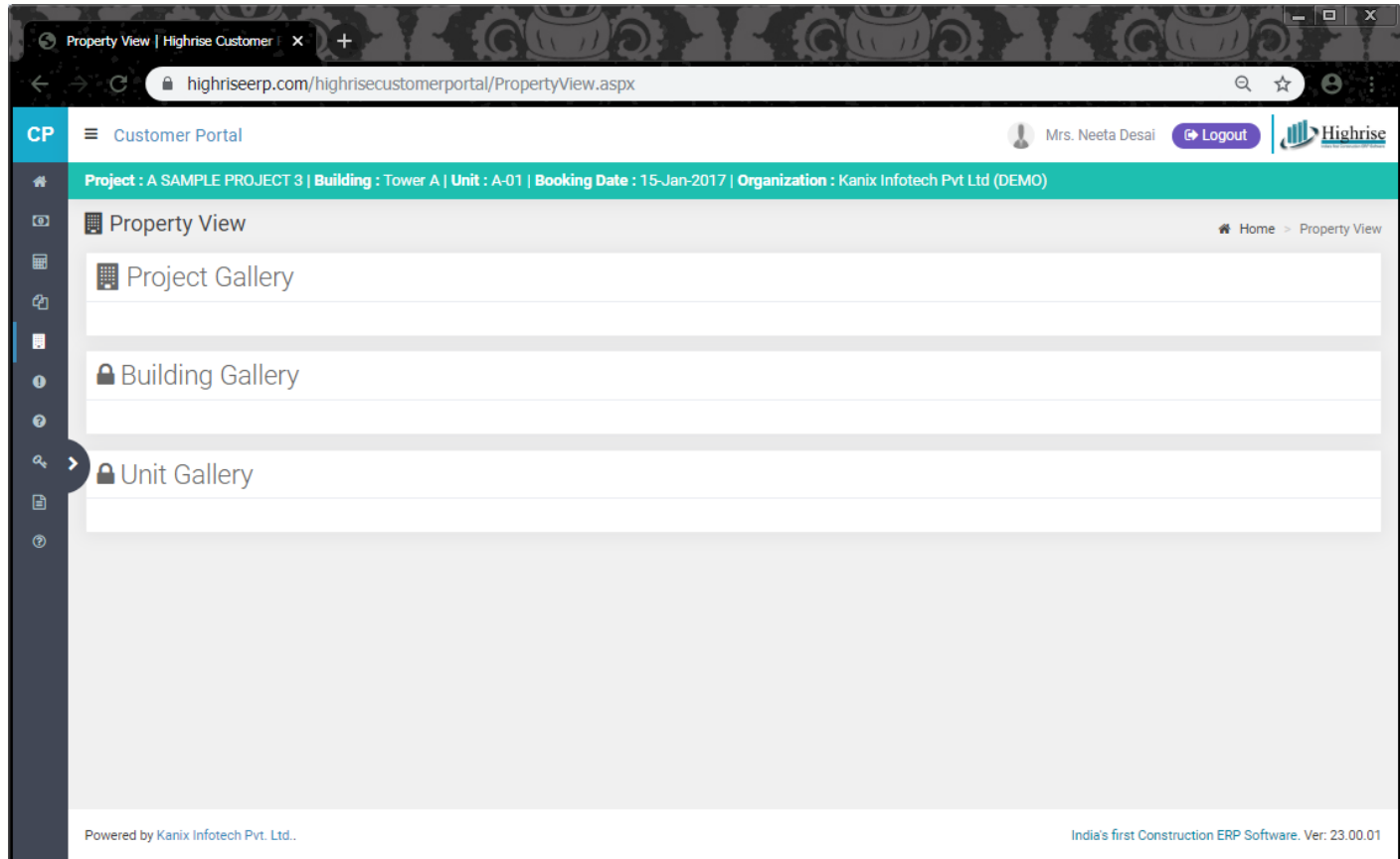
Summary:

