

ERP Dashboard Updates (Apr' 2025)

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

Path: Dashboard >> Helpdesk >> Settings >> Saarthi Settings

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.

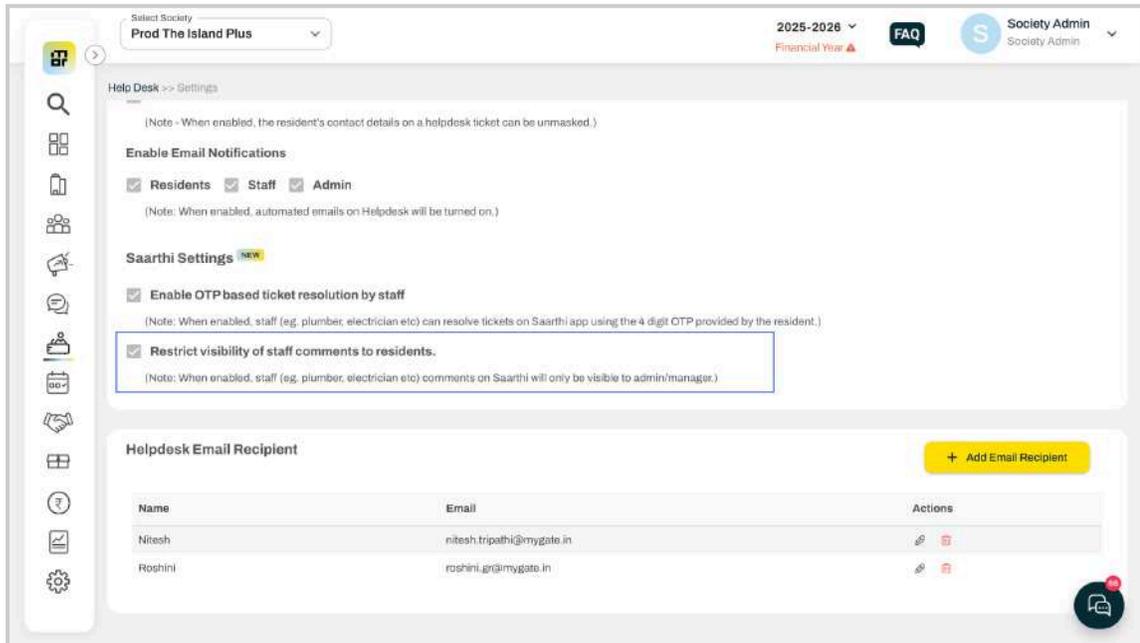
New updates have been introduced to further enhance the app, equipping helpdesk staff with all necessary tools to perform their tasks effectively and reduce turnaround time for ticket closure.

1. Restrict staff comments' visibility for residents on Mygate App*

A new setting has been introduced under *Helpdesk >> Settings >> Saarthi Settings*, which allows society admins to restrict the visibility of comments made by helpdesk staff through the Saarthi app.

Once enabled, comments added by staff on tickets assigned to them will be visible only to the society admins and helpdesk managers on the dashboard. Residents will not be able to view these staff comments on the app. This feature is useful when plumbing or electrical staff are not adept with typing in English or their comments are used for internal coordinations only.

