# Society Dashboard Updates (Nov' 2024)

### **Simplified Invoice Generation Flow**

Path : Dashboard >> Accounts >> Invoicing >> Raise Invoices >> Use this template

Generation of invoices is key to collection of the required funds in any society. Mygate has provided this flow since 2018 through a template based billing system. The existing model has gone through a series of improvements every year since its launch. The introduction of revamped template listing, new template form, e-invoicing, choice of generation method, etc. to name a few. However, the whole process from the lens of a user's billing journey still appeared to be disconnected.

The new milestone based approach for accountants and admins offers a self-guided experience, reducing the need for extensive training and support intervention. This provides the following benefits :

- 1. Links template creation with invoice generation, enabling users to experience the two flows as a unified journey.
- 2. Simplifies existing features like
  - a. Selection of previous invoice batches in the Mumbai penalty system
  - b. Easy setup of amounts/rates for all houses through upload or Quick Fill features
- 3. Optimizes the "Edit Amount" page to streamline and accelerate accountant workflows.

Admins/accountants now go through the following 4 steps to generate society invoices -

- 1. **Confirm Template** Check the existing configurations of the template using a side by side preview of the invoice. The user can quickly choose to edit the template as well before continuing further.
- 2. **Date & Amount Input** All the data input for invoicing can be done at this step. With features such as Quick Fill, Excel upload and house filters, it becomes super easy to manage a large number of houses.
- 3. **Invoice Preview** Check the side by side preview of the invoices going to be generated in a house-wise manner. Actual amounts of items and penalty are also filled in for a clear calculation.
- Generate & Publish Verify the final billing configurations along with a summary of amounts set for different items. Choose to publish right away after generation or later depending on your comfort.

| 100 P                 |                                                                                                                                                                                               |                                                                                                                                                     |                               |                             |                                           | Finan                                                                                       | CIEI Year &                                         |                      |  |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------|----------------------|--|
| A                     | coounts >> Invoicing >> Raise invoices                                                                                                                                                        | 1)                                                                                                                                                  |                               |                             |                                           |                                                                                             |                                                     |                      |  |
| 3                     | Checking E-Invoice QR • Ac<br>Normal Invoice   Cycle : Monthly   In                                                                                                                           | tive<br>v No : ST/19-20/235665   A/c No : 3973                                                                                                      | 01500710                      | - 1                         |                                           | Custom Entries +                                                                            | 🕑 Bulk Upload +                                     | 🛱 Duplicate 🖉        |  |
| 1                     | Description                                                                                                                                                                                   | Item Account                                                                                                                                        | GST                           | HSN/SAC                     | Item Type                                 | Occupant Type                                                                               | Towers                                              | Amount               |  |
| 8                     | Item Description 1                                                                                                                                                                            | Association Fund                                                                                                                                    | GST                           | 995419                      | AmountBased                               | Owners, Tenant,<br>Vacant                                                                   | All Towers                                          | ₹147800.0 (-₹0.00) + |  |
| 2                     | Penalty & Arrears                                                                                                                                                                             |                                                                                                                                                     | nal settings                  |                             |                                           |                                                                                             |                                                     |                      |  |
| 4.                    | X Arrears not included X Settle from Adv X Tax Solitup 🗸 Tax Inv. Summations                                                                                                                  |                                                                                                                                                     |                               |                             |                                           |                                                                                             |                                                     |                      |  |
|                       | × Arrears not included ×                                                                                                                                                                      | Settle from Adv                                                                                                                                     |                               |                             | and such address                          |                                                                                             | 12                                                  |                      |  |
| 5                     | Auto Bill Generation Setting<br>On 05-12-24 every 1 month &                                                                                                                                   | Notify Residents via<br>Configure &                                                                                                                 |                               |                             |                                           |                                                                                             |                                                     | Use this template    |  |
| 5<br>]<br>}           | Auto Bill Generation Setting<br>On 05-12-24 every 1 month 6                                                                                                                                   | Notify Residents via<br>Configure &                                                                                                                 |                               |                             |                                           |                                                                                             |                                                     | Use this template    |  |
| 5<br>]<br>            | Auto Bill Generation Setting<br>On 05-12-24 every 1 month of<br>diffrential_gst_3 • Active<br>Normal invoice   Cycle : Monthly   In                                                           | Notify Residents via<br>Configure &                                                                                                                 | 01500710                      |                             |                                           | Custom Entries +                                                                            | Bulk Upload •                                       | Usa this tomplate    |  |
| 5<br>3<br>3<br>2      | Auto Bill Generation Setting<br>On 05-12-24 every 1 month &<br>diffrential_gst_3 *Active<br>Normal Invoice [Cycle: Monthly ] In<br>Description                                                | Notify Residents via<br>Configure &<br>v No : 57/19-20/235665   N/c No : 3973<br>tem Account                                                        | 01500710<br>GST               | HSN/SAC                     | item Type                                 | Custom Entries +<br>Occupant Type                                                           | Bulk Upload +<br>Towers                             | Usa this tamplate    |  |
| 5<br>3<br>)<br>]      | Auto Bill Generation Setting<br>On DS-12-24 every 1 month &<br>diffrential_gst_3 eActive<br>Normal Invoice [Cycle : Monthly ] In<br>Description<br>I tem Description 1                        | Notify Residents via<br>Configure &<br>v No: 51719-20/235665   N/c No: 3973<br>item Account<br>Association Fund                                     | 01500710<br>GST<br>GST        | HSN/SAC<br>995419           | Item Type<br>Amount Based                 | Custom Entries+<br>Occupant Type<br>Owners, Tenant,<br>Vacant                               | Bulk Upload +<br>Towers<br>All Towers               | Use this template    |  |
| 5<br>3<br>3<br>3<br>3 | Auto Bill Generation Setting<br>On 05-12-24 every 1 month &<br>diffrential_gst_3 • Active<br>Normal Invoice   Cycle : Monthly   In<br>Description<br>Item Description 1<br>Item Description 2 | Notify Residents via<br>Configure &<br>v No : 51/19-20/235665   A/c No : 3973<br>Hem Account<br>Association Fund<br>MAINTENANCE CHARGES<br>RECOVERY | 01500710<br>GST<br>GST<br>GST | HSN/SAC<br>995419<br>995419 | Item Type<br>Amount Based<br>Amount Based | Custom Entries +<br>Occupant Type<br>Owners, Tenant,<br>Vacant<br>Owners, Tenant,<br>Vacant | Bulk Upload •<br>Towers<br>All Towers<br>All Towers | Use this template    |  |