- Net Payment: 17,60,200.00
- TDS: 0.00
- Total Adjusted: 17,60,200.00

Receipt SrNo	Receipt Date	Instrument	Cheque No	Cheque Date	Bank Name	Amount	Basic Amount	GST	Service Tax	TDS	Total Adjusted	Transaction Type
10	10-Mar-2017	Cheque	6654523	10-Mar-2017	ICICI Bank	1,00,000.00	70,400.00	0.00	29,600.14	0.00	1,00,000.00	Receipt
13	01-Apr-2017	Cheque	852963	01-Apr-2017	ICICI Bank, LBS Road	4,09,200.00	4,09,200.00	0.00	0.00	0.00	4,09,200.00	Receipt
14	03-May-2017	Cheque	456852	03-May-2017	ICICI Bank, LBS Road	3,00,000.00	3,00,000.00	0.00	0.00	0.00	3,00,000.00	Receipt
18	03-Aug-2017	Cheque	254125	03-Aug-2017	HDFC BANK	2,00,000.00	2,00,000.00	0.00	0.00	0.00	2,00,000.00	Receipt
19	05-Aug-2017	Cheque	908475	05-Aug-2017	ICICI Bank Ltd Vashi Branch	6,50,000.00	6,48,970.00	1,030.00	0.00	0.00	6,50,000.00	Receipt
27	11-Sep-2018	Cheque	1	11-Sep-2018	1	1,00,000.00	1,00,000.00	0.00	0.00	0.00	1,00,000.00	Receipt
29	14-Aug-2019	Cash		14-Aug-2019		1,000.00	1,000.00	0.00	0.00	0.00	1,000.00	Receipt

Property View

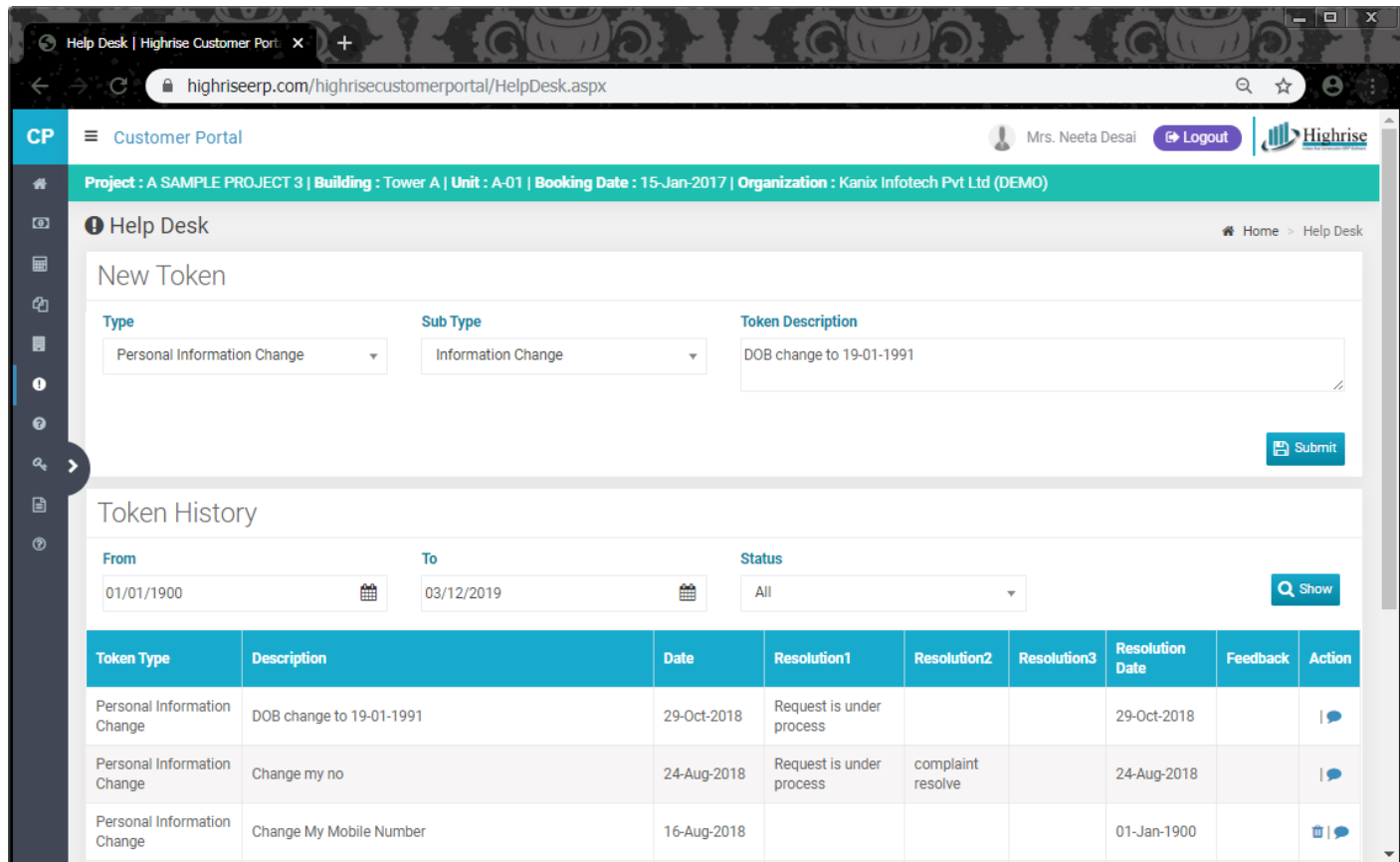
Photo gallery of project, building and unit specific is available to customer to view.
It helps acknowledgement about construction progress to customer



