

ERP Dashboard Updates (Mar' 2025)

Amenity Booking setup updates for a better experience

Path: Amenities >> Settings

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. Easy management of upcoming amenity closures

Previously, the "Mark as Closed for Maintenance" option allowed only a single closure period, limiting the flexibility for admins and facility managers. There was no option to schedule multiple or recurring closures for events like coaching classes or weekly/monthly maintenance.

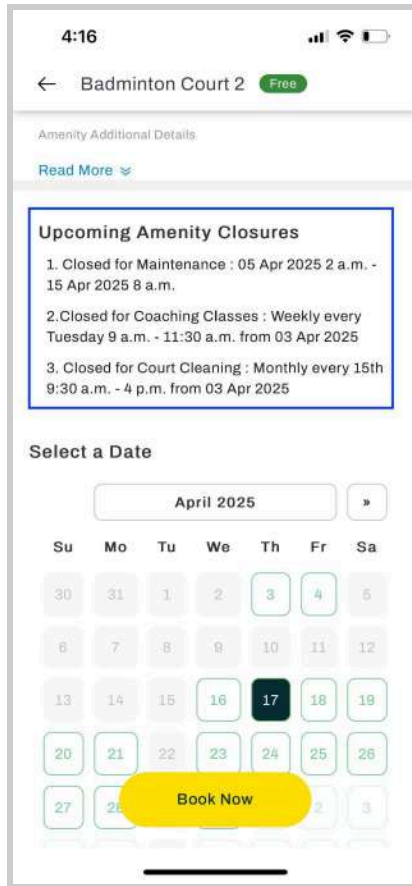
With this enhancement, admins can now set up multiple closure periods in advance, improving planning and communication. The resident app will also reflect these updates within the booking flow, keeping residents informed about the availability of the amenity.

The screenshot displays the 'Amenities >> Settings' page for 'Prod The Island Plus'. The main content area is titled 'Close amenity for selected periods' and contains three configuration blocks for different closure types:

- Maintenance:** Reason for closure: Maintenance; Cycle: Once; Start Date & Time: 2025-04-05 02:00; End Date & Time: 2025-04-15 08:00.
- Coaching Classes:** Reason for closure: Coaching Classes; Cycle: Weekly; Days: Tuesday; From Time: 09:00; To Time: 11:30; Apply From: 2025-04-03.
- Court Closing:** Reason for closure: Court Closing; Cycle: Monthly; Select Date: 15; From Time: 09:30; To Time: 16:00; Apply From: 2025-04-03.

A note at the bottom states: "Note: These rules will apply only to future bookings. If a resident already has an existing booking within the specified time periods, please reject it manually." The right-hand panel shows a list of amenities with their status (Active or Deactivated) and 'View' and 'Edit' buttons.

Closures can be configured in the amenity edit form



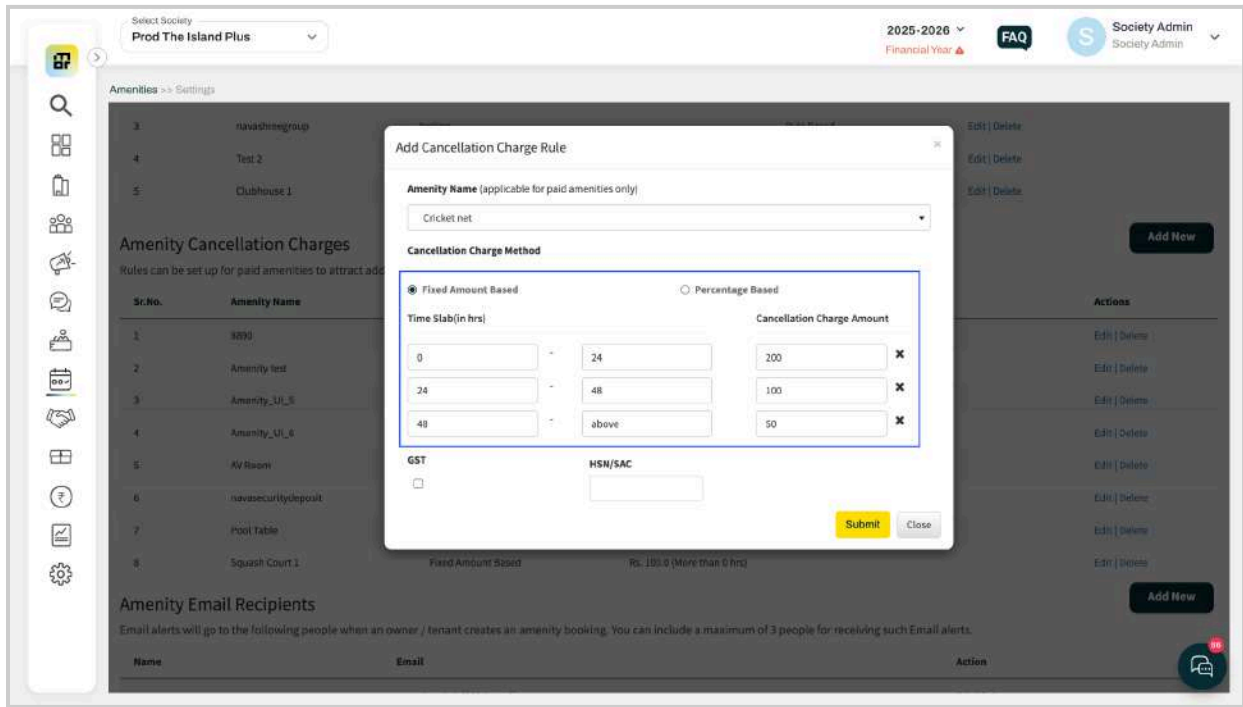
The next three closures displayed in the booking flow

