

ERP Dashboard Updates (Aug' 2025)

*Helpdesk Staff can now raise tickets using the Saarthi App

Path: Saarthi App >> Helpdesk listing >> Create

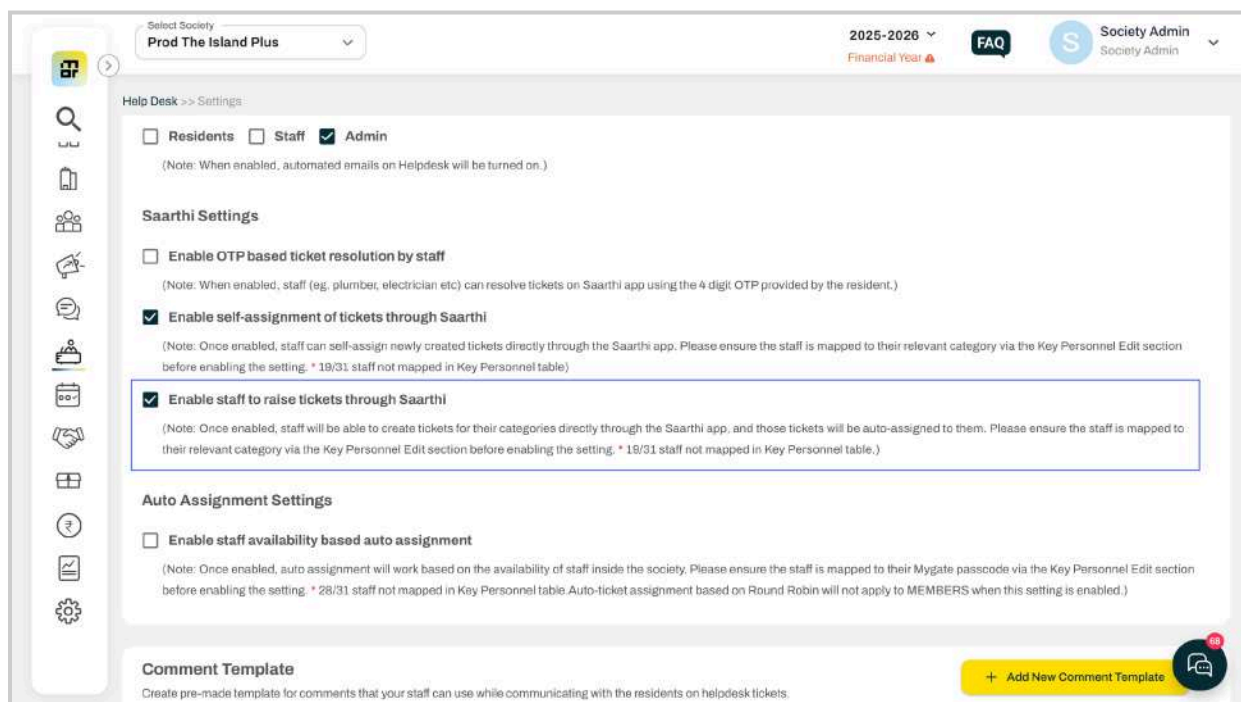
Helpdesk staff can now raise tickets directly through the Saarthi app, making the process more efficient and ensuring proper record-keeping. This feature allows staff to log issues in real time when they are out in the community or to create tickets when residents call them directly, avoiding delays and ensuring no concern goes untracked.

This is a setting-based feature. Once enabled, helpdesk staff will be able to create tickets using the Saarthi app only for categories mapped to them in the Key Personnel page.

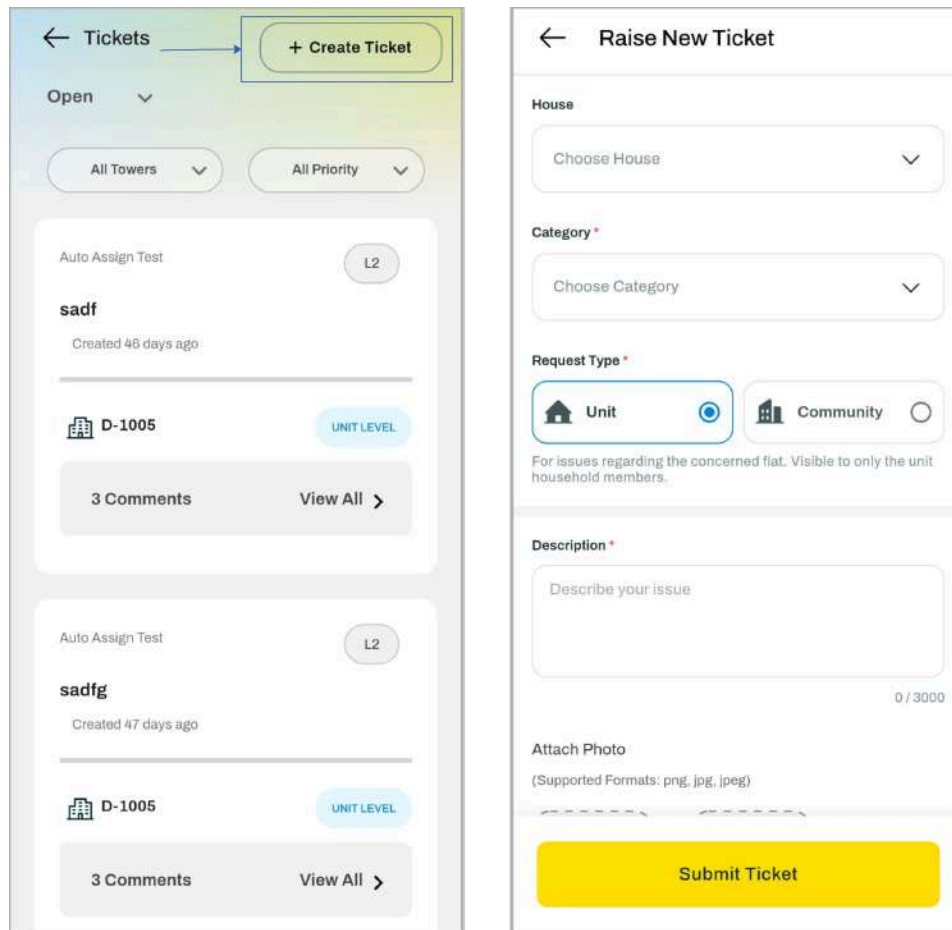
This provides the following benefits:

1. Issues can be logged immediately without needing to return to the office.
2. Ensures all concerns raised with staff are properly recorded and resolve

**This is a setting based feature, setting available to the society admins (Dashboard >> Helpdesk >> Settings >> Saarthi Settings)*



Helpdesk setting to enable ticket creation by staff on Saarthi



Ticket creation by staff on Saarthi

Enhanced Election Reporting

Path: Dashboard >> Communications >> Election polls >> View

Previously, societies could only access a single consolidated report at the end of elections, which included both voter turnout and election results. With this update, the reporting process has been improved by dividing the consolidated report into two dedicated reports, giving admins greater visibility and control throughout the election cycle.

1. **Voter Turnout Report** – Available both during the election and at its conclusion. Provides real-time insights into which residents have voted and who are yet to vote.
2. **Election Results Report** – Generated at the end of the election and includes the final results.
3. **Additional Details included** – Both reports now include metadata such as who downloaded the report and at what time. The voter turnout report further includes resident-level details such as date/time of voting and the IP address of the voter.

This provides the following benefits:

1. Real-time monitoring of voter participation during the election.
2. Greater transparency with separate, detailed turnout and results reports.
3. Enhanced accountability through metadata and resident-level tracking.

	A	B	C	D	E
1	The Island Plus Owners Welfare Association				
2	Report Downloaded By: Society Admin on 23/09/2025 12:38 PM				
3	Voting Duration: From 26/08/2025 07:50 PM To 26/08/2025 09:00 PM				
4					
5	Election Poll Title: Copy of one vote per flat	One Vote Per Flat: Yes	Participant Groups: accountant	Allow Defaulters: No	
6	Election Poll Description: Role Overview: Support the President and step in when needed, while managing specific organizational initiatives.				
7					
8	Total number of votes (Expected):	150			
9	Votes Received:	100			
10	Votes Not Received:	50			
11					
12	Post 1	President		Votes Received	
13		Nominee 1	Rushika		75
14		Nominee 2	Rushika		25
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					

Election Result report

#	A	B	C	D	E	F	G	H	I
1	The Island Plus Owners Welfare Association && yest								
2									
3	Report Downloaded By: Society Admin on 22/09/2025 01:26 PM								
4	Voting Duration: From 25/08/2025 12:36 PM To 25/08/2025 01:00 PM								
5									
6	Election Poll Title: Copy of jahdaj	One Vote Per Flat: Yes	Participant Groups: All Owners, All Tenz Allow Defaulters: No						
7	Total number of votes (Expected)	158							
8	Votes Received:	95							
9	Votes Not Received:	63							
10									
11	RESIDENTS WHO VOTED								
12	Serial No.	Flat No.	Resident Name	IP Address	Date/Time of Voting				
13	1	D-102	Rushika	146.169.201.208	12/08/2025, 14:00				
14	2	D-103	Rushika	146.169.201.209	12/08/2025, 14:01				
15	3	D-104	Rushika	146.169.201.210	12/08/2025, 14:02				
16	4	D-105	Rushika	146.169.201.211	12/08/2025, 14:03				
17	5	D-107	Rushika	146.169.201.212	12/08/2025, 14:04				
18	6	D-108	Rushika	146.169.201.213	12/08/2025, 14:05				
19	7	D-109	Rushika	146.169.201.214	12/08/2025, 14:06				
20	8	D-110	Rushika	146.169.201.215	12/08/2025, 14:07				
21	9	A-501	Rushika	146.169.201.216	12/08/2025, 14:08				
22	10	D-112	Rushika	146.169.201.217	12/08/2025, 14:09				
23	11	D-113	Rushika	146.169.201.218	12/08/2025, 14:10				
24	12	D-115	Rushika	146.169.201.219	12/08/2025, 14:11				
25	13	D-116	Rushika	146.169.201.220	12/08/2025, 14:12				
26	14	D-117	Rushika	146.169.201.221	12/08/2025, 14:13				
27									
28	RESIDENTS WHO DID NOT VOTE								
29	Serial No.	Flat No.							
30	1	G-526							
31	2	G-12 a							
32	3	A-128							
33	4	C 1-131							
34	5	A-502							
35	6	A-495							
36	7	C 1-144							
37	8	A-manojprodd							
38	9	D-101							
39	10	D-124							
40	11	D-125							
41	12	A-106							
Sheet1									