The screenshot shows a web browser window displaying the 'Property View' page of the Highrise Customer Portal. The browser address bar shows the URL: `highriseerp.com/highrisecustomerportal/PropertyView.aspx`. The page header includes the user name 'Mrs. Neeta Desai' and a 'Logout' button. The main content area is titled 'Property View' and contains three gallery sections: 'Project Gallery', 'Building Gallery', and 'Unit Gallery'. Each gallery section is currently empty. The footer of the page states 'Powered by Kanix Infotech Pvt. Ltd.' and 'India's first Construction ERP Software. Ver: 23.00.01'.

Help Desk

Here customer can communicate with CRM by token system.
User can add token, view history, close token, and specify feedback.



The screenshot shows the Highrise Customer Portal Help Desk interface. The browser address bar displays `highriseerp.com/highrisecustomerportal/HelpDesk.aspx`. The user is logged in as Mrs. Neeta Desai. The page header shows the project details: "Project : A SAMPLE PROJECT 3 | Building : Tower A | Unit : A-01 | Booking Date : 15-Jan-2017 | Organization : Kanix Infotech Pvt Ltd (DEMO)".

The main content area is titled "Help Desk" and contains two sections:

- New Token:** A form for creating a new token. It includes dropdown menus for "Type" (Personal Information Change) and "Sub Type" (Information Change), and a text field for "Token Description" (DOB change to 19-01-1991). A "Submit" button is located at the bottom right of the form.
- Token History:** A section for viewing past tokens. It includes filters for "From" (01/01/1900), "To" (03/12/2019), and "Status" (All). A "Show" button is present to filter the results.