2. Time-Based Amenity Cancellation Charges

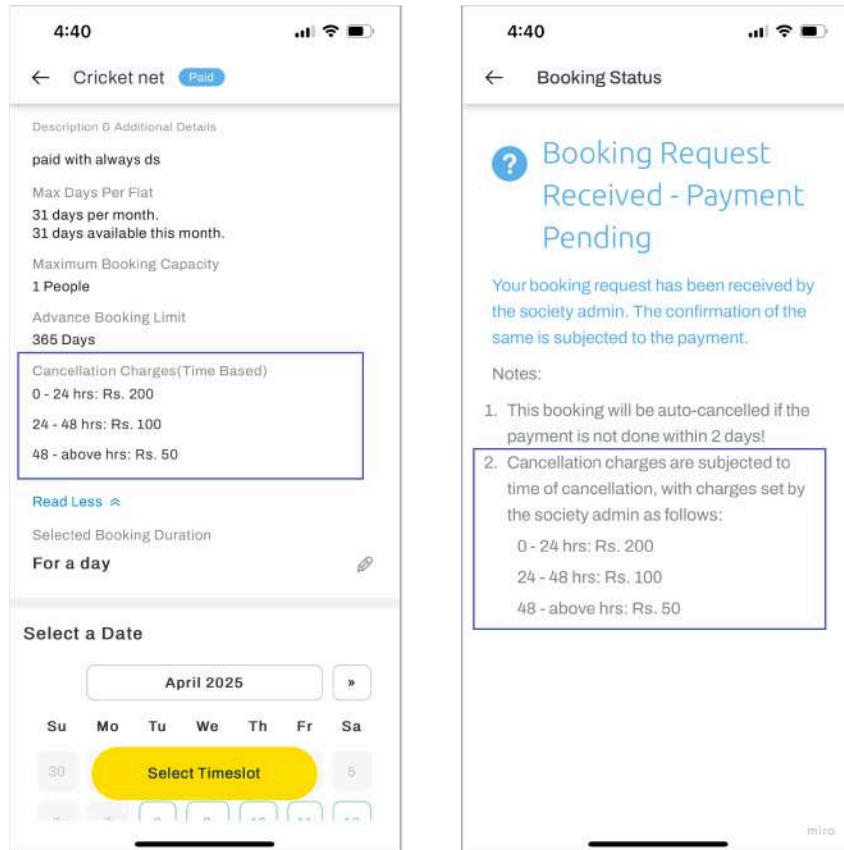
Previously, admins/facility managers could only set a fixed or percentage-based cancellation charge for paid amenity bookings, regardless of when the cancellation occurred. This lacked flexibility and didn't account for last-minute cancellations that impact amenity utilization.

With the new time-based cancellation rule, admins can now set different charges based on when a resident cancels. For example, cancellations made 48 hours in advance may have a lower fee, while those within 24 hours may incur a higher penalty. The rules can be applied to a specific amenity and will be updated accordingly on the resident app.

This update ensures a fairer cancellation policy and better refund management for communities.



Cancellation configured in amenity settings



Cancellation information in booking flow

Category-Level restriction for Helpdesk Managers

Path: Helpdesk >> Settings

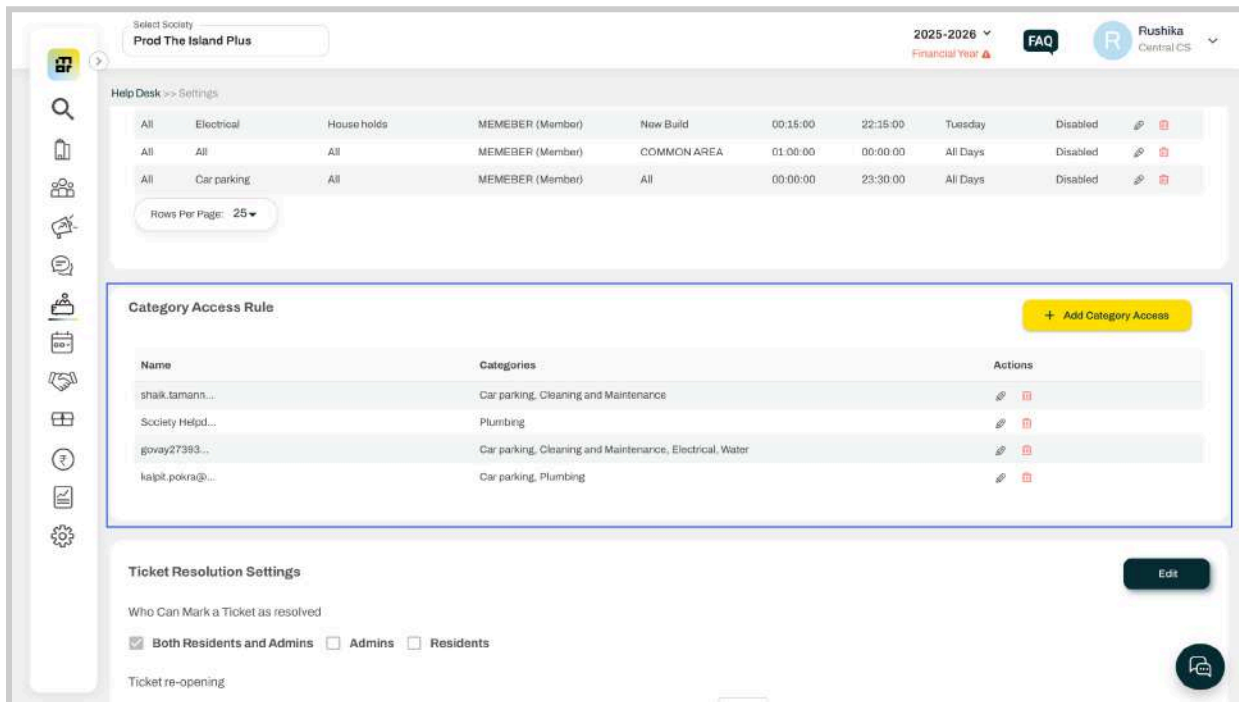
In large societies where multiple head technicians or managers are assigned specific categories, a new configuration tool has been introduced under Helpdesk settings.