** This setting is available to Mygate support team only*



2. OTP based ticket resolution by staff through Saarthi App

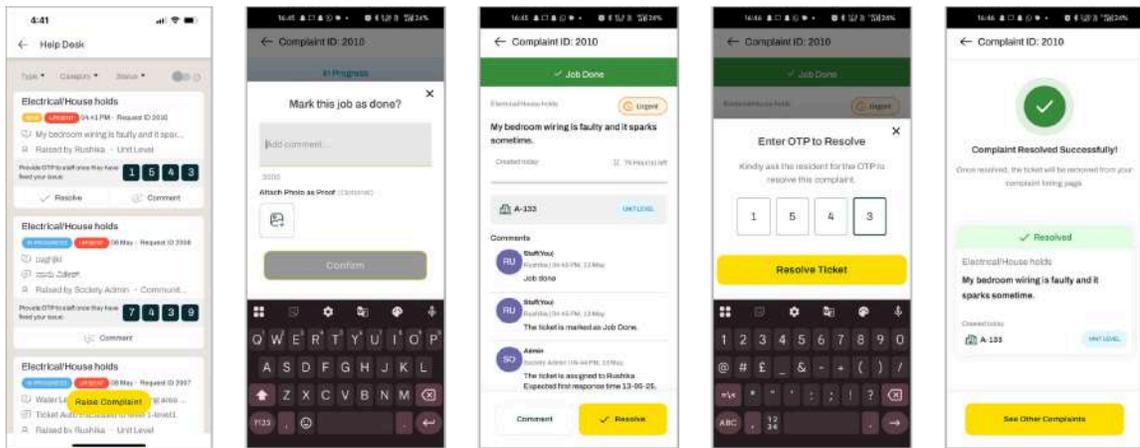
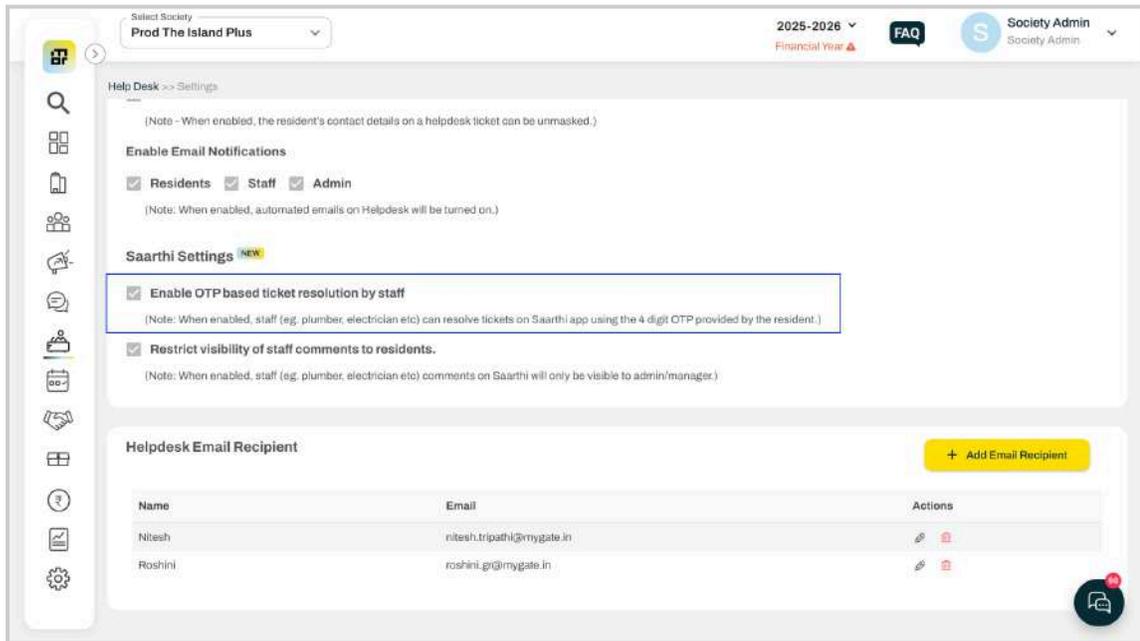
Helpdesk staff can now directly resolve tickets through their Saarthi app, using an OTP-based confirmation from the resident who raised the ticket. When a helpdesk ticket (unit-level or community-level) is created, an OTP is automatically generated and made available to the residents (of the units that) on both the ticket listing and detail pages within the app.

After the staff visits and marks the ticket as Job Done, an option is provided to resolve the ticket and the ticket is resolved once the OTP is verified . This enhances transparency and accountability in the resolution process.

This is a setting-based feature that can be enabled from the Dashboard by navigating to: *Helpdesk >> Settings >>Saarthi Settings*. This provides the following benefits:

1. Streamlines the ticket resolution process by reducing dependency on helpdesk managers to confirm closures with residents.
2. Improves resolution time and overall operational efficiency.
3. Adds a layer of resident verification, enhancing trust and clarity in service delivery.

** This setting is available to society admins*



Amenity Booking setup updates for a better experience

Path: Dashboard >> 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. Option to set monthly slot limit for a specific amenity

To further enhance fairness and flexibility in amenity bookings, a new restriction setting — "Maximum slots in a month per flat" — has been introduced. This complements the existing settings where admins could limit amenity usage based on:

- Maximum days in a month per flat
- Maximum slots in a day per flat

Previously, both these settings could be used together to ensure that residents do not overbook shared amenities. With the new update, admins can now choose between “maximum days in a month” or “maximum slots in a month” — depending on the specific amenity or community need. These cannot be applied simultaneously.