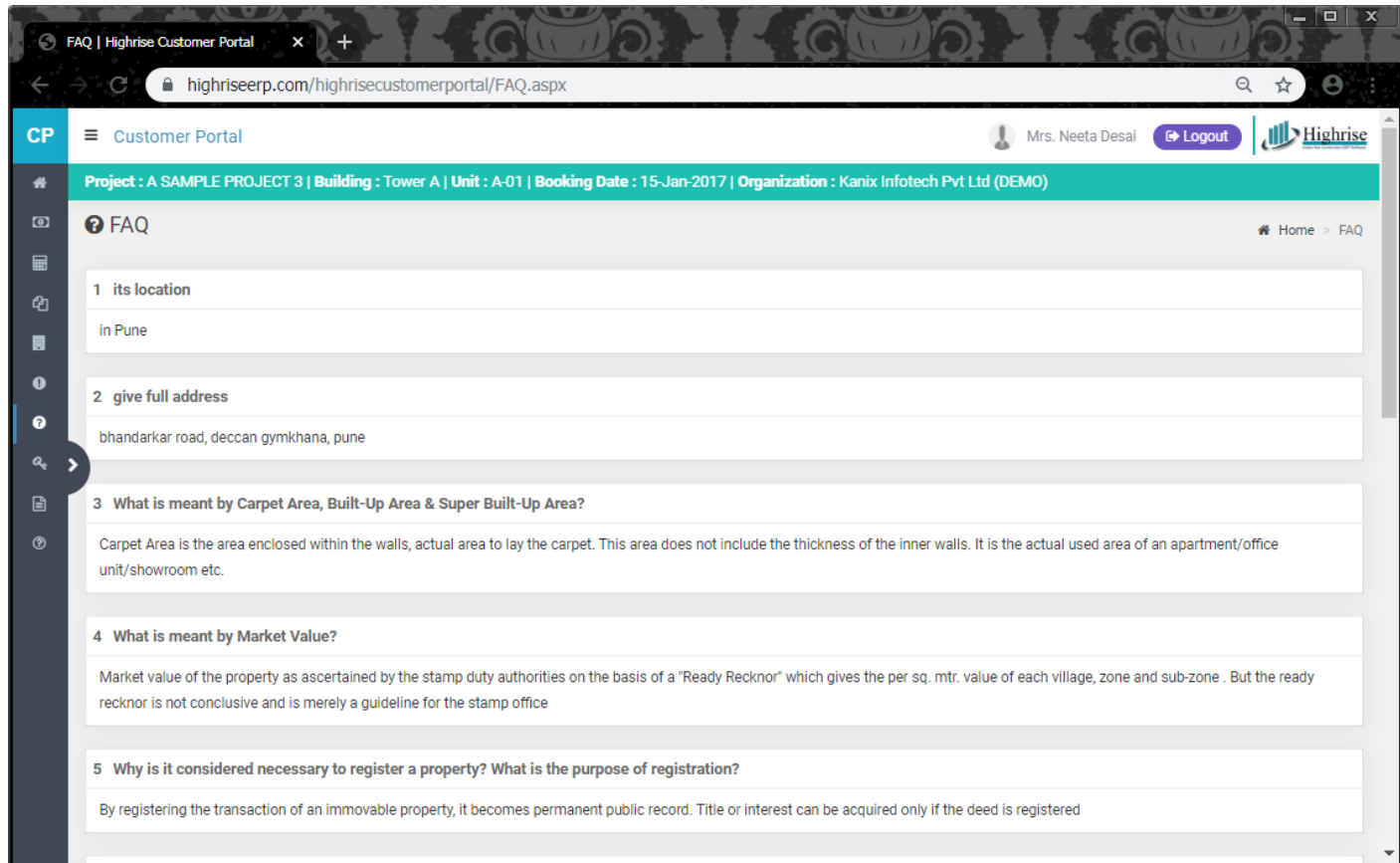
The Token History table displays the following data:

Token Type	Description	Date	Resolution1	Resolution2	Resolution3	Resolution Date	Feedback	Action
Personal Information Change	DOB change to 19-01-1991	29-Oct-2018	Request is under process			29-Oct-2018		
Personal Information Change	Change my no	24-Aug-2018	Request is under process	complaint resolve		24-Aug-2018		
Personal Information Change	Change My Mobile Number	16-Aug-2018				01-Jan-1900		

FAQ – Frequently Asked Questions

FAQ library can make available for reference to users. User can find answers to his doubts here. If not getting answers to his doubt, he would raise token in Help Desk.

FAQ library is maintained by CRM regularly. It needs to add / remove / rectify periodically.