Simplified Invoice Generation Flow

#### <u>Tutorial Video</u>

## Saarthi App revamp to new colour scheme

The Saarthi app has been fully revamped to follow the updated colour scheme of the Mygate ecosystem. Along with this UI level change, the structure has also been improved to accommodate new types of users on the platform.

While the earlier version focused solely on supporting "Daily Help" within societies, the updated app introduces a new onboarding flow and is designed to benefit all blue-collar workers in the community, including technicians, plumbers, electricians, and daily help.

The primary aim of this update is to address the core challenges faced by these workers -

- 1. For daily help, the Saarthi app offers a platform to discover new job opportunities within the society and apply directly, providing all relevant details to aid in informed decision-making.
- 2. With the new Helpdesk integration, the app introduces a refreshed interface for Helpdesk staff, ensuring a more efficient and streamlined complaint resolution process. This update reinforces the Saarthi app's role as a comprehensive tool for the betterment of both workers and the community. (explained in another section below)



On-boarding flow of the revamped Saarthi App

| 9:41 at # 852                                | 9:41 et + 10                                | 9:41 +# #D                                           | 9:41 ut v 📷                                          |
|----------------------------------------------|---------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| Hi Ningamma 🖉                                | HiNingamma 🖉                                | Hi Ningamma 🖉                                        | ← Attendance                                         |
| Active Societies Add Society +               | Active Societies Add Society +              | Active Societies Add Society +                       | Habitat Crest<br>H 201, H 305, H 406                 |
| Habitat Crest ×<br>H 201, H 305, H 400 Cose  | Habitat Crest D<br>H 201, H 305, H 406 Open | Habitat Crest Z<br>H 201, H 305, H 406 Open          | C July 2024                                          |
|                                              | New Jobs 2 Applied Jobs 2                   | New Jobs 2 Applied Jobs 12                           | Present This Month Abasent This Month 13 Days 2 Days |
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| <u>ш г.</u>                                  | ₹ 3500 /month for a 2 BHK flat              | Salary Flat type<br>₹ 3500 /month 2 BHK              | ня Present<br>14 © 11:13 АМ — 12:34 РМ               |
| Mygate Passcode : 852 952<br>View Attendance | Applied 🗸                                   | Orming         Between           07:00 AM - 10:00 AM | тни Present<br>13 ⊕ 11:33АМ ⊕ 12:34.РМ               |
| Habitat Crest                                | Salarpuria Greenage posmethoday             | Apply                                                | veco Present<br>12 ⊕ 11:13AM ⊕ 12:14PM               |
| New Jobs 2 Applied Jobs                      |                                             | Salary Flat type<br>₹3500 month 2 BHK                | TUE Absent                                           |
|                                              | Apply                                       | Between                                              | MON Absent                                           |

Revamped Saarthi App for Daily Help

# Saarthi App X Helpdesk Integration

The Saarthi app has also been enhanced with a dedicated interface for Helpdesk staff. This integration aims to provide an efficient and streamlined system for resolving assigned tickets and tasks.

Key features introduced with this new interface include:

1. **Complaint Overview Widget**: Counts of Open, Job Done and On Hold tickets are displayed on the app's home page itself helping the staff be aware about new assignments and status updates.

- 2. **Complaint Listing Page**: Displays all assigned tickets with essential details such as Subject, Unit Number, and Priority, and filters (Staus, Towers & Priority) ensuring better organization and accessibility.
- 3. **Complaint Detail Page**: Provides comprehensive information on each ticket, including attachments and comments made by both the admin and residents.
- 4. **New User Actions**: Introduces a "Mark as Done" button, allowing staff to close tickets once resolved.
- 5. **Enhanced Communication**: Enables staff to add comments and upload attachments to tickets as needed. These updates are visible to both the admin/helpdesk manager and the resident, fostering transparent communication.

This update reinforces the Saarthi app's role as a powerful tool for Helpdesk staff, enhancing their ability to manage and resolve complaints effectively.



#### Saarthi App for Helpdesk Staff

Helpdesk on Saarthi (FAQs)

## **New Prepaid Meters Integrated**

#### 1. HPL Meter - (NCR)

Another popular meter from North India/NCR is now integrated with the Mygate system.

Similar to Secure, this is a non-smart meter that works on a token generation based recharge. Post making the recharge payment through the app, a resident would receive a 21-digit passcode from HPL that he would need to punch into the meter's display.