Voter Turnout report

Improvements for Ease of Accounting & Audit

1. Impacted income / liability ledger now showcased in the GST output report

Path: Dashboard >> Financial Reports >> Tax Reports >> GST Output

A new column displaying the related income/liability ledger has been introduced to improve available information against the GST output entry.

This update brings the following benefits -

1. Ease of validation if the right GST rate has been charged against the item type
2. Ease of building pivots of GST paid against various income domains

Select Society

Prod The Island Plus

2025-2026

Financial Year

FAQ

S Society Admin

Society Admin

Financial Reports >> Tax Reports >> GST Output Report

GST collected via Invoice

GST Number: 27GSPMH1881G1ZH

Tax Invoices

Tax Exempted Invoices

Cancelled Invoices

RCM Purchases

Show 10 entries

Search:

Invoice Date	Invoice Number	Door number	GST Number	Ledger Account (Invoiced)	HSN/SAC	Invoice Description	Principle Amount (Taxable)	GST Rate	CGST Output
01-09-2025	D10/MYGA/110379	D-TestVillaNava		Association Fund		maintenance charge normal invoice GST Mismatch1 / item 2- calculation: 2000.0*2.0	4000.00	18.00	360.00
01-09-2025	D10/MYGA/110379	D-TestVillaNava		Association Fund		maintenance charge normal invoice GST Mismatch1 / item - qeasf	1500.00	18.00	135.00
01-09-2025	D10/MYGA/110372	D-TestVillaNava		Association Fund		maintenance charge normal invoice GST Mismatch1 / item - qeasf	1500.00	18.00	135.00

Showing 1 to 10 of 2,594 entries

Previous

1

2

3

4

5

...

260

Next

Total GST Collected

Income / liability account in GST Output

2. Fixed asset ledgers now available under expense dropdown

Path: Dashboard >> Accounts >> Purchasing >> Vendor Expense & Payments

Societies that don't use the separate asset module but still want to book asset purchases into their balance sheet would be able to do so now by booking the vendor bill as an expense.

To achieve this, the ledger selection dropdown now accommodates fixed asset ledgers along with the previously available expense ledgers. Additionally, subcategory information has also been included for easier identification.

Select Society
Prod The Island Plus

2025-2026
Financial Year

FAQ

Society Admin
Society Admin

Accounts >> Purchasing >> Vendor Expenses & Payments

Book Expense

Source *
Manual

Delivery Date *
2025-09-27

Expense Creation Date *
2025-09-27

Due Date *
2025-09-27

Vendor *

Department *
Choose Department

Vendor Bill No
Vendor Bill No

Vendor Bill Date *
2025-09-27

RCM

Shipping Address
Rosewood City, Sector-49-50 Gurgaon, Haryana State Name : Haryana, Code : 06 E-M
wembleyestategn45@gmail.com

Item 1

Item Type *
Expense

Item Name *
Choose Account

Description *
Enter

Quantity *
Quantity

Unit of Measurement

Rate *
Rate

Amount

Deduction
0

Expense Tag *
Expense Tag

Reason for Deduction
Enter

GST Type
No

Is this a service?

Fixed asset while booking a vendor bill as expense

3. Exempt Credit Notes now appearing in the GST output

Path: Dashboard >> Financial Reports >> Tax Reports >> GST Output

Previously, credit notes without a GST component were skipped in the exempt section of the GST output report. This has now been fixed and they would start appearing alongside the exempt invoices in the society.

The screenshot displays the 'GST collected via Invoice' report for 'Prod The Island Plus' in the 2025-2026 financial year. The report shows a list of credit notes with columns for Invoice Date, Invoice Number, Door number, GST Number, Ledger Account (Invoiced), HSN/SAC, Invoice Description, Principle Amount (Non-taxable), CGST Output, and SGST Output. The table contains 6 entries, all with a GST Number of 27GSPMH1881G1ZH. The first entry is dated 10-09-2025 with Invoice Number CR/666 and a Principle Amount of -0.95. The last entry is dated 17-09-2025 with Invoice Number CR/672 and a Principle Amount of -1.00. The interface includes a sidebar with navigation icons, a top navigation bar with the company name and financial year, and a bottom navigation bar with pagination controls.