Admins can now assign specific categories to individual head technicians or managers. Once configured, the helpdesk operator will have access and control limited to only those designated categories -

1. Head technicians/managers will only see tickets from the categories assigned to them on the dashboard.
2. They will be able to perform actions such as filtering, assigning staff, updating statuses, and adding internal notes only on the tickets within their category scope.
3. While creating a new ticket from the dashboard, they will only be able to do so for the categories assigned to them.

This provides the following benefits:

1. Improves operational efficiency
2. Helps reduce noise from unrelated tickets
3. Ensures focused handling on their respective category tickets



Category Access Rule in Helpdesk settings

Helpdesk <> Saarthi (Technician app) updates for better staff experience

The Saarthi App was recently integrated with the Helpdesk module, offering a dedicated interface for helpdesk staff to view and manage their assigned tickets. Staff can now mark tickets as 'Job Done' with proof of completion, creating a more streamlined and efficient system for ticket resolution.

New updates are being introduced to further enhance the app, equipping helpdesk staff with all necessary tools to perform their tasks effectively and reduce turnaround time for ticket closure.

1. INTERNAL - Saarthi 'Job Done' setting removed for all from Helpdesk Dashboard

As part of the controlled rollout of the Saarthi App, a setting was previously enabled only for societies where helpdesk staff had the Saarthi app installed. This allowed the "Job Done" status to appear as a filter option on the Helpdesk dashboard, ensuring that only eligible societies could access the new functionality.

The setting has now been removed across all societies, and the "Job Done" filter is available by default. Societies can now independently guide their helpdesk staff to install the Saarthi App and start using its features without any dependency on special configurations.

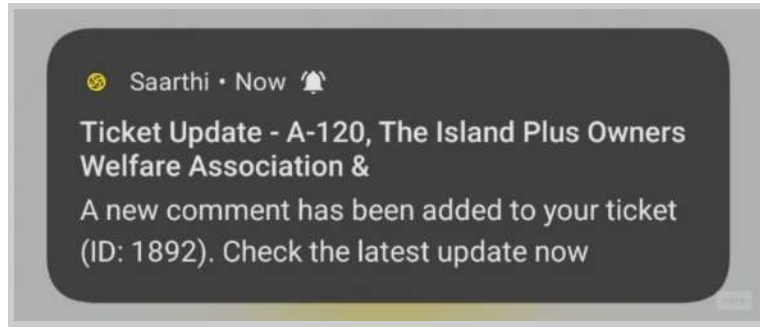
2. Push notifications on ticket actions made by helpdesk manager/society admin

Previously, helpdesk staff received push notifications only when a ticket was assigned to them. With this enhancement, staff will now be notified of all key ticket actions performed by the society admin, helpdesk manager, or the system, enabling quicker and more informed responses.

These push notifications will be triggered for the following actions:

1. When a resolved ticket is reopened, or a ticket is put on hold
2. When a 'Job Done' ticket is marked as resolved by the admin/manager
3. When any edits or comments are added to the ticket by the admin/manager
4. When a ticket is auto-escalated by the system

This update ensures better visibility and faster action from helpdesk staff.



Push Notification for comments added by admin

Improvements in Resident Web Login

The resident web login has been enhanced to improve accessibility, user experience, and overall satisfaction—particularly for residents who do not use the Mygate mobile application. These updates aim to ensure that essential features are easily available and intuitive to navigate from the web interface.

Key Enhancements:

1. **Flat Switch Dropdown:**

A new dropdown menu has been added to the top-right corner, allowing users to easily switch between their flats (in case they own or stay in multiple units). This enables flat-specific navigation and actions without needing to log in separately for each flat.