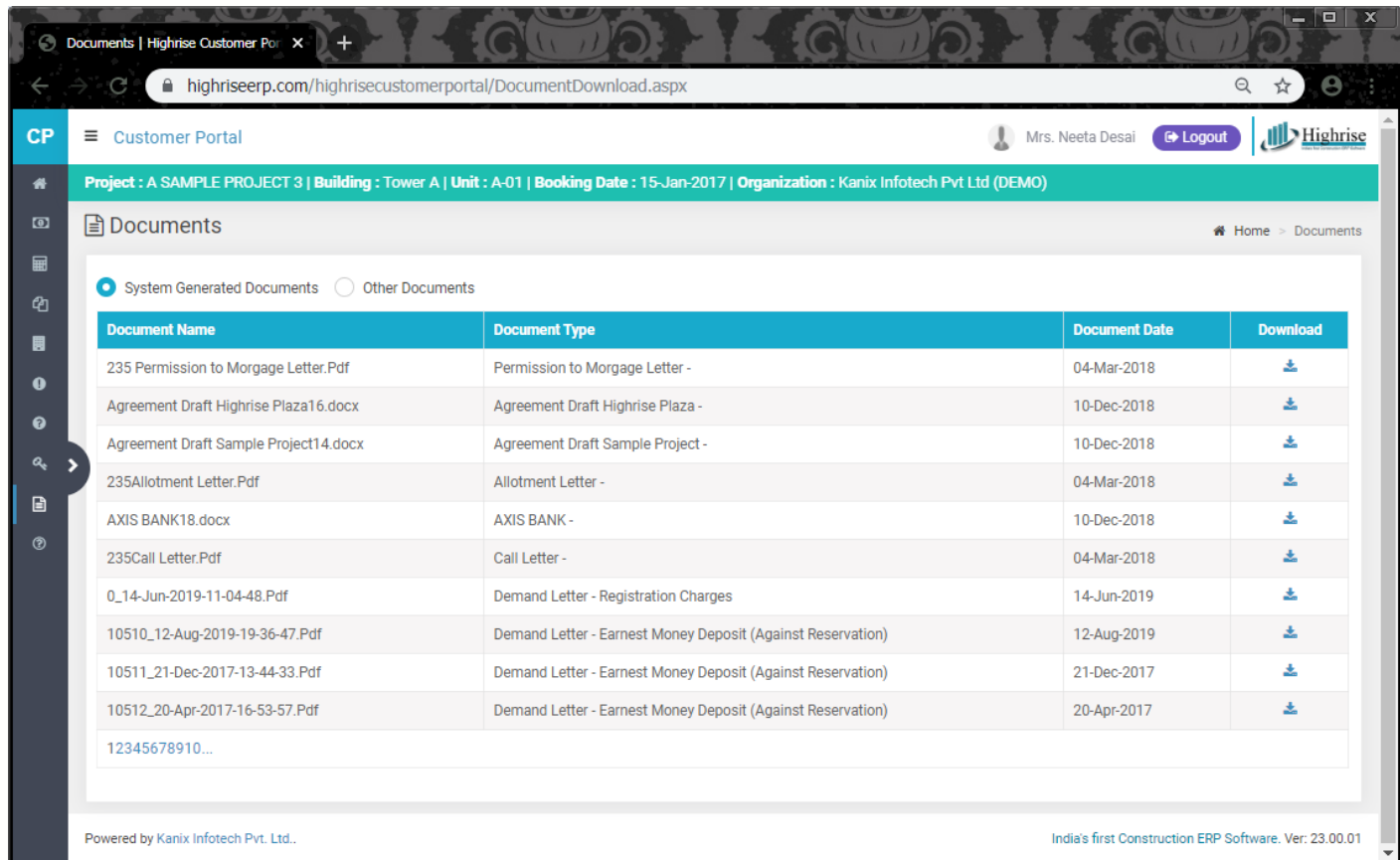


The screenshot shows a web browser window displaying the Highrise Customer Portal. The browser address bar shows the URL: highriseerp.com/highrisecustomerportal/FAQ.aspx. The page header includes the user name "Mrs. Neeta Desai" and a "Logout" button. The main content area is titled "FAQ" and lists five frequently asked questions with their corresponding answers:

- 1 its location**
in Pune
- 2 give full address**
bhandarkar road, deccan gymkhana, pune
- 3 What is meant by Carpet Area, Built-Up Area & Super Built-Up Area?**
Carpet Area is the area enclosed within the walls, actual area to lay the carpet. This area does not include the thickness of the inner walls. It is the actual used area of an apartment/office unit/showroom etc.
- 4 What is meant by Market Value?**
Market value of the property as ascertained by the stamp duty authorities on the basis of a "Ready Recknor" which gives the per sq. mtr. value of each village, zone and sub-zone. But the ready recknor is not conclusive and is merely a guideline for the stamp office
- 5 Why is it considered necessary to register a property? What is the purpose of registration?**
By registering the transaction of an immovable property, it becomes permanent public record. Title or interest can be acquired only if the deed is registered

Documents

User can download documents here, such as Allotment Letter, Demand Letter, Receipts, etc.



The screenshot shows a web browser window displaying the Highrise Customer Portal. The page title is "Documents" and the URL is "highriseerp.com/highrisecustomerportal/DocumentDownload.aspx". The user is logged in as "Mrs. Neeta Desai". The project details are: "Project : A SAMPLE PROJECT 3 | Building : Tower A | Unit : A-01 | Booking Date : 15-Jan-2017 | Organization : Kanix Infotech Pvt Ltd (DEMO)".