Invoice Date	Invoice Number	Door number	GST Number	Ledger Account (Invoiced)	HSN/SAC	Invoice Description	Principle Amount (Non-taxable)	CGST Output	SGST Output
10-09-2025	Credit Note No. CR/666	D-150	27GSPMH1881G1ZH			test1234	-0.95	0.00	0.00
10-09-2025	Credit Note No. CR/665	D-150	27GSPMH1881G1ZH			243ref	-0.95	0.00	0.00
10-09-2025	Credit Note No. CR/664	D-150	27GSPMH1881G1ZH			324ref	-22707.00	0.00	0.00
15-09-2025	Credit Note No. CR/668	A-122	27GSPMH1881G1ZH			Booking cancellation: Amenity_UL_5 15-09-2025 19:29	-1.00	0.00	0.00
17-09-2025	Credit Note No. CR/672	D-120	27GSPMH1881G1ZH			Booking cancellation: Banu-Badminton 16-09-2025 18:52	-1.00	0.00	0.00

GST exempt credit notes in Output Report

4. Purchase & expense modification rights now available with the treasurer role

Path: Dashboard >> Accounts >> Purchasing >> Vendor Expense & Payments / Purchases

The action column permissions have been updated for the treasurer role so that they can easily perform an edit operation on a PR/PO or vendor expense, without needing to depend on the admin.

This update helps a lot of CAs who are generally provided with the treasurer role. They will be able to easily help their accountants if a modification is required.

Amenity Booking setup updates for a better experience

Path: Dashboard >> Amenities >> Settings/Bookings

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. Flat Cooldown until the booked slot is utilized

Currently, the flat cooldown setting for amenities is applied from the moment a resident booked an amenity. For example, once a resident makes a booking, the cooldown period takes effect and stays active for a set period of time. This prevents further bookings regardless of the fact that the booked slot has been utilized or not.

A new setting is introduced at both individual and group amenity level - 'Flat Cooldown (Until Slot Utilisation)'. With this option, the cooldown comes into effect immediately and stays until the resident has actually utilised the booked slot of the amenity. This means residents will not be able to make another booking for the same amenity until their existing booking has been completed.

This provides the following benefits:

1. **Fair usage of amenities:** Ensures that a resident cannot book more than one slot at any given point of time
2. **Takes all similar amenities in account:** If multiple amenities are grouped together, this setting ensures that only one slot can be booked at a time from that group

The screenshot shows the 'Amenities >> Settings' page for 'Prod The Island Plus'. The top navigation bar includes 'Select Society', '2025-2026 Financial Year', 'FAQ', and 'Society Admin'. The left sidebar contains a list of amenities. The main content area shows the settings for a selected amenity. The 'Flat Cooldown (until slot utilisation)' checkbox is checked, indicating that the cooldown period will last until the booked slot is utilized. Other settings include 'House Cool Down (from booking time)', 'Set Cancellation Limits', 'Add ons', and 'Amenity Cool Off Period (in minutes)'. The 'Update' button is highlighted in yellow.

"Flat Cooldown" setting for a particular amenity

"Flat Cooldown" setting for amenities under a group

2. Custom Role access to "Book for office use"

Earlier, custom roles did not have access to book amenities through the dashboard for "Society Office". With this update, custom roles with the required permissions can now make amenity bookings for office use directly from the dashboard.

Prepaid configurations now made easier for society admins

With many more societies being onboarded to our integrated prepaid meter setup every month, it has become essential to pass on a greater amount of configuration controls to our society admins. This would organise their daily operations, without depending on Mygate relationship or support teams.

1. Prepaid meter configuration for admins

Path: Dashboard >> Society >> Utility Meters >> Electricity Meters >> Settings / House Page

The following options have been opened up -

1. Settings page : Download existing meter mapping of previously configured houses
2. Settings page : Change the associated bank account for recharge fund collection
3. Settings page : Change the minimum and maximum amount of recharge allowed

4. House page : Meter number update or reset for a concerned house
5. House page : Additional ID (customer ID, meter ID, etc.) update or reset for a house

2. Mygate virtual meter recharge status update option

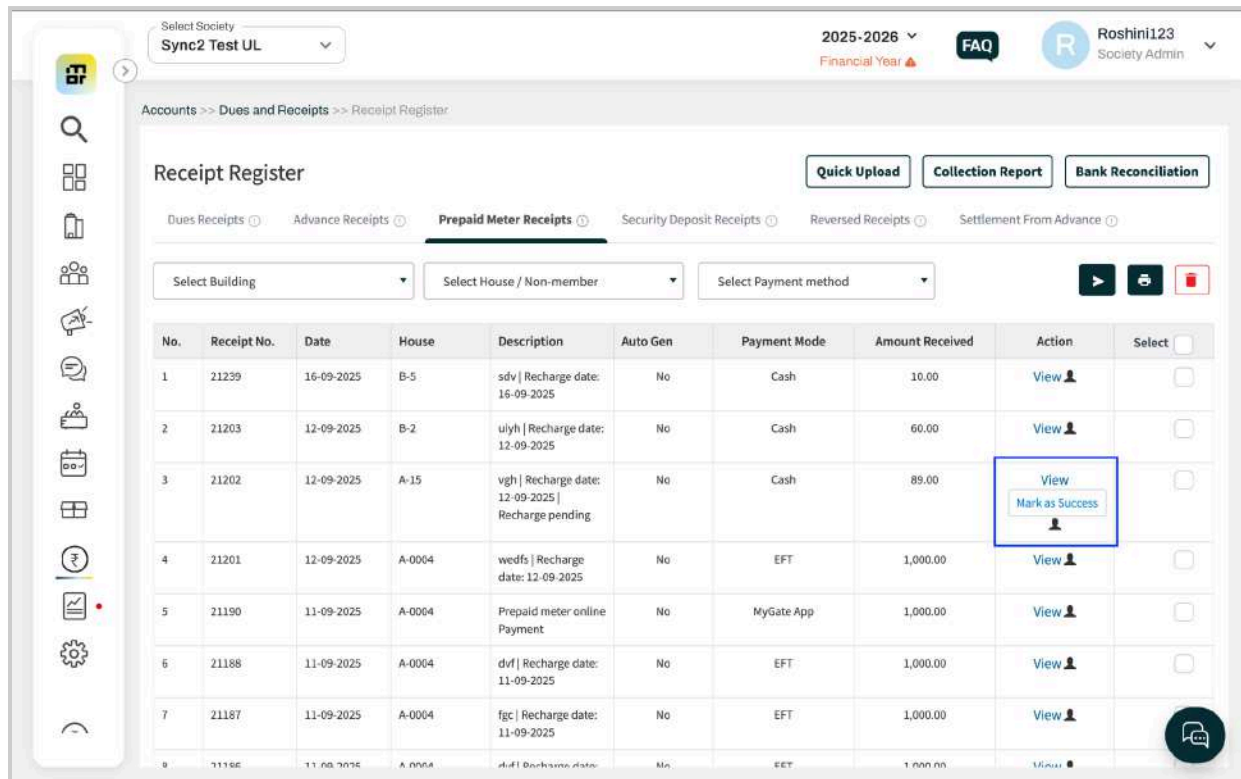
Path: Dashboard >> Accounts >> Dues & Receipts >> Receipt Register >> Prepaid Receipts

Mygate virtual meter, as a concept, was made live in Dec '24. This setup helps societies that have meters installed from small vendors that are not integrated with the Mygate ecosystem. Residents are able to make recharge payments against mock meters (mapped to their houses) to intimate the accounts office to execute a manual recharge on the meter vendor's portal.

Previously, all the recharges made by residents used to be directly marked as successful. Now, to create a maker-checker type process, the recharges will be logged under 'Pending' status upon resident's payment. Thereafter, the society accountant will mark it successful after updating it in the meter vendor's portal.

Benefits from the above update -

1. Accounts team is easily able to track the last updated records from the dashboard UI
2. Residents get a live update about their payment status on the app and other communications



‘Mark as Success’ option against a prepaid receipt

Improved Visibility for Rejected & Deleted PRs/POs/RFQs

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

Previously, Rejected and Deleted PRs/POs/RFQs were shown on a separate page, and much of the related information was either missing or not easily accessible.

With this release, Rejected and Deleted PRs/POs/RFQs are now fully integrated into the main listing page. These entries can be easily viewed using the status filter. Additionally, the Print option has been enhanced to be filter-based, meaning only the PRs/POs/RFQs displayed after applying filters (including Rejected and Deleted) will be included in the print/download output.

This provides the following benefits:

1. All PRs/POs/RFQs, regardless of status, can now be accessed in one place.
2. Print/download feature ensures filtered data is captured, reducing clutter.
3. Saves time for admins and accountants by removing the need to switch between multiple pages.

Select Society: Prod The Island Plus

2025-2026 Financial Year

FAQ

Society Admin

Accounts >> Purchasing >> Purchases

Purchases

Expense Tags Create

Request for Quotation Purchase Request

Created By Reference/Doc No. Apply Filters

Print PO Records

Reference	Status	Total Amount	Order Date	Vendor Name	Item Name	Item Description	Scheduled Date	Take Delivery	Material Receipt Note	Book Expense	Reason for deletion	Action
PO170	PO Deleted	826.00	09-04-2025	Roshini_...	()	()	09-04-2025	NO			erfd	View
PO157	PO Deleted	1,344.00	30-11-2023	Roshini_...	()	()	30-11-2023	NO			lknllkm	View
PO146	PO Deleted	181.00	26-12-2022	Roshini_...	()	()	26-12-2022	NO			DF	View
PO145	PO Deleted	580.00	09-12-2022	Roshini_...	()	()	09-12-2022	NO			SCD	View
PO137	PO Deleted	236.00	10-11-2022	20th ...	()	()	10-11-2022	NO			ghg	View
PO135	PO Deleted	800.00	24-03-2022	Usha	()	()	24-03-2022	YES			xss	View