The following details are required to onboard the meter -

A. Society's URL, Username and Password (these details are not to be shared with any 3rd party)

B. Meter numbers and Customer IDs for each flat

|                 |          | Meter Company*       |
|-----------------|----------|----------------------|
| HPL_EmaarPHi    | lls      | HPL                  |
| Bank*           |          | Endpoint*            |
|                 | 8  ∽     | URL                  |
| Recharge Min Am | iount*   | Recharge Max Amount* |
| User ID         | Username |                      |
| Password        | Password |                      |
|                 |          |                      |



#### Note -

- 1. HPL meter only allows recharge in steps of Rs 10/- (Any other amount would be rejected)
- 2. Since HPL is a non-smart meter, we cannot fetch reading and balance information

# Pet Management - Report Download

Path: People Hub >> Pets >> Download Report

Admins can now download the details of the pets added in the society from the dashboard. The downloaded report will have all the required information like name, type, vaccination details, vaccination validity, etc.

| 8                                         | Selec<br>Proc | t Society<br>d MyGate de | v v)     |                    |                    | 2024-2025 ¥ FAQ      | Anlin<br>Society Admin |
|-------------------------------------------|---------------|--------------------------|----------|--------------------|--------------------|----------------------|------------------------|
| Q<br>BB                                   | People H      | ub >> Pets<br>.IST       |          |                    |                    | (                    | 2 Download Report      |
| ۵۵<br>۵                                   | Build         | ding                     | • Flats  | ▼ Pet Type         | Vaccination Status | Submit               |                        |
| 000<br>1111111111111111111111111111111111 | D             | 176 Results F            | ound     |                    |                    |                      |                        |
| SF-                                       | Flat          | Name                     | Pet Type | Breed              | Vaccination Status | Vaccination Due Date | 10                     |
| Ð                                         | A-102         | Moriya                   | Bird     | Peacock 🖷          | NOT TAKEN          |                      |                        |
| 2                                         | B-101         | rete                     | Cat      | Persian            | COMPLETELY         | 23-12-2024           |                        |
| Å                                         | B-101         | test                     | Dog      | German Shepherd    | COMPLETELY         | 23-12-2024           |                        |
|                                           | B-102         | parro                    | Bird     | Cockatiel          | COMPLETELY         | 27-8-2024            |                        |
|                                           | B-102         | cc                       | Dog      | Labrador Retriever | COMPLETELY         | 29-8-2024            |                        |
| <del>20</del>                             | 8-201         | vv                       | Dog      | Labrador Retriever | COMPLETELY         | 4-11-2024            |                        |
| ₹)                                        | 8-201         | vg                       | Cat      | Indian             | NOT TAKEN          | <u></u>              | -                      |
|                                           | B-202         | fig                      | Cat      | Persian            | COMPLETELY         | 22-11-2024           | A                      |
|                                           | A-009         | test                     | Fish     | Goldfish           | COMPLETELY         | 20-12-2024           |                        |