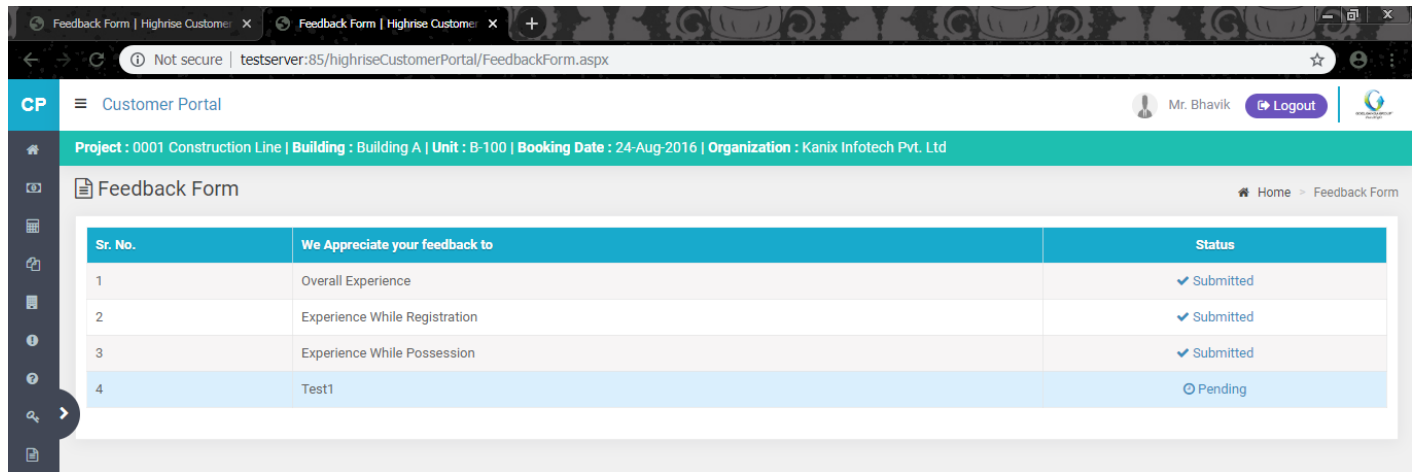
The "Documents" section is active, showing a list of documents under the "System Generated Documents" filter. The table below lists the documents available for download.

Document Name	Document Type	Document Date	Download
235 Permission to Mortgage Letter.Pdf	Permission to Mortgage Letter -	04-Mar-2018	Download
Agreement Draft Highrise Plaza16.docx	Agreement Draft Highrise Plaza -	10-Dec-2018	Download
Agreement Draft Sample Project14.docx	Agreement Draft Sample Project -	10-Dec-2018	Download
235Allotment Letter.Pdf	Allotment Letter -	04-Mar-2018	Download
AXIS BANK18.docx	AXIS BANK -	10-Dec-2018	Download
235Call Letter.Pdf	Call Letter -	04-Mar-2018	Download
0_14-Jun-2019-11-04-48.Pdf	Demand Letter - Registration Charges	14-Jun-2019	Download
10510_12-Aug-2019-19-36-47.Pdf	Demand Letter - Earnest Money Deposit (Against Reservation)	12-Aug-2019	Download
10511_21-Dec-2017-13-44-33.Pdf	Demand Letter - Earnest Money Deposit (Against Reservation)	21-Dec-2017	Download
10512_20-Apr-2017-16-53-57.Pdf	Demand Letter - Earnest Money Deposit (Against Reservation)	20-Apr-2017	Download
12345678910...			

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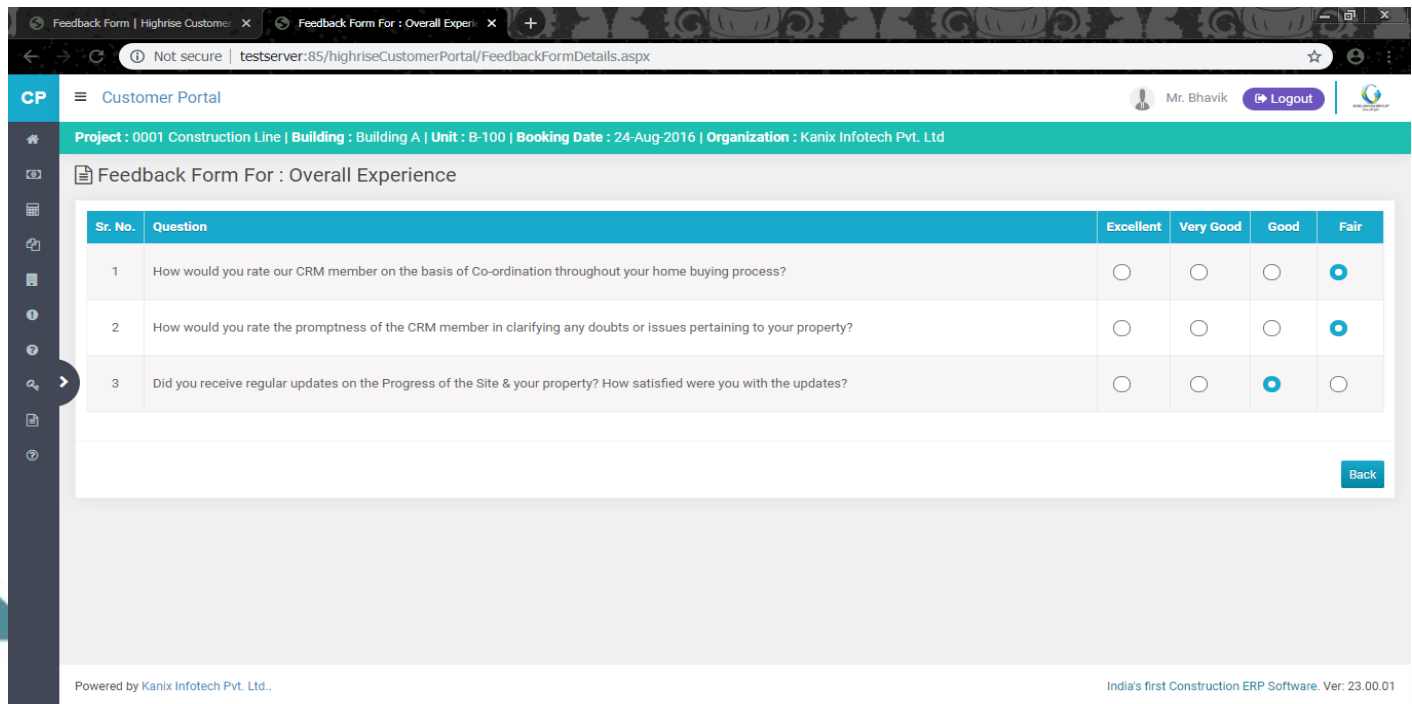
Feedback Form

Using Feedback Form business can obtain customer feedback. Feedback forms help in improving products or services, and even the fundamental understanding of the business users. It is considered one of the most efficient and economical methods of understanding customers and measuring customer satisfaction



The screenshot shows the 'Feedback Form' page in the Highrise Customer Portal. The page header includes the project details: 'Project : 0001 Construction Line | Building : Building A | Unit : B-100 | Booking Date : 24-Aug-2016 | Organization : Kanix Infotech Pvt. Ltd'. The main content area displays a table with the following data:

Sr. No.	We Appreciate your feedback to	Status
1	Overall Experience	✓ Submitted
2	Experience While Registration	✓ Submitted
3	Experience While Possession	✓ Submitted
4	Test1	○ Pending



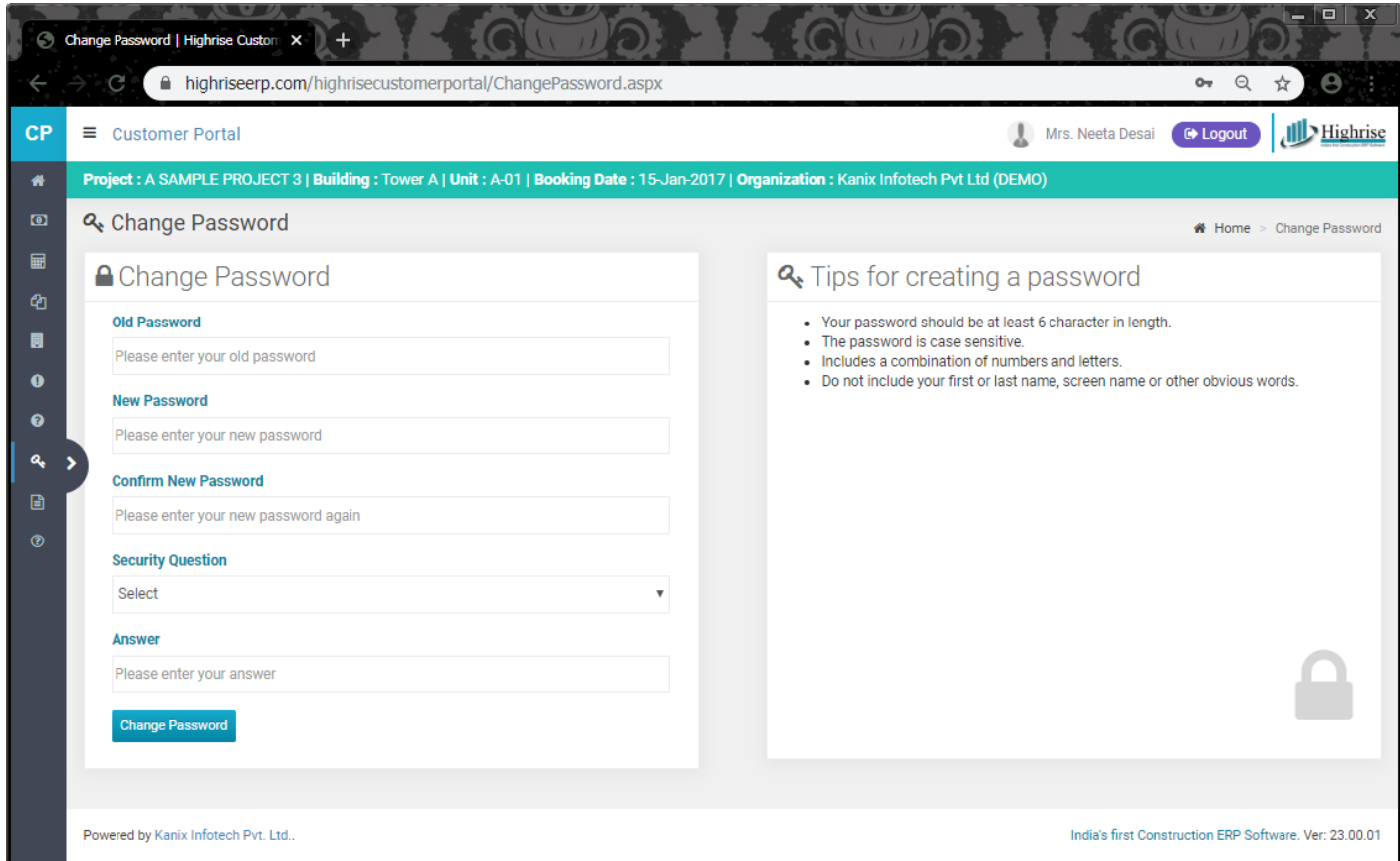
The screenshot shows the 'Feedback Form For : Overall Experience' page in the Highrise Customer Portal. The page header includes the project details: 'Project : 0001 Construction Line | Building : Building A | Unit : B-100 | Booking Date : 24-Aug-2016 | Organization : Kanix Infotech Pvt. Ltd'. The main content area displays a table with the following data:

Sr. No.	Question	Excellent	Very Good	Good	Fair
1	How would you rate our CRM member on the basis of Co-ordination throughout your home buying process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2	How would you rate the promptness of the CRM member in clarifying any doubts or issues pertaining to your property?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3	Did you receive regular updates on the Progress of the Site & your property? How satisfied were you with the updates?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

At the bottom right of the table, there is a 'Back' button.

Change Password

Here user can change his customer portal login password.



The screenshot shows a web browser window displaying the 'Change Password' page of the Highrise Customer Portal. The browser address bar shows the URL: `highriseerp.com/highrisecustomerportal/ChangePassword.aspx`. The page header includes the user name 'Mrs. Neeta Desai' and a 'Logout' button. The main content area is divided into two sections. The left section, titled 'Change Password', contains four input fields: 'Old Password' (with placeholder 'Please enter your old password'), 'New Password' (with placeholder 'Please enter your new password'), 'Confirm New Password' (with placeholder 'Please enter your new password again'), and 'Security Question' (with a dropdown menu set to 'Select'). Below these fields is an 'Answer' field (with placeholder 'Please enter your answer') and a 'Change Password' button. The right section, titled 'Tips for creating a password', lists four guidelines: 'Your password should be at least 6 character in length.', 'The password is case sensitive.', 'Includes a combination of numbers and letters.', and 'Do not include your first or last name, screen name or other obvious words.' The footer of the page indicates it is 'Powered by Kanix Infotech Pvt. Ltd.' and 'India's first Construction ERP Software. Ver: 23.00.01'.

===== **END OF DOCUMENT** =====