

SOCIETY ERP

User Guide

How to set up and run your society: structure, residents, accounting, billing, operations, reports and staff access.

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1. First-time setup checklist

The order to set a new society up in, from bank accounts to the first bills.

How to use this checklist

The Platform Admin has already created your society and your login. Everything below is yours to do, and the order matters: each step supplies something a later step needs. Flats need a tower and a floor. A billing rule needs a fee type, a billing frequency and a revenue ledger. Bills need flats and rules.

Work down the list. Each step names the chapter that explains it in full and links to the screen where you do it.



The system starts you off

A new society already has a standard set of ledger accounts, fee types, flat types, billing frequencies, document labels and voucher types. In several steps you only need to review the defaults and add what is missing.

Start here: every configuration in Settings

Before anything else, open **Settings** in the sidebar. It is the one page that lists every configuration the society needs, in five groups. Look through it once so you know what exists; the parts below then take each item in the right order. Items marked **Required** must be done before the first bills; **Review** items arrive pre-filled and only need a check; the rest can wait until you use that module. You only see the items your login has permission for.

[Open Settings](#) →

BILLING & FINANCIAL RULES

Payment Ledger Settings	Which ledger account each payment mode (cash, cheque, bank transfer, UPI) posts to.	Optional
Journal Voucher Configuration	Voucher types and the series each event's vouchers are numbered in.	Review
Billing Configuration	Financial year start month, waiver switch, signed copy for journal vouchers.	Required
Fee Types	What each charge is called on a bill.	Required
Billing Frequencies	How often a charge is billed.	Required

SOCIETY STRUCTURE & ACCOUNTING

Flat Types	1 BHK, 2 BHK and so on; can limit a billing rule to one kind of flat.	Review
Document Labels	The kinds of document you collect from owners and tenants.	Review
Bank Accounts	The society's bank accounts and the primary one.	Required
Chart of Accounts	Ledger accounts, including the income and expense heads.	Review

OPERATIONS & VENDOR SETTINGS

Vendor Categories	At least one is needed before a vendor can be added.	As needed
Asset Categories	Groups for the asset register.	As needed
Asset Service Types	Kinds of service logged against an asset.	As needed
Vendor Ledger Settings	Ledger accounts used by vendor expenses.	As needed
Petty Cash Vault Setup	The vault and its per-transaction limit.	As needed

ROLES & ACCESS CONTROL

Custom Staff Roles	Staff logins and what each can do.	Required
Predefined Role Templates	Accountant, Help Desk and Read Only starting points.	Review

BRANDING AND ONLINE PAYMENTS

Society Logo	Shown at the top of the sidebar.	Review
Razorpay Payment Gateway	The society's own Razorpay account for online payments.	Optional

Part 1: The society itself

- 1. Check the society profile.** Confirm the name, address, PAN, TAN and GSTIN. They are printed on every invoice and receipt, so a mistake here is repeated on each one. If something is wrong, ask the Platform Admin to correct it. (Chapter 3)

[Open Society Profile](#) →

- 2. Upload the logo.** It appears at the top of the sidebar. (Chapter 3)

[Open Society Logo](#) →

Part 2: Bank and ledger

1. **Add the bank accounts** and mark one as primary. The primary account's details are the ones printed on invoice PDFs. (Chapter 7)

[Open Bank Accounts](#) →

2. **Review the ledger accounts.** The standard accounts are already there: Bank Accounts Ledger, Unit Receivables, Maintenance Fees, GST Output Tax Payable and so on. Add any income or expense head your society tracks separately, for example a parking income account. (Chapter 8)

[Open Ledger](#) →

Part 3: Towers, flats and residents

1. **Review flat types and document labels.** Flat types (1 BHK, 2 BHK and so on) classify flats and can limit a billing rule to one kind of flat. Document labels are the kinds of document you will collect from owners and tenants. (Chapters 4 and 5)

[Open Flat Types](#) → [Open Document Labels](#) →

2. **Create the structure and the residents.** Choose one of two routes:

- **By spreadsheet**, best for a whole society at once. One row per flat creates the tower, floor, flat, owner, co-owner, tenant and family members together. (Chapter 6)
- **By hand**, best for a few flats or later additions. Add a tower, then its floors, then each flat, then the people on the flat's page. (Chapters 4 and 5)

[Open Bulk Import](#) → [Open Towers](#) →

3. **Check every flat's area and ownership type.** Area drives any per-sq.ft. charge. A flat marked Owner Occupied must have an owner and a flat marked Rented must have a tenant; a rented flat without a tenant shows up under the warning bell.

Part 4: Billing

1. **Set the billing configuration.** Financial year start month, whether waivers are allowed, and whether journal vouchers need a signed copy. (Chapter 10)

[Open Billing Configuration](#) →

2. **Review fee types and billing frequencies.** A fee type is what a charge is called on the bill (Maintenance Fees, Sinking Fund, Water Charges). A frequency is how often it is billed (Monthly, Quarterly, Half-Yearly, Annually). (Chapter 10)

[Open Fee Types](#) → [Open Billing Frequencies](#) →

3. Link payment modes to ledgers if cash, cheque, bank transfer and UPI receipts should land in different ledger accounts. Skip this and every receipt posts to the Bank Accounts Ledger. (Chapter 10)

[Open Payment Ledger Settings](#) →

4. Review the voucher types if the society numbers its receipts, payments and transfers in separate series, or wants a particular event's vouchers in a series of its own. Skip this and every voucher posts under the built-in type it always has. (Chapter 9)

[Open Journal Voucher Configuration](#) →

5. Create the billing rules. One rule per charge: the fee type, which flats it applies to, a flat amount or a rate per sq.ft., the frequency, the billing day, the due days, and any late penalty and GST. (Chapter 11)

[Open Billing Rules](#) →

6. Let the first bills generate. On this installation regular bills are raised automatically early in the morning on each rule's billing day. Check **Invoices** the next day. One-off bills are raised from **Additional Bills**. (Chapter 12)

[Open Additional Bills](#) →

7. Set up online payments if residents should pay online. This needs the society's own Razorpay account; invoice PDFs then carry a payment link. (Chapter 16)

[Open Razorpay Settings](#) →

Part 5: Operations, as you need them

None of these hold up billing. Set each one up when you start using that module.

- **Petty cash:** set up the vault and its per-transaction limit before the first top-up. (Chapter 17)

[Open Vault Setup](#) →

- **Advance payments:** if flats already hold advance money from before go-live, load it once with Import Opening in the Advance Register, before generating bills. (Chapter 14)

- **Vendors:** create at least one vendor category first; a vendor cannot be added without one. (Chapter 18)

[Open Vendor Categories](#) →

- **Assets:** review the asset categories and service types. (Chapter 20)

[Open Asset Categories](#) → [Open Asset Service Types](#) →

Part 6: Staff logins

1. **Create a role for each staff member.** A role is a named set of permissions plus the login of the person who holds it. Start from a template (Accountant, Help Desk or Read Only) and adjust. (Chapter 22)

[Open Roles & Permissions](#) →

2. **Give each person their username and password** and ask them to sign in once while you are there, so you can confirm they see what you intended.

How you know you are done

- The settings note no longer says "Some settings for this page are not configured yet" on Towers, Resident Management or Billing Rules. On Invoices it stays until payment ledgers and Razorpay are set up, which is fine if you chose to skip them.
- The warning bell is clear, or shows only flats you already know about.
- The Invoices list shows one bill per flat for each rule in the first period.
- Open one invoice and download its PDF: society name, tax numbers, charges and due date all read correctly.

2. Welcome and tour

What the system does, who uses it, signing in, and finding your way around.

What Society ERP does

Society ERP keeps a housing society's records and accounts in one place. As the Society Superadmin you use it to:

- **Describe the society:** towers, floors, flats, and the owners, tenants and family members living in them.
- **Bill the flats:** set charging rules once, generate bills each period, record payments, and let residents pay online.
- **Keep the books:** every bill, payment, expense and waiver is posted to the ledger for you as a journal voucher.
- **Run day-to-day operations:** petty cash, vendors and their expenses, other income, and the asset register.
- **Report:** income and expenditure, balance sheet, defaulters, collections, tax and more, on screen or as PDF and Excel.
- **Share the work:** give staff their own logins and decide exactly what each one can see and do.

Who uses it

ROLE	WHO	WHAT THEY CAN DO
Society Superadmin	You: the person in charge of the society's account	Everything in the society, including Roles & Permissions and Settings.
Manager	Senior society staff	Every module without needing a role. Can approve or reject waivers.
Other staff	Accountant, help desk, clerks	Only what the role you give them allows. A staff login with no role, or an inactive role, sees nothing.
Flat Owner, Tenant	Residents	Their own invoices and ledger only. They can pay online through the link on the invoice PDF if you have set up Razorpay.
Platform Admin	The team that provides the software	Creates the society and your login, and decides which features the society has. Does not work inside your books.

This guide is written from the Superadmin's seat. Staff can read it too: a chapter applies to them when their role includes that module.

Signing in and staying signed in

1. Open the login page and enter the username and password the Platform Admin gave you.
2. You land on the **Dashboard**. If your login does not include the dashboard, you land on the first page you do have.
3. To change your password, click **Change Password** at the bottom of the sidebar.
4. To sign out, click the logout icon next to your name at the bottom of the sidebar.



Two things that catch people out

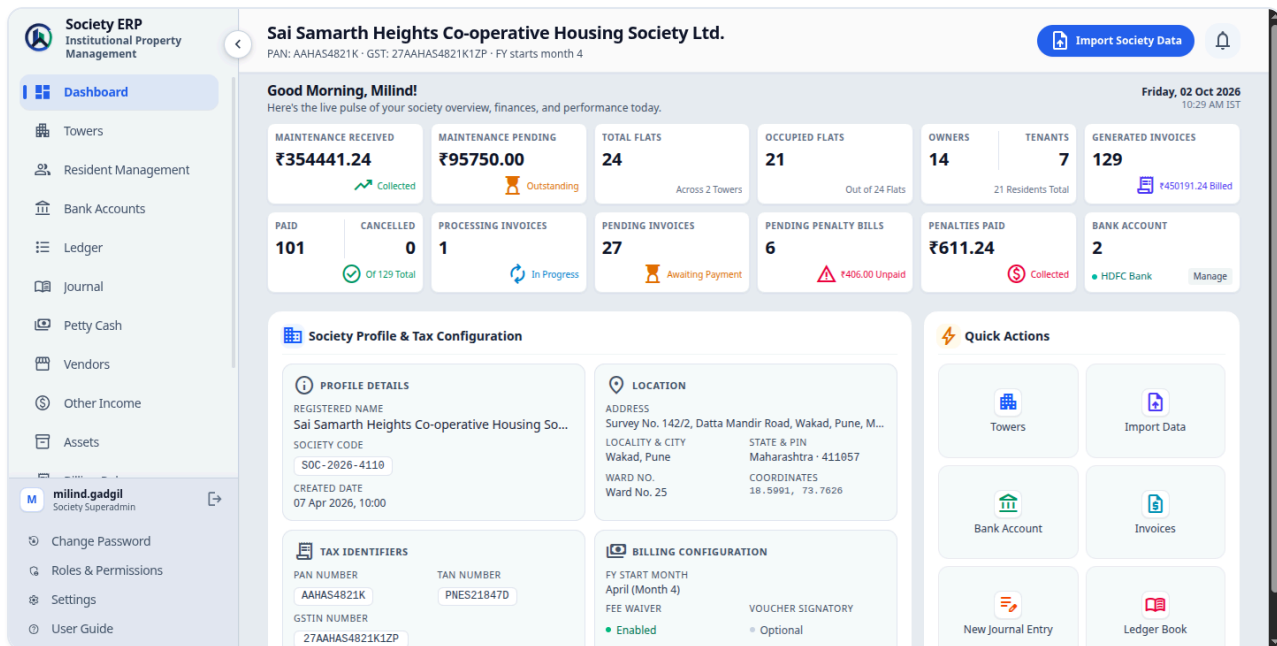
- You are signed out after **30 minutes** without activity. Save long forms before stepping away.
- After **5 wrong passwords** the login is locked for **15 minutes**. Waiting is the only fix; if you have forgotten the password, ask the Platform Admin to reset it.

The sidebar: where everything lives

Every module is one click away in the left sidebar. From top to bottom:

Dashboard	Society profile at a glance, setup prompts and quick actions.
Towers	Towers, their floors and their flats. Residents are added from a flat's page.
Resident Management	One directory of every owner, co-owner and tenant.
Bank Accounts	The society's bank accounts.
Ledger	Ledger accounts and each account's statement.
Journal	Journal vouchers: the ones the system posts and the ones you write.
Advances	Money paid by flats before a bill, held in a wallet and applied to bills.
Petty Cash	The cash vault: top-ups and small expenses.
Vendors	Vendor records, contracts and vendor expenses.
Other Income	Income that is not a maintenance bill, such as hall bookings.
Assets	The asset register and service history.
Billing Rules	What each flat is charged and when.
Additional Bills	Raise a one-off bill for one flat. Regular bills are generated automatically on each rule's billing day.
Invoices	Every bill raised, its status, payments and waivers.
Reports	The ten financial and operational reports.
Roles & Permissions	Staff logins and what each can do. Superadmin only.
Settings	The lists and switches the other modules depend on.
User Guide	This guide.

The arrow at the top of the sidebar collapses it to icons when you need more room.



The dashboard: sidebar on the left, society figures and quick actions in the middle, warning bell top right.

Alerts along the top

- **Warning bell.** Lights up when a flat needs attention, for example a flat marked Rented that has no tenant registered. Click it to see the list and jump to the flat.
- **Import spinner.** Appears on every page while a bulk import is running, so you can keep working and still see it is in progress. Click it to open the import page.
- **Settings note.** A panel at the top of a module that lists the settings that module depends on. The first time you open the module it lists them all, titled **Settings used by this page**. After that it appears only while something is missing, titled **Some settings for this page are not configured yet**, for example Vendors with no vendor categories. **Configure** takes you straight to the setting, and the cross hides the note.

How every list works

Towers, flats, vendors, billing rules, ledger accounts and the settings lists all behave the same way. Learn it once:

Society ERP
Institutional Property Management

Towers & Buildings
Manage towers and building structures for Sai Samarth Heights Co-operative Housing Society Ltd.

View Archived (0) Bulk Import Add Tower

Dashboard > Towers & Buildings

Settings used by this page

Flat Types Configured. View >

TOWERS: 2 (Total buildings)
FLOORS: 10 (Across all towers)
FLATS: 24 (Registered units)
VACANT: 3 (of 24 total flats)
ACTIVE: 2 (Active towers)
INACTIVE: 0 (Inactive towers)

Search tower, floor, flat, resident... Status: All

TOWER NAME	EMAIL	MOBILE	FLOORS & FLATS	STATUS	ACTIONS
☐ A Wing	awing.saisamartheights@example.c...	9822045601	5 floors - 12 flats (1 vacant)	Active	
☐ B Wing	bwing.saisamartheights@example.c...	9822045602	5 floors - 12 flats (2 vacant)	Active	

A typical list (Towers): settings note, summary tiles, search and status filter, checkboxes for bulk actions, and the three-dot menu for each row.

- **Find:** use the search box and filters above the table; click a column heading to sort; change the page size at the bottom.
- **Act on several rows:** tick the checkboxes and use the bar that appears to activate, deactivate or archive them together.
- **Active / Inactive:** an inactive record stays on file but is left out of new work. An inactive flat is not billed; an inactive tower cannot be chosen for a new flat.
- **Archive:** moves a record out of the everyday list. Open the archived view of the list to see it, and **Restore** to bring it back. Nothing is lost.
- **Blocked actions:** you cannot deactivate or archive something that is still in use, for example a ledger account an active billing rule points to. The message tells you what is using it. Past invoices and posted vouchers do not block.
- **Delete permanently:** offered only on archived records. It cannot be undone, and for a tower, floor or flat it also removes the invoices, waivers and ledger vouchers underneath it.

If a menu item or button is missing

There are two possible reasons:

- **The feature is switched off for your society.** The Platform Admin chooses which features each society has. A feature that is off is hidden for everyone, the Superadmin included. Ask the Platform Admin to turn it on.
- **The staff member's role does not include it.** Only for staff logins. Edit their role under **Roles & Permissions**.

Opening a page you are not allowed to see sends you back to a page you can use rather than showing an error.

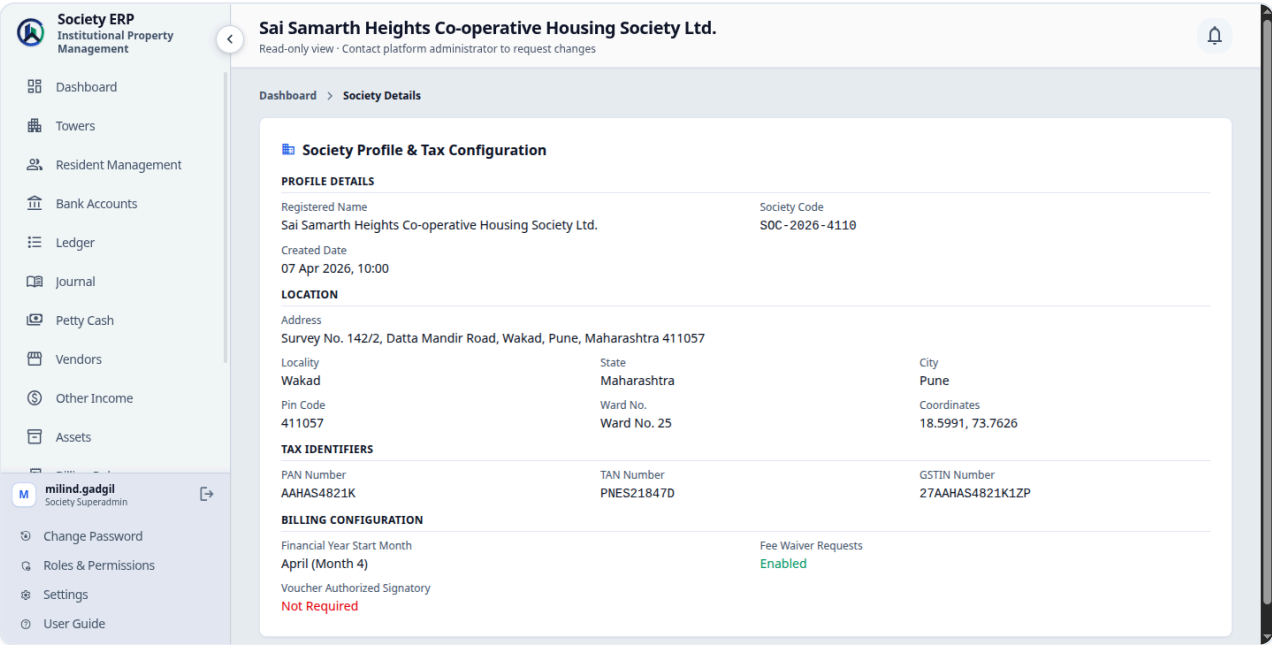
3. Society profile and logo

Your society's registered details, tax numbers and sidebar logo.

What the society profile is

The profile holds the society's registered identity: its name and code, address, and tax numbers. These details are printed on invoices, receipts, vouchers and reports, so they need to be right before the first bill goes out.

[Open Society Details](#) ➔



Society Details: profile, location, tax identifiers and the current billing configuration.

What each part shows

Profile Details	Registered name, society code and the date the society was created.
Location	Address, locality, state, city, PIN code, ward number and map coordinates.
Tax Identifiers	PAN (10 characters), TAN (10 characters, needed for TDS) and GSTIN (15 characters).
Billing Configuration	Financial year start month, whether fee waiver requests are enabled, and whether vouchers need an authorized signatory. You change these yourself; see chapter 10.

The same information appears on the Dashboard under **Society Profile & Tax Configuration** .

Changing the profile

The page is read-only for the society. The name, code, address and tax numbers are set by the Platform Admin when the society is created, because the code, PAN, TAN and GSTIN must each be unique across every society on the platform.

1. Compare each field with the society's registration and tax documents.
2. If anything is wrong or has changed, send the correct value to the Platform Admin and ask them to update it.
3. Reload the page to confirm the change. Invoices downloaded after that carry the new details.