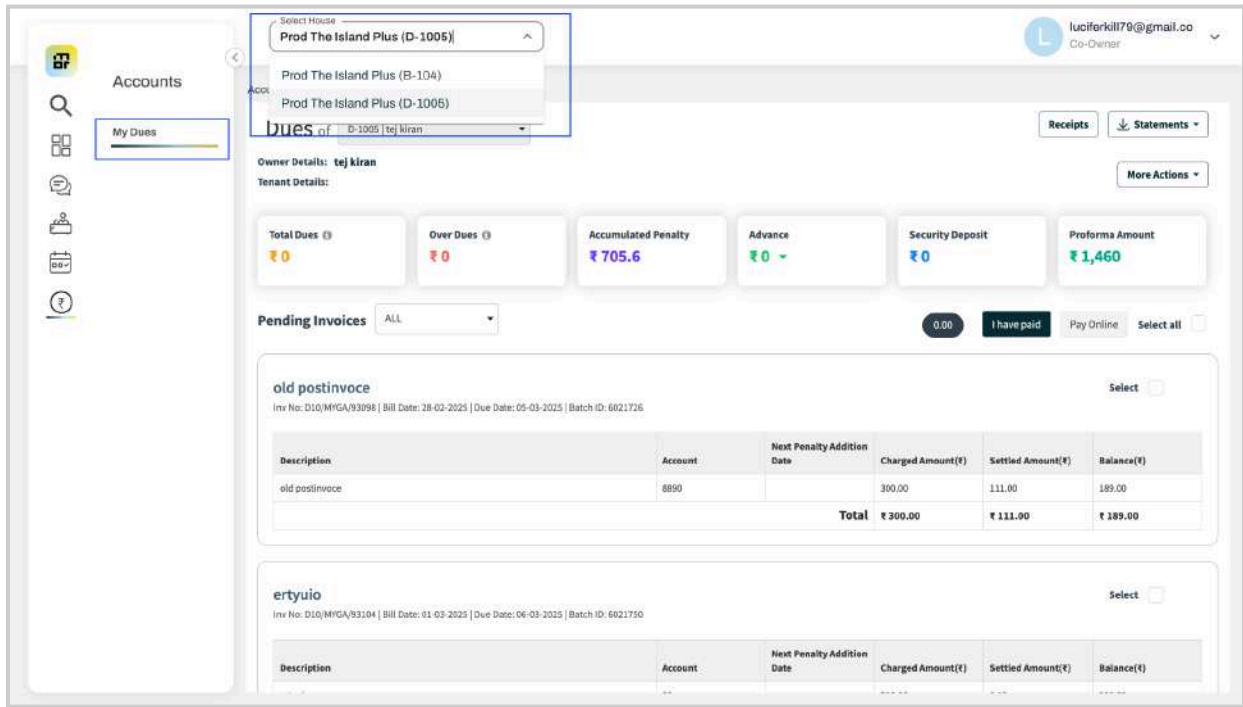
2. **Introduction of 'My Dues' Menu:**

A dedicated 'My Dues' section has been added to the menu, redirecting users to their respective house dues page. Here, users can:

- a. View outstanding dues and select specific invoices to pay.
- b. Make payments directly from the web and access the complete house statement.
- c. View and download receipts for previously settled invoices.

3. **UI Improvements:**

Several UI enhancements have been made to ensure a cleaner layout, improved readability, and a more seamless navigation experience for the resident.



Resident Web Login enhancements

Feedback based improvements to society invoicing

New Option to Print "Tax Invoice" or "Bill of Supply" on society invoices

Path: Accounts >> Invoicing >> Raise Invoices >> Create/Edit Template

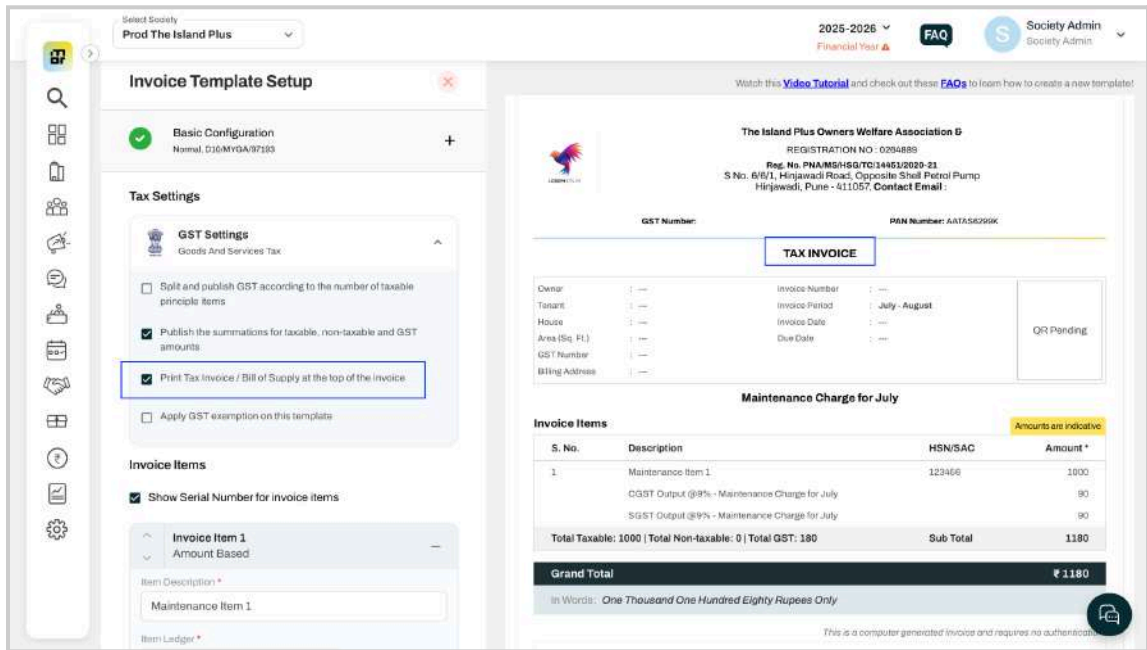
As part of compliance, society admins now have the choice to print "Tax Invoice" or "Bill of Supply" while creating invoice templates for batch generation.

The system automatically determines the appropriate title based on the nature of the charges in the invoice:

- If at least one taxable charge is present, the invoice will be titled "Tax Invoice".
- If all charge items are tax-exempt, the invoice will be titled "Bill of Supply".

This update provides the following benefits:

1. Better alignment with GST compliance requirements
2. Provides clear distinction between taxable and non-taxable invoices,
3. Improves transparency and accuracy in financial documentation.



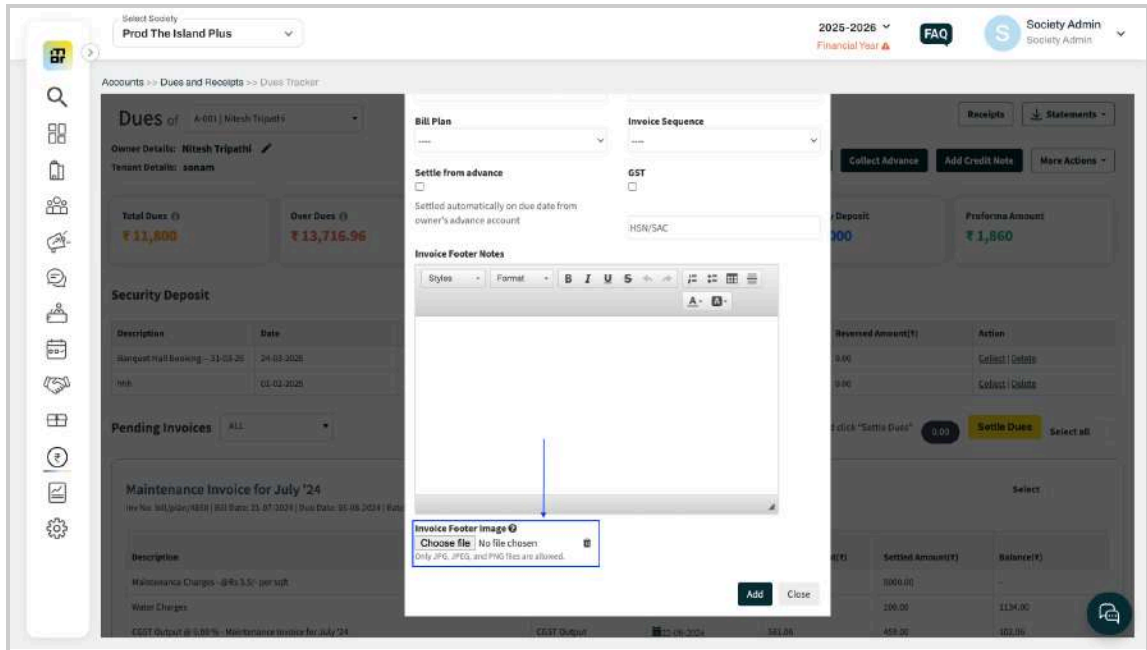
Option to print tax invoice or bill of supply on invoices

Option to add footer image while generating single-flat invoice

Path: Accounts >> Dues & Receipts >> Dues Tracker >> Add Invoice

Previously, the option to add a footer image was only available while creating invoice templates and generating invoices in batches. With this update, society admins can now add a footer image even while raising a single invoice for an individual flat.

This enhancement ensures consistency and communication across all invoices, whether generated in bulk or individually.



Option to add invoice footer image

Introducing 'Custom Description to Discount' during invoicing

Path: Accounts >> Invoicing >> Raise Invoices >> Generate Invoice

Giving a discount during invoicing was already available as a feature before, however, without a custom description option it was difficult to communicate the exact reason for the discount to the residents.

Support for discount description has now been added to the new edit amount page and the upload sample files. The added description would now appear right below its concerned invoice item.

Select Society: Prod The Island Plus | 2025-2026 Financial Year | Society Admin

← Date & Amount Input / Update Item Amount | Save Changes

1. Maintenance Charge for the month of December, 2025

Area Based | A/c: Maintenance | Applicable For: All | File Upload

Round off Add Discount | Total Charge - ₹ 18728.00 | Total Discount - ₹ 0.00 | Clear Amount

BHK	Area	Rate/sqft	Amount	Discount Amount	Total Amount	Additional Description	Discount Description
		Quick Fill		Quick Fill		Quick Fill	Quick Fill
	0	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
	5400	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
3 BHK	10	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
rr	1223	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
	0	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
dsighi	0	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
4 BHK	2220	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I
	2341	8	₹ 18728	₹ 0	₹ 18728	Enter Additional I	Enter Discount I
	0	0	₹ 0	₹ 0	₹ 0	Enter Additional I	Enter Discount I

Discount description can be uploaded or added in bulk on the Edit Amount Page

Select Society: Prod The Island Plus | 2025-2026 Financial Year | Society Admin

SCAN & PAY WITH ANY UPI APP

Arrears

Description	Amount
Arrears/Advance(-)	20,41,336.34
Penalty/Interests on Arrears	1,42,446.30
SUB TOTAL	21,83,782.64

Monthly Maintenance Charges

S No	Description	HSN/SAC	Amount
1	Maintenance Charge for the month of December, 2025- calculation: (2341.0 SQFT) * (8.0 per SQFT for 1 Month(s))		18,728.00
	<i>Discount: Discount applied for previous bulk payment by house</i>		-2,000.00
2	Lift Maintenance Charges		1,000.00
	CGST Output @ 9.00 % - Monthly Maintenance Charges (Applied on 1)		1,505.52
	SGST Output @ 9.00 % - Monthly Maintenance Charges (Applied on 1)		1,505.52
(Total Taxable: 16,728.00 Total Non Taxable: 1,000.00 Total GST: 3,011.04)			SUB TOTAL
GRAND TOTAL			22,04,521.68

In Words: Rupees Twenty Two Lac Four Thousand Five Hundred Twenty One And Sixty Eight Paise Only

This is a computer generated invoice and requires no authentication.

Notes:
To be paid before due date.

*****Dues not paid within stipulated time are subject to Penalty/Interest as per Society laws.**
****Note :Arrears will be not be settled if the invoice is paid via QR code. The excess amount will be transferred to the advance account.**

Discount and its description in italics on invoice PDF

'Download Preview' before generation of actual invoices

Path: Accounts >> Invoicing >> Raise Invoices >> Generate Invoice

Accountants are often required to share the PDF file of the invoice preview to the committee before the actual generation process. The treasurer and other members review a few samples (covering different use cases of invoice generation within the society) before giving their approval to the accountant.

To support the above process, 'Download Preview' has now been added to the new invoice generation flow on the 'Bill Preview' milestone. When clicked, it downloads the PDF of the currently selected house/non-member by opening a new tab.

*Note - Society admin may have to ensure that mygate.com has been excluded from the pop-up blocker list on their browsers.

Preview Invoice

Preview will be shown only for the houses where the amount is configured.

Search Unit

A-001
Nitesh Tripathi Nitesh Tripathi... ₹ 23099.04

The Island Plus Owners Welfare Association &
REGISTRATION NO : 0264889
Rosewood City, Sector-48-50
Gurgaon, Haryana
State Name : Haryana, Code : 06
E-Mail : wembleyestate@gmail.com

PAN Number: AATA56296K

Owner	Nitesh Tripathi Nitesh Tripathi Nitesh Tripathi	Invoice Number	---	QR Pending
House	A-001	Invoice Period	December	
Area (Sq.ft)	2341	Invoice Date	15 Apr 2025	
Billing Address	A-219, GF, SAFDURJUNG ENCLAVE, Opp R K Puram Delhi South West Delhi 110025.	Due Date	15 Apr 2025	

Monthly Maintenance Charges

Description	Amount *
Arrears/Advance(-)	2041336.34
Penalty/Interests on Arrears	142946.5
Sub Total	2183782.84

Arrears

Invoice Items

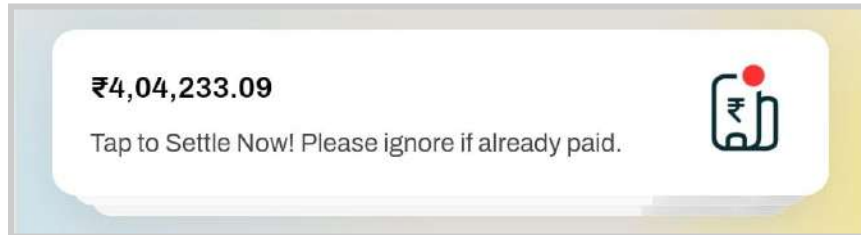
Download Preview button on 'Bill Preview' milestone

Invoice Spotlight now presented with richer information

Path: Resident App >> Home Page

Invoice spotlight card on the app home page is very useful for residents to know their current dues and pay the corresponding invoices in one step. Two new details have been added to bring more clarity of information to the resident -

1. New invoice count (covering bills within their due dates)
2. "Please ignore if already paid!" added to the messaging to account for delays in spotlight update



Improved details on the spotlight card

All transactions covered with Auto-reconciliation on Mygate

Path: Accounts >> Bank Accounts >> Bank Accounts >> Bank Reconciliation

Society admins can now automatically reconcile transactions recorded through **General Receipts, General Payments, and Cash/Bank Transfers.**

With this enhancement, the system will match these entries against bank transactions during the reconciliation process, reducing the need for manual matching and improving accuracy. This significantly streamlines the reconciliation workflow, saves time for auditors, and ensures cleaner, more consistent financial records.

Complete accounting coverage of Tally Export on Mygate

Path: Accounts >> Tally Export

As part of improving compatibility with Tally and streamlining financial workflows, the following updates have been made to the Tally Export module:

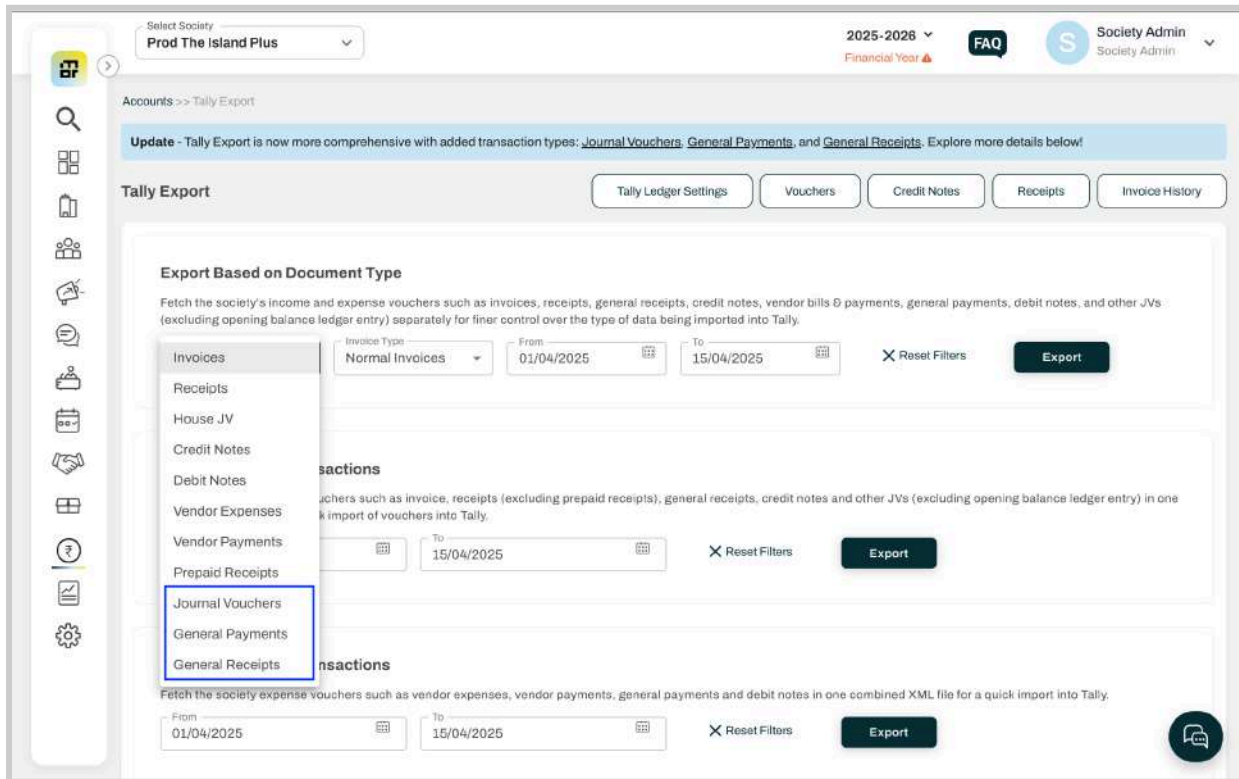
1. Journal Vouchers (JV)

Currently, all Journal Vouchers (JVs) linked to house ledgers are included in the download. With this update, JVs tagged with the Opening Balance ledger—whether created automatically or manually—will be excluded from the export. This ensures only relevant transaction entries are

downloaded, simplifying data handling and preventing duplication of opening balance entries in accounting systems.

2. General Payments & Receipts (Petty expense and income)

A new toggle has been added in the Tally Export module to allow exporting all General Payments & Receipts recorded in MyGate. These will be downloaded with the voucher type set as "Receipt" & "Payment" respectively in Tally, ensuring accurate classification during import.



JV, GP and GR modules added to Tally Export

Settled invoice reference in Mygate app receipt description

To provide better clarity and transparency for residents and admins, receipt descriptions for payments made against invoices through the MyGate app have been enhanced, the receipt description will now include the invoice description and invoice number for each payment made by the residents.

If a combined payment is made against multiple invoices, the description will also include the count of bills for better clarity.

Select Society
Prod The Island Plus

2025-2026
Financial Year

FAQ

Rushika
Central CS

Accounts >> Dues and Receipts >> Receipt Register

Receipt Register

Quick Upload Collection Report Bank Reconciliation

Dues Receipts Advance Receipts Prepaid Meter Receipts Security Deposit Receipts Reversed Receipts Settlement From Advance

Select Building Select House / Non-member Select Payment method

No.	Receipt No.	Date	House	Description	Auto Gen	Payment Mode	Amount Received	Action	Select
1	5281	03-04-2025	B-104	Online Payment against check payment re direction (Inv No - D10/MYGA/97160) ICIN409458084770 ICIN409458084770	No	MyGate App	1.00	View	<input type="checkbox"/>
2	5278	02-04-2025	G-201		No	EFT	5874.75	View	<input type="checkbox"/>
3	5277	03-04-2025	G-201		No	EFT	5000.00	View	<input type="checkbox"/>
4	5276	03-04-2025	A-122	Online Payment against 002 booking (Inv No - D10/MYGA/97137) ICIN409458075551	No	MyGate App	1.00	View	<input type="checkbox"/>
5	5275	03-04-2025	A-122	Online Payment against 002 booking (Inv No - D10/MYGA/97135) ICIN409458000977	No	MyGate App	1.00	View	<input type="checkbox"/>
6	5266	01-04-2025	G-201	Online Payment against 002 booking (Inv No - D10/MYGA/97117)	No	MyGate App	1.00	View	<input type="checkbox"/>

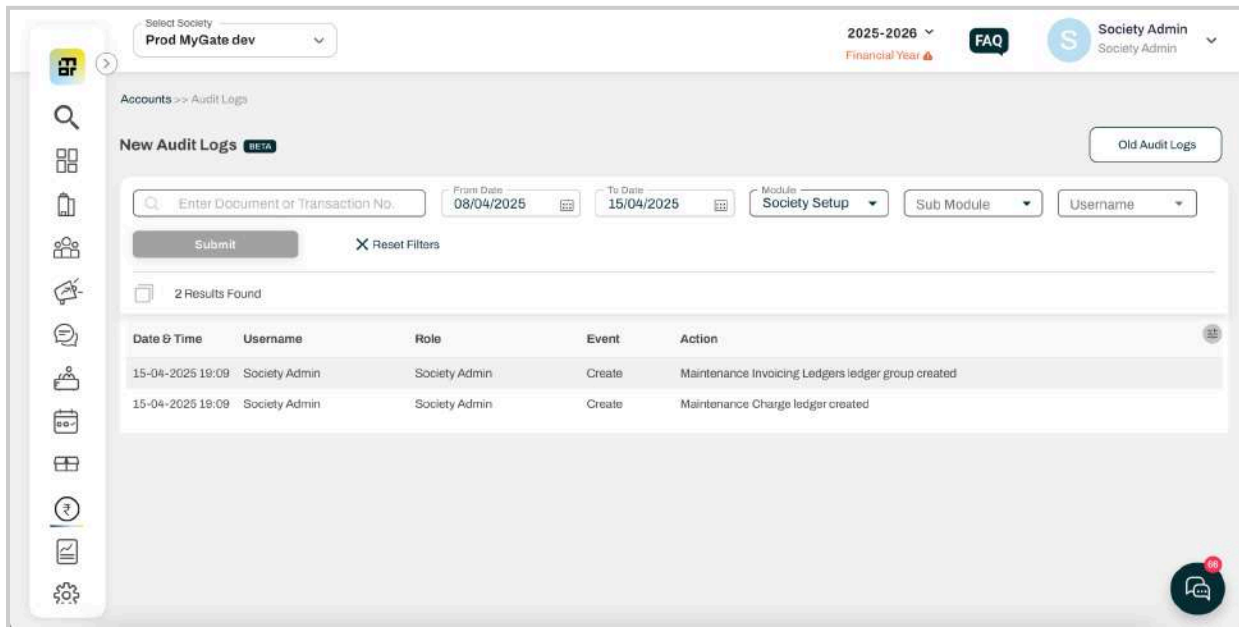
More modules now covered in the New Audit Logs

Path: Accounts >> Audit Logs

New Audit Logs were launched in Nov '24 as Beta, covering the top 90% modules by usage.

Since then we have been improving the report every month to cover more cases in the already released modules and also accommodate other lesser used modules. Support for the following items were added in March -

1. Penalty Deletion from house dues page
2. Ledger and Ledger Group within Chart of Accounts



Related income and expense ledgers now available in cash/bank statement

Path: Financial Reports >> Account Balance & Statements >> Cash/Bank Statement

The Cash/Bank Statement is a key report that provides a consolidated view of all transactions for a bank account in one place. It helps in validating entries recorded in the software and checking their reconciliation status. In addition to the date, amount, and other transaction details, the report previously also included the party involved—whether a member, non-member, or vendor.

To enhance the capabilities of this report, a new **Related Ledgers** column has been added. This captures the associated income, expense, GST, or TDS ledgers involved in each transaction. Additionally, the Excel download of this report has been moved to an asynchronous process (available in the Download History section) to eliminate the risk of failure when handling large volumes of accounting data.

Select Society
Prod The Island Plus

2025-2026
Financial Year

FAQ

Society Admin
Society Admin

Financial Reports >> Account Balance & Statements >> Cash/Bank statement

Update - Alongside the party ledgers (members/vendors), a new 'Related Ledgers' column has been introduced to include the income & expense ledgers in this report.

Amit BRS Account Statement from 01-04-2025 to 15-04-2025

Opening Software Balance : 0 | Closing Software Balance : 127237.02
Opening Reconciled Balance : 701247.22 | Closing Reconciled Balance : 701247.22

Date	Doc & No	Description	Party Ledgers	Related Ledgers	Debit	Credit	Balance (Rs)	Settlement Date	Cheque No/ Reference/ UTR No	Status
01-04-2025	Advance Receipt - 5271 (B-billplan)	Bank Electronic Fund Transfer (EFT) sd	B-billplan-Advance		2,000.00		2,000.0		Ref: sd Cheque no: None	Unreconciled
03-04-2025	Security Deposit Receipt - SD	Anushka Ref: Test		A-122-Security Deposit	100.00		2,100.0			Awaiting Confirmation
09-04-2025	Payment Voucher - 333	cheque-ef / Paid Against Book Expense: 639	20th Checkk	145 Test,24th Aug		255.16	1,844.84		Ref: wref Cheque no: None	Unreconciled
10-04-2025	Dues Receipt - 5305 (B-billplan)	Bank Electronic Fund Transfer (EFT)	B-billplan-Dues	Late Payment Fine,CGST Output,98,6767,Dues Receivable - Association Fund,002,Association Fund,Amenity test,SGST Output,Late Payment Charges,IGST Output,Amenity Pool 2,Dues Receivable	1,22,737.38		1,24,582.22			Unreconciled
10-04-2025	Dues Receipt - 5306 (B-checking NN)	Bank Electronic Fund Transfer (EFT)	B-checking NN-Dues	Association Fund,Late Payment Fine,CGST	2,314.80		1,26,897.02			Unreconciled

Related Party and Related Ledgers in Cash/Bank Statement

Additional Updates

- Parking spots listed by residents on the app will now display the flat number of the resident offering the spot, ensuring better transparency for potential renters.
- Society admins can now book paid amenities from the dashboard using the “Pay from House Advance” option at checkout, allowing seamless deductions from the resident’s advance balance.
- Admins can now manage site name, logo, email logo, and currency via the Site Settings in Settings menu.
- Member and non-member dues receivables are now separately shown in the balance sheet for better clarity.
- Vendor module now includes fields to add contract details and vendor expiry date while creating a vendor.
- New Receipt form -
 - Sizes of the description and reference fields have been adjusted to allow the former to have longer inputs directly visible to the users.
 - Also, description and reference fields have been reinstated for the Settle from previous advance flow.

Resident app Updates (March 2025)

Connect with security

(Released in March)

As an effort to keep improving the Community experience, we've made key improvements to the **Connect with Security** section to make it easier for you to reach out for help when needed.

Section 1: Security

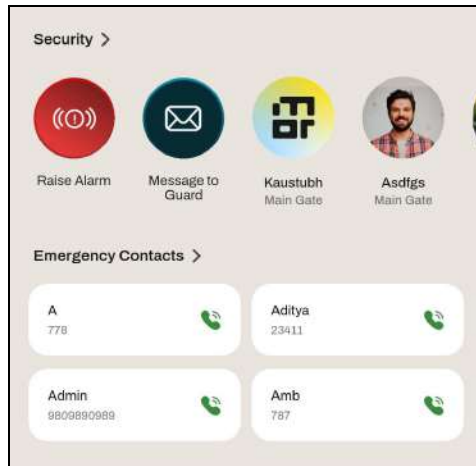
Quick Actions for Security

- **Raise Alarm** – Instantly alert security in case of an emergency.
- **Message to Guard** – Send a quick message to the security guard on duty.
- A **carousel of security guards** in your society is now available with a quick calling option using a green call icon.
- Guards **currently logged in** will appear first, followed by offline guards

Section 2: Emergency Contacts

- **4 emergency contact cards** will be displayed, with an option to “View More.”
- Contacts will appear in the **same order as set by your society admin** in the dashboard.

These updates ensure that security assistance is just a tap away. Update your app now to experience these improvements!



Community insights for admins and residents

(Released in March)

In Mygate Community, we are enhancing our Insight Tiles with interactive click actions, enabling users to access deeper insights and navigate to relevant pages.

Additionally, we're introducing valuable insights on vaccinated pets, helpdesk tickets, guard patrolling, and vehicle information, empowering residents with a deeper understanding of their society.

5:13 PM

H 102

Salarpuria Greenage Rate Now

★ ★ ★ ★ ☆ 10.k Reviews

Posts (30 days) Visitors (Today) Residents

Interactions 24 22 Inside 24 23 08 New

Announcements

Annual General body meeting in Clubhouse 2

1 hr ago

Will discuss the water issue & increase in maintenance payments on 1st July ... [Read More](#)

THAOA (8 Posit) Today, 13

Notifications

₹ 2590.50 Pending Due >

Amenity Booking on 24 June 2024 >

Feed Community Homes Buy & Sell Services