Delivered on 11 Aug 2022

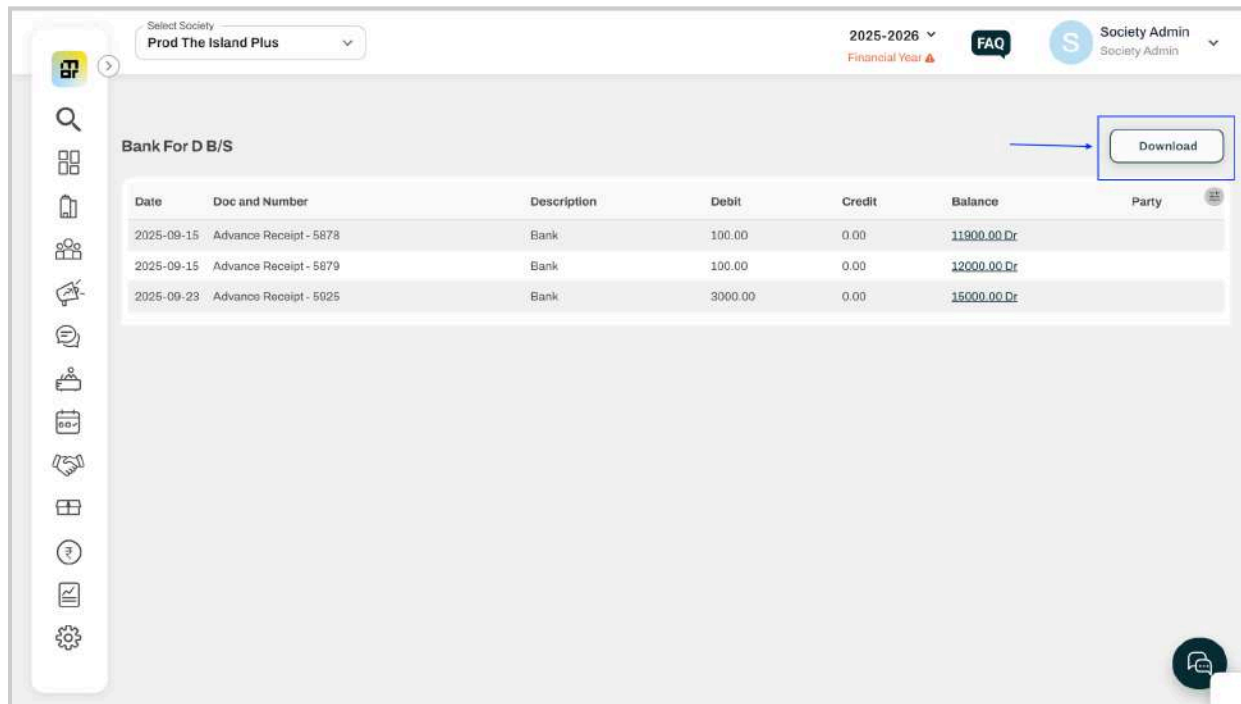
”PO Deleted” and “PO Rejected” under Status filter with View action for all

Downloadable ledger drill-down from Final Account Reports

Path: Dashboard >> Financial Reports >> Ledgers >> Ledger reports

Transaction level drill-down was made directly accessible from the final account reports such as Trial Balance, Balance Sheet and Income & Expense, a couple of months back. To make financial reporting more convenient, this ledger statement can now be downloaded directly in CSV format. This provides the following benefits:

1. Enables easy offline access and sharing.
2. Simplifies reconciliation and analysis in Excel or other tools.
3. Saves time by avoiding manual data extraction.



Download option on the ledger statement page

Template amount update renewed with powerful features

Path: Dashboard >> Accounts >> Invoicing >> Raise Invoices >> Template Item Amount Edit

With the new streamlined invoicing redesign at the start of this year, the 'update item amount' page was refreshed to make it super easy to configure item values for billing. This update not only improved the performance of the page (especially for large societies), it also brought new features such as quick fill options, credit description, house and building filters, etc.

While the new invoice generation process scaled up and went live for all the customers over time, the shortcut to the 'old update item amount' page continued to exist on the template listing page - to ensure easier transition by our customers.

Now, the concerned page has been updated with the newer version to bring all the benefits mentioned earlier as a standard offering in all the workflows.

***Note -** The sample files for amount / rate / consumption uploads have changed with more columns and better headers. Old sample files will no longer be supported - hence, all customers are advised to make a one time change.

Select Society
Prod The Island Plus

2025-2026
Financial Year

FAQ

Society Admin
Society Admin

Accounts >> Invoicing >> Raise Invoices

Unused Templates All Debtors

Bill Plans Invoice Sequences Billing Details Multiple Advances Invoice History Create Template

Electricity Invoice Active

Normal Invoice | Cycle: Bi-Monthly | Inv No: D10/MYGA/110462 | A/c No: 50100505437060

Custom Entries Bulk Upload Duplicate

Description	Item Ledger	GST	HSN/SAC	Item Type	Occupant Type	Towers	Amount
Test	Maintenance & Charge	GST		Amount Based	Owners, Tenant, Vacant	All Towers	₹ 48,900.00 (-₹ 0.00)

Penalty & Arrears

Arrears not included Settle from Adv

GST & Additional settings

Tax Splitup

Auto Bill Generation Setting Notify residents

Generate Invoice

QR_invoice_print Active

Normal Invoice | Inv No: D10/MYGA/110462 | A/c No: 50100505437060

Custom Entries Bulk Upload Duplicate

Description	Item Ledger	GST	HSN/SAC	Item Type	Occupant Type	Towers	Amount
Item_1	Association Fund	GST		Amount Based	Owners, Tenant, Vacant	All Towers	₹ 1.00 (-₹ 0.00)