What you can change yourself

The billing configuration and the logo are yours.

[Open Billing Configuration](#) → [Open Society Logo](#) →

The society logo

The logo is shown at the top of the sidebar for everyone in your society.

1. Go to **Settings**, then **Branding**, then the society logo.
2. Click **Upload Photo** and choose the image.
3. Click **Save Logo**.

What works best: a wide logo, about three times as wide as it is tall (for example 630 × 190 px), at least 64 px tall, as a PNG with a transparent background. Anything between 2:1 and 4:1 is accepted. Empty margins around the logo are trimmed for you.

To go back to the default, click **Remove** and save.

4. Towers, floors and flats

Building the property structure, flat types, and archiving or restoring units.

How the structure fits together

A society is described in three levels: **towers** (or wings, or buildings) contain **floors**, and floors contain **flats**. Billing, residents and reports all hang off the flat, so this structure comes first.

Everything is reached from **Towers** in the sidebar: click a tower to see its floors, and **View Flats** on a floor to see its flats.



Setting up a whole society?

One spreadsheet row per flat creates the tower, floor and flat together. See chapter 6.

[Open Bulk Import](#) →

Before you start: flat types

Every flat needs a flat type. A new society starts with Studio / RK, 1 BHK, 2 BHK, 3 BHK, 4 BHK, Penthouse and Other.

1. Go to **Settings**, then **Flat Types**.
2. Add any type your society uses that is missing, for example Shop or Duplex. Give it a name and, if useful, a description.
3. Deactivate or archive types you will never use, so they stop appearing in the flat form.

The **Used In** column shows where a type is in use. A type that flats or billing rules still use cannot be deactivated or archived.

[Open Flat Types](#) →

Towers

1. Open **Towers** and click **Add Tower**.
2. Enter the **Name** (for example A Wing). It must be unique in the society.
3. Optionally add a **Mobile Number** (exactly 10 digits), an **Email** and a **Remark** for the tower's contact.
4. Leave **Active Tower** ticked.
5. Click **Add Tower**, or **Save and Add Another** to enter the next one straight away.

The list shows each tower's floors, flats and vacant flats. The three-dot menu on a row has the edit, deactivate and archive actions.

[Open Towers](#) →

Floors

Click a tower's name to open it. The page shows the tower's details, counts of floors and flats, and the floor table.

Society ERP
Institutional Property Management

A Wing Active
Sai Samarth Heights Co-operative Housing Society Ltd.

[Back to Towers](#) [View Archived Floors \(0\)](#) [Add Floor](#)

Towers & Buildings > A Wing

Tower Details [Edit Tower](#)

TOWER NAME: A Wing STATUS: Active
TOWER EMAIL: awing.saisamartheights@ex... MOBILE NUMBER: 9822045601
REMARK: —
CREATED DATE: 07 Apr 2026, 10:22 LAST UPDATED: 07 Apr 2026, 10:22

FLOORS: **5** [Total levels](#)
FLATS: **12** [Registered units](#)
FLOOR STATUS: 5 Active 0 Inactive [All floors active](#)
OCCUPIED: **11** [7 Owner · 4 Tenant](#)
VACANT: **1** [of 12 total flats](#)
ARCHIVED: **0** [Archived floors](#)

Search floors by name... [All Statuses](#)

Floors

#	FLOOR NAME	REGISTERED FLATS	STATUS	ACTIONS
1	P Stilt Parking PARKING	N/A	Active	⋮
2	1 1st Floor	3 Flats 0 of 3 Vacant	Active	⋮
3	2 2nd Floor	3 Flats 0 of 3 Vacant	Active	⋮
4	3 3rd Floor	3 Flats 0 of 3 Vacant	Active	⋮

A tower's page: details, occupancy tiles, and its floors in order.

1. Click **Add Floor** on the tower's page and give it a **Name**, such as Ground, 1st Floor or Terrace. Names must be unique within the tower.
 2. Tick the parking option if this is a parking level. A parking floor holds no flats.
 3. Save. Repeat for each floor.
 4. Drag floors into the order you want them listed.
- A floor that already has flats cannot be turned into a parking floor.
 - A floor cannot be activated while its tower is inactive. Activate the tower first.

Flats

Click **View Flats** on a floor. The page lists the floor's flats with ownership tiles above.

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A Wing — 1st Floor

Flats & occupancy for 1st Floor of A Wing - Sai Samarth Heights Co-operative Housing Society Ltd.

Back to Floors

View Archived (0)

Add Flat

Towers & Buildings > A Wing > 1st Floor

TOTAL FLATS

3

A Wing - 1st Floor

OWNER OCCUPIED

2

67% of floor

RENTED

1

33% of floor

VACANT

0

0% of floor

Search flat or resident...

All Ownerships

All Statuses

Flats

FLAT #	FLAT TYPE	AREA	OWNERSHIP TYPE	WARNING	OWNER NAME	STATUS	ACTIONS
101	2 BHK	1050.00 sq.ft	Owner Occupied	NA	Rajesh Kulkarni	Active	
102	3 BHK	1385.00 sq.ft	Owner Occupied	NA	Sunil Deshpande	Active	
103	2 BHK	985.00 sq.ft	Rented	NA	Maresh Joshi	Active	

The flats on one floor, with ownership type, owner and status.

To add a flat, click **Add Flat** on this page and fill in **Flat Details**:

Flat number *	For example 101 or B-402. Must be unique within the tower; the form checks as you type.
Flat type *	From your Flat Types list. Lets a billing rule target one kind of flat.
Ownership type *	Owner Occupied, Rented, Vacant or Reserved. See below.
Area *	In sq.ft. Any per-sq.ft. billing rule multiplies its rate by this figure.
Parking number	The assigned parking slot, if any.
Primary contact number, Primary email	Optional contact for the flat.
Flat Active	Untick to keep the flat on record but leave it out of bill generation.

The same form has **Owner Details**, **Co-Owner Details** and **Tenant Details**, so you can register the people along with the flat. Chapter 5 covers them.

Ownership type and what it requires

TYPE	MEANING	RULE
Owner Occupied	The owner lives in the flat.	An owner must be registered.
Rented	A tenant lives in the flat.	A tenant must be registered. Without one the flat appears under the warning bell.
Vacant	Nobody lives there.	Cannot be chosen for a one-off additional bill.
Reserved	Held back, for example for the society office.	Cannot be chosen for a one-off additional bill.

Deactivating, archiving and restoring

- **Deactivate** a tower, floor or flat to pause it. Deactivating a tower or floor also takes everything beneath it out of use, and reactivating brings it back, except anything you had deactivated on its own.
- **Archiving with advance money:** if a flat, floor or tower holds advance, the screen first asks for a refund mode and remark, then refunds the advance before archiving. If an advance is still awaiting cheque clearance, archiving is refused until it is cleared or failed. A tower holding advance cannot be archived in a bulk action: archive it on its own.
- **Archive** to remove it from the everyday lists. **View Archived** on the Towers page shows archived towers (a tower's page has **View Archived Floors** , and a floor's flat list has its own **View Archived**), where you can **Restore** them.
- **Delete permanently** is offered on archived towers, floors and flats. It removes the flats, their residents and documents, and their invoices, waivers and ledger vouchers. It cannot be undone, so use it only for records created by mistake.

Common problems

- **"A tower with this name already exists":** tower names are unique in the society, including archived ones. Restore the archived tower instead.
- **The flat type list is empty:** no flat types are active. Add or activate one under Settings.
- **A flat is missing from the bills:** check that the flat, its floor and its tower are all active, and that a billing rule covers its tower, floor and flat type.

Who can be on a flat

Owner	The legal owner. One per flat. Required when the flat is Owner Occupied.
Co-Owner	A second owner. One per flat, optional.
Tenant	The person renting. One per flat. Required when the flat is Rented.
Family members	People living with the owner, or with the tenant. Any number. A name is enough; mobile and email are optional.

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Flat 101

2 BHK

Active

A Wing — 1st Floor · Sai Samarth Heights Co-operative Housing Society Ltd.

Resident History

View Invoices

Back to Flats

Towers & Buildings > A Wing > 1st Floor > Flat 101

Flat Information

#101

Edit Details

FLAT NUMBER

101

TOWER / BUILDING

A Wing

FLOOR

1st Floor

FLAT TYPE

2 BHK

BUILT-UP AREA

1050.00 sq.ft

OWNERSHIP TYPE

Owner Occupied

PARKING SLOT

P-A101

STATUS

Active

Created: 07 Apr 2026

Unit Overview

2

Flat Users

2

Family

Total Members

4 Residents

Built-up Area

1050.00 sq.ft

Unit: 101

Total People: 4

Flat Users (2)

Owners, co-owners and tenants registered for this flat.

	NAME	ROLE	CONTACT NUMBER	EMAIL ADDRESS	REGISTERED ON	ACTIONS
R	Rajesh Kulkarni @rajesh.kulkarni	Owner	9823041875	rajesh.kulkarni@example.com	07 Apr 2026	👁️ ✎️ ➡️
S	Smita Kulkarni	Co-Owner	9011067085	smita.kulkarni@example.com	07 Apr 2026	👁️ ✎️ ➡️

Family Members of Rajesh Kulkarni (2)

Family members of the owner residing in this flat.

Add Family Member

	MEMBER NAME	CONTACT NUMBER	EMAIL ADDRESS	ADDED DATE	ACTIONS
A	Aditya Kulkarni	—	—	02 Oct 2026	✎️ ➡️
V	Vimal Kulkarni	8605013452	—	02 Oct 2026	✎️ ➡️

A flat's page: flat information, the unit overview, flat users and family members.

Adding an owner, co-owner or tenant

1. Open the flat and click **Add Owner** , **Add Tenant** or **Add Flat User** .
 2. Choose the **User type**.
 3. Enter the **Email address**, **Full name** and **Mobile number** (10 digits). All three are required.
 4. Optionally add a profile picture (JPG, PNG, GIF, WEBP or AVIF) and tick **Club member**.
 5. Click **Register User** .
- **Emails and mobile numbers are unique across the platform.** The one exception is an owner who owns more than one flat: use the same name and email on each. When you type an email already registered on another flat, the form offers to fill in that person's details for you.
 - **Changing a flat to Rented** on **Edit Details** asks for the tenant's details in the same form. If they are incomplete, nothing is saved.
 - To correct someone's details, use the edit action on their row. A resident who has a login shows it under **Linked Login Account**.

Family members

1. On the flat's page, find the family section for the owner (or the tenant) and click **Add Family Member** .
2. Enter the **Name**, and the mobile and email if you have them.
3. Click **Register Family Member** .

The **Unit Overview** totals flat users and family members into the number of people living in the flat.

The resident's profile and documents

Click a flat user's name to open their profile: contact details, login account, family members, the flat summary and their documents.

Society ERP
Institutional Property Management

Rajesh Kulkarni Owner Active
Flat 101 — A Wing · Sai Samarth Heights Co-operative Housing Society Ltd.

[View Invoices](#) [Edit User](#) [Back to Flat 101](#)

Towers & Buildings > Flat 101 > Owner

Rajesh Kulkarni Owner of Flat 101
Legal owner of this flat.

MOBILE: 9823041875
EMAIL: rajesh.kulkarni@example.com
LOGIN ACCOUNT: @rajesh.kulkarni
STATUS: Active
REGISTERED ON: 07 Apr 2026
CLUB MEMBER: No
LAST LOGIN: Never
LAST UPDATED: 07 Apr 2026, 10:26

Family Members (2)
Aditya Kulkarni
Vimal Kulkarni 8605013452

Co-Owner
Smita Kulkarni Co-Owner 9911067985

Flat Summary [Open Flat](#)

FLAT NO: Flat 181
TOWER / FLOOR: A Wing · 1st Floor
TYPE & AREA: 2 BHK · 1850 sq. ft.
OCCUPANCY: Owner Occupied

Documents (0) Showing owner documents

Document name: Select document type
File: Choose File No file chosen
Start date: mm/dd/yyyy
End date: mm/dd/yyyy
Leave blank if the document does not expire.
PNG, JPG or PDF file, up to 10 MB.
Upload Document

No documents uploaded yet.

An owner's profile, with the document upload form at the bottom.

To upload a document:

1. Enter a **Document name** and choose the document type.
 2. Choose the **File**: PNG, JPG or PDF.
 3. Enter the **Start date** and, if the document expires, the **End date**. Leave the end date blank for documents that never expire, such as a sale deed.
 4. Click **Upload Document**.
- **Document types** come from **Settings**, **Document Labels**, with a separate list for owners, co-owners and tenants. The defaults include Sale Deed, Share Certificate, Aadhaar Card, PAN Card and NOC for owners, and Rent Agreement and Police Verification for tenants.
 - **Documents are private**. They can be downloaded only by signed-in staff who are allowed to see residents.
 - **Expiry**. When the newest document of a type passes its end date it is flagged to be resubmitted. Uploading a newer one of the same type clears the flag.
 - **Reminder emails**. The resident is emailed a set number of days before a document expires. Set the number under Billing Configuration, **Remind before expiry (days)**; 0 turns reminders off.

[Open Document Labels](#) → [Open Billing Configuration](#) →

Moving someone out

Residents are never deleted. **Move Out** takes a person off the flat and keeps them, with their documents, in the flat's Resident History.

1. On the flat's page, choose **Move Out** on the person's row.

2. Enter the **Move-out date** and, if you wish, a **Note**.
3. If the flat holds **advance** and the Owner is leaving for good, the screen shows the amount. Choose a **Refund mode** and enter a **Refund remark** (required). The advance is refunded with its own voucher.
4. Confirm.

The advance is refunded only when the Owner leaves for good, not when a co-owner takes over.

Who leaves together:

A family member	Leaves alone.
The tenant	Leaves with the tenant's family members.
The co-owner	Leaves alone.
The owner	Leaves with the owner's family. If there is a co-owner you choose: Move Out Everyone takes the co-owner too; Move Out Owner Only keeps the co-owner on the flat as the new Owner.



When the owner cannot be moved out

- **The flat still has a tenant.** A tenant cannot stay on a flat with no owner. Move the tenant out first, or use Move Out Owner Only so the co-owner takes over.
- **The flat has unpaid bills.** Dues belong to the flat, so settle or cancel its open invoices first.

Resident history

Click **Resident History** on a flat's page. It lists everyone who has moved out, on separate tabs for Owners, Co-Owners and Tenants, oldest first. People living there now are not shown. Their documents stay available from this page.

History cannot be edited or deleted. It is the flat's permanent record of occupancy.

Resident Management: the directory

Resident Management in the sidebar lists every owner and tenant in the society with their tower, flat, mobile and email. Filter by tower, floor, flat or type. **View Profile** opens the person; **View Flat** opens their flat.

[Open Resident Management](#) →

Warnings

The bell in the top bar counts flats that need attention. Today that means a flat marked **Rented** with no tenant registered. Open the bell, or the Warning Alerts page, and click through to the flat to add the

tenant or correct the ownership type.

[Open Warning Alerts](#) →

One owner, several flats

When the same email is registered on more than one flat, the flats are linked. The linked flats page, opened from a flat, lists every flat that shares a resident's email, so you can see an owner's whole holding in one place.

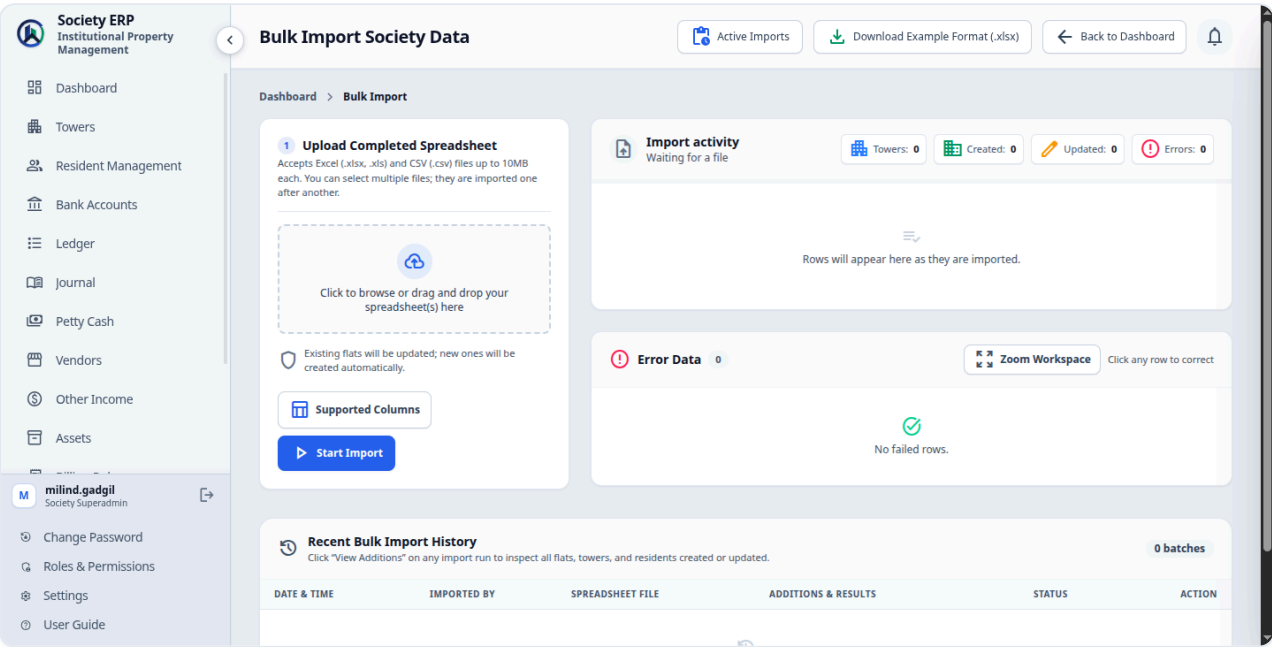
6. Bulk import

Loading towers, flats and residents from a spreadsheet, and fixing rows that fail.

What bulk import does

Bulk import reads a spreadsheet with **one row per flat** and creates everything that row mentions: the tower, the floor, the flat, its owner, co-owner and tenant, and their family members. Towers and floors that already exist are reused, and a flat that already exists is updated, so the same file can be corrected and imported again.

[Open Bulk Import](#) ➔



Bulk Import: upload on the left, live activity on the right, failed rows and history below.

Step 1: Prepare the spreadsheet

1. Click **Download Example Format (.xlsx)** . The file has the right column headings and three sample rows.
2. Replace the sample rows with your flats. Keep the heading row as it is.
3. Save it as Excel (.xlsx) or CSV. Old-format .xls files are refused, so re-save those as .xlsx. The limit is 10 MB.

COLUMN	NEEDED?	WHAT TO ENTER
Tower Name	Required	Building or wing name. Created if new.

COLUMN	NEEDED?	WHAT TO ENTER
Tower Phone, Tower Email	Optional	Contact for the tower.
Floor Name	Required	For example 1st Floor or Ground. Created if new.
Floor Position	Optional	A number that sets the floor's place in the list.
Is Parking Floor	Optional	Yes or No.
Flat Number	Required	For example 101 or A-202.
Flat Type	Optional	1BHK, 2BHK, 3BHK, 4BHK, STUDIO, PENTHOUSE or OTHER. A name not in your Flat Types list is added to it.
Area Sq.Ft.	Optional	Chargeable area. Needed for per-sq.ft. billing.
Ownership Type	Required	OWNER_OCCUPIED, RENTED, VACANT or RESERVED, typed exactly.
Parking Slot No.	Optional	For example P-101.
Owner name, mobile, email	Conditional	The name is required for an OWNER OCCUPIED flat.
Co-Owner name, mobile, email	Optional	The second owner.
Tenant name, mobile, email	Conditional	The name is required for a RENTED flat.
Family Members	Optional	Names separated by commas.

Supported Columns on the page shows the same list.



Check before uploading

- Mobile numbers are 10 digits.
- No email or mobile appears on two different people. The same owner on several flats is fine if the name is typed identically each time.