For example, if a flat is allowed 20 slots per month and 4 slots per day, the household could use all 20 slots in as few as 5 days (4 slots/day) or spread them out over as many as 20 days (1 slot/day). This provides greater booking flexibility while maintaining overall fairness. This provides the following benefits:

1. Gives residents the flexibility to choose any dates in the month, without being restricted by previously used booking days.
2. Encourages optimal use of amenity time slots without exceeding overall monthly quotas.
3. Allows admins to tailor booking policies based on usage trends or amenity availability.

The screenshot displays the 'Amenities >> Settings' page for 'Prod The Island Plus'. The interface includes a sidebar with various icons and a main configuration area. The configuration area is titled 'Update - Set time-based cancellation charges with higher penalties for last-minute cancellations. Go to the 'Amenity Cancellation Charges' section to know more!'. The main configuration panel is for 'Amenity_UL_9' and includes the following settings:

- Maximum Advance Booking Time***
 - Select the exact time
 - Enter the number of hours
 - 30 Days 00:00 Onward
 - 0 Hours
- Maximum Slot bookings per day per flat.**
 - 2
- Maximum Slots in a Month per flat***
 - 5
- Resident Cool Down Period (in minutes) 0 Minutes
- Always available (Daily)
- Allow Overlapping Slots
- Deactivate Amenity
- Amenity Cool Off Period (in minutes) 0 Minutes
- Comment Mandatory
- Residents should declare companions
- Display resident details for booked amenity slots
- Enable terms and conditions
- Terms and Conditions*

Penalty/Interest calculation details on penalty invoice footer notes

Accumulated Penalty (provisional) is settled after payment is made by a resident and gets automatically converted to a tax invoice. These penalty invoices will, from now onwards, clearly display a summary of the penalty calculated in its footer section.

The table provides the following key details:

1. Source Invoice No. (on which the penalty was applied)
2. Batch ID (to which the source invoice belonged to)
3. Fine Period (start to end date of penalty application)
4. Count (Number of times penalty was applied during the Fine Period)
5. Principal Amount, GST Amount, Total Amount

This enhancement improves transparency and helps residents better understand the penalty charges associated with their payments.

Gamma ARDEN ASSOCIATION OF APARTMENT OWNERS
Corporate Housing Society Ltd

GST Number: 34AAACCC1596Q002 PAN Number: AATASE299K

mygate

Owner : Roshini Invoice Number : ST/19-20/236176
House : 0-0 Invoice Date : 15 Dec 2024
Area (Sq.ft) : Due Date : 15 Dec 2024
Owner Address :

Tax Invoice - Late Payment Penalty (- 15-12-24)

Description	HSN/SAC	Amount
Penalty generated on 15 Dec 2024 for Tax Invoice - Late Payment Penalty (- 15-12-24) Invoice : ST/19-20/221517(Count : 1)	995419	40.00
CGST Output - on penalty generated on 15 Dec 2024 for Tax Invoice - Late Payment Penalty (- 15-12-24)		3.60
SGST Output - on penalty generated on 15 Dec 2024 for Tax Invoice - Late Payment Penalty (- 15-12-24)		3.60
SUB TOTAL		47.20
TOTAL		47.20

In Words: Rupees Forty Seven And Twenty Paise Only

This is a computer generated invoice and requires no authentication.

Penalty Calculation Summary						
Source Invoice No.	Batch ID	Fine Period	Count	Principal Value (₹)	GST Value (₹)	Total Value (₹)
ST/19-20/221517	74798	14-10-2024	1	10.00	1.80	11.80

Notes:
01

Improvements to the Security Deposit module

Path: Dashboard >> Accounts >> Dues Tracker >> House dues page

The Security Deposit module has been enhanced with multiple updates to improve functionality, streamline user experience, and ensure alignment with current accounting practices and industry standards.

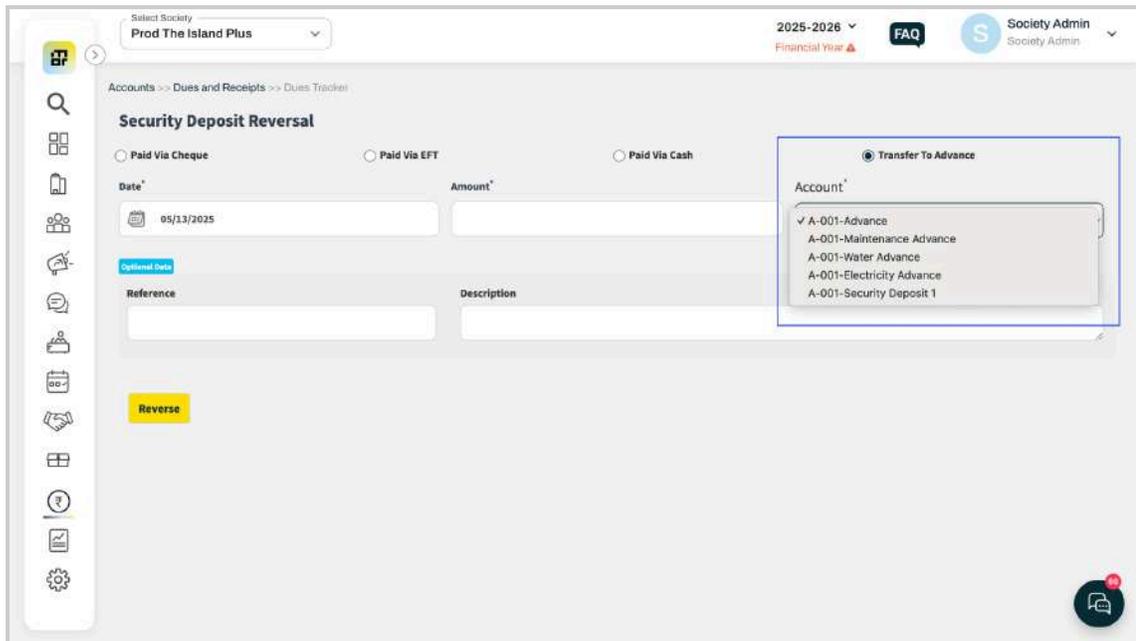
1. New Option to Collect Security Deposit from House Advance Accounts

In addition to existing payment modes like Cheque, EFT, Cash, and POS, society admins can now settle Security Deposit demands using the house's Default Advance or Multi Advance account. This provides a convenient option to utilize available house balances for deposit payments.

The screenshot shows a web application interface for collecting security deposits. At the top, it displays the society name 'Prod The Island Plus' and the financial year '2025-2026'. The user is logged in as 'Society Admin'. The main heading is 'Security Deposit Collect'. There are four radio button options for payment methods: Cheque, EFT, Cash, and POS. The 'Advance' option is selected. Below these options, there are input fields for 'Date' (05/13/2025) and 'Amount' (5000.00). There is also a 'Reference' field and a 'Description' field. A dropdown menu for 'Advance Account' is open, showing a list of accounts: A-001-Advance, A-001-Maintenance Advance, A-001-Water Advance, A-001-Electricity Advance, and A-001-Security Deposit 1. A yellow 'Collect' button is located at the bottom left of the form area.

2. SD Reversal Handling – Transfer to Advance Accounts

While reversing a Security Deposit, admins can now transfer the amount to either the house's Multi Advance or Default Advance account. This offers more control over fund allocation and simplifies reconciliation for accountants.



3. Separate Reporting for Members and Non-Members

The Security Deposit balance will now be distinctly shown for members and non-members in the balance sheet, improving financial clarity and aiding compliance with audit and reporting requirements.

Financial Reports >> Final Account >> Balance Sheet			
Sri Ganesh Fuel Point	38,232.00	▼ Cash	39,380.30
Sruthi Office Solutions	18,987.80	Cash	36,872.30
Vision Pools	2,42,372.00	Cash 1	1,108.00
abcd	9,000.00	cooill	1,400.00
kadminachi ramesh	54,750.00	▼ Sundry Debtor	3,030.00
vijayalakshmi ply and decor	35,989.49	Dues Receivable - Association Fund	-100.00
Advance collected from members	3,31,543.50	abcd-Advance	2,130.00
Advance collected from non-members	0.00	▼ Dues rec	1,000.00
Prepaid recharge collected from members	0.00	Dues Receivable	1,000.00
Prepaid recharge collected from non-members	0.00	Dues Receivable For Members	3,41,13,503.84
Security Deposit collected from members	4,062.00	Dues Receivable For Non-Members	11,56,279.23
Security Deposit collected from non-members	500.00		
Excess of income over expense	2,25,43,170.50		
Total	3,57,78,102.25	Total	3,61,39,187.17

Assets and Liabilities side of balance sheet do not match. Adjust the difference in opening balance of accounts by creating Journal Voucher.

4. Inclusion of Security Deposit Ledger in Cash/Bank Statement

The Security Deposit ledger has now been added under the "Party Ledger" section in the Cash/Bank Statement.

Bulk Payout Report to Societies on the Admin Dashboard*

Path: Dashboard >> Accounts >> Bank Accounts >> Bulk Payout Report

Until now, each receipt made by a society was reflected as an individual entry in their bank statement after payout. For example, if 400 transactions of ₹50 each occurred in a day, the society's bank statement would show 400 separate entries with their own UTR numbers. This made reconciliation time-consuming for large societies where large number of transactions occur on a daily basis.

To streamline bank reconciliation, a bulk payout feature has been introduced for society transactions. If enabled, all transactions processed within a day are now consolidated and reflected as a single entry in the bank statement. Using the above example, instead of 400 entries, the bank statement will show just one entry of ₹20,000, significantly simplifying the reconciliation process.

Bulk Payout Report:

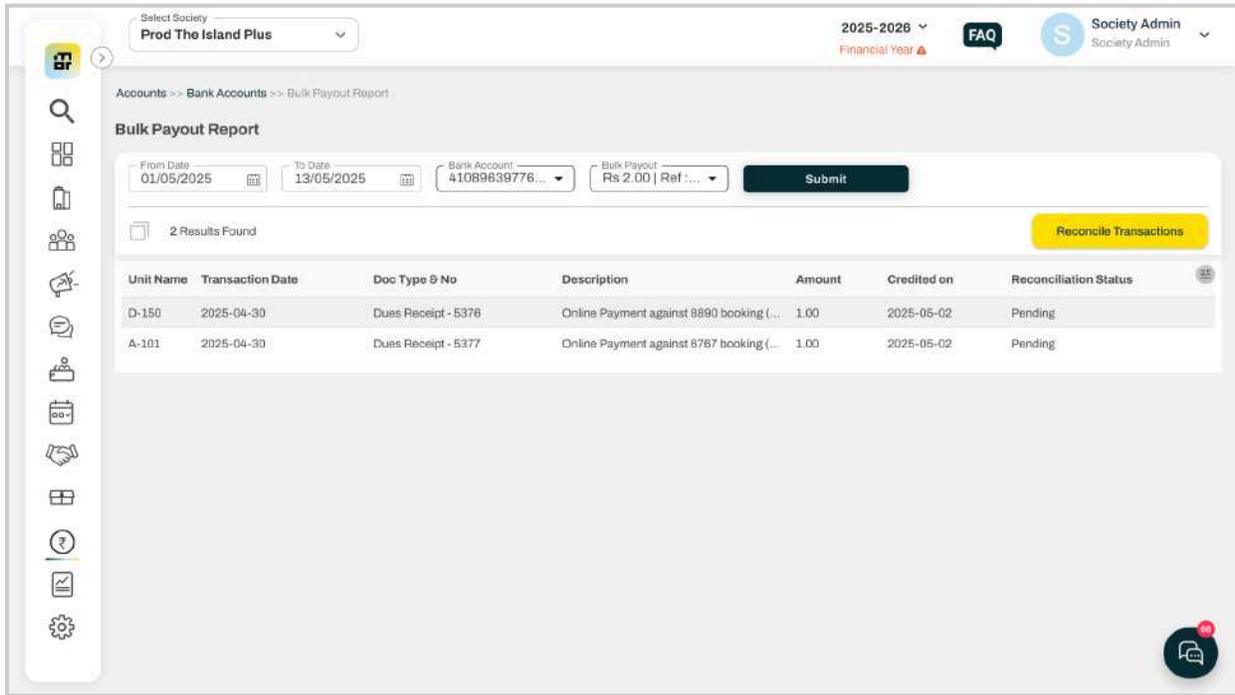
To ensure transparency and easy tracking, a dedicated Bulk Payout Report is now available for society admins. This report includes detailed records of all transactions grouped under each bulk payout. Admins can filter transactions by date range and view all entries within a specific payout, making it easier to verify and reconcile payments.

Key Benefits:

1. **Detailed Tracking:** View all transactions grouped under each payout via the bulk payout report.
2. **One Click Reconciliation:** All the individual transactions under the bulk entry get reconciled in one step.

This update brings a streamlined approach to managing high transaction volumes and enhances accounting efficiency for societies of all sizes.

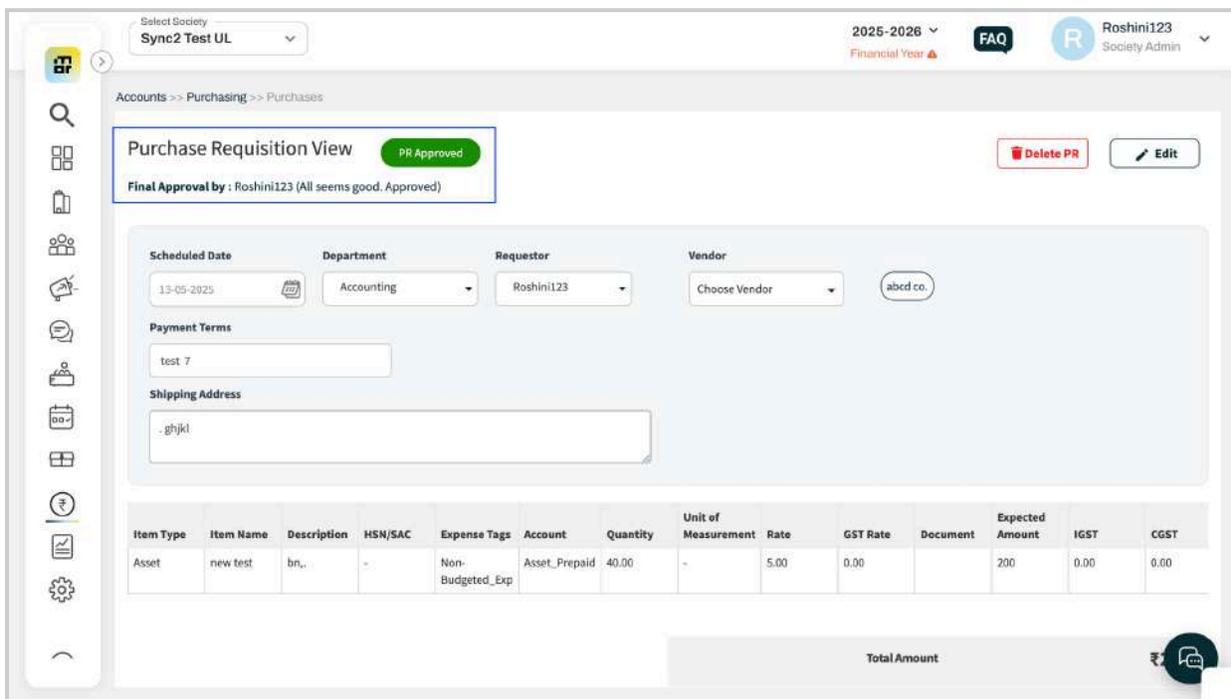
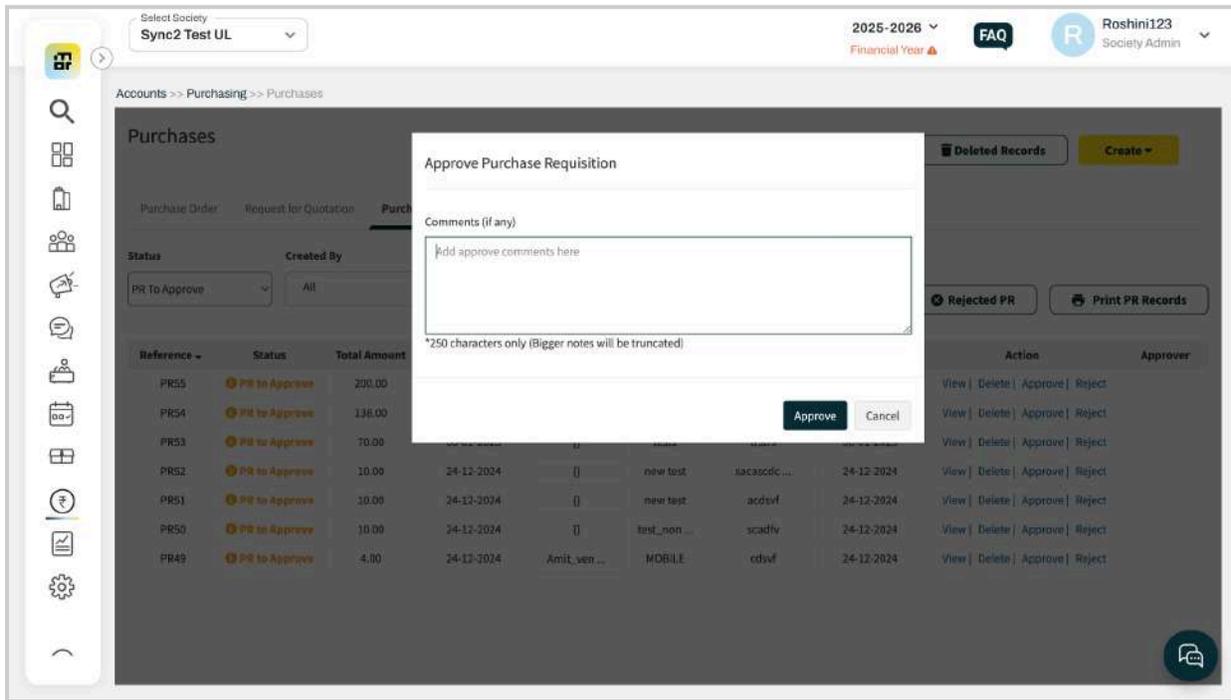
** This setting is available to Mygate Finops team only*



Option for admins to put comments while approving PR/PO

Path: Dashboard >> Accounts >> Purchasing >> Purchases

Admins can now add comments while approving Purchase Requests (PR) or Purchase Orders (PO). These comments, along with the approver's name, will be visible on the PR/PO detail page. This enhancement improves transparency, facilitates better decision-making, and ensures a clear audit trail for future reference.



Additional Updates

- Messaging improved for Dues Report in case conflicting filters are selected.

Security Dashboard Updates (April 2025)

Payment Mode configuration in MIMO

Path: People Hub >> Residents >> Move In Move Out Requests

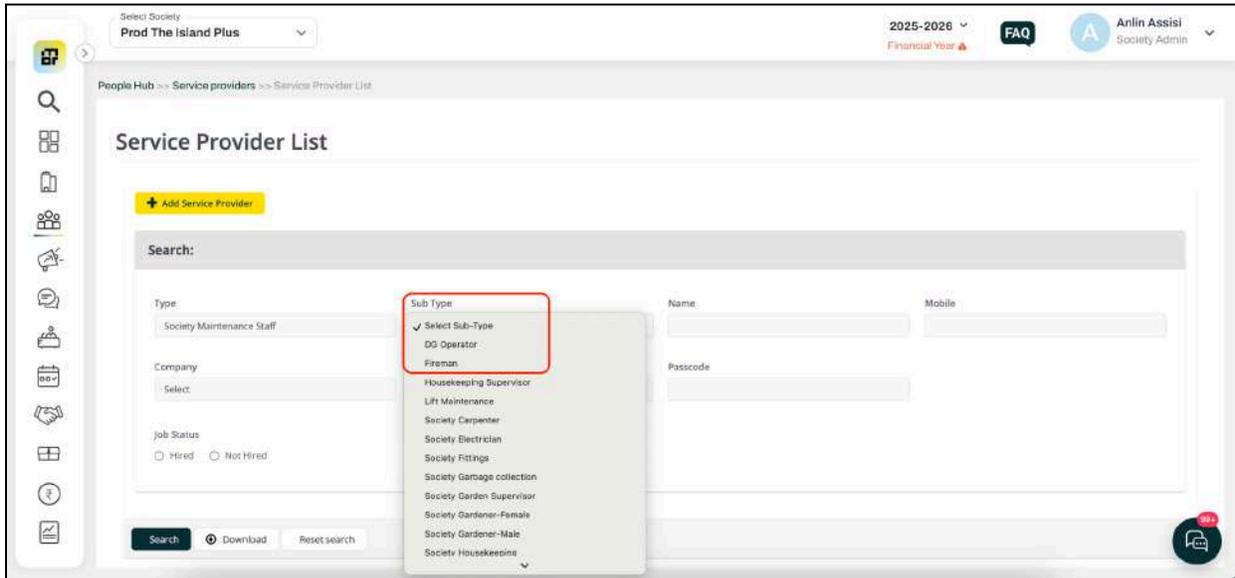
Many residents opt for the "Pay in Cash" option while submitting the move-in form, even if their societies do not permit cash payments. According to a lot of societies, payments must be made in advance, and cash payments can only be paid on the move-in date. This often leads to repeated submissions with the same mode of payment, even after rejections, causing multiple requests and unnecessary back-and-forth, especially in communities with high tenant move-ins. To address this, we have introduced an option for admins to configure the accepted modes of payment for MIMO. By default, all three payment modes are enabled, but admins can disable any that are not applicable. If move-in charges are configured, at least one payment mode must remain active.

The screenshot displays the 'Move in configure' interface. At the top, there's a breadcrumb trail: 'People Hub >> Residents >> Move In Move Out Requests'. Below this, the title 'Move in configure' is shown. A note states: 'The requests which are in progress by the residents will be impacted in case of a new configuration.' There are two tabs: 'Move In' (selected) and 'Move Out'. The main content area is divided into sections: 'Resident Information', 'Documents', 'Payments', 'Checklist', and 'Move-in Rules'. The 'Payments' section is expanded to show 'Configure Charges & GST'. Under this, there's a 'Move in charges' section with a checked checkbox. It offers two options: 'Fixed' (selected) and 'Custom'. For 'Fixed', there are input fields for 'For Owners' (value: 1000), 'For Tenant' (value: 90), and 'For Multi-Tenant' (value: 90). Below this is a section for 'Enable GST (CGST: 9% - SGST: 9%)' with a checked checkbox. It includes a 'Choose Account' dropdown (value: 50100651891412 - HDFC0002838(Default)) and an 'HSN/SAC Code' field. At the bottom, the 'Allow Residents to pay through' section is highlighted with a red box. It contains three checked checkboxes: 'Online', 'Cheque', and 'Cash'.

New sub-categories added to the service provider list

Path: People Hub >> Service Providers >> Service Providers List

Based on feedback from multiple societies and recognising the importance and common usage, we have introduced two new sub-categories under the "Society Maintenance Staff" provider type: *Fireman and DG Operator*. This enhancement enables admins to categorise staff more effectively, ensuring better organisation and clarity within the system.



Service Provider ID card revamp

Path: People Hub >> Service Providers >> Service Providers List

The current service provider ID card generated from the dashboard requires society admins to manually fill in certain fields that are already captured during onboarding. To streamline this process, we are introducing automation to pre-populate fields such as the validity date and hired flats when the ID card is downloaded, reducing manual effort and ensuring accuracy.

Prod The Island Plus



Name:

Maya

Service:

Driver

Registration No:

84874

myGate Code:

883721

Issued By:

Date Issued:

08-05-2025

Validity:

07-05-2028



Flats added:

D 102, New 003, Block 1 001

Emergency Contact No.:

Property of
Prod The Island Plus
Owners Association

If found, please send to:
Prod The Island Plus Owners Association
MyGate Office, HSR Layout,
test locality 1, Mgdev City 560132

Service Provider

The admins can also bulk select and bulk download the ID cards based on the selection in the service provider page.

Select Society
Prod The Island Plus

2025-2026 Financial Year

FAQ

Anlin Assisi Society Admin

People Hub >> Service providers >> Service Provider List

<input type="checkbox"/>	Society	Company	Name	Mobile Number	Type	Sub Type	Passcode	Passcode Status	Vaccination Status	Hired Flats	Last Active	Created
<input type="checkbox"/>	Prod The Island Plus		Test.DG.ODs	View	Society Maintenance Staff	Fireman	View	Active	NOT Vaccinated	COMMON AREA Manager Office	15-Apr-2025	15-Apr-2025
<input type="checkbox"/>	Prod The Island Plus		Test Fireman	View	Society Maintenance Staff	DG Operator	View	Active	NOT Vaccinated	COMMON AREA 1	15-Apr-2025	15-Apr-2025
<input checked="" type="checkbox"/>	Prod The Island Plus		Baurak	View	Daily Help	Maid	View	Active	NOT Vaccinated	A Fortune	03-May-2025	11-Apr-2025
<input checked="" type="checkbox"/>	Prod The Island Plus		Ayush Teer	View	Daily Help	Cook	View	Active	NOT Vaccinated	HIRE	28-Mar-2025	28-Mar-2025
<input checked="" type="checkbox"/>	Prod The Island Plus		Hrishik	View	Daily Help	Cook	View	Active	NOT Vaccinated	A 104	07-May-2025	24-Mar-2025
<input checked="" type="checkbox"/>	Prod The Island Plus		Daily Help anu	View	Daily Help	Maid	View	Active	NOT Vaccinated	A 55	20-Mar-2025	20-Mar-2025
<input checked="" type="checkbox"/>	Prod The Island Plus		Yashbh	View	Daily Help	Maid	View	Active	NOT Vaccinated	A 1097	19-Mar-2025	19-Mar-2025
<input type="checkbox"/>	Prod The Island Plus		Daily Help	View	Daily Help	Maid	View	Active	NOT Vaccinated	A 011	20-Mar-2025	18-Mar-2025

1 2 3 4 5 6 7 8 9 next last

84 results found.

[Download ID Card](#)

Additional Updates

1. Society Setting - Enable or Disable Rent a Parking
2. Visitor section click redirection from the Community tab of the app
3. Alef Enhancements on Dashboard and Homes
4. Currency handling in Homes and P2P
5. Elastic Search Improvements