Penalty & Arrears

Arrears not included Settle from Adv

GST & Additional settings

Tax Splitup

Auto Bill Generation Setting Notify residents

Generate Invoice

Shortcut to the 'Update Item Amount' page

Select Society
Prod The Island Plus

2025-2026
Financial Year

FAQ

Society Admin
Society Admin

Update Item Amount

Save Changes

1. Test

Amount Based | A/c: Maintenance & Charge | Applicable For: All

File Upload

Add Discount

Total Charge - ₹ 48,900 Total Discount - ₹ 0.00 Clear Amount

House	Resident Type	BHK	Amount	Additional Description
0-0	Tenant	2 BHK	₹ 0	Enter Additional Description
0-building-0-helpdesk	Owner		₹ 0	Enter Additional Description
3-1	Tenant	3 BHK	₹ 150	Enter Additional Description
3-987-nava	Vacant	rr	₹ 150	Enter Additional Description
0it:h10gt:hell0it:h10gt:0it:h10gt:ask-7lll	Owner		₹ 0	Enter Additional Description
0it:h10gt:hell0it:h10gt:0it:h10gt:ask-118	Owner	dsfghj	₹ 150	Enter Additional Description
0it:h10gt:hell0it:h10gt:0it:h10gt:ask-123	Tenant	4 BHK	₹ 150	Enter Additional Description

Refreshed 'Update Item Amount' page

House Statement Download Across Multiple Financial Years

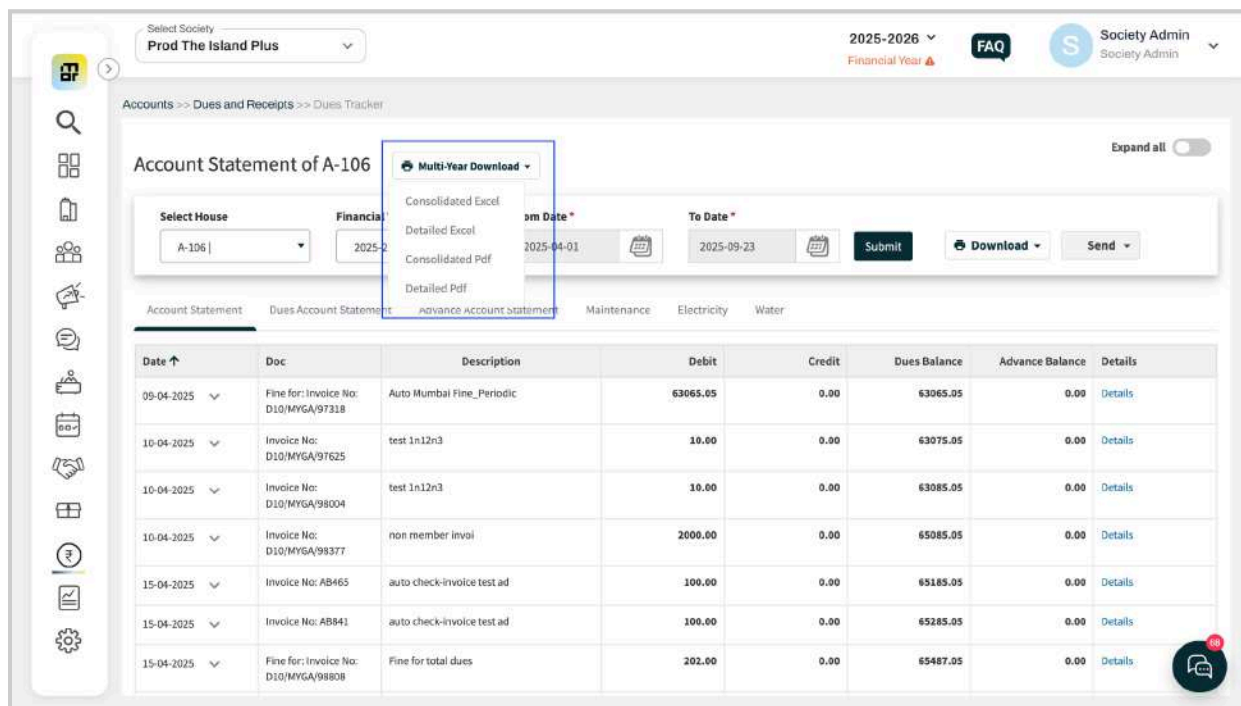
Path: Dashboard >> Accounts >> Dues & Receipts >> Dues Tracker >> House Account Statement

Previously, admins could download house statements only one financial year at a time, which made the process time-consuming and required manual consolidation. With this update, admins can now download

a consolidated house statement for multiple financial years in a single step. This provides the following benefits:

This provides the following benefits:

1. Saves time by eliminating the need to switch between financial years and manually merge reports.
2. Provides a single consolidated view of house statements across FYs, simplifying review and reporting.
3. Makes it easier to share complete financial records with residents or admins for audits, dispute resolution, or reference purposes.



Multi year download option for house statement of a specific house

Resident App Updates

Bottom Navigation Revamp

Objective

We've revamped the **bottom navigation bar** in the app to improve user engagement and simplify navigation. The update focuses on increasing visibility for the Community section, introducing a new Devices tab, and consolidating existing tabs for a cleaner experience.

What's New

1. New Bottom Navigation

- **Old Order:** Social | Community | Homes | Marketplace | Services
- **New Order:** Social | Marketplace | Community | Services | Devices

2. Community Tab Highlight

- Community now features a **circular border and attention-grabbing UI elements** to encourage more participation and interaction.

3. New “Devices” Tab

- Dedicated **Smart Devices** section added to the bottom navigation.
- Explore **Smart Locks** — benefits, installation guidance, purchasing options, and support.
- Provides a **centralized experience** for managing and learning about MyGate's smart device offerings.

4. Homes + Marketplace Consolidation

- The **Homes** tab has been merged into **Marketplace**.

All Homes features remain accessible via Marketplace.



New Insight Tiles: Resident vs Guard Approvals & Guard Patrolling

Why this matters

We are strengthening **security transparency** in MyGate by introducing new **insight tiles**. These provide both residents and management a clearer view of how visitor entries are approved and how guards are performing patrols.

What's New

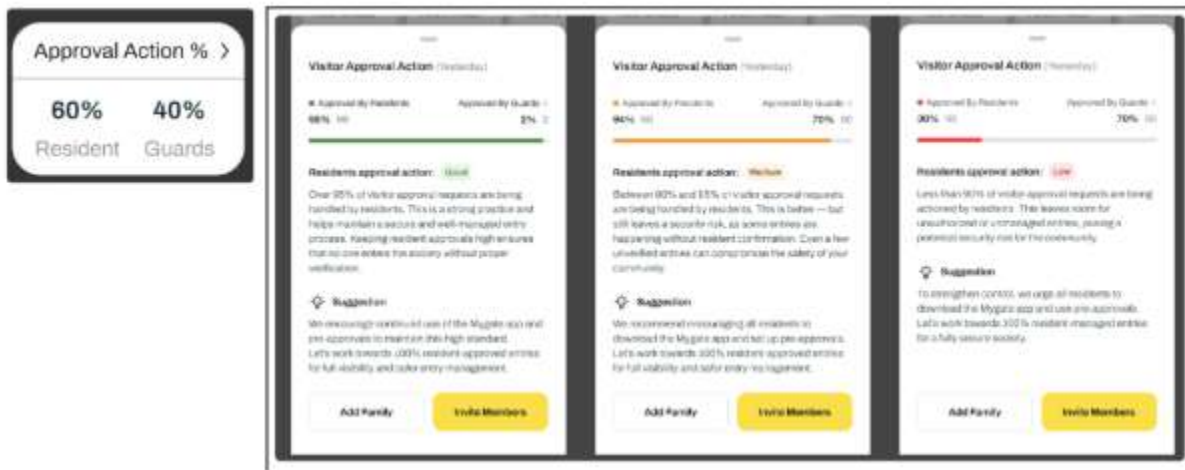
1. Resident vs Guard Approvals

- New **insight tile** in the community page compares **Resident-approved vs Guard-approved entries** (yesterday's data).
- Displays **Resident % vs Guard %** at a glance.
- Detailed view highlights:
 - Total approvals by residents and guards

- Approval rate categories: **Low ($\leq 90\%$)**, **Medium (90–95%)**, **High ($>95\%$)**
- Contextual guidance messages to help societies drive higher resident-managed approvals.

2. Guard Patrolling Insights

- New **insight tile** shows **Completed vs Total Routes** (for the current day).
- Detailed view provides route-wise breakdown with status:
 - **In Progress** → Guard currently patrolling
 - **Completed** → Guard finished patrolling
 - **Delayed** → Patrolling not yet started
- If patrolling is **not enabled**, users see a **locked tile** with an informational sheet and an option to **express interest**.



Patrolling Routes >

05

14

Completed

Total

Guard Patrolling

9:12 PM

← Guard Patrolling Routes

What is Guard Patrolling?

Its purpose is to ensure that all security incidents are recorded and reported to the relevant authorities. It also ensures that all security incidents are recorded and reported to the relevant authorities.

01:00 AM - 05:00 AM Progress

Route 1: Main Gate - Club House - Admin Office - Bedroom Courts - Main Gate

Guard Murgath is patrolling

02:00 AM - 04:00 AM Completed

Route 2: Main Gate - Club House - Admin Office - Bedroom Courts - Main Gate

Patrolled by guard Murgath

02:00 AM - 04:00 AM

Locked Feature

Guard Patrolling >

Module not available in your society

Residents

Admin

9:12 PM

Guard Patrolling

Guard Patrolling, module is not available in your community

Enhanced Security

Provides a secure and safe environment for all residents and visitors.

9:12 PM

Guard Patrolling

Guard Patrolling, module is not available in your community

Enhanced Security

Provides a secure and safe environment for all residents and visitors.

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