| Name | Вох А       | 8                 | С         | D        | E          | F      | G            | н            | 1           | J           | к           | L           | м                     | Ν          | 0           | Р           |
|------|-------------|-------------------|-----------|----------|------------|--------|--------------|--------------|-------------|-------------|-------------|-------------|-----------------------|------------|-------------|-------------|
| 1    | Building na | Flat Name         | Pet Name  | Pet Type | Breed      | Gender | Date of Birt | Age          | Vaccination | Vaccination | Vaccination | Vaccination | Added By              | Added On   | Updated B   | Updated On  |
| 2    | A           | A-102             | Moriya    | Bird     | Peacock    | Male   | 15-08-1990   | 34 years, 5  | NOT TAKEN   | *           | -           | -           | Pragyas Vil           | 124-08-202 | Pragyas Vil | 124-08-2023 |
| 3    | В           | B-101             | rete      | Cat      | Persian    |        | -            | er (* 1997)  | COMPLETE    | 23-12-2024  | 23-12-2024  | -28 days    | 43 <sup>000</sup> (   | 23-12-202  | -           | 23-12-2024  |
| 4    | В           | B-101             | test      | Dog      | German Sh  | -      | ÷            | •<           | COMPLETE    | 23-12-2024  | 23-12-2024  | -28 days    | €Č.                   | 23-12-202  | -           | 23-12-2024  |
| 5    | В           | B-102             | parro     | Bird     | Cockatiel  |        | -            | •)           | COMPLETE    | 10-02-2024  | 27-08-2024  | -146 days   | •)                    | 10-02-202  | -           | 27-08-2024  |
| 6    | В           | B-102             | cc        | Dog      | Labrador R | 1-     | -            | <b>4</b> 5   | COMPLETE    | 07-06-2024  | 29-08-2024  | -144 days   | 25                    | 07-06-202  | -           | 27-08-2024  |
| 7    | в           | B-201             | vv        | Dog      | Labrador R | -      | -            | 23 - C       | COMPLETE    | 04-11-2024  | 04-11-2024  | -77 days    | Jagdeesh              | 04-11-2024 | Jagdeesh    | 04-11-2024  |
| 8    | В           | B-201             | vg        | Cat      | Indian     | -      | 4            | -2           | NOT TAKEN   | •           | -           |             | Jagdeesh              | 04-11-202  | Jagdeesh    | 04-11-2024  |
| 9    | В           | B-202             | fjg       | Cat      | Persian    |        | -            | •            | COMPLETE    | 22-11-2024  | 22-11-2024  | -59 days    | Amit Gupta            | 22-11-202  | Amit Gupta  | 22-11-2024  |
| 10   | A           | A-009             | test      | Fish     | Goldfish   | -      | -            | 23           | COMPLETE    | 20-12-2024  | 20-12-2024  | -31 days    | AKS Qa tes            | 120-12-202 | AKS Qa tes  | 120-12-2024 |
| 11   | н           | H-1               | test      | Cat      | -          | Female | 17-09-2023   | 1 years, 4 r | NOT TAKEN   | -           | -           | -           | <ul> <li>1</li> </ul> | 24-08-202  | -           | 17-09-2023  |
| 12   | н           | H-3               | с         | Cat      | Indian     | Male   | -            | -            | NOT TAKEN   | 20          | 4           | -           | Bryan                 | 06-01-202  | Bryan       | 06-01-2025  |
| 13   | н           | H-4               | Chethan d | Cat      | Siamese    | Male   | 01-11-2023   | 1 years, 2 r | PARTIALLY   | 02-11-2023  | 2           | -           | -                     | 02-11-202  | -           | 02-11-2023  |
| 14   | NCR         | NCR-202           | dog       | Dog      | German Sh  | -      | -            |              | COMPLETE    | 04-11-2024  | 04-11-2024  | -77 days    | Sai Teja Bo           | 04-11-202  | Sai Teja Bo | 04-11-2024  |
| 15   | В           | <b>B-Santhosh</b> | lab       | Dog      | Labrador R |        | -            | -            | NOT TAKEN   | •           | -           | -           |                       | 16-05-202  | -           | 16-05-2024  |
| 16   | в           | <b>B-Santhosh</b> | vgvg      | Bird     | Cockatiel  | -      | -            | -            | NOT TAKEN   | -           | -           |             | 2)                    | 16-05-202  | 1-          | 16-05-2024  |
| 17   | В           | <b>B-Santhosh</b> | hwh       | Cat      | Siamese    | -      | -            | •            | COMPLETE    | 29-07-2024  | 29-07-2024  | -175 days   | •                     | 29-07-202  | -           | 29-07-2024  |
| 18   | Delhi-NCR   | Delhi-NCR-        | tom       | Dog      | Golden Ret |        | _            |              | COMPLETE    | 17-09-2024  | 17-09-2024  | -125 days   |                       | 17-09-202  | -           | 17-09-2024  |
| 19   | Pune        | Pune-102          | dhdhd     | test     | -          | -      | -            |              | NOT TAKEN   |             | -           | -           | Test                  | 17-09-202  | Test        | 17-09-2023  |
| 20   | Pune        | Pune-105          | test      | Hamsters | -          | -      | -            | -            | COMPLETE    | 20-12-2024  | 20-12-2024  | -31 days    | Farha                 | 20-12-202  | Farha       | 20-12-2024  |
| 21   | Pune        | Pune-105          | manju     | Cat      | Siamese    |        | -            | -0           | COMPLETE    | 20-12-2024  | 20-12-2024  | -31 days    | Farha                 | 20-12-202  | Farha       | 20-12-2024  |
| 22   | Pune        | Pune-105          | 1         | Dog      | Golden Ret |        | -            | •            | COMPLETE    | 20-12-2024  | 20-12-2024  | -31 days    | Farha                 | 20-12-202  | Farha       | 20-12-2024  |

# New Email Templates - Invoice, Dues & Receipts

Raising invoices to the residents and timely collection of funds is essential to maintaining the monthly operations of any society. We understand that communicating house related accounting information to residents, in a way that is readily consumable, can help with the above.

4 key emails have been identified - invoices, receipts, reminders and overdue notice. While overdue notice email was already released back in September, we have now released the new templates for Invoice, Dues & Receipts.

| Convers ANDEN ASSOCIAT                                                                                                                                                    | TON OF APARTMENT<br>₹1059.84                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               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| Maintenance Dues Fleminder from Ga                                                                                                                                        | ₹1059.84                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| Dear Rushika,<br>Payment of your Maintenance dues<br>outstanding amount to avoid any late<br>For your convenience, we have alth<br>Please ignore the small if you've alth | is pending for Block1-102. Please<br>a payment penalty or interruption i<br>check the details of the outstanding<br>eady paid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| Unit No                                                                                                                                                                   | Block1-102                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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| Bill Plan Name                                                                                                                                                            | Maintenance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| Total Dues                                                                                                                                                                | ₹1059.84                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| For any issues partsining to account your society office.<br>Regards, Test Sign                                                                                           | Click to Pay Now                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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|                                                                                                                                                                           | Dear Rushka.<br>Persent of your Maintenance dues<br>tautarating anount to avoid any its<br>persent pour convenience, we have atta<br>Persent pour convenience, we have atta<br>Persent pour convenience, we have atta<br>Unit No<br>III Plan Name<br>III Plan Name<br>IIII Plan Name<br>IIIII Plan Name<br>IIII Plan Name<br>IIII Plan Name<br>IIII Plan Name<br>IIIII Plan Name<br>IIIIIIII Plan Name<br>IIIII Plan Name<br>IIIIIII Plan Name<br>IIIII | Dear Ruschka.         Posternet of your Maintenance dues is pending for Block1-102. Please substanding and any late payment foroadd or interruption for your convenience, we have attached the deals of the outdisanding Please ignore the email if you've already paid.         Link No       Block1-102         Bill Plan Name       Maintenance         Total Dues       1059.84         Overduos       10         Advance balance       10         Click to Pay Now       Click to Pay Now         For any size pertaining to accounts, payments, society or Mygete log your society office.       Regards. Test Sign         Standard Regard       Experiments         Click Corpay Now       Experiments         Click Corpay Now< | Dear Rustika.         Poster furthink         Poster furthink </td <td>Der Rustrika         Persenstrika         Persenstrika</td> <td>Der Rustrika         Persernativika         Perserna</td> | Der Rustrika         Persenstrika         Persenstrika | Der Rustrika         Persernativika         Perserna |

Dues Reminder Email Template

| invoice_gen gener                      | rated fo                                  | or Block1-102 D Intervi                                                                                      | £                                                                                                            |                                            |   |   | 슝 |
|----------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------|---|---|---|
| Ravi - no nojvišnogatologia<br>to na - | - Unsut                                   | scribe                                                                                                       |                                                                                                              | 009 Wed, Hav 20, 117 PM                    | ☆ | 0 | 4 |
|                                        | 8                                         | Gamma ARDEN ASSOCIAT<br>OWNERS                                                                               | ION OF APARTMENT                                                                                             | 🔐 mygate                                   |   |   |   |
|                                        |                                           | later Invoice generated by Gamm                                                                              | ₹118.0<br>NB ARDEN ASSOCIATION OF APARTM                                                                     | Des Liste<br>of Doi 3004                   |   |   |   |
|                                        | Dear Ru<br>Your inv<br>review i<br>paymen | ushika,<br>roice for invoice_gen under the<br>t and kindly make the payme<br>it penalty. Please ignore the o | he Waterr Bill Plan is attached with<br>nt before the due date (08 Oct 202-<br>small if you've already paid. | this email. Please<br>4) to avoid any late |   |   |   |
|                                        |                                           | Unit No                                                                                                      | Block1-102                                                                                                   |                                            |   |   |   |
|                                        |                                           | Invoice No                                                                                                   | INV-SEQ-VALIDAT9917                                                                                          |                                            |   |   |   |
|                                        |                                           | Amount                                                                                                       | ₹118.0                                                                                                       |                                            |   |   |   |
|                                        |                                           | Invoice Date                                                                                                 | 01 Oct 2024                                                                                                  |                                            |   |   |   |
|                                        |                                           | Bill Plan Name                                                                                               | Waterr                                                                                                       |                                            |   |   |   |
|                                        | For any your so                           | Clic<br>issues pertaining to account<br>ciety office.                                                        | k To Pay Now                                                                                                 | n, please contact                          |   |   |   |
|                                        | Regard                                    | s, Test Sign                                                                                                 |                                                                                                              |                                            |   |   |   |
|                                        |                                           | Why p                                                                                                        | ay on Mygate?                                                                                                |                                            |   |   |   |
|                                        |                                           | - 10 K                                                                                                       |                                                                                                              | 2                                          |   |   |   |
|                                        |                                           |                                                                                                              |                                                                                                              |                                            |   |   |   |

#### Invoice Email Template

| • ta | avi -ne reply@mygatebiling.in= Unas<br>me + | ubscribe                                                                     |                                                                        | 600 Fris, Nov 29, 726 PM     | ψ | 0 | 41 |
|------|---------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------|---|---|----|
|      | 8                                           | Germa ARDEN ASSOCIA<br>OWNERS                                                | TION OF APARTMENT                                                      | <b>P</b> mygate              |   |   |    |
|      |                                             | Payment received by Gamma                                                    | ₹1310.00                                                               | NT OWNERS                    |   |   |    |
|      | Dear F<br>Your d<br>Please                  | Rushika,<br>tuas receipt has been general<br>a verify and contact society of | ted for Block1-102 and is attached<br>from in case of any discrepancy. | within this email.           |   |   |    |
|      |                                             | Unit No                                                                      | Block1-102                                                             |                              |   |   |    |
|      |                                             | Payment Date                                                                 | 29 Nov 2024                                                            |                              |   |   |    |
|      |                                             | Amount                                                                       | ₹1310.00                                                               |                              |   |   |    |
|      |                                             | Mode                                                                         | EFT                                                                    |                              |   |   |    |
|      | For an<br>your s<br>Regar                   | ry lissues pertaining to accoun<br>ociety office.<br>ds. Test Sign<br>Why f  | ts, payments, society or Mygate lo<br>Day on Mygat <u>e?</u>           | gin, please contact          |   |   |    |
|      |                                             | Al payment modes One accepted payr                                           | edos Autorizados proc                                                  | tok orone<br>ensect annually |   |   |    |
|      |                                             |                                                                              | tentati municipalita contra                                            |                              |   |   |    |
|      |                                             |                                                                              | www.inggac.com                                                         |                              |   |   |    |

Dues Receipt Email Template

# Amenity Booking setup updates for better experience

With growing demand from cities and societies migrating from other platforms, the Amenity Booking setup has been updated to provide a smoother and more intuitive experience. These enhancements aim to simplify the booking process and cater to the evolving needs of users, ensuring a seamless transition for all communities.

#### 1. Residents can book an amenity for their kids

Parents can now book amenities for their children through the app. Once the booking is confirmed, children can access the amenity using their unique passcode for entry. This is an amenity level configuration.

| <b>.</b> 0       | Prod The        | y<br>Island Plus | ~             |                                        |             |                         | 2024-2025 V<br>Financial Year 🛦 | AQ                                                                                                             | Society Admin<br>Society Admin ~ |
|------------------|-----------------|------------------|---------------|----------------------------------------|-------------|-------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------|
| 0                | Amenities >> Se | tings            |               |                                        |             |                         |                                 | 102                                                                                                            |                                  |
| ų                | 53              | NavashreeNEWa    | C Residen     | t Cool Down Period (in minutes) 🕚      |             | Always available (Daily | 0                               |                                                                                                                | Wasse (Edin                      |
| 88               | 34:             | New amonity 100  | 0             |                                        | Minutes     | Mark as closed for main | itenance 🗇                      | rated                                                                                                          | View [Edit                       |
| Ô                | - 55            | New court for ba | Allow Overla  | pping Slots 🗌                          |             | Deactivate Amenity      |                                 | ated :                                                                                                         | Vonw LEdit                       |
| م <sup>0</sup> 0 | 56              | nyw50            | Amenity       | Cool Off Period (in minutes) 🕧         |             | Comment Mandatory       | 1                               |                                                                                                                | Verw   Edit                      |
| <u> </u>         | AT.             | New test amenity | 0             |                                        | Minutes     |                         |                                 | otor                                                                                                           | Viewe   Edin                     |
| Q2-              | .58             | ola              | <u></u>       |                                        |             |                         |                                 | rated                                                                                                          | View [Edit                       |
| Ð                | 59              | PND AMENITY      | Resident      | should declare companions              |             | 🗍 Display resident de   | ails for booked amenity slots   | Inted                                                                                                          | Minw   Calif                     |
| é                | -60             | parking          | Allow par     | rents to book this amenity for their l | kids        |                         |                                 |                                                                                                                | View   Edit                      |
| <b></b>          | 61              | Party Hall       | <u> </u>      |                                        |             |                         |                                 | $\leq$                                                                                                         | Warw   Edin                      |
| 130              | 42              | pool             | 🗆 Enable te   | rms and conditions                     |             |                         |                                 | ated.                                                                                                          | View (Edit                       |
| E                | (63)            | POOL 125         | Paid          | Online Account Number                  |             | HS                      | N/SAC                           | Inted                                                                                                          | View]Edit                        |
| 0                | 164.1           | Post Table       |               | 057501509008 - ICIC0000575             | 5   IDFC    | ~                       |                                 |                                                                                                                | View   Edit                      |
| ٢                | 1 Alexandre     | (1) (1) (1)      | GST           | Tax rate *                             |             |                         |                                 | The second s |                                  |
| 1                | 62              | PROF GESC        |               | 5.00                                   | *           |                         |                                 | Arted                                                                                                          |                                  |
| 552              | i i i i         | ravi test 2      |               |                                        |             |                         |                                 | rated                                                                                                          | View (Edit                       |
| 503              | 67              | Secong lest ame  | Note: To enab | eled bulk booking minimum value of t   | he setting: | are: Check Rules        |                                 | nteri                                                                                                          | Vew Eda                          |
|                  |                 |                  | Set same am   | ount to all slots                      |             | Apply                   |                                 |                                                                                                                |                                  |

Setting can be enabled for an amenity

| 2:31 O O 128 🖘 🕄(183% 📼 )       | 2:31 🖸 🕕 💱 🖘 🖬 🚛 83% 🖬          |
|---------------------------------|---------------------------------|
| ← Pool Table                    | ← Pool Table                    |
| 3 PM - 4 PM                     | 3 PM - 4 PM                     |
| 4 PM - 5 PM                     | 4 PM - 5 PM                     |
| 5 PM - 6 PM                     | 5 PM - 6 PM                     |
| 8 PM - 7 PM                     | 6 PM - 7 PM                     |
| Booking the amenity for my kids | Booking the amenity for my kids |
| Select                          | Rushika                         |
| comment                         | Comment                         |
| Write your comment              | Write your comment              |
| ttachment                       | Attachment                      |
| Attach Photo/Documents          | Attach Photo/Documents          |
| Success!                        | Success!                        |
| Prisece + Terms                 | Fireax · Iema                   |



## 2. Addition of Security Deposit while booking an Amenity

Facility Managers and Society Admins can now enable a security deposit for paid amenities, making it mandatory for residents to pay while booking.

| <b>a</b> 0   | Prod The        | y<br>Island Plus V | 2024-2025 ×<br>Financial Year A                                                                              |        | Society Admin 🗸 |
|--------------|-----------------|--------------------|--------------------------------------------------------------------------------------------------------------|--------|-----------------|
| Q            | Amenities >> Se | ettings            |                                                                                                              |        | -               |
| 88           | 55              | New court for ba-  | Block Single Booking ① Block Mutti Select ②                                                                  | ited   | View J Edda     |
| ۵            | -56             | newSD              | Show slots with start and end time during booking () Inter Minimum conservative booking duration in minutesi |        | View) Edit      |
| 8 <b>6</b> 8 | <b>.</b>        | Rew Cest Amerility | 0                                                                                                            | tod    | View) Edit      |
| CAK-         |                 | ola                |                                                                                                              | red    | Werw) Edit      |
| 0            | :59;            | PAUD AMENITY       | Set Cancellation Limits                                                                                      | ited : | View 2 Estit:   |
| 밀            | :60             | parking            |                                                                                                              |        | View [Edit      |
| é            |                 | Party Hali         | C Add ons                                                                                                    |        | View (Edit      |
|              | 62              | pool               |                                                                                                              | ted    | View) Eiht      |
| 250          | 63              | P00L123            | Security Deposit                                                                                             | ited   | View/Edit       |
| œ            |                 | Pool Table         | Amount (₹)                                                                                                   |        | View / Edin     |
| (₹)          | (63)            | raw test           | 500 GST                                                                                                      | teid : | View]Edit       |
| Z            | 66              | ravi test 2        |                                                                                                              | ted    | Mew [Edit       |
|              | 67              | Secong test arme   | Indate                                                                                                       | ted    | View ( Crist    |
| £63          | 68              | Squash Court 1     | Cancer                                                                                                       |        | Vew (Zât.       |

Setting can be enabled for an amenity with the amount configurable

|              | 3:30 0        | 0 👷 🗢 C  80% 🌑 |  |  |  |
|--------------|---------------|----------------|--|--|--|
| $\leftarrow$ | Pool Table    |                |  |  |  |
| U.           | 11 AM - 12 PM | ₹100.44 + GST  |  |  |  |
|              | 12 PM - 1 PM  | ₹100.44 + GST  |  |  |  |
|              | 1 PM - 2 PM   | ₹100.44 + GST  |  |  |  |
|              | 2 PM - 3 PM   | ₹100.44 + GST  |  |  |  |
|              | 3 PM - 4 PM   | ₹100.44 + GST  |  |  |  |
|              | 4 PM - 5 PM   | ₹100.44 + GST  |  |  |  |
| $\checkmark$ | 5 PM - 6 PM   | ₹100.44 + GST  |  |  |  |
|              | 6 PM - 7 PM   | ₹100.44 + GST  |  |  |  |
|              | Security      | Deposit        |  |  |  |
| ₹500.00      | + GST         |                |  |  |  |
| Amo          | unt: ₹ 600.44 |                |  |  |  |
|              | Proceed To    | Payment        |  |  |  |
|              | Ξ             |                |  |  |  |

Security Deposit gets added mandatorily while booking

# Helpdesk Dashboard setup updates for better experience

#### 1. Ageing column in dashboard complaint listing

Path : Dashboard >> Helpdesk >> Complaints

An 'Ageing' column has been introduced on the Helpdesk listing page on the dashboard, providing a clear view of the time elapsed from ticket creation to its resolution. This addition aims to enhance transparency and efficiency in ticket management, enabling Helpdesk Managers and Society Admins to monitor the progress of tickets effectively

| <b>a</b> 0   | Prod      | The Island Plus                               | <b>~</b> ]               |                            |                         |          | 2024<br>Financ | -2025 👻<br>Ial Year 🛦 | FAQ     | S Society A     | Admin N |
|--------------|-----------|-----------------------------------------------|--------------------------|----------------------------|-------------------------|----------|----------------|-----------------------|---------|-----------------|---------|
| ۹            | Help Desk | >> Complaints<br>IU or word within the subjec | •                        | Category •                 |                         |          | ategory -      | Assignee •            |         |                 |         |
|              | Туре      | Escala                                        | To E                     |                            |                         | Submit   |                | X Reset Filters       |         |                 |         |
|              | 0         | 1051 Results Found                            |                          |                            | ± Download              | i Report |                |                       |         |                 |         |
|              | ID -      | Subject                                       | Category/Subcategory     | Flat                       | Status                  |          | Assignee       | Escalation            | Ageing  | Last Update 🔹   | Action  |
| ZF-          | 1726      | Fuse issue in the lift. No po                 | Electrical / house wires | B-148                      | in Prograss             | 4        | Manav          | Level-1               | 1d 14h  | 19 Dec, 3:08 PM | 8       |
| Ð,           | 1725      | Tap not working in my hou                     | Plumbing                 | A-001                      | Job Done                | 4        | Nitesh         | Level-1               | 1d 14h  | 18 Dec, 2:19 AM | 8       |
| ຊ            | 1724      | plumbing                                      | Electrical / house wires | 0-0                        | In Progress             | 4        | Test Prod KP   | Level-1               | 2d      | 17 Dec, 4:19 PM | 9       |
| ŝ            | 1723      | Test                                          | Car parking / area       | A-55                       | In Progress             |          | Manav          | Level-4               | 3d      | 19 Dec, 3:09 PM | 8       |
|              | 1721      | Gshwj                                         | Car parking / area       | D-A while back I needed to | Recpensed               | 4        | rushika        | Level-4               | 7d 23h  | 12 Dec, 4:20 AM | 8       |
| 02           | 1720      | test test test                                | Car parking / common     | B-2                        | In Programs             |          | Manav          | Level-4               | 8d 4h   | 19 Dec, 3:09 PM | æ       |
| and a second | 1719      | Chuc                                          | Cleaning and Maintenance | D-A while back I needed to | Job Done                |          | Trishla        | Level-4               | 9d 20h  | 17 Dec, 6:48 PM | ¢       |
| Ð            | 1718      | Bzzbzb                                        | cleaning / Washroom Clea | D-A while back I needed to | In Progress             |          | Manav          | Level-4               | 9d 20h  | 19 Dec. 3:09 PM | ø       |
| Ŧ            | 1717      | EDWF                                          | Cleaning and Maintenance | D-A while back I needed to | Racpersed               |          | None           | Level-4               | 9d 20h  | 9 Dec, 11:22 PM | 8       |
| _            | 1707      | Test parking in wrong space                   | Car parking / common     | D-A while back I needed to | Recommed                |          | rushika        | Level-4               | 13d 23h | 9 Dec, 2:24 PM  | Ð       |
| ≝            | 1706      | Saarthi_Demo_8                                | Car parking / area       | D-A while back I needed to | Job Done                |          | rushika        | Level-4               | 13d 23h | 9 Dec, 2:24 PM  | Ð       |
| 3            | 1705      | Saarthi_Demo_7                                | Electrical / House holds | D-A while back I needed to | OmHold                  | 4        | rushika        | NA                    | 13d 23h | 5 Dec, 4:35 PM  | 9       |
|              | 1704      | Saarthi_Demo_6                                | Carparking/area          | A-133                      | OnHold                  | 4        | rushika        | NA                    | 13d 23h | 5 Dec. 4:35 PM  |         |
|              |           | 12 PANO25 12                                  | 220 M                    | 1212-1212                  | Contraction of Contract | 1        | 12.85          | 15 D.S.               |         |                 | -       |

#### 2. Improved UI for Status & Escalation columns in dashboard complaint listing

Path : Dashboard >> Helpdesk >> Complaints

The Status Column on the Helpdesk Listing Page now features color-coding for improved visibility. Additionally, the urgent symbol has been repositioned next to the status for better clarity.

The Escalation Column has been redesigned with iconized representations to enhance the user experience.

| 0    | Prod                            | The Island Plus               | *                             |                            |                                    |              |             |          |              | 2024-2025<br>Financial Year | FAQ        | S Socie         | sty Admin<br>Iy Admin |
|------|---------------------------------|-------------------------------|-------------------------------|----------------------------|------------------------------------|--------------|-------------|----------|--------------|-----------------------------|------------|-----------------|-----------------------|
| Help | p Desk                          | > Complainta                  |                               |                            |                                    |              |             |          |              |                             |            |                 |                       |
| Cor  | mplai                           | nts                           |                               |                            |                                    |              |             |          |              |                             | Summa      | aries 🔹 🔸       | Raise New             |
| 0    | Q ID or word within the subject |                               |                               | Status<br>New, On Hold , ▼ |                                    |              |             | Category | • Sub-C      | ategory                     | * Assignee |                 |                       |
| E    | Type • Escalation               |                               | scalation 🔹                   | Creation Date              |                                    | From         |             | 8        | Το           | E Submit                    |            | × Reset Filters |                       |
| ć    | j                               | 052 Results Found             |                               |                            |                                    |              |             |          |              |                             |            | 2 Down          | oad Report            |
|      | ID -                            | Subject                       | Category/Subcate              | gory                       | Flat                               | [            | Status      |          | Assignee     | Escalation                  | Ageing     | Last Update ~   | Actions               |
| 17   | 727                             | 7 test Car parking / common   |                               | on                         | A-06                               |              | In Programe |          | MEMEBER      |                             | 6d 21h     | 24 Dec, 6:19 AM | ē                     |
| 17   | 726                             | Fuse issue in the lift. No po | wer Electrical / house w      | reis                       | B-148                              |              | Its Pengen  | A 10     | None         | 10000                       | 12d 15h    | 19 Dec, 3:08 PM | ð                     |
| 17   | 725                             | Tap not working in my hous    | se Plumbing                   |                            | A-001                              |              | in Progre   |          | Roshini      | 10000                       | 12d 15h    | 26 Dec, 4:58 PM | 0                     |
| 17   | 724                             | plumbing                      | Electrical / house w          | res                        | 0-0                                |              | In Progra   | 4        | Test Prod KP | 10000                       | 13d 1h     | 17 Dec. 4:19 PM | 0                     |
| 17   | 723                             | Test                          | Car parking / area            |                            | A-55                               |              | in Progre   | in l     | None         | 10000                       | 14d 1h     | 19 Dec. 3:09 PM | 9                     |
| 17   | 1721 Gshwj Car parking / area   |                               | D-A while back I needed to co |                            | Reopens                            | d 🔺          | rushika     | 10000    | 19d          | 12 Dec, 4:20 AM             | 9          |                 |                       |
| 17   | 720                             | test test test                | Car parking / comm            | on                         | B-2                                |              | In Proget   | 9        | None         | 10000                       | 19d 4h     | 19 Dec, 3:09 PM | 9                     |
| 17   | 719                             | Chuc                          | Cleaning and Maint            | enance                     | nce D-A while back I needed to co. |              | Jah Don     |          | Trishla      | 10000                       | 20d 20h    | 17 Dec, 6:48 PM | Ð                     |
| 17   | 718                             | Bzzbzb                        | cleaning / Washroom           | n Cleaning                 | D-A while back I                   | needed to co | in Progra   | H        | None         | 10000                       | 20d 20h    | 19 Dec, 3:09 PM | 9                     |
| 17   | 717                             | EDWF                          | Cleaning and Maint            | enance                     | D-A while back I                   | needed to co | Reopent     | d        | None         | 10000                       | 20d 20h    | 9 Dec, 11:22 PM | Ð                     |
| 17   | 707                             | Test parking in wrong spac    | e Car parking / comm          | on                         | D-A while back I                   | needed to co | Reconne     | d        | rushika      | 10000                       | 24d 23h    | 9 Dec, 2:24 PM  | 8                     |
| 17   | 706                             | Saarthi_Demo_8                | Car parking / area            |                            | D-A while back I                   | needed to co | Juli Doe    |          | rushika      | 10000                       | 24d 23h    | 9 Dec, 2:24 PM  | 9                     |
| 17   | 705                             | Saarthi_Demo_7                | Electrical / House h          | olda                       | D-A while back!                    | needed to co | On Hold     | 4        | rushika      |                             | 24d 23h    | 5 Dec, 4:35 PM  | E HO                  |