[Download the example file](#) →

Step 2: Upload and import

1. Under **Upload Completed Spreadsheet** , click the box or drag your file onto it. You can select several files; they are imported one after another.
2. Click **Start Import** .
3. Watch **Import activity**: rows appear as they are processed, with running counts of towers, created, updated and errors.
 - The import runs in the background. A spinner in the top bar of every page shows it is still going.

- Only one import runs at a time for a society. It is listed under **Active Imports**, where **Pause / Cancel** stops one that is stuck or no longer wanted. Rows already imported stay imported.

Step 3: Fix the rows that failed

A bad row never stops the import. It is skipped and held in the **Error Data** table with the reason, while every good row goes in.

1. Click a row in **Error Data** to open **Correct Import Row**. The validation error is shown at the top.
2. Fix the value. If the tower or floor does not exist yet, add it from the same form with **Add Tower** or **Add Floor**.
3. Click **Save & Retry**. If the row now passes, it is imported and leaves the table. If not, it stays with the new error.
4. Use **Discard Row** for a row you do not want at all.

Zoom Workspace opens the error table on a full page, which is easier when there are many rows. Rows left unfixed stay in the table across later imports until you correct or discard them.

Import history

Recent Bulk Import History lists each run: when, who, which file, what it added, and its status.

Queued	Waiting to start.
Running	In progress.
Success	Every row imported.
Partial / Warnings	Some rows imported; the rest are in Error Data.
Failed	Nothing usable was imported; the batch shows why.
Cancelled	Stopped by a user.

View Additions on a run lists every tower, flat and resident it created or updated.

Common problems

- **The import stays Queued and says it is waiting for a worker:** the background service that runs imports is not running on the server. Contact the Platform Admin; the import starts by itself once the service is back.
- **The file is rejected at upload:** it is not .xlsx or .csv, it is too large, or its heading row was changed. Start again from the example file.
- **An owner-occupied row fails with a missing owner:** give the owner's full name, or change the ownership type to VACANT.

- **An email or mobile is "already in use":** it belongs to someone else on the platform. Correct it in the error row and retry.

7. Bank accounts

Recording the society's bank accounts and choosing the primary one.

What bank accounts are for

This is the list of the society's real bank accounts. It is a reference list: an account here does not hold a balance of its own. Money is tracked in the ledger (chapter 8), where the **Bank Accounts Ledger** and any ledger accounts you link to a bank account carry the figures.

The primary account's details are printed on invoice PDFs so residents know where to pay.

[Open Bank Accounts](#) →



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Bank Accounts

Manage bank accounts for Sai Samarth Heights Co-operative Housing Society Ltd.

View Archived (0)

Add Bank Account

Dashboard > Bank Accounts

Bank Accounts

2 Active Accounts

☐	BANK NAME	BRANCH	IFSC CODE	ACCOUNT NUMBER	TYPE	STATUS	ACTIONS
☐	HDFC Bank PRIMARY	Wakad, Pune	HDFC0004327	**** * 4871	Current	Active	
☐	Cosmos Co-operative Bank	Hinjewadi, Pune	COSB000127	**** * 0458	Savings	Active	

The Bank Accounts list, with the primary account marked.

Adding a bank account

1. Open **Bank Accounts** and start a new account. On a new society the Dashboard also offers **Add Primary Account**.
2. Fill in the form (see the table below).
3. Save.

Bank name Full legal name of the bank, up to 40 characters.

Branch name Branch or location. Optional.

IFSC code The branch's IFSC, for example HDFC0000123.

Account number	The society's account number at this bank.
Account type	Current or Savings.
Primary	The default account for collections and payouts. Only one account can be primary.
Active	Untick for an account the society no longer uses day to day.
Linked Ledgers	Tick existing ledger accounts that belong to this bank account.

Changing the primary account

Use the set-primary action on the account you want. The previous primary account stops being primary automatically; there is never more than one.

Tracking each bank account separately

By default every receipt and payment posts to the single Bank Accounts Ledger. To see each bank account's movements on their own:

1. Create a ledger account for the bank account (chapter 8), of type Asset, and link it to the bank account.
2. In **Payment Ledger Settings** , point each payment mode at the ledger it lands in, for example Cash to a cash-in-hand ledger and UPI to the collection account's ledger (chapter 10).

[Open Payment Ledger Settings](#) →

Deactivating and archiving

- An account cannot be deactivated or archived while it is the primary account or while active ledger accounts are linked to it. Make another account primary and unlink the ledgers first.
- Archived accounts can be restored from the archived view of the list.
- An archived account can be deleted permanently.

8. Ledger

Ledger accounts, the ledger book, and per-account statements.

What the ledger is

The ledger is the society's chart of accounts: the list of heads under which every rupee is recorded. Each account is one of five types.

TYPE	WHAT IT HOLDS	NORMAL BALANCE
Asset	What the society has or is owed: bank, petty cash, dues from flats, fixed assets.	Debit
Liability	What it owes or holds in trust: sinking fund, repair reserve, GST payable.	Credit
Revenue	Income: maintenance fees, penalties, bookings.	Credit
Expense	Spending: vendors, petty cash, waivers given.	Debit
Equity	Opening balances brought into the system.	Credit

Balances are never typed in or stored. An account's balance is always the total of the posted journal vouchers against it, so the ledger and the journal cannot disagree.

Open Ledger →



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Ledger Accounts

Manage ledger accounts for Sai Samarth Heights Co-ope...

Asset 4 · Liability 3 · Revenue 7 · Expense 5 · Equity 1

View Archived (0)

New Ledger Account

Dashboard > Ledger Accounts

20 Accounts

Search by account code or name...

All Account Types

All Statuses

Ledger Accounts

20 Active Accounts

	CODE	ACCOUNT NAME	TYPE	NORMAL BALANCE	LINKED BANK	DR (₹)	CR (₹)	STATUS	ACTIONS
☐	ASSET-001 SYSTEM DEFAULT	Bank Accounts Ledger	Asset	Debit	—	1039861.24	0.00	Active	
☐	ASSET-002 SYSTEM DEFAULT	Petty Cash Vault	Asset	Debit	—	0.00	0.00	Active	
☐	ASSET-003 SYSTEM DEFAULT	Unit Receivables	Asset	Debit	—	449174.00	354441.24	Active	
☐	ASSET-004 SYSTEM DEFAULT	Fixed Assets	Asset	Debit	—	0.00	0.00	Active	
☐	EQ-001 SYSTEM DEFAULT	Opening Balance Equity	Equity	Credit	—	0.00	685420.00	Active	
☐	EXP-001 SYSTEM DEFAULT	General Expenses	Expense	Debit	—	0.00	0.00	Active	

The Ledger: every account with its code, type and status.

The accounts you start with

A new society has these accounts. The system posts to them automatically, so keep them active.

ASSET-001	Bank Accounts Ledger	Default for all money received and paid.
ASSET-002	Petty Cash Vault	Cash held in the petty cash vault.
ASSET-003	Unit Receivables	What flats owe: goes up when a bill is issued, down when it is paid or waived.
ASSET-004	Fixed Assets	Purchased assets.
LIAB-001	Sinking Fund Corpus	Sinking fund collected.
LIAB-002	Structural Repair Reserve	Repair fund collected.
LIAB-003	GST Output Tax Payable	GST charged on bills and penalties.
EQ-001	Opening Balance Equity	The other side of every opening balance.
REV-001 to 007	Income heads	Maintenance Fees, Non-Occupancy Charges, Facility Booking Income, Late Penalty Income, Water Charges, Common Area Maintenance Income, Other Income.
EXP-001 to 007	Expense heads	General Expenses, Electrical & Maintenance, Petty Cash Expenses, Vendor Expenses, Waivers & Discounts Allowed.

Adding a ledger account

1. Open **Ledger** and start a new account.
2. Enter an **Account code**, unique in the society. Follow the existing pattern, for example REV-008 or EXP-010.
3. Enter the **Account name**, up to 30 characters and also unique.
4. Choose the **Account type** and the **Normal balance** (see the table above).
5. Optionally link a **Bank account**, and tick **Child Accounts** to nest existing accounts under this one. A ledger linked to a bank account shows it as **Linked Bank Account** on its page, with the masked account number, branch, IFSC and type.
6. Save.

The form checks the code and the name as you type and tells you if either is taken.

Opening balances

If the society had money in the bank, or flats already owed dues, before it started using the system, bring that in as an opening balance. It is recorded as a posted journal voucher of type **Opening Balance** against **Opening Balance Equity**: a debit-type account is debited, a credit-type account is credited.

Write it as a journal voucher (chapter 9): choose the type Opening Balance, put the account on one line and Opening Balance Equity on the other, and post it.

Ledger book and statements

1. Open the **Ledger Book** , from the Dashboard's quick actions or the Journal page.
2. Choose a ledger account, or click an account in the Ledger list.
3. The statement lists each posted voucher in date order with debit, credit and the running balance.
4. Set the date range. It opens on the current month; clear both dates to see the full history.
5. Download the statement as a PDF for auditors or committee meetings.

Open Ledger Book →

The screenshot shows the 'ASSET-001 — Bank Accounts Ledger' page in the Society ERP system. The left sidebar contains navigation links: Dashboard, Towers, Resident Management, Bank Accounts, Ledger, Journal, Petty Cash, Vendors, Other Income, Assets, and a user profile for milind.gadgil. The main content area has a breadcrumb trail: Dashboard > Ledger Accounts > ASSET-001. It includes a 'Print Statement' button and a 'Back to Ledger Accounts' button. The 'Ledger Account Details' section shows: Account Code ASSET-001, Account Name Bank Accounts Ledger, Account Type Asset, Normal Balance Debit, Parent Account —, and Status Active. An 'Overview' section displays four boxes: Opening Balance ₹1039861.24, Closing Balance ₹1039861.24, Debit ₹0.00, and Credit ₹0.00. Below this is a search bar and a date range selector set to 'From 2026-10-01' to 'To 2026-10-02'. The 'Ledger — ASSET-001' table has columns: DATE, VOUCHER #, PARTICULARS, DEBIT (₹), CREDIT (₹), and BALANCE (₹). It shows one entry: 'Opening Balance' with a balance of ₹1039861.24. A message at the bottom states: 'No transactions recorded for this account in the selected period.'

A ledger statement (Bank Accounts Ledger): each posted voucher with the running balance.

Deactivating and archiving

- An account in active use cannot be deactivated or archived: for example one a billing rule credits, one a vendor posts to, or one linked to a payment mode. The message lists what is using it. Past invoices and posted vouchers do not block.
- Archiving hides the account from forms. Its history stays in every statement and report.
- Permanent deletion is refused for an account that has journal entries.

9. Journal vouchers

Drafting, posting, reversing and cancelling vouchers, and signed copies.

What the journal is

The journal is the record of every accounting entry. Each entry is a **voucher** with two or more lines whose debits equal its credits. Every voucher carries a **voucher type**, which decides its number series and the heading on its PDF (see [Voucher types](#) below). Most vouchers are written for you:

WHEN THIS HAPPENS	DEBIT	CREDIT
A bill is issued	Unit Receivables	The rule's income account; GST Output Tax Payable; Late Penalty Income
A payment is recorded	The payment mode's ledger (default Bank Accounts Ledger)	Unit Receivables
A waiver is approved	Waivers & Discounts Allowed	Unit Receivables
Petty cash is topped up	Petty Cash Vault	Bank ledger
A petty cash expense is posted	Petty Cash Expenses	Petty Cash Vault
A vendor expense is approved	The vendor's expense ledger	Bank ledger
Other income is approved	The payment mode's ledger	The chosen income account
An asset is purchased or serviced	The asset or expense account	Bank ledger

You write a voucher by hand only for things the modules do not cover: opening balances, bank charges, transfers between accounts, corrections.

[Open Journal](#) ➔

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Journal Entries

Sai Samarth Heights Co-operative Housing Society Ltd.

Ledger Book

New Journal Entry

232 Total Entries

TOTAL ENTRIES

232

All Vouchers

POSTED ENTRIES

232

Of 232 Total

DRAFTS

0

Awaiting Posting

POSTED VOLUME

₹1489035.24

Ledger Turnover

Search by voucher #, narration, reference...

All Statuses

All Types

mm/dd/yyyy

mm/dd/yyyy

Journal Vouchers

232 Total

232 Posted

0 Drafts

VOUCHER #	DATE	TYPE	REFERENCE	NARRATION	AMOUNT	STATUS	ACTIONS
JV-202610-0021	01 Oct 2026	General Journal	INV-2610-403-021	Maintenance Bill for Flat 403 (2026-10-01 to 202...	₹2064.00	Posted	View
JV-202610-0020	01 Oct 2026	General Journal	INV-2610-402-020	Maintenance Bill for Flat 402 (2026-10-01 to 202...	₹3264.00	Posted	View
JV-202610-0019	01 Oct 2026	General Journal	INV-2610-401-019	Maintenance Bill for Flat 401 (2026-10-01 to 202...	₹4544.00	Posted	View
JV-202610-0018	01 Oct 2026	General Journal	INV-2610-302-018	Maintenance Bill for Flat 302 (2026-10-01 to 202...	₹3264.00	Posted	View
JV-202610-0017	01 Oct 2026	General Journal	INV-2610-301-017	Maintenance Bill for Flat 301 (2026-10-01 to 202...	₹4544.00	Posted	View

The Journal: vouchers posted by the system and written by hand.

Voucher types

A voucher type is the label a voucher is issued under, and the series its number comes from. Every society starts with five built-in types, and you can add your own on top of them.

BUILT-IN TYPE	NUMBERING	USED FOR
General Journal	JV-202610-0001	Any voucher that is not a straight bank receipt, payment or transfer.
Bank Receipt	BR-202610-0001	Money received into a bank or cash ledger.
Bank Payment	BP-202610-0001	Money paid out of a bank or cash ledger.
Contra / Bank Transfer	CV-202610-0001	Money moved between the society's own ledgers, with no income or expense.
Opening Balance	OB-202610-0001	A ledger's starting balance, posted against Opening Balance Equity.

The types live in **Settings** → **Journal Voucher Configuration** , on the **Voucher Types** tab. The list shows each type's name, its number series, how many posting events use it (its **assignments**, with the detail beneath) and its status.

1. Open **Settings** and click **Journal Voucher Configuration** .
2. Click **Add Voucher Type** .
3. Enter the **Name** as it should read on the voucher, for example Cash Receipt.
4. Enter the **Prefix**, up to six letters or digits, for example CR. Its vouchers are then numbered CR-202610-0001.
5. Add a **Description** if you wish, leave **Active** ticked and save.

- **A new type is its own numbering series.** It is not tied to one of the five built-in types, and its choice of classification is no longer asked. (Older custom types keep the classification they were given.)
- **Older custom types:** the classification they were set up with is what the PDF title, Journal filter, ledger book and reports go by. A custom type sits on top of one of the five: that is what the voucher PDF title, the Journal list filter, the ledger book and the reports go by. So a Cash Receipt type reporting as Bank Receipt is counted everywhere as a bank receipt, while reading and numbering as a cash receipt.
- **Each type numbers its own series,** month by month, from its prefix. Only the built-in General Journal row is different: it stays on the society-wide journal counter, so the existing JV- series carries on unbroken.
- **Names and prefixes must be unique** in the society, so two types can never produce the same voucher number. Changing a prefix affects only vouchers numbered after the change; numbers already issued stay as they are.
- **The built-in five can be renamed** — name, prefix and description are yours to change — but their classification is fixed and they cannot be deactivated, archived or deleted. Anything not configured to use another type falls back to them.
- **A custom type can be deactivated or archived** once nothing depends on it. The **Used In** column counts the posting events pointed at it and the drafts still using it; clear those first. Vouchers already posted under it do not block it and keep their type and number for good.
- An archived custom type can be deleted permanently from the archived list.

[Open Journal Voucher Configuration](#) →

Which type the system posts under

Most vouchers are raised by the system, not typed in by hand. The **Voucher Mapping** tab, beside Voucher Types, lists every event that creates a voucher — grouped as Billing, Petty Cash, Vendors, Other Income, Assets and Journal — and lets you choose the type each one posts under.

1. Open **Journal Voucher Configuration** and click the **Voucher Mapping** tab.
 2. Find the event, for example **Invoice Payment — Cash** or **Petty Cash Top-Up**. Each row names the event and says what the voucher does.
 3. Choose a voucher type, or leave the row on **Default**.
 4. Click **Save Mapping** at the foot of the page. The message names how many events changed.
- **Every row already works.** Left on Default, an event posts under the built-in type it has always used, named on the row (**Default — Bank Receipt**, and so on). You only need to change the rows you actually want re-routed, and a society that never opens this page is unaffected.
 - **Changes apply going forward.** Vouchers already posted keep the type and the number they were issued with.
 - **Only the modules you have appear.** An event belonging to a module switched off for the society is not listed, because it can never raise a voucher here.

- **Invoice payments have one row per mode** — Cash, Cheque, Bank Transfer, UPI and Payment Gateway — so each mode can post its own type. The same choice is offered on **Payment Ledger Settings** next to each mode's receiving ledger (chapter 10); it is one setting shown in two places.
- **Cancellations and reversals** follow the voucher being reversed, which is the usual accounting practice. Leave **Bill or Payment Cancelled** on Default unless your auditor wants reversals in a series of their own.
- **A type that is later deactivated or archived** does not break the event: it quietly falls back to the built-in type for that classification until you point it somewhere else.

[Open Voucher Mapping](#) →

Writing a voucher

1. Open **Journal** and start a new entry, or use **New Journal Entry** on the Dashboard.
2. Enter the **Entry date** and choose the **Voucher Type**. The list is your society's own types (see above), and it opens on General Journal. The type sets the voucher's number series.
3. Enter a **Reference number** (cheque, UTR or voucher reference) and a **Narration** explaining the entry.
4. Add the lines. Each line has an account, a debit *or* a credit amount, and an optional description.
5. Save. The voucher is saved as a **Draft** and numbered from the chosen type's series, for example JV-202610-0001 or BR-202610-0001.



The form will not save unless

- there are at least two lines,
- no amount is negative and the total is above zero,
- total debits equal total credits.

The form opens with the two line items a voucher needs; **Add Line Item** adds more.



Changing the type on a draft

Editing a draft and switching it to another voucher type renumbers it into that type's series, so the number never contradicts the type printed beside it. The number it had is not reused. A posted voucher cannot be retyped or renumbered at all.

[Open New Journal Entry](#) →

The life of a voucher

Draft	Saved but not in the books. Can be edited, posted or cancelled.
Posted	In the books. Ledger balances include it. Cannot be edited.

Reversed A posted voucher that has been corrected by a reversal voucher.

Cancelled A draft that was discarded. It never touched the books.

In the Journal list, and on the voucher itself and its PDF, the badge shows the voucher type's name. The list's type filter offers the same list of your society's types.

Open a voucher to see its **Quick Actions**:

- **Post Voucher** : records the draft in the ledgers.
- **Edit Voucher** : change lines and narration. Drafts only.
- **Unpost**: sends a posted voucher back to draft so it can be edited. Use it for a mistake noticed straight away.
- **Reverse Voucher** : creates a new voucher with every debit and credit swapped and marks the original Reversed. Nothing is deleted. This is the proper way to correct a posted entry, because both the mistake and the correction stay visible. The reversal is issued under the same voucher type as the voucher it reverses, with the next number in that series. A **Reason** is required, and it is kept on the reversal voucher. A reversal voucher cannot itself be reversed: to bring the original back, record a new document.

Reversing a system voucher undoes its source. From the Journal, reversing the voucher of a bill, payment, waiver, advance receipt, advance applied to a bill, advance refund, petty cash top-up or expense, vendor expense, other income entry, asset purchase or asset service also marks that document refunded or reversed, exactly as if you had refunded it where it came from. If something blocks it (for example a closed petty cash period), the screen says so and nothing is reversed.

- **Cancel Voucher** : discards a draft.
- **Download PDF** : the printable voucher.

Society ERP
Institutional Property Management

JV-202610-0021 • Posted
General Journal • 01 Oct 2026 • Sai Samarth Heights Co-operative Housing Society Ltd.

Dashboard > Journal > JV-202610-0021

Sai Samarth Heights Co-operative Housing Society Ltd.
Society Code: SOC-2026-4110 PAN: AAHAS4821K GSTIN: 27AAHAS4821K1ZP
GENERAL JOURNAL
JV-202610-0021

VOUCHER DATE	REF / CHEQUE #	STATUS	VOUCHER TOTAL
01 Oct 2026	INV-2610-403-021	Posted	₹2064.00

#	ACCOUNT HEAD & PARTICULARS	DEBIT (₹)	CREDIT (₹)
1	Unit Receivables ASSET-003 Asset Receivables from Flat 403 (Bill #INV-2610-403-021)	₹2064.00	—
2	Maintenance Fees REV-001 Revenue Maintenance Fees (Monthly) (Flat 403)	—	₹2064.00
TOTAL: balanced		₹2064.00	₹2064.00

NARRATION
Maintenance Bill for Flat 403 (2026-10-01 to 2026-10-31)

PREPARED BY: System
01 Oct 2026, 10:42 AM

POSTED BY: System
01 Oct 2026, 10:42 AM

AUTHORIZED SIGNATORY
Pending Signature

QUICK ACTIONS 2 items

- Download PDF
Official printable voucher document
- Upload Signed Copy
Attach physical signatory proof
- Reverse Voucher
Create offsetting journal entry

Accounting Standard
Posted vouchers are immutable audit records. Any adjustments are recorded via official reversal vouchers.

A voucher: its lines on the left, Quick Actions on the right.

Signed vouchers

If your society requires vouchers to be physically signed:

1. Turn on **Require Authorized Signatory on Journal Vouchers** under Billing Configuration.
2. Download the voucher PDF, print it and have it signed.
3. On the voucher, click **Upload Signed Copy**.
4. Enter the **Authorized Signatory Name**, attach the scan or photo (image or PDF) and click **Upload & Verify**.

The voucher then shows **Signed & Verified**, and **View Scanned Copy** opens the upload.

Turning the setting on does not change when a voucher posts. A voucher moves from Draft to Posted — and affects the ledger and financial statements — as soon as it is posted, whether or not a signed copy has been uploaded, and whether or not the setting is on at all. The setting only adds the signatory block to the printed voucher PDF and the Upload Signed Copy action; it is a record-keeping step, not a gate on posting.

[Open Billing Configuration](#) →

Common problems

- **"Debits and credits do not match"**: add up both columns; the difference is the missing or mistyped line.
- **An account is missing from the line's list**: it is inactive or archived. Reactivate it in the Ledger.
- **A voucher type is missing from the Voucher Type list**: it is inactive or archived. Activate or restore it under Settings → Journal Voucher Configuration. A draft already on a since-archived type keeps it until you change it.
- **"Another voucher type already numbers off this prefix"**: the prefix is taken, possibly by an archived type. Pick a different prefix or restore and reuse the existing type.
- **A built-in voucher type will not archive**: it is the fallback for every posting event that has no type configured, so it cannot be removed. Rename it instead, or point the events using it at another type first.
- **A new voucher is still numbered JV-**: it was raised under General Journal — either the type chosen on the form or, for a system voucher, the Default on its Voucher Mapping row.
- **A system voucher is wrong** (for example a payment recorded against the wrong invoice): undo it where it came from (mark the payment failed, cancel or refund the invoice, refund the expense) and the system posts the reversal itself. Reversing the voucher from the Journal now does the same, but doing it at the source is clearer.

BILLING

10. Billing settings

Financial year, waiver switches, fee types, billing frequencies and payment ledgers.

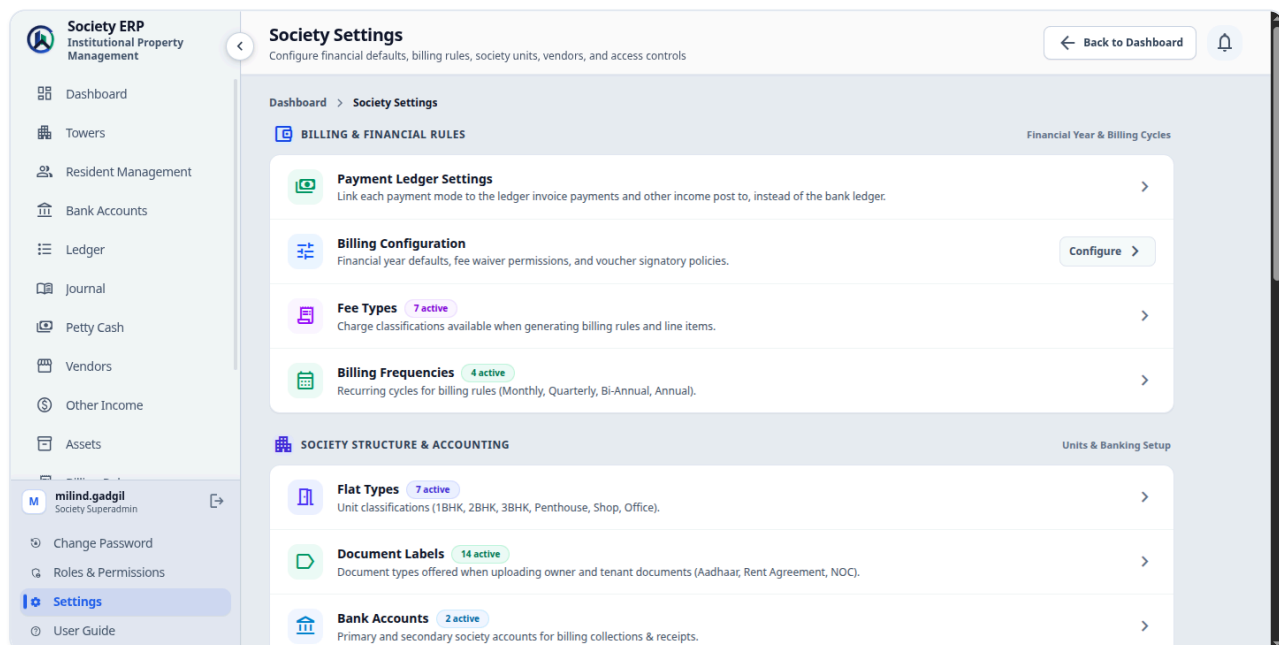
What you set up here

Five pages under **Settings** , in the **Billing & Financial Rules** group, prepare the ground for billing. Set them up once, before you create the first billing rule.

Billing Configuration	Society-wide switches: the financial year, waivers, signed vouchers and document reminders.
Fee Types	The names of the charges you bill, such as Maintenance Fees or Water Charges.
Billing Frequencies	The cycle names offered on a billing rule, such as Monthly or Quarterly.
Payment Ledger Settings	Which ledger account each payment mode is received into, and the voucher type its receipt is issued under.
Journal Voucher Configuration	The society's voucher types and their numbering series, and which type each voucher-creating event posts under. Covered in chapter 9.

GST is not set here. It is switched on and given its rate on each billing rule (chapter 11).

[Open Settings](#) →



Settings: every list and switch the other modules depend on.

Billing Configuration

1. Open **Settings** and click **Billing Configuration** .

2. Change the fields you need.

3. Click **Save Configuration** .

FIELD	WHAT IT DOES
Financial Year Start Month	The month in which the society's financial year begins. April unless you change it. It is shown with the society profile on the Dashboard.
Fee Waiver Requests	When on, staff whose role has the Waivers permission can raise a waiver request on an invoice. When off, only the Superadmin and Manager can. See chapter 15.
Require Authorized Signatory on Journal Vouchers	When on, a journal voucher is not considered fully authorized until a signed copy is uploaded with the signatory's name. See chapter 9.
Always Show Waiver Approve/Reject Controls	Controls when the waiver approval panel is offered to approvers on an invoice. See chapter 15.
Remind before expiry (days)	How many days before a resident's document expires the reminder email is sent. 0 to 365. Enter 0 to turn reminders off. See chapter 5.



About the wording on screen

The page describes Fee Waiver Requests as letting residents submit requests. Residents cannot raise a waiver themselves. The switch decides whether staff other than the Superadmin and Manager may raise one.

[Open Billing Configuration](#) →

Fee Types

A fee type is the name of a charge. Every billing rule and every one-off bill is raised under one fee type, and the name appears on the invoice line. A new society starts with Maintenance Fees, Sinking Fund, Non-Occupancy Charges, Facility Charges, Penalty Charges, Water Charges and Common Area Maintenance.

1. Open **Settings** and click **Fee Types** .

2. Click **Add Fee Type** .

3. Enter the **Name**, for example Lift Maintenance, and if you wish a **Description** of when it applies.

4. Leave **Active** ticked and save.

- Names must be unique in the society. Capital letters do not make a name different.
- The **Used In** column shows how many active billing rules use the fee type.
- An **Inactive** fee type is hidden from the billing rule form. **Archive** takes it off the list; **View Archived** shows archived ones, where you can **Restore** them.
- A fee type that an active billing rule still uses cannot be deactivated or archived. Change or archive the rule first. Old invoices do not block it.
- An archived fee type can be deleted permanently from the archived list.

Billing Frequencies

A billing frequency is the cycle name you choose on a billing rule. A new society starts with Monthly (every 1 month), Quarterly (3), Half-Yearly (6) and Annually (12).

1. Open **Settings** and click **Billing Frequencies** .
2. Click **Add Billing Frequency** .
3. Enter the **Name** and the **Interval months**, a number from 1 to 12, for example 2 for a bi-monthly cycle.
4. Add a **Description** if you wish, leave **Active** ticked and save.

Activating, archiving and restoring work exactly as for fee types, and a frequency used by an active billing rule cannot be deactivated or archived.



How a frequency drives billing

The **Interval months** is how often a rule with this frequency raises a bill: 1 bills every month, 3 every third month, 12 once a year. The rule's amount is charged once per cycle, exactly as entered. Cycles are counted from the rule's Effective from month. See chapter 11.

[Open Billing Frequencies](#) →

Payment Ledger Settings

When a payment is recorded, the money is debited to a ledger account. By default every payment goes to the **Bank Accounts Ledger**. Use this page if different kinds of payment should land in different accounts, for example cash into a cash-in-hand account and gateway payments into a Razorpay settlement account.

1. Open **Settings** and click **Payment Ledger Settings** .
 2. Find the row for the payment mode: Cash, Cheque, Bank Transfer (NEFT/RTGS), UPI or Payment Gateway.
 3. Choose the **Receiving Ledger**. Choose **Default (Bank Accounts Ledger)** to go back to the default.
 4. Choose the **Voucher Type** the receipt is issued under, or leave it on Default. This is the same setting as the mode's row on Voucher Mapping (chapter 9).
 5. Click **Save** on that row. Each row saves its ledger and its voucher type together.
- The settings apply to payments recorded after you save. Receipts already posted are not changed.
 - The receiving ledger also applies to other income paid by the same mode. Other income's voucher type is set separately, on Voucher Mapping.
 - Only active ledger accounts are listed. Create the account in the Ledger first (chapter 8).

- The page needs the Billing Rules edit permission.

[Open Payment Ledger Settings](#) →

Common problems

- **"A fee type with this name already exists"**: the name is taken, possibly by an archived fee type. Restore the archived one instead.
- **"Could not be archived because they are currently in use"**: an active billing rule uses the fee type or frequency. The message names the rule count.
- **A fee type or frequency is missing from the billing rule form**: it is inactive or archived. Activate or restore it here.
- **A ledger is missing from the Receiving Ledger list**: the account is inactive. Reactivate it in the Ledger.
- **A voucher type is missing from the Voucher Type list**: it is inactive or archived. Activate or restore it under Journal Voucher Configuration (chapter 9).
- **A card is missing from the Settings page**: your role does not include it, or the feature has been switched off for the society.

BILLING

11. Billing rules

Defining what each flat is charged, how often, with what penalty and GST.

What a billing rule is

A billing rule describes one charge: what it is called, which flats pay it, how much, when it is billed, when it falls due, and what happens if it is paid late. Bills are produced from the rules. Each rule produces its own invoice for each flat it covers, so a flat covered by a Maintenance rule and a Sinking Fund rule receives two invoices for the period.

Before you start you need the fee type (chapter 10), a revenue account in the Ledger for the income (chapter 8), and your towers, floors and flats in place (chapter 4).

[Open Billing Rules](#) →

The screenshot shows the 'Maintenance Fees' billing rule configuration page in the Society ERP system. The page is titled 'Maintenance Fees' with a status of 'Active'. It includes a sidebar with navigation options like Dashboard, Towers, Resident Management, Bank Accounts, Ledger, Journal, Petty Cash, Vendors, Other Income, Assets, and a user profile for 'milind.gadgil'. The main content area is divided into three sections: 'SCOPE & BASICS', 'CALCULATION', and 'LATE PAYMENT PENALTY'. The 'SCOPE & BASICS' section shows 'Fee Type' as 'Maintenance Fees', 'Scope' as 'Society-wide', 'Flat Type' as 'All Types', 'Target Account' as 'Maintenance Fees', and 'Effective From' as '01 May 2026'. The 'CALCULATION' section shows 'Calculation Basis' as 'Per Sq.Ft.', 'Rate / Amount' as '₹3.20/sq.ft', 'Billing Frequency' as 'Monthly', 'Billing Day' as '1', 'Bill Due Days' as '30 days', and 'GST' as 'Not Applied'. The 'LATE PAYMENT PENALTY' section shows 'Penalty Type' as 'Simple Interest', 'Penalty Rate' as '1.75', 'Recurrence' as 'Recurring, by time period', and 'Recurrence Interval' as 'Every 30 days'. A 'STATUS' box on the right shows 'Status' as 'Active', 'Created' as '16 Apr 2026, 10:00 AM', and 'Last Updated' as '16 Apr 2026, 10:00 AM'. Action buttons at the top include 'Back to Billing Rules', 'Deactivate Rule', 'Edit Rule', and 'Archive Rule'.

SCOPE & BASICS	
Fee Type	Maintenance Fees
Scope	Society-wide
Flat Type	All Types
Target Account	Maintenance Fees
Effective From	01 May 2026
Effective To	—

CALCULATION	
Calculation Basis	Per Sq.Ft.
Rate / Amount	₹3.20/sq.ft
Billing Frequency	Monthly
Billing Day	1
Bill Due Days	30 days
GST	Not Applied

LATE PAYMENT PENALTY	
Penalty Type	Simple Interest
Penalty Rate	1.75
Recurrence	Recurring, by time period
Recurrence Interval	Every 30 days

STATUS
Status: Active
Created: 16 Apr 2026, 10:00 AM
Last Updated: 16 Apr 2026, 10:00 AM

A billing rule: fee type, scope, amount, cycle, penalty and GST.

Creating a rule

1. Open **Billing Rules** in the sidebar and click **Add Billing Rule**.
2. Under **Fee Head & Scope**, choose the **Fee type** and the **Target account**, then narrow the scope if the rule is not for every flat.
3. Under **Billing Cycle & Validity**, choose the **Billing frequency**, the **Billing day**, the **Bill due days** and the **Effective from** date.
4. Under **Calculation & Tax (GST)**, choose the **Calculation basis** and enter the amount or rate. Tick **Apply GST (Goods & Services Tax)** if the charge is taxed.

5. Under **Late Penalty Policy**, choose the **Penalty type**, or leave it at No Penalty.

6. Click **Create Rule** .

The form shows only the fields that apply: the amount or the rate according to the basis, the GST fields once GST is ticked, the penalty fields once a penalty type is chosen.

[Open Add Billing Rule](#) →

What each field means

FIELD	MEANING
Fee type	The name of the charge. Required. It becomes the invoice line.
Target account	The ledger account credited with the income. Required. Only active Revenue accounts are listed.
Tower, Floor, Flat type	The scope. See "Which flats a rule covers" below.
Billing frequency	How often the rule raises a bill. Required. See the note below.
Billing day	Day of the month, 1 to 28, on which bills are generated automatically.
Bill due days	Days from the billing period start date to the due date. 15 unless you change it.
Effective from	The first date the rule applies. Required.
Effective to	Optional last date. Leave blank for a rule with no end. Remove end date clears it.
Rule Active	Inactive rules are excluded from bill generation.
Calculation basis	Flat Rate or Per Sq.Ft.
Flat amount	The fixed charge per flat. Required for Flat Rate.
Rate per sqft	The charge per square foot. Required for Per Sq.Ft.
Apply GST	Adds GST to bills from this rule.
Gst rate	The GST percentage, 0 to 100. 18.00 unless you change it.
Also apply GST on late penalties	Adds GST at the same rate to the late penalty. When unticked, GST applies only to the base charge.
Penalty type	No Penalty, Flat Rate, Simple Interest or Compound Interest.
Penalty rate	A rupee amount for Flat Rate; a percentage for the two interest types. Required once a penalty type is chosen.
Recurring Penalty	Tick to charge the penalty again for every further period the bill stays unpaid. Unticked, it is charged once.
Penalty recurrence days	The length of one period in days. Required when Recurring Penalty is ticked.

Which flats a rule covers

A rule applies to a flat when all three scope fields match it. A blank field matches everything.

TOWER	FLOOR	FLAT TYPE	WHO IS BILLED
All Towers / Buildings	All Floors	All Flat Types	Every active flat in the society. The list shows this as Society-wide.
A Wing	All Floors	All Flat Types	Every active flat in A Wing.
A Wing	Ground Floor	All Flat Types	Every active flat on that floor.
All Towers / Buildings	All Floors	3 BHK	Every active 3 BHK flat in the society.

- Choose the tower before the floor. The floor list fills in once a tower is chosen.
- Inactive flats are never billed. Vacant flats that are active are billed like any other.
- Rules do not replace one another. If a society-wide Maintenance rule and a 3 BHK Maintenance rule are both active, a 3 BHK flat gets a bill from each. To charge flat types differently, create one rule per flat type and no society-wide rule for that charge.

Flat rate or per square foot

Flat Rate	Every flat the rule covers is charged the same Flat amount . Example: ₹2,500.00 per flat.
Per Sq.Ft.	The charge is the Rate per sqft multiplied by the flat's area. Example: ₹3.50 on a flat of 950 sq.ft. is ₹3,325.00.

- Amounts are rounded to two decimal places, with half a paisa rounded up.
- A Per Sq.Ft. rule needs the flat's **area**. A flat with no area is skipped for that rule. Enter the area on the flat (chapter 4).



How frequency and amount work together

The amount or rate you enter is the charge for **one whole cycle**. A Quarterly rule of ₹3,000 raises one ₹3,000 bill every three months, not ₹1,000 a month and not ₹9,000. Cycles are counted from the month of **Effective from**: a Quarterly rule effective from April bills in April, July, October and January, and is skipped in the months between. The bill's period runs to the end of the cycle. To move a rule to different months, change its Effective from date.

Billing day, due date and effective dates

- **Billing day**. Early in the morning of this day of the month, bills are generated for the current month without anyone clicking anything (chapter 12). The day stops at 28 so that it exists in every month.

- **Due date.** The billing period start date plus the Bill due days. Bills are for the period starting on the 1st, so with 15 due days the August bill is due on 16 August, whichever day it was generated.
- **Effective from and Effective to.** The rule is used when the billing period start date falls on or between these dates. A rule effective from 10 August is not used for the period starting 1 August; it starts with September. Effective to cannot be earlier than Effective from.

Late penalty

A penalty starts on the first day after the due date and is recalculated every night while the bill stays unpaid.

PENALTY TYPE	PENALTY RATE IS	PENALTY
No Penalty	Not used	None.
Flat Rate	Rupees	Rate × periods.
Simple Interest	Percent per period	Bill line total × rate% × periods.
Compound Interest	Percent per period	Bill line total × ((1 + rate%) raised to the number of periods, minus 1).

- **Periods.** With Recurring Penalty unticked there is one period: the penalty is charged once, on the first overdue day, and does not grow. With it ticked, periods = 1 + (days overdue ÷ recurrence days, rounded down).
- **Bill line total** is the charge including its GST.
- **Part payments do not reduce the base.** Interest is worked out on the full line total, not on the balance left.
- **GST on the penalty.** If Also apply GST on late penalties is ticked, GST at the rule's rate is added to the penalty.

Worked example. A bill of ₹2,500.00 was due on 15 August. The rule's recurrence is 30 days. On 20 September the bill is 36 days overdue, so periods = 1 + (36 ÷ 30, rounded down) = 2.

POLICY	WORKING	PENALTY ON 20 SEPTEMBER
Flat Rate, ₹100	100×2	₹200.00
Simple Interest, 2%	$2,500 \times 2\% \times 2$	₹100.00
Compound Interest, 2%	$2,500 \times (1.02 \times 1.02 - 1)$	₹101.00
Simple Interest, 2%, not recurring	$2,500 \times 2\% \times 1$	₹50.00
Simple Interest, 2%, with 18% GST on penalty	$100.00 + 18\% \text{ of } 100.00$	₹118.00

From day 1 to day 29 overdue there is one period; from day 30 there are two; from day 60, three.



Old bills keep their old policy

The penalty policy and GST rate are copied onto each bill when it is generated. Editing a rule later changes future bills only. Bills already issued carry on under the policy they were issued with.

GST on a rule

- GST is decided rule by rule. There is no society-wide rate and no threshold amount. A rule with Apply GST ticked adds its own percentage to every bill it produces; a rule without it adds nothing.
- Because each rule produces its own invoice, a flat can receive a taxed invoice and an untaxed one for the same month.
- $\text{GST} = \text{charge} \times \text{rate}\%$, rounded to two decimals. ₹2,500.00 at 18% gives ₹450.00 GST and a bill of ₹2,950.00.
- The GST collected is credited to **GST Output Tax Payable** in the ledger, not to the rule's income account.
- Whether your society must charge GST, and at what rate, is a question for your auditor. The system applies what you enter.

Editing, deactivating and archiving

The **Billing Rules** list shows each rule's fee type, scope, flat type, rate or amount, frequency and status. Click a row, or **View Details** in its menu, to see the whole rule.

Edit Rule	Change any field. Takes effect from the next bills generated.
Deactivate Rule	Pauses the rule. No bills are generated from it until you choose Activate Rule . Clicking the Active or Inactive badge in the Status column does the same.
Archive Rule	Deactivates the rule and takes it off the list. Use it for a charge the society no longer levies.
Restore Rule	On the View Archived list. Brings the rule back as Inactive ; activate it yourself when you want it billed again.

- Tick several rows to archive, activate or deactivate them together from the bar at the bottom.
- Invoices already issued are not touched by deactivating or archiving a rule.
- **Delete permanently** is offered on archived rules. Use it only for a rule created by mistake.

[Open Billing Rules](#) →

Common problems

- **The Fee type or Billing frequency list is empty:** none is active. Add or activate one under Settings.

- **The Target account list is empty:** there is no active Revenue account. Add one in the Ledger.
- **"Select a tower before selecting a floor":** a floor scope needs its tower.
- **"Flat amount is required" or "Rate per sq.ft. is required":** fill the field that matches the Calculation basis.
- **A flat was not billed:** check that the rule is active and not archived, that the billing period start date falls within its effective dates, that the flat is active and matches the scope, and for a Per Sq.Ft. rule that the flat has an area.
- **A flat was billed twice for the same charge:** two active rules with the same fee type both cover it. Narrow the scope of one, or deactivate it.

[Open Fee Types](#) → [Open Billing Frequencies](#) →

12. Generating bills

Previewing and running bill generation, and raising a one-off additional bill.

How bills come into being

Bills are produced from the billing rules in three ways:

Automatically Every day, shortly after midnight, the system generates the current month's bills for any society that has a rule whose billing day is that day.

One flat, one charge An additional bill for a single flat, for something the rules do not cover.

On this installation regular bills are generated automatically only. The sidebar item is **Additional Bills**, which opens the one-off bill form described below.

Every bill is an invoice in status **Issued**. It is posted to the ledger at once, and the flat's residents are notified.

[Open Additional Bills](#) →

Society ERP
Institutional Property Management

Additional Bills
Issue a one-off extra charge for a single flat, without affecting any other flat's bills

← Generation History Invoices

Dashboard > Additional Bills

Reminder: review settings Fee Types

Additional Charge Details

Tower Ⓞ Floor Ⓞ Flat * Ⓞ

Select a tower... Select a floor... Select a flat...

Fee type * Target account * Ⓞ

Description * 0/200

Amount (₹) * Due date * Ⓞ

mm/dd/yyyy

☐ Apply GST

Generate Additional Bill

How this works

- This creates a single invoice for the flat you select above only.
- It has no effect on any other flat's bills or on the recurring bill generation engine.
- Use it for one-off charges such as damage recovery, hall/amenity booking fees, or any special assessment specific to one flat.
- The invoice appears immediately in the Invoices list and is posted to the ledger.

The bill generation page as it appears on this installation.

What a generation run does

A run takes one **billing period**, which is the calendar month containing the period start date, and works through the society's active flats:

- It picks the rules that are active, not archived, and whose effective dates include the period start date.

- For each flat it finds the rules whose tower, floor and flat type scope match, and creates **one invoice per rule**.
- If the flat already has an invoice for that rule and period which is not cancelled, nothing is created. It is counted as **Already Billed**. Running the same period twice therefore never duplicates bills.
- A flat that no rule covers is counted as **Skipped**. So is a Per Sq.Ft. rule on a flat with no area.
- The due date is the period start date plus the rule's Bill due days, not the day of the run.
- Inactive flats are left out. Nothing is generated while the society is suspended.

If an invoice is cancelled, the next run for the same period creates a fresh one for that flat and rule.

Generation History

Click **Generation History** at the top of the Additional Bills page. Each entry is one attempt: the billing period, the tower if it was limited to one, when it started and who started it, how many bills it generated, and its status. Runs started by the system have no name against them. Preview runs are not recorded.

Queued	Waiting for the background worker to pick it up.
Running	Bills are being created. The attempt's page refreshes itself every few seconds.
Completed	Every flat was processed.
Failed	Part or all of the run did not finish. The reason is shown on the attempt's page.

Open an attempt to see its figures (Generated, Skipped, Already billed, Demand) and the list **Bills Generated in This Attempt**.



After a failed run

Bills created before the failure are kept. Run the same period again: flats already billed are passed over and only the remaining ones are billed. A run that shows no progress for 30 minutes is marked Failed by the system so that it stops blocking new runs.

[Open Generation History](#) →

Automatic daily generation

Each night, a few minutes after midnight, the system looks at every active society. If the society has an active billing rule whose **Billing day** is today's date, it queues a generation run for the month that has just begun or is under way, with the period starting on the 1st.

- The run covers **all** the society's active rules that are due that month, not only the rules whose billing day it is. A Quarterly, Half-Yearly or Annual rule is included only in the month that opens one of its cycles. Flats already billed are passed over, so nothing is duplicated when several rules have different billing days.
- It appears in Generation History like any other run.

- It is skipped if a run is already in progress, if the society is suspended, or if Generate Bills or Billing Rules has been switched off for the society.
- Billing days stop at 28, so the automatic run happens in every month, including February.

To have a new rule billed, set its billing day to a date that has not yet passed this month. To stop a rule being billed, deactivate it before its billing day.

[Open Billing Rules](#) →

Additional Bill for one flat

An additional bill is a single invoice for a single flat: damage recovery, a hall booking, a special assessment. It does not touch any other flat or any regular bill.

1. Open **Additional Bills** in the sidebar.
2. Choose the **Tower** and **Floor** to shorten the flat list, then the **Flat**.
3. Choose the **Fee type** and the **Target account**.
4. Enter the **Description**, the **Amount (₹)** and the **Due date**.
5. Tick **Apply GST** and check the **GST Rate (%)** if the charge is taxed.
6. Under **Late Penalty Policy**, leave **No Penalty** or choose a penalty type (see the table below).
7. Click **Generate Additional Bill** . The new invoice opens.

FIELD	MEANING
Tower, Floor	Optional. Used only to narrow the flat list.
Flat	Required. Only occupied flats are listed. Vacant, Reserved, inactive and archived flats cannot be billed here.
Fee type	Required. The classification of the charge.
Target account	Required. The Revenue account credited with the income.
Description	Required, up to 200 characters. Printed on the invoice, for example "Parking Damage Charge".
Amount (₹)	Required. The charge before GST.
Due date	Required. Cannot be in the past.
Apply GST, GST Rate (%)	Optional. The rate starts at 18.00 and is required once GST is ticked.
Penalty type, Penalty rate	Optional. No Penalty, Flat Rate, Simple Interest or Compound Interest. The rate (a percentage, or an amount for Flat Rate) is required once a type is chosen.
Recurring Penalty, Penalty recurrence days	Optional. Re-applies the penalty while the bill stays unpaid. The number of days between penalties is required when it is ticked.
Also apply GST on penalty	Optional. Offered when GST is ticked; the penalty is then taxed at the bill's GST rate.

- The invoice is dated today, appears in Invoices at once and is posted to the ledger.
- An additional bill carries a late penalty only if you choose one in the Late Penalty Policy. With No Penalty it becomes Overdue after its due date, but nothing is added to it.
- Clicking **Generate Additional Bill** twice, or submitting the same form from two tabs, creates one invoice: the button locks on the first click, and the second request opens the bill already created. There is no check against raising the same charge again later, though. Filling the form in afresh with the same details creates a second invoice; cancel the extra one.

[Open Additional Bills](#) →

Common problems

- **A run stays Queued:** the background worker is not running. Contact whoever looks after the server.
- **The automatic bills did not appear:** check that at least one active rule has today's date as its billing day, and look in Generation History for a Failed run.
- **A flat is missing from the bills:** the flat, its floor or its tower is inactive, or no rule covers its tower, floor and flat type.
- **A flat is missing from the additional bill's flat list:** its ownership type is Vacant or Reserved, or it is inactive.

[Open Invoices](#) →

BILLING

13. Invoices and payments

Invoice statuses, recording payments, cheques, receipts, overdue and penalties.

What an invoice is

An invoice is one bill to one flat: a regular charge produced from a billing rule, or a one-off additional bill. It records the charge, its GST, any late penalty, what has been paid, what has been waived and what is still owed.

The balance is always worked out the same way:

$$\text{Balance Due} = \text{Base Amount} + \text{GST} + \text{Late Penalty} - \text{Amount Paid} - \text{Waived}$$

An invoice's charges are never edited after it is issued. A wrong invoice is cancelled and a correct one raised.

[Open Invoices](#) →

The screenshot displays the 'Invoices' section of the Society ERP system. The left sidebar contains navigation options like Dashboard, Towers, Resident Management, Bank Accounts, Ledger, Journal, Petty Cash, Vendors, Other Income, and Assets. The main area shows the 'Invoices' list with a search bar and filters. The table below represents the data shown in the screenshot.

INVOICE #	RESIDENT & UNIT	BILLING PERIOD	DUE DATE	TOTAL AMOUNT	STATUS	ACTIONS
INV-2610-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 Oct 2026 TO 31 Oct 2026	31 Oct 2026	₹3360.00	Issued	
INV-2610-101-012	Ganesh Pawar B Wing Flat 101	FROM 01 Oct 2026 TO 31 Oct 2026	31 Oct 2026	₹4544.00	Issued	
INV-2610-102-002	Sunil Deshpande A Wing Flat 102	FROM 01 Oct 2026 TO 31 Oct 2026	31 Oct 2026	₹4432.00	Issued	
INV-2610-102-013	Amitabh Sinha B Wing Flat 102	FROM 01 Oct 2026 TO 31 Oct 2026	31 Oct 2026	₹3264.00	Issued	
INV-2610-103-014	Sachin Jadhav B Wing Flat 103	FROM 01 Oct 2026 TO 31 Oct 2026	31 Oct 2026	₹2064.00	Issued	

The Invoices list with status filters.

The invoice list

Open **Invoices** in the sidebar. Each row shows the invoice number, the resident and unit, the billing period, the due date, the total amount and the status. Newest periods come first.

- **Search** by flat number, owner name or invoice number.

- **Filter** by status. Two extra choices cut across the statuses: **Waived** lists every invoice with an approved waiver, and **Penalty Applied** lists every invoice carrying a late penalty.
- Click a row, or **View Invoice** in its menu, to open the invoice. **Download PDF** in the menu gives the printable bill straight from the list.
- An amount waived is shown under the total, and the status column adds a **Waived** or **Partially Waived** badge.

To see one flat's bills only, open the flat and click **View Invoices** .

Society ERP
Institutional Property Management

Dashboard

Towers

Resident Management

Bank Accounts

Ledger

Journal

Petty Cash

Vendors

Other Income

Assets

M

milind.gadgil

Society Superadmin

Change Password

Roles & Permissions

Settings

User Guide

Invoice #INV-2609-401-022

Overdue

Flat 401 · A Wing · Sai Samarth Heights Co-operative Housing Society Ltd. · Due 27 Sep 2026

Back to Invoices

Download PDF

Invoices > Invoice #INV-2609-401-022

Sai Samarth Heights Co-operative Housing Society Ltd.

Society Code: SOC-2026-4110

PAN: AAHAS4821K

GSTIN: 27AAHAS4821K1ZP

Journal: JV-202609-0037

Period: 12 Sep 2026 - 12 Sep 2026

Due Date: 27 Sep 2026

FLAT NUMBER

401 · 1050.00 sq.ft

TOWER / BUILDING

A Wing

RESIDENT / OWNER

Ramesh Chavan

ITEMIZED CHARGES BREAKDOWN

DESCRIPTION	BASIS	RATE	BASE AMOUNT	GST	TOTAL
Recovery: lift door panel damaged during furniture shifting	Flat Rate	—	₹4200.00	₹0.00	₹4200.00

Base Amount: ₹4200.00

GST: ₹0.00

Balance Due: ₹4200.00

DEBUG SIMULATOR

Simulate overdue penalty calculations without waiting for schedule.

0

Run Simulation

AMOUNT DUE

Overdue

₹4200.00

Payment

Cancel

Waiver

Amount Received

Mode

4200.00

Cash

Payment ID / Reference Number

Payment date

10/02/2026

Proof / Voucher (Optional)

JPG, PNG, PDF

Choose file or drag & drop

This will mark the invoice as fully Paid.

Balance remaining: ₹0.00

Payment Remark

0/500

Save Payment

An overdue invoice: charges, late penalty breakdown, payment history and the payment panel.

The invoice number

Numbers are given automatically in the form **INV-YYMM-FLAT-NNN**, for example INV-2608-A20-001.

YYMM The year and month in which the invoice was created. 2608 is August 2026.

FLAT The first three letters or digits of the flat number, in capitals. Flat A-201 gives A20.

NNN A running number for the whole society that starts again at 001 each month.

A number is never reused, even when its invoice is cancelled. Receipts are numbered separately as **RCPT-YYMM-NNN**.

Statuses and what each means

Issued Raised and not yet due. Nothing has been paid.

Partially Paid	Part of the amount has been paid or waived, a balance remains, and the due date has not passed.
Processing	A cheque or bank transfer has been recorded and is waiting to be confirmed. Nothing else can be done to the invoice until you mark that payment paid or failed.
Overdue	The due date has passed and a balance remains. Late penalty, if the rule has one, is being added.
Paid	Nothing is owed. Settled by payment, by waiver, or by both. Final.
Cancelled	Withdrawn. No payment is due. Final.
Refunded	A bill that had payments or a waiver against it, then reversed. Its vouchers are reversed. Final.

Paid, Cancelled and Refunded cannot be reopened. An invoice moves between the other statuses on its own as payments are recorded and the due date passes.

Reading an invoice

The left side of an invoice's page is the bill itself:

- The society's name, code, PAN and GSTIN, the billing period and due date, and the journal voucher the invoice was posted with.
- The flat, its area, the tower and the resident's name.
- **Itemized Charges Breakdown:** the description, the basis (Flat Rate or Per Sq.Ft.), the rate and area, the base amount, the GST with its rate, and the total.
- **Late Penalty Breakdown**, on an overdue invoice: the fee, the policy, the rate, the number of periods and the penalty.
- The summary: Base Amount, GST, Late Penalty, Amount Paid, Waived and **Balance Due**.
- Any waiver waiting for approval, and the **Waiver History**.

The right side is where you act: the amount due, and the **Payment** , **Cancel** and **Waiver** tabs. These need the Record Payment permission. The buttons at the top are **Payment History** , **Download PDF** and **Download Receipt** .

Recording a payment

1. Open the invoice. The **Payment** tab is already selected.
2. Check **Amount Received**. It starts at the full balance. Enter less for a part payment.
3. Choose the **Mode**: Cash, Cheque, Bank Transfer (NEFT/RTGS) or UPI.
4. Enter the **Payment ID / Reference Number**: the cheque number, UTR or UPI reference.
5. The **Payment date** is today. It is locked and cannot be changed.
6. Attach the **Proof / Voucher** if you have one, and add a **Payment Remark** if useful.

7. Click **Save Payment** .

FIELD	MEANING
Amount Received	Required. Cannot be more than the balance due. The panel shows the balance that will remain.
Mode	Required. Decides whether the payment counts at once or waits for confirmation, and which ledger it is received into.
Payment ID / Reference Number	Optional, up to 100 characters. Printed on the receipt.
Payment date	Always today. The field is locked, and a date sent any other way is ignored.
Proof / Voucher	Optional. A JPG, PNG or PDF of the cheque, counterfoil or bank receipt.
Payment Remark	Optional, up to 500 characters.

What happens next depends on the mode:

Cash or UPI	The payment counts immediately. The invoice becomes Paid if the full balance was received, otherwise Partially Paid . A receipt is numbered, the ledger is updated and the resident is notified.
Cheque or Bank Transfer	The invoice becomes Processing . The payment is recorded but not yet counted: no receipt, no ledger entry, no change to the amount paid.

In the ledger a counted payment debits the ledger linked to its payment mode (the Bank Accounts Ledger unless you changed it) and credits Unit Receivables.

[Open Payment Ledger Settings](#) →

Cheques and bank transfers: Mark Paid or Mark Failed

A Processing invoice shows **Payment Clearance Pending** with the payment's mode, amount, reference, date, who recorded it and a **View Proof** link. Check your bank statement, then:

Mark Paid	The money has arrived. The payment is counted, a receipt is numbered, the ledger is updated and the resident is notified. The invoice becomes Paid, or Partially Paid if a balance remains.
Mark Failed	The cheque bounced or the transfer never arrived. Enter the Failure Remark / Reason , which is required, and click Confirm Mark Failed . The payment stays in Payment History marked Failed with your remark, and the invoice reopens as Issued, or Partially Paid if something was paid earlier.



A fresh due date after a failed payment

If the due date has already passed when you mark a payment failed, the invoice is given a new due date of today plus the rule's Bill due days, and its late penalty is reset to zero. The resident is not penalised for the days the payment sat waiting to clear.

While an invoice is Processing you cannot record another payment, cancel it or raise a waiver. Resolve the pending payment first.

Paid from advance

When the flat holds an advance, it is applied to the bill automatically. The invoice page then shows **Advance Applied** beside any direct payments, and a **Paid from advance** table listing each advance receipt used, its voucher and the amount. A bill settled fully from advance reads **Paid from Advance** and has its own receipt to download. See the Advance payments chapter.

Refunding an invoice

A bill that has had something settled against it (a payment, an advance or an approved waiver) cannot simply be cancelled. Refund it instead. For a bill with nothing settled, use Cancel.

1. Open the invoice and click the **Refund** tab. It is offered only to roles with the refund permission.
 2. Enter the **Reason for Refund**. It is required.
 3. Click **Confirm Refund** .
- Refunding cannot be undone.
 - The bill's accrual, payment and penalty vouchers are reversed. Advance applied to the bill goes back to the flat's wallet.
 - An approved waiver on the bill stays in place and has to be reversed separately.
 - The invoice shows **Invoice Refunded** with the reason, who refunded it, the date and a **View Reversal Voucher** link.
 - A refunded bill cannot take payments or waivers.

Reversing the bill's voucher from the Journal does the same thing. See the Journal vouchers chapter.

Cancelling an invoice

1. Open the invoice and click the **Cancel** tab.
 2. Enter the **Reason for Cancellation**. It is required.
 3. Click **Confirm Cancellation** .
- Cancelling cannot be undone.
 - The invoice's ledger voucher is reversed with a new voucher. Nothing is deleted.
 - A Paid invoice cannot be cancelled.
 - Payments already counted on a Partially Paid invoice are not refunded or reversed by cancelling. Use Refund for a bill that has money settled against it.
 - After cancelling a regular bill, the next generation run for the same period raises a fresh invoice for that flat and rule. Deactivate or correct the rule first if the bill should not come back.

The invoice PDF and the receipt PDF

Download PDF	The Tax Invoice : society details, the flat and resident, the itemized charges with GST, the totals, and the society's bank details for payment. When online payments are switched on and a balance is owed, it also carries a payment link (chapter 16).
Download Receipt	The Payment Receipt for the latest payment, with its receipt number, date, mode, reference and amount.
Payment History	Every payment on the invoice with its date, mode, status (Success, Processing or Failed), reference, remarks and amount. Each successful payment has its own Receipt link, its journal voucher number and its Proof .

A receipt exists only for a payment that has been counted. A cheque still Processing, or a payment marked Failed, has none.

Overdue invoices and late penalty

- **Becoming overdue.** Each night, shortly after midnight, every Issued or Partially Paid invoice whose due date has passed becomes Overdue. The same check runs whenever an invoice is opened, so what you see is always up to date.
- **The penalty.** For every overdue invoice the penalty is worked out afresh from the policy saved on the bill when it was generated (chapter 11) and added to the total. When the penalty changes, the resident is notified.
- **Recurring penalties grow.** A penalty with a recurrence increases each time another period passes. A one-time penalty is added once and stays the same.
- **Paying stops it.** Once the balance is cleared the invoice is Paid and nothing more is added. The amount to collect is the Balance Due shown on the day, penalty included.
- **A reminder** is sent to the flat's residents three days before the due date for invoices still Issued or Partially Paid.
- **Processing invoices are left alone.** A bill waiting on a cheque does not become overdue or gather penalty.
- **Additional bills** become Overdue but carry no penalty.
- Suspended societies are skipped by the nightly check.

The **Late Penalty Breakdown** on the invoice shows how the figure was reached: the policy, the rate, the number of periods, and where GST applies, the base penalty, its GST and the total.

[Open Billing Rules](#) →

GST on an invoice

- GST comes from the billing rule the invoice was generated from, or from the Apply GST tick on an additional bill. There is no society-wide rate and no threshold above which GST starts.

- The **GST** column of the Itemized Charges Breakdown shows the amount and the rate. The summary shows the GST total with its rate.
- GST on a late penalty is charged only if the rule has **Also apply GST on late penalties** ticked. The summary then reads Late Penalty (incl. GST).
- In the ledger the charge is credited to the rule's income account and the GST to **GST Output Tax Payable**.
- The Tax Report (chapter 21) totals the GST on invoices and penalties for a period.

Common problems

- **"Amount cannot exceed the outstanding balance"**: the amount is more than is owed. An overpayment cannot be recorded on an invoice; record the balance here and the excess against another invoice or in the Journal.
- **There is no Payment tab**: the invoice is Paid, Cancelled or Processing, or your role lacks the Record Payment permission.
- **There is no Download Receipt button**: the latest payment is still Processing or has failed. Open Payment History for earlier receipts.
- **A payment was recorded on the wrong invoice**: a cheque or bank transfer still Processing can be marked Failed. A cash or UPI payment is counted at once and there is no button to remove it, so check the invoice number and flat before you save.
- **The penalty looks wrong**: read the Late Penalty Breakdown. The policy is the one in force when the bill was generated, not the rule as it stands today.
- **The balance is lower than total minus payments**: a waiver has been approved. See Waiver History on the invoice.

14. Advance payments

Money received before a bill: recording it, clearing cheques, the flat wallet, refunds and opening balances.

What an advance is

An advance is money a flat pays **before** a bill exists: a resident who pays a few months ahead, or a deposit the society holds. Each flat has an **advance wallet**. The money sits in the wallet until a bill is raised for that flat, and then it is used up on the bill automatically.

An advance is not income. It is held as a liability, in the ledger account **Resident Advances (LIAB-004)**, and only becomes income when a bill is raised and the wallet is applied to it.

The **Advances** button on the Invoices page opens the **Advance Register**. It appears only for roles that have the Advance Payments view permission.

[Open the Advance Register](#) →

Recording an advance

1. In the Advance Register, click **Record Advance**.
2. Search for the flat by flat number and pick it from the list. Only flats that can actually be billed are offered — an inactive, archived, vacant or reserved flat is left out, and the Advance Wallet button is hidden on its page too.
3. Enter the **Advance Amount (₹)** and choose the **Payment Mode**.
4. Enter the **Payment ID / Reference Number**. It is required for cheques and bank transfers.
5. Attach the **Proof / Cheque / Receipt** if you have one, and add a **Remark** if useful.
6. Click **Record Advance**.
 - The receipt date is always today. It cannot be changed.
 - The amount must be more than zero, with at most two decimal places.
 - Clicking the button twice records the advance once.
 - Each advance gets its own receipt number in the form **ADV-YYMM-NNN**, for example ADV-2610-001.

PAYMENT MODE	WHAT HAPPENS
Cash, UPI and similar	The advance is Cleared at once. It joins the wallet and is applied to any open bills of the flat.
Cheque, Bank Transfer	The advance is Pending Clearance . It is held outside the wallet, and nothing is posted to the ledger, until you mark it cleared.

A cleared advance posts one voucher: debit the bank or cash ledger for that payment mode, credit Resident Advances.

[Open Record Advance](#) →

Clearing or failing a cheque or transfer

Check your bank statement, then open the flat's wallet (the **Wallet** link on its row in the register). Each advance waiting for clearance is listed under **Pending clearance**.

Mark Cleared	The money has arrived. The advance voucher is posted, the amount joins the wallet and is applied at once to the flat's open bills, oldest first.
Mark Failed	The cheque bounced or the transfer never came. A Reason for Failure is required. The advance is marked Bounced. No voucher was ever posted, so there is nothing to reverse.

Only roles with the **Advance Payments — Clear/Fail** permission see these buttons.

The flat's advance wallet

The wallet page for a flat shows three figures and the full history.

Available Advance	Credit the flat can spend now. It is applied automatically to the next bill raised for the flat.
Awaiting Clearance	Cheque and transfer advances not yet cleared.
Outstanding Bills	What the flat still owes, and how many bills are unsettled.

The history lists every receipt, application to a bill and refund with its date, reference, amount and a running balance. Receipts and applications each have a **Receipt** PDF link. The wallet is also reachable from a flat's page (**Advance Wallet**) and from the flat's invoice list.

How an advance pays a bill

- **Automatically:** whenever a bill is generated or an additional bill is raised for the flat, the wallet is applied to it, oldest advance first, until the bill is paid or the wallet is empty. If the wallet cannot be applied for any reason, the bill is still raised and the credit stays in the wallet.
- **By hand:** on the wallet page, **Apply to Outstanding Bills** spends the wallet on the flat's open bills, oldest bill first. It is shown when the wallet has credit and a bill is open.
- **When a bill reopens:** if a payment fails and the bill is open again, the wallet is applied to it again.

On the invoice page, money from the wallet is shown separately as **Advance Applied**, in a **Paid from advance** table with the advance receipt and the voucher number. A bill settled wholly from the wallet is marked **Paid from Advance**, and its **Download Receipt** button gives a receipt with its own RCPT

number. In Collection Efficiency an advance counts as collected only when it is applied to a bill, never when it is received.

Refunding unused advance

1. Open the flat's wallet and click **Refund Advance** .
2. Enter the **Refund Amount (₹)**. Leave it blank to refund the whole balance.
3. Choose the **Refund Mode** and, if you have one, a **Reference Number**.
4. Enter the **Reason for Refund**. It is required.
5. Confirm.

The oldest receipts are refunded first. A refund cannot be more than the available balance. It posts a voucher: debit Resident Advances, credit the bank or cash ledger the refund is paid from. This needs the **Advance Payments — Refund & Apply** permission.



Refunds that happen on their own

An advance is also refunded when an **Owner moves out** and when a **flat, floor or tower is archived or deactivated** — deactivating takes the flats out of bill generation, so held advance would sit unusable. Unticking **Active** on a flat, floor or tower, or using the tower's Deactivate action, opens the same modal: it names the amount, asks for a refund mode and a remark, and refunds every wallet involved before the switch-off goes through. See the Residents and Towers, floors and flats chapters.

Loading advances held before go-live

If flats already hold advance money from before you started using the system, load it once from a spreadsheet instead of recording each one.

1. In the Advance Register, click **Import Opening** .
 2. Download the template. The columns are **Tower, Flat No, Amount, Reference, Remark**.
 3. Choose the file (.csv or .xlsx) and enter **Balances carried forward as of**.
 4. Click **Check File** first. It runs every check and saves nothing.
 5. Fix any rows with errors, then click **Import** .
- No cash is recorded. The voucher is Opening Balance Equity against Resident Advances.
 - Each flat's advance is then applied to its open bills.
 - Importing the same file again changes nothing. A different amount for a flat already loaded is reported as an error.
 - Opening balances show in the register as **Opening balance** under Mode.

The Advance Register

The register lists every advance receipt. Search by flat, receipt number or reference, or filter by **Mode**, **Status** and a date range. Each row shows **Received**, **Applied**, **Refunded** and **Available**, a status (Cleared, Pending Clearance, Bounced) and a PDF receipt once the advance is cleared.

Who can do what

PERMISSION	ALLOWS
Advance Payments	View the register, wallets and receipts. Add records an advance.
Clear/Fail	Mark a cheque or transfer advance cleared or failed.
Refund & Apply	Refund unused advance and apply a wallet to open bills by hand.
Opening Balances	Import advances held before go-live.

Residents of a flat can see its wallet and receipts when the society has both Invoices and Advance Payments switched on.

Common problems

- **The advance is not on the wallet balance:** it is a cheque or transfer still Pending Clearance. Mark it cleared.
- **A new bill was not paid from the wallet:** the advance was not yet cleared, or the wallet was empty. Use **Apply to Outstanding Bills** .
- **"Cannot archive/deactivate ... advance is still awaiting cheque/transfer clearance":** clear or fail that receipt first.
- **A tower holding advance is not archived or deactivated with the others:** do that tower on its own so the refund can be confirmed.
- **No Advance Wallet button on a flat's page:** the flat is inactive, archived, vacant or reserved. Existing receipts for it are still reachable from the Advance Register.
- **The Advances button is missing:** your role lacks the Advance Payments view permission.

15. Waivers

Requesting, approving and rejecting a waiver on an invoice.

What a waiver is

A waiver writes off part or all of what a flat owes on one invoice: a penalty forgiven, a disputed charge dropped, a concession agreed by the committee. It is a two-step process so that no one person can write off dues alone: one person requests, and an approver (the Superadmin, a Manager, or staff with the Waivers — Approve/Reject permission) approves or rejects.

A waiver does not change the invoice's charges. The total stays as billed, the waived amount is recorded beside it, and the balance due goes down.

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M

milind.gadgil

Society Superadmin

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User Guide

Invoice #INV-2609-401-022

Overdue

Flat 401 · A Wing · Sai Samarth Heights Co-operative Housing Society Ltd. · Due 27 Sep 2026

Back to Invoices

Download PDF

Invoices > Invoice #INV-2609-401-022

 **Sai Samarth Heights Co-operative Housing Society Ltd.**

Society Code: SOC-2026-4110 PAN: AAHAS4821K GSTIN: 27AAHAS4821K1ZP

Period: 12 Sep 2026 – 12 Sep 2026

Due Date: 27 Sep 2026

Journal:

JV-202609-0037

FLAT NUMBER

401 · 1050.00 sq.ft

TOWER / BUILDING

A Wing

RESIDENT / OWNER

Ramesh Chavan

ITEMIZED CHARGES BREAKDOWN

DESCRIPTION	BASIS	RATE	BASE AMOUNT	GST	TOTAL
Recovery: lift door panel damaged during furniture shifting	Flat Rate	—	₹4200.00	₹0.00	₹4200.00

Base Amount:

₹4200.00

GST:

₹0.00

Balance Due:

₹4200.00

DEBUG SIMULATOR

Simulate overdue penalty calculations without waiting for schedule.

0

Run Simulation

AMOUNT DUE

Overdue

₹4200.00

Payment

Cancel

Waiver

Amount Received

4200.00

Mode

Cash

Payment ID / Reference Number

Payment date

10/02/2026

Proof / Voucher (Optional)

JPG, PNG, PDF

Choose file or drag & drop

This will mark the invoice as fully Paid.
Balance remaining: ₹0.00

Payment Remark

0/500

Save Payment

Waivers are requested and decided on the invoice page.

Who can request and who can approve

PERSON	REQUEST	APPROVE OR REJECT
Superadmin, Manager	Yes, always.	Yes.
Other staff	Only when their role has the Waivers permission with Add, and Fee Waiver Requests is switched on.	No. This cannot be granted through a role.
Residents	No.	No.

- A resident who wants a waiver asks the society office, and a member of staff raises the request on the resident's invoice.
- The Waiver tab sits beside the Payment and Cancel tabs on the invoice page, but reaching the invoice page only needs ordinary invoice access — the tab itself appears purely on the Waivers permission (or being Superadmin/Manager). Record Payment is a separate permission and is not required to raise a waiver.
- If the Platform Admin has switched Waivers off for the society, the tab, the approval panel and the history are all hidden, for everyone.

Requesting a waiver

1. Open **Invoices** and open the invoice.
2. In the panel on the right, click the **Waiver** tab.
3. Enter the **Amount to Waive**.
4. Enter the **Reason for Waiver**.
5. Click **Submit Waiver Request**.

FIELD	MEANING
Amount to Waive	Required. More than zero and not more than the invoice's balance due.
Reason for Waiver	Required, up to 500 characters. It stays on the invoice and appears in the Waiver Register, so write it for someone reading it a year from now.

The invoice then shows **Waiver Pending Approval** with the amount, the reason, who asked and when. Nothing about the balance changes yet.

- An invoice can have only one pending request. The Waiver tab disappears until that request is decided.
- A waiver cannot be requested on a Paid or Cancelled invoice, or while the invoice is Processing a cheque or bank transfer.
- A request cannot be edited or withdrawn. If it is wrong, have it rejected and raise a new one.

[Open Invoices](#) →

Approving or rejecting

The **Waiver Approval** panel on an invoice with a pending request is shown to the Superadmin, Managers, and staff whose role has the **Waivers — Approve/Reject** permission.

1. Open the invoice and read the request under **Waiver Pending Approval**.
2. In the **Waiver Approval** panel, enter a **Remark**. It is optional when approving and required when rejecting.
3. Click **Approve** or **Reject**.

Approve	The waiver takes effect at once, is posted to the ledger, and the flat's residents are notified.
Reject	Nothing changes on the invoice. The request moves to Waiver History with your remark, and a new request can be raised.

Decided requests are listed under **Waiver History** on the invoice: Approved or Rejected, the amount, the reason, the remark, who requested and who decided, and the date.



An approval cannot be reversed

There is no button to undo an approved waiver. Read the amount and the reason before you approve.

What an approved waiver does

Invoice total	Unchanged. The bill still shows what was charged.
Waived	Increased by the waiver amount and shown as a deduction in the invoice summary.
Balance Due	Reduced by the waiver amount. Balance Due = total – paid – waived.
Status	Becomes Paid if nothing is left to pay. If a balance remains it becomes Partially Paid , and the list adds a Partially Waived badge. An invoice settled by waiver alone reads Fully Waived on its page and Waived in the list.
Ledger	A voucher debits Waivers & Discounts Allowed (an expense) and credits Unit Receivables , so the flat owes less and the society's books show the concession as a cost.

- **Example.** An invoice of ₹2,950.00 has ₹1,000.00 paid. A waiver of ₹450.00 is approved. The total stays ₹2,950.00, Waived shows ₹450.00, and the balance due falls from ₹1,950.00 to ₹1,500.00.
- If a payment was recorded between the request and the decision and the waiver is now larger than the balance, approval is refused. Reject the request and raise one for the right amount.
- On an overdue invoice with a balance left after the waiver, the nightly check returns it to Overdue and the penalty continues on the rule's terms.
- The **Waiver Register** report lists the society's waivers for a period (chapter 21). To find waived invoices quickly, filter the invoice list by **Waived**.

[Open Waiver Register](#) →

The two switches in Billing Configuration

Fee Waiver Requests	On: staff with the Waivers permission can raise requests. Off: only the Superadmin and Manager can raise them. Approval is unaffected either way. The description on screen mentions residents; residents cannot raise a request in either position.
----------------------------	--

Always Show Waiver Approve/Reject Controls

Ticked: approvers see the Waiver Approval panel on every invoice; while nothing is pending it says so and has no buttons. Unticked: the panel appears only on an invoice with a pending request.

Change either switch under **Settings** , **Billing Configuration** , then **Save Configuration** .

[Open Billing Configuration](#) →

Common problems

- **There is no Waiver tab:** the invoice is Paid, Cancelled or Processing; it already has a pending request; your role lacks the Waivers permission; Fee Waiver Requests is off and you are not the Superadmin or Manager; or Waivers is switched off for the society.
- **"Fee waiver requests are disabled for this society":** Fee Waiver Requests is off. The Superadmin or Manager can raise the request, or switch it on.
- **"Waiver amount cannot exceed the outstanding balance":** lower the amount to the balance due or less.
- **"This invoice already has a pending waiver request":** have the pending one approved or rejected first.
- **"Cannot approve: waiver amount exceeds the current outstanding balance":** the balance fell after the request was made. Reject it and raise a new one.
- **"A remark explaining the rejection is required":** enter the Remark before clicking Reject.
- **A staff member cannot see the Waiver Approval panel:** their role lacks the **Waivers — Approve/Reject** permission. The Superadmin and Manager can always approve; other staff need that switch turned on in their role.

16. Online payments (Razorpay)

Connecting the society's own Razorpay account so residents can pay online.

What online payments are

The system can collect invoice payments through **Razorpay**: UPI, cards and netbanking. Each society connects its **own** Razorpay account, so the money is settled by Razorpay directly to the society's bank account. Nothing passes through the software provider.

Once connected:

- every unpaid invoice's PDF carries a payment link,
- the invoice page gains a **Pay Online** button,
- a successful payment is recorded on the invoice by itself, with its receipt and ledger entry, without anyone typing it in.

Online payments are optional. Without them, payments are recorded by hand as in chapter 13.

[Open Razorpay Settings](#) → [Open Razorpay Setup Guide](#) →

Society ERP
Institutional Property Management

Razorpay Payment Gateway
Accept online invoice payments straight into Sai Samarth Heights Co-operative Housing Society Ltd.'s own Razorpay account

Settings > Razorpay

[Setup guide: how to get your Razorpay credentials](#)
Step-by-step instructions with links to Razorpay's official documentation.

API Credentials
Stored encrypted (AES). Secrets are never shown again after saving.

Key ID ⓘ
rzp_test_xxxxxxxxxxxxxx

Key Secret ⓘ

Webhook Secret ⓘ

☐ **Accept online payments**
Shows a "Pay Online" button on invoices and a payment link on their PDFs and processes this society's webhook.

Cancel Save Razorpay Settings

Razorpay settings: the three keys, the webhook address and the master switch.

What you need

A Razorpay account in the society's name, with its KYC completed for live payments, and three values from it:

Key ID	Identifies the society's Razorpay account. Starts with rzp_test_ for Test Mode or rzp_live_ for real payments.
Key Secret	The password that goes with the Key ID. Razorpay shows it only once, when the key is generated.
Webhook Secret	A long random string you make up yourself and enter in both Razorpay and this system. It proves that payment messages really come from Razorpay.

All three are stored encrypted. The two secrets are never shown again after saving.

Setting it up

The app has its own step-by-step **Razorpay Setup Guide**, with your society's webhook URL filled in and links to Razorpay's official instructions. Follow that page for the details. In outline:

1. Open **Settings** and, under **Online Payments**, click **Razorpay Payment Gateway** . Keep the page open. The setup guide is the first link on it.
2. Sign in to the Razorpay Dashboard and choose Test Mode or Live Mode.
3. In Razorpay, under Account & Settings, API Keys, generate a key. Copy the **Key ID** and **Key Secret** into the settings page straight away.
4. On the settings page, under **Your Webhook URL**, click **Copy** .
5. In Razorpay, under Account & Settings, Webhooks, add a new webhook. Paste the URL, type a secret of your choice, and tick the four events: payment.captured, payment.failed, order.paid and payment_link.paid.
6. Enter the same secret in **Webhook Secret** on the settings page.
7. Tick **Accept online payments** and click **Save Razorpay Settings** .
8. Click **Test Connection** . "Connected to Razorpay successfully" confirms the Key ID and Key Secret.



Try it in Test Mode first

Set everything up with Test Mode keys and pay a real invoice with Razorpay's test card, as described in the setup guide. No money moves. When it works, generate Live keys, create a second webhook in Live Mode, and replace the three values. Test and Live each have their own keys and their own webhook.

[Open Razorpay Setup Guide](#) → [Open Razorpay Settings](#) →

The settings page

FIELD OR BUTTON	MEANING
Key ID	Must start with rzp_live_ or rzp_test_. Once saved it is shown masked.
Key Secret, Webhook Secret	Always shown empty. Leave a field blank to keep the saved value; type a new value to replace it.

FIELD OR BUTTON	MEANING
Accept online payments	The master switch. Ticked: the Pay Online button and the payment link appear and Razorpay's messages are processed. Unticked: online payment is off but the keys stay saved. It cannot be ticked until all three values are saved.
Your Webhook URL	The address Razorpay reports payments to. It is unique to your society. Copy it exactly.
Test Connection	Checks the saved Key ID and Key Secret with Razorpay. It does not test the webhook.
Remove Credentials	Deletes the saved keys and switches online payments off. Payments already recorded are not affected.

The page is open to the Superadmin and Manager, and to staff whose role has the **Razorpay Payment Gateway** permission.

How a resident pays

Through the payment link on the bill. When online payments are on, the invoice PDF of any invoice with a balance carries a **Pay Online** block with a link reading "Pay ₹ ... online (UPI / Card / Netbanking)". A resident signs in, opens **My Invoices**, downloads the invoice PDF and follows the link to Razorpay's payment page. You can also send the PDF to the resident yourself.

- The link is for the full balance due on the day the PDF was downloaded, late penalty included. It does not accept part payment.
- The same link is reused while the balance is unchanged. When the balance changes, the next PDF carries a new link for the new amount.
- No link is printed on a Paid or Cancelled invoice.

Through the Pay Online button. On the invoice page a **Pay Online** box opens Razorpay's checkout window on the spot. Residents see it on their own unpaid invoices and pay the full amount due. People who can record payments (the Superadmin, the Manager and staff with the Record Payment permission) see it below the payment panel and can use it at the office counter, including for a part payment:

1. Open the unpaid invoice.
2. Check **Amount Received** in the Payment tab. It holds the full balance.
3. Click **Pay Online** and complete the payment in the Razorpay window.
4. The page reloads with "Payment received. Thank you!" and the invoice updated.

The button is not offered while the invoice is Processing a cheque or bank transfer, or once it is Paid or Cancelled.

[Open Invoices](#) →

Partial payments

The **Pay Online** button charges whatever is in **Amount Received**. To take a part payment, type a smaller amount there before clicking the button. The amount must be more than zero and not more than the balance due.

After a part payment the invoice is **Partially Paid** and can be paid again, online or by hand, until the balance is cleared. The payment link in the PDF always asks for the whole balance.

What is recorded when a payment succeeds

Payment	Added to the invoice's Payment History with mode Payment Gateway , status Success, and Razorpay's payment ID as the reference.
Receipt	Numbered like any other receipt and available from Download Receipt .
Invoice	Becomes Paid, or Partially Paid if a balance remains.
Ledger	Debits the ledger linked to the Payment Gateway mode (the Bank Accounts Ledger unless you changed it) and credits Unit Receivables.
Notification	The flat's residents are told the payment was received.

Online payments never go through Processing. They are counted the moment Razorpay confirms them.



Razorpay's fees and settlement

The invoice is credited with the full amount the resident paid. Razorpay pays the society's bank later and deducts its fee. If you want the books to show this, link the Payment Gateway mode to a separate ledger account under Payment Ledger Settings, and move the money to the bank ledger with a journal voucher when the settlement arrives, booking the fee as an expense.

[Open Payment Ledger Settings](#) →

The webhook and why it matters

A webhook is a message Razorpay sends to the system when something happens to a payment. The system learns about a payment in two ways:

- **From the checkout window.** When a payment made with the Pay Online button succeeds, the page reports it straight back.
- **From the webhook.** Razorpay reports the payment on its own, a moment later.

Whichever arrives first records the payment. The other finds it already recorded and does nothing, so a payment is never counted twice.



Payment links depend on the webhook

A payment made through the link in the PDF happens on Razorpay's own page, so the webhook is the only way the system hears about it. If the webhook is missing, has the wrong secret, or does not have the `payment_link.paid` event ticked, the resident's money reaches Razorpay but the invoice stays unpaid.

- Every webhook message is checked against your Webhook Secret. A message with the wrong signature is refused.
- A failed payment attempt changes nothing on the invoice. The resident can simply try again.
- The webhook URL must be reachable from the internet over HTTPS.
- Webhooks are ignored while Accept online payments is unticked.

Common problems

- **"Razorpay rejected the Key ID / Key Secret":** the pair does not match, or one was mistyped. Generate a new key in Razorpay and enter both values again.
- **"Key ID must start with `rzp_live_` or `rzp_test_`":** you pasted something other than the Key ID.
- **"... is required to accept online payments":** all three values must be saved before Accept online payments can be ticked.
- **"Stored credentials could not be decrypted":** the server's encryption key was changed. Enter all three values again.
- **A resident paid by link but the invoice is still unpaid:** the webhook did not arrive. Check in the Razorpay Dashboard that the webhook exists in the right mode, uses your society's URL and the same secret, and has all four events ticked. Razorpay retries undelivered messages for a while, so once the webhook is corrected the payment may record itself. If it does not, record it on the invoice by hand (chapter 13) with Razorpay's payment ID as the reference. Do this once only and after checking Payment History, because a late message from Razorpay would record the same payment a second time.
- **No Pay Online button and no link in the PDF:** Accept online payments is unticked, a value is missing, the invoice has no balance or is Processing, or Razorpay has been switched off for the society.
- **The link in an old PDF asks for the wrong amount:** the balance has changed since it was downloaded. Download the PDF again.
- **Payments work in testing but not for real:** Test keys are still saved. Replace them with Live keys and create the webhook again in Live Mode.

[Open Razorpay Setup Guide](#) ➔

17. Petty cash

Setting up the vault, top-ups, expenses, approvals and closing a period.

What petty cash is for

Petty cash is the small amount of cash the office keeps for day-to-day spending: tea, stationery, a plumber's visit, a courier. In this system that cash sits in a **vault**. You move money into the vault from the bank (a **top-up**) and record each payment out of it (an **expense**). The vault balance always shows how much cash should be in the drawer.

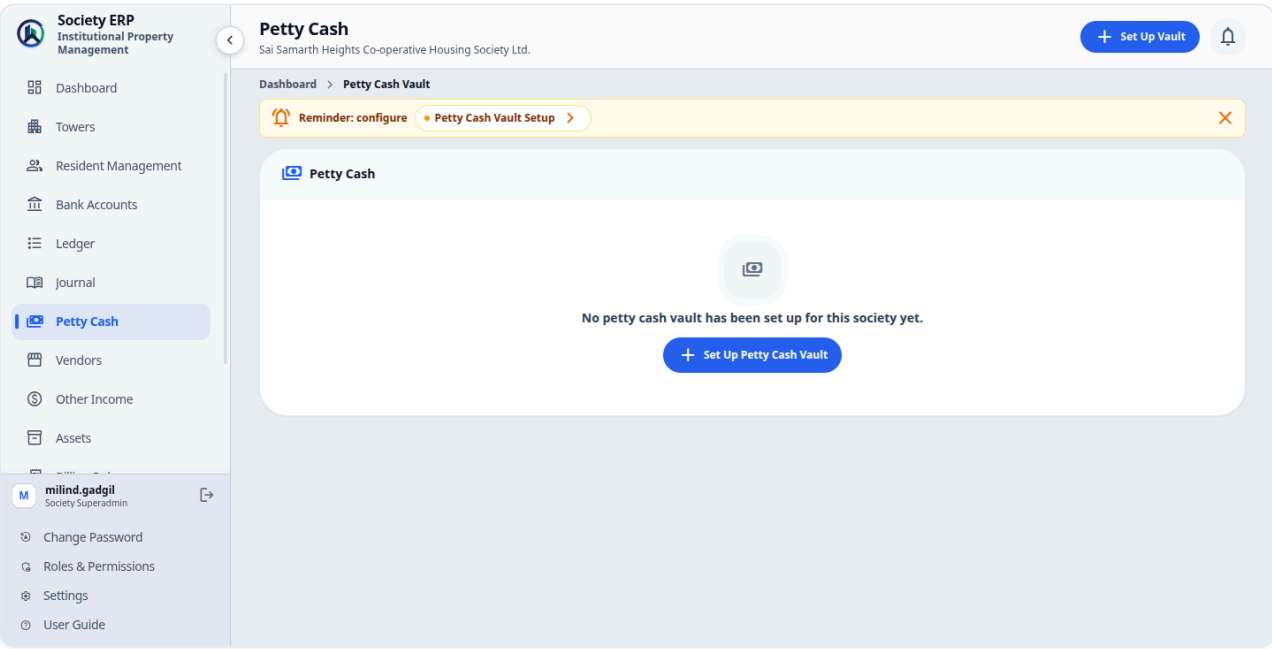
Use petty cash for small, one-off spending. Regular suppliers and contracts belong under Vendors, where every payment is approved before it is posted.

The Petty Cash screen shows four figures at the top:

Vault Balance	Cash available now. Expenses waiting for approval have not been taken off yet.
Per-Txn Limit	The largest single expense that is posted without approval.
Pending Approval	How many of this month's expenses are waiting for a decision.
Current Period	The current month, for example 2026-08, and whether it is open or closed.

Below them are two lists for the current month: **Expenses** and **Top-Ups**. The screen refreshes itself every half minute.

Open Petty Cash →



The Petty Cash screen.

Setting up the vault

The vault is set up once per society. Until it exists there is nothing to top up or spend from.

1. Open **Petty Cash** and click **Set Up Vault** . The same form is under **Settings** , **Petty Cash Vault Setup** .
2. Fill in the fields below and click **Save** .

Per-Transaction Approval Limit (₹)	An expense above this amount waits for approval. An expense equal to or below it is posted at once. Starts at 2,000.
Vault Ledger Account	The ledger account that represents the cash in the vault. Left on Use system default (ASSET-002) , the system uses Petty Cash Vault.
Top-Up Source Ledger	The bank or cash ledger that top-ups are taken from. Left on Use system default (Bank Accounts Ledger) , top-ups come out of the Bank Accounts Ledger.
Active	Leave ticked.

To change any of these later, click **Vault Settings** on the Petty Cash screen. Only active ledger accounts are offered in the two lists.



Where expenses are posted

Each expense is debited to Petty Cash Expenses (EXP-005) and credited to the vault: Petty Cash Vault (ASSET-002) by default, or your own Vault Ledger Account if you chose one. The **Ledger** column with the voucher number appears in the lists only when a vault ledger is chosen; with the default, the vouchers are still created and can be found in the Journal.

[Open Petty Cash Vault Settings](#) →

Topping up the vault

A top-up records cash drawn from the bank and put into the vault.

1. Click **Top Up** . The form tells you which ledger the cash is moved from.
2. Enter the **Amount (₹)** and the **Date**.
3. Optionally enter a **Reference Number** (cheque or withdrawal slip number) and **Remarks**.
4. Click **Top Up** .

The vault balance goes up straight away and a voucher is posted. No approval is needed. A top-up cannot be edited or removed once saved, so check the amount before you save. To undo one, use **Refund** (see Refunding an expense or top-up below).

Logging an expense

1. Click **Log Expense** . The form shows the available balance and the per-transaction limit.
2. Enter the **Amount (₹)**, the **Date** and a **Description** of what the money was spent on.
3. Under **Invoices / Bills**, attach the bill or receipt if you have it. This is optional and you can add it later.
4. Click **Log Expense** .

What happens next depends on the amount:

More than the vault balance	Refused. Nothing is saved. Top up the vault first.
Up to the per-transaction limit	Saved as Posted . The balance goes down and a voucher is posted.
Above the per-transaction limit	Saved as Pending Approval . The balance does not change and nothing is posted until it is approved. This applies to everyone, including the Superadmin.

Attachments can be PDF, JPG or PNG, up to 10 files at a time.

Approving or rejecting an expense

Each expense marked **Pending Approval** has two buttons in the Actions column.

1. Click **Approve** or **Reject** on the expense's row.
 2. Add a **Remark** if you wish. It is optional.
 3. Confirm with **Approve** or **Reject** .
- **Approved:** the expense becomes **Posted**, the vault balance goes down and the voucher is posted, dated with the expense date.
 - **Rejected:** the expense is marked **Rejected** and stays in the list as a record. The balance is not touched.
 - The balance is checked again at approval. If the vault no longer holds enough cash, the approval is refused until you top up.
 - A posted or rejected expense cannot be edited or reopened. A posted expense can be refunded.

Refunding an expense or top-up

Refund undoes a posted entry without deleting it.

1. For an expense, open the three-dot menu in its Actions column and choose **Refund** . For a top-up, click **Refund** on its row.
 2. Add a remark and confirm.
- The entry's voucher is reversed and the entry is marked **Refunded**. It stays in the list as a record.

- The vault balance is recalculated: refunded top-ups are left out and only posted expenses are taken off.
- Only a **Posted** expense can be refunded, and only while its month is open. A closed month blocks it: reopen the period first.
- Refunding a top-up can take the vault balance below zero if the cash has been spent. The screen warns you.
- An entry can be refunded once. Refund needs the Expense Approval permission (for expenses) or the Top-Up permission (for top-ups).

Attaching bills later

Bills often arrive after the cash has been paid. You can add them to an expense at any time, whatever its status, even after the month is closed.

1. In the **Invoice/Bill** column of the expense, click **Attach** . If the expense already has files, open the files menu and choose **Add more files** .
2. Choose one or more files (PDF, JPG or PNG) and click **Upload** .

New files are added to the ones already on record. Nothing is replaced, and attaching a file does not change the ledger.

Monthly periods, closing and reopening

Petty cash is kept month by month. A period is one calendar month, written as year and month (2026-08). The system opens a period by itself the first time it is needed. Every top-up and expense belongs to the month of its **Date**, not the day you typed it in. The Petty Cash screen lists the current month only. Use **Book History** to see the others.

Closing a period locks it once the cash has been counted and agreed.

1. Approve or reject every expense that is still Pending Approval. A period with pending expenses cannot be closed.
2. Click **Close Books for 2026-08** (the button shows the current month) and confirm with **Close Books** .

The period is now marked **Closed** and the vault balance at that moment is saved as its closing balance. No top-up or expense with a date in that month can be recorded. Bills can still be attached.

To undo it, click **Open Books for 2026-08** and confirm with **Open Books** . A period can be reopened only while it is still the latest one. Once a later month has started, it stays closed.



Close the month before it ends

The close button is offered for the current month only. Close the books on the last working day, after the final expense is entered.

Book History

Click **Book History** on the Petty Cash screen to see every month ever opened, newest first. Each row shows the status (open or closed), **Opening** balance, **Top-Ups, Expenses** (posted ones), **Closing** balance and who closed it. Open a row to read that month's expenses and top-ups, with the net movement and any expenses still pending. These pages are read-only.

What is posted to the ledger

You never write these vouchers yourself. With the default vault settings:

WHEN THIS HAPPENS	DEBIT	CREDIT
A top-up is saved	Petty Cash Vault	The Top-Up Source Ledger (default Bank Accounts Ledger)
An expense is posted or approved	Petty Cash Expenses	Petty Cash Vault
An expense or top-up is refunded	A reversing voucher swaps the original debit and credit.	
An expense is pending or rejected	Nothing	Nothing

A top-up is posted as a Contra / Bank Transfer voucher and an expense as a General Journal voucher. Closing or reopening a period posts nothing.

[Open Journal](#) →

Common problems

- **"Expense of ... exceeds the available petty cash balance"**: the vault does not hold enough. Record a top-up, then log or approve the expense again.
- **"Petty cash period ... is closed"**: the date you entered falls in a closed month. Use a date in an open month, or reopen the period if it is still the latest one.
- **"... has pending-approval expenses that must be approved or rejected before closing"**: decide on every pending expense, then close.
- **"... cannot be reopened because a later period already exists"**: a newer month has started. Record a correcting voucher in the Journal instead.

- **An expense or top-up you just saved is not in the list:** its date is in another month. The screen shows the current month only. The voucher is in the Journal.
- **The balance did not go down after logging an expense:** the amount is above the per-transaction limit, so the expense is waiting for approval.
- **The Top Up and Log Expense buttons are missing:** the vault has not been set up yet, or your role does not include those actions.

OPERATIONS

18. Vendors

Vendor records, contracts and renewals, and vendor expenses.

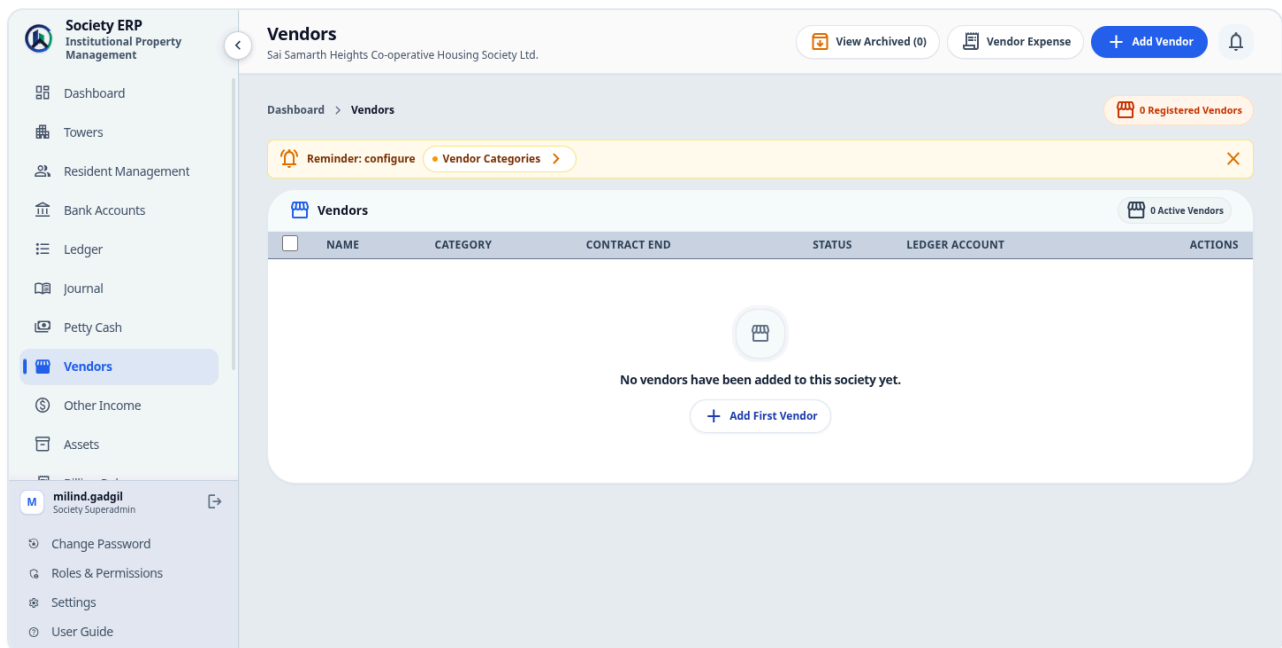
What the Vendors module is for

A vendor is anyone the society pays for goods or services: the security agency, the lift maintenance company, the housekeeping contractor, the electrician. The Vendors module keeps three things together:

- the **vendor register**: who they are, their tax and bank details;
- their **contract**: when it starts and ends, with a warning before it runs out;
- their **expenses**: each payment, approved before it reaches the ledger.

Small cash purchases from the office drawer belong in Petty Cash instead.

[Open Vendors](#) →



The Vendors screen.

Vendor categories

Every vendor belongs to a category, such as Security, Housekeeping or Electrical. A category is only a name used to group vendors. There are no categories to begin with, and a vendor cannot be added until at least one exists.

1. Open **Settings** and choose **Vendor Categories** .
2. Under **Add Category** , type the **Category Name** (up to 50 characters) and click **Add Category** .

- A name can be used only once in the society.
- **Edit** renames a category. Its vendors follow the new name.
- **Archive** hides a category. It is refused while active vendors are assigned to it; move those vendors to another category or deactivate them first.
- **View Archived** lists archived categories, where **Restore** brings one back and **Delete** removes it permanently, provided no vendor uses it.

[Open Vendor Categories](#) →

Adding a vendor

1. Open **Vendors** and click **Add Vendor** .
2. Fill in **Vendor Information**, then **Bank Details** and **Contract & Ledger Account** as far as you have them.
3. Click **Add Vendor** .

Name	The vendor's business name. Required.
Category	One of your vendor categories. Required.
Tax number	The vendor's GST or PAN number. Optional.
Status	Active or Inactive. New vendors start Active.
Bank account name	The account holder or bank name.
Bank account number	The account number.
Bank IFSC	Exactly 11 characters, for example HDFC0001234.
Contract start date	The first day of the current contract. Optional.
Contract end date	The last day of the current contract. Optional, but contract warnings work only when it is filled in. It cannot be before the start date.
Ledger account	The ledger account this vendor's expenses are posted to. Left on Not linked , expenses go to Vendor Expenses (EXP-006).



Bank details are all or nothing

Leave the three bank fields empty, or fill in all three. If you enter only one or two, the form will not save: "To add bank details, fill in account name, account number, and IFSC code together."

Click a vendor's row to open its page. It shows the current contract, the **Bank & Tax** details, the linked ledger account, the total of posted expenses, the contract history and the ten most recent expenses.

Edit on that page, or **Edit Vendor** in the row's menu, changes any of the fields above.

Active, inactive and archived

Active	In use. Expenses can be logged and contract warnings are shown.
Inactive	Still in the list, shown dimmed. No new expenses can be logged and no contract warnings are raised.
Archived	Taken off the list and made Inactive. Found under View Archived .

- [Deactivate](#) and [Activate](#) in the row's menu switch between Active and Inactive.
- [Archive Vendor](#) archives a vendor. [Restore Vendor](#) brings it back to the list, still Inactive; use [Activate](#) to make it usable again.
- **A vendor with expenses awaiting approval cannot be deactivated or archived.** Approve or reject those expenses first. Posted and rejected expenses do not block.
- Tick several vendors to use the bar at the bottom: [Archive Selected](#) , [Activate](#) , [Deactivate](#) , or [Restore Selected](#) on the archived list.
- **Delete permanently** ([Delete Vendor](#)) is offered on the archived list. It cannot be undone, and it is refused for a vendor that has any expense on record, whatever its status.

Contract warnings

The system watches the **Contract end date** of every active vendor that has one.

Expiring soon	The contract ends today or within the next 30 days.
---------------	---

Expired	The end date has passed.
---------	--------------------------

The label appears beside the vendor's contract end date in the list and on the vendor's page. At the top of the Vendors list, the counts **expired** and **expiring soon** link to the **Contract Warnings** page, which lists **Expired Contracts** and **Expiring Soon** separately with a [Renew](#) link on each row.

These warnings are shown on the Vendors screens only. They are not sent by email and do not appear under the bell in the top bar, so look at the Vendors list regularly. An expired contract does not stop expenses being logged for the vendor.

[Open Contract Warnings](#) →

Renewing a contract

Renewing replaces the contract dates with a new period and keeps the old period on record.

1. Open the vendor and click [Renew Contract](#) . For a vendor with a warning, the same action is in the row's menu on the Vendors list.
2. Check the **New contract start date** and **New contract end date**. They are filled in for you: the start is the day after the current end date, and the end is a year later.

3. Add a **Remark** if you wish, for example the new rate or the committee resolution.

4. Click **Renew Contract** .

- The new end date must be today or later, and after the new start date.
- Renewing an Inactive vendor makes it Active again.
- An archived vendor cannot be renewed. Restore it first.

Contract History on the vendor's page lists every earlier period with who recorded it and when. The **Action** column shows how the period ended:

Renewed	The period was replaced through Renew Contract. The remark you entered is shown.
Dates Edited	The contract dates were changed on the Edit Vendor form. The dates as they were before the change are kept.

History rows cannot be edited or removed. Use Renew Contract for a real renewal and Edit only to correct a date typed wrongly.

Vendor ledger settings

Each vendor can be linked to the ledger account its expenses are posted to, for example Security Charges for the security agency. A vendor that is not linked posts to the general account Vendor Expenses (EXP-006), which makes the Income & Expenditure report less useful.

1. Open **Settings** and choose **Vendor Ledger Settings** . Every vendor that is not archived is listed.
 2. Choose the **Ledger Account** on the vendor's row and click **Save** . Each row is saved on its own.
- The same choice is the **Ledger account** field on the vendor form. On the Vendors list, an unlinked vendor shows **Link Ledger** .
 - Only active ledger accounts are offered. Create the account in the Ledger first if it does not exist.
 - The account is read at the moment an expense is approved. Changing it later affects future approvals only; vouchers already posted stay where they are.

[Open Vendor Ledger Settings](#) →

Logging a vendor expense

1. Open the vendor and click **Log Expense** . Or open **Vendor Expense** from the Vendors list and click **Add Vendor Expense** .
2. Fill in the fields below and click **Log Expense** .

Vendor	Only Active vendors are listed. Started from a vendor's page, it is fixed to that vendor.
Amount	The amount paid. Must be above zero.
Date	The date of the bill or payment. The voucher carries this date.

Description	What the money was spent on. Required.
Invoice number	The vendor's bill number. Optional; it becomes the voucher's reference.
Attachment	One scan or photo of the bill: PDF, JPG or PNG. Optional.

Every vendor expense is saved as **Pending Approval**, whatever the amount and whoever enters it. Nothing reaches the ledger yet.



Check before you save

A vendor expense cannot be edited after it is saved, and the attachment cannot be added later. If something is wrong, reject it and log it again.

[Open Vendor Expenses](#) →

Approving or rejecting an expense

The **Vendor Expenses** page lists every expense for every vendor, newest first, with its status.

1. Find the expense marked **Pending Approval**. Open **View** in the Attachment column to check the bill.
2. Click **Approve** or **Reject**.
3. Add a **Remark** if you wish and confirm.

Pending Approval	Logged, not yet decided. Not in the books.
Posted	Approved. A Bank Payment voucher is posted: debit the vendor's ledger account, credit the Bank Accounts Ledger. The voucher number appears in the Ledger column.
Rejected	Turned down. It stays in the list as a record and never reaches the books.
Refunded	A posted expense that was undone. Its voucher is reversed. It stays in the list as a record.

Approval and rejection are final: a posted or rejected expense cannot be edited, reopened or deleted. To undo a posted expense, use **Refund** (below).

Refunding a posted expense

On the Vendor Expenses page (or the vendor's own page), open the actions for a **Posted** expense and choose **Refund**. Add a remark and confirm. The Bank Payment voucher is reversed and the expense is marked **Refunded**. Only a Posted expense can be refunded, once. It needs the **Vendors: Expense Approval** permission.

Common problems

- **The Category list on the vendor form is empty:** add a category under Settings, Vendor Categories.
- **"To add bank details, fill in account name, account number, and IFSC code together":** complete all three bank fields or clear all three.
- **"IFSC code must be exactly 11 characters":** check the code against a cheque leaf.
- **"Cannot archive vendor ... pending expense(s) awaiting approval":** approve or reject the vendor's pending expenses, then try again. The same applies to Deactivate.
- **A vendor is missing from the Vendor list on the expense form, or has no Log Expense button:** it is Inactive or archived. Activate it.
- **A vendor with a past end date shows no warning:** the vendor is Inactive. Warnings are raised for Active vendors only.
- **The expense was posted to Vendor Expenses instead of the vendor's own account:** the vendor was not linked when the expense was approved. Link it under Vendor Ledger Settings for the future, and move the posted amount with a journal voucher.
- **The Vendor Dues report shows an amount for a vendor you have already paid:** that report totals expenses still Pending Approval. Approve or reject them.

19. Other income

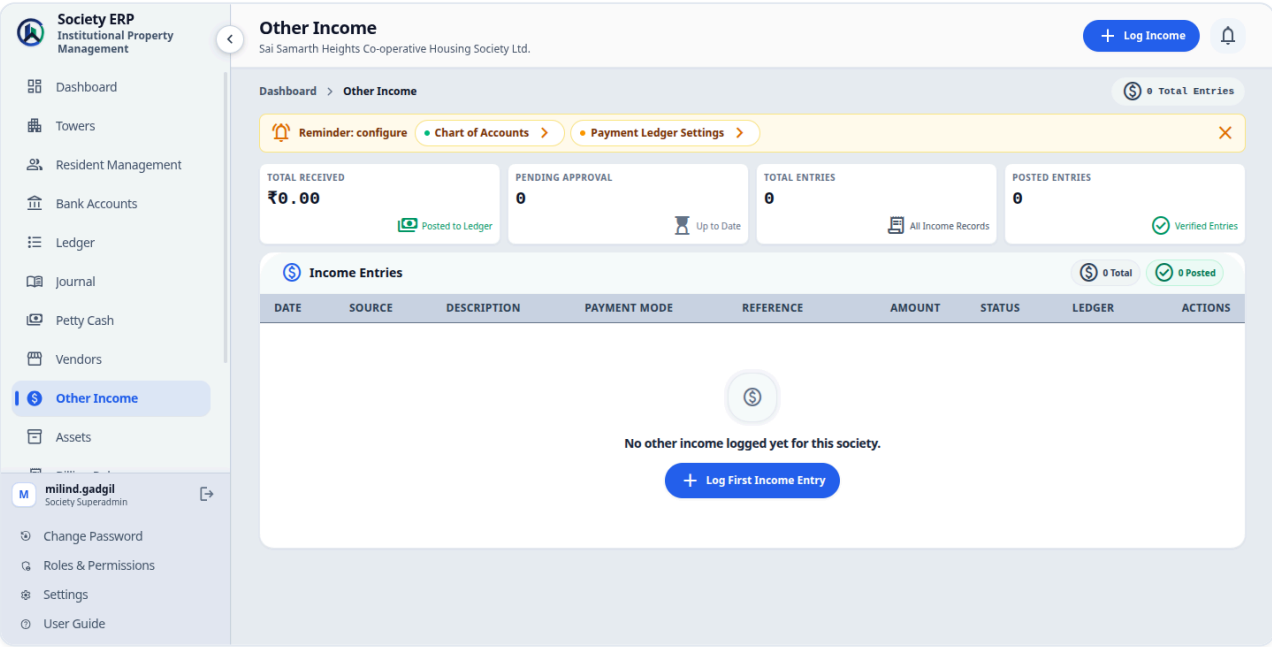
Recording hall bookings, shop rent and other non-maintenance income.

What Other Income is for

Other Income records money the society receives that is not billed to a flat through an invoice: a hall booking, shop or hoarding rent, visitor parking fees, sale of scrap, bank interest, a donation. Maintenance and other charges billed to flats are handled by Billing and should not be entered here.

Each entry is logged first and approved second. Only an approved entry reaches the ledger, so one person can record receipts and another can check them.

Open Other Income →



The Other Income screen.

Logging an entry

- 1. Open **Other Income** and click **Log Income** .
- 2. Fill in the fields below.
- 3. Click **Log Income** . The entry is saved as **Pending Approval**.

Source	What the income is for, for example Hall Booking, Shop Rent or Parking Fees. Required. It is free text, so use the same wording each time to keep the list easy to read.
Amount	The amount received. Must be above zero.
Date	The date the money was received. The voucher carries this date.

Payment mode	How it was received. See the next section.
Reference	The cheque, UTR or receipt number. Optional; it becomes the voucher's reference.
Description	Any detail worth keeping, such as who paid and for which date. Optional.
Ledger account	The income account the entry is posted to after approval. Required. Only active accounts of type Revenue are listed, for example Facility Booking Income or Other Income.



Check before you save

An entry cannot be edited after it is saved. If something is wrong, reject it and log it again.

Payment modes

The payment mode decides which ledger account receives the money when the entry is approved.

PAYMENT MODE	ACCOUNT DEBITED ON APPROVAL
Cash, Bank Transfer, Cheque, UPI	The ledger linked to that mode under Payment Ledger Settings. If the mode has no link, or the linked account is inactive, the Bank Accounts Ledger.
Card, Other	The Bank Accounts Ledger.

The link is read at the moment of approval. A cheque is posted as soon as the entry is approved; there is no separate clearing step here, so approve a cheque entry only once the cheque has cleared.

[Open Payment Ledger Settings](#) →

Approving or rejecting an entry

While entries are waiting, a banner above the list tells the approver how many are pending and their total.

1. Find the entry marked **Pending Approval** and check the amount, mode and reference against the receipt or bank statement.
2. To accept it, click **Approve** and confirm.
3. To turn it down, click **Reject**, add a **Remark** if you wish, and click **Confirm Reject**.

Pending Approval	Logged, not yet decided. Not in the books.
Posted	Approved and in the books.
Rejected	Turned down. It stays in the list as a record and never reaches the books.
Refunded	A posted entry that was undone. Its voucher is reversed.

Approval and rejection are final. A posted or rejected entry cannot be edited, reopened or deleted.

Refunding a posted entry: open the entry's actions and choose **Refund** , add a remark and confirm. The Bank Receipt voucher is reversed and the entry is marked **Refunded**. Only a Posted entry can be refunded, once. It needs the **Other Income: Approval** permission.

When it posts to the ledger

Logging an entry posts nothing. Approving it posts one Bank Receipt voucher, dated with the entry's date:

DEBIT

The payment mode's ledger (default Bank Accounts Ledger)

CREDIT

The **Ledger account** chosen on the entry

In the list, the **Ledger** column shows the code of the income account. Once the entry is posted, the small voucher icon beside it opens the journal voucher. Rejecting an entry posts nothing.

To undo an entry approved by mistake, reverse its voucher in the Journal. The entry itself stays marked Posted.

The totals at the top of the list

Total Received	The sum of all Posted entries. Pending and rejected entries are not included.
Pending Approval	The number of entries waiting, with their total amount beneath. Shows "Up to Date" when there are none.
Total Entries	Every entry ever logged: posted, pending and rejected.
Posted Entries	The number of approved entries.

These figures cover all dates, not just the current month or financial year. For income over a period, use the Income & Expenditure report. The list is ordered newest first and refreshes itself every half minute.

Common problems

- **The Ledger account list is empty:** the society has no active Revenue account. Add or reactivate one in the Chart of Accounts.
- **There are no Approve and Reject buttons:** your role can log income but not approve it, or the entry is already decided.
- **Total Received did not change after logging an entry:** the entry is still Pending Approval. Only approved entries are counted.
- **The money was posted to the Bank Accounts Ledger instead of Cash:** the payment mode is not linked to a ledger. Set the link under Payment Ledger Settings for future entries, and move the posted amount with a journal voucher.

- **An entry was logged with the wrong amount or account:** if it is still pending, reject it and log it again. If it is posted, reverse its voucher in the Journal and log a correct entry.

[Open Chart of Accounts](#) →

20. Assets

The asset register, warranty and contract expiry, and the service log.

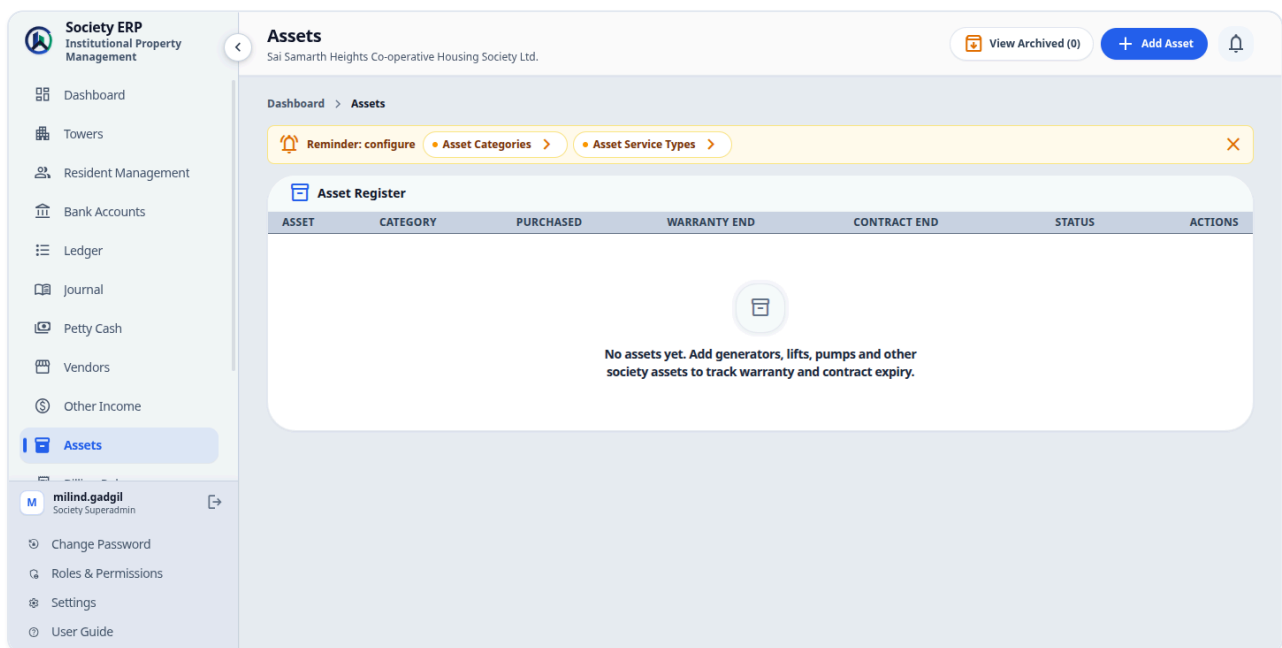
What the asset register is for

Assets are the things the society owns and has to look after: the generator, lifts, water pumps, CCTV, fire equipment, clubhouse furniture. The register does three jobs:

- it records what was bought, when, for how much, and puts the purchase in the books;
- it remembers when each **warranty** and **maintenance contract** (AMC) ends and reminds the office before it does;
- it keeps a **service history** for each asset, with the cost of each visit posted to the ledger.

The **Asset Register** lists each asset with its category, purchase, warranty end, contract end and status. Click an asset's name to open its page and service history.

[Open Assets](#) →



The Assets screen.

Asset categories and service types

Two short lists under **Settings** feed the asset forms. Both come with starter entries and both can be changed to suit your society.

Asset Categories

Groups for assets. Starts with Generator, Lift, Pump, Furniture, Electrical, Security / CCTV, Fire Safety and Other.

Asset Service Types

Kinds of maintenance visit. Starts with Routine Service, Repair, Inspection, AMC Visit, Part Replacement and Other.

Both lists work the same way:

- **Add Asset category** or **Add Service type** adds an entry. The only field is **Name**, which must be unique in the list.
- **Rename** in the row's menu changes the name everywhere it is used.
- The **In use** column counts the assets in a category, or the service entries of a type.
- **Archive** hides an entry from the forms. It is refused while the count in **In use** is above zero. For a category, archived assets are not counted; for a service type, every service entry ever logged counts, so a type that has been used cannot be archived.
- **View Archived** lists archived entries, where **Restore** brings one back.

[Open Asset Categories](#) → [Open Asset Service Types](#) →

Adding an asset

1. Open **Assets** and click **Add Asset** .
2. Fill in **Asset Details**.
3. Fill in **Purchase**: the date, the cost and the ledger account. All three are required.
4. Fill in **Warranty & Maintenance Contract** if the asset has either.
5. Click **Add Asset** .

Name	What the asset is, for example "Tower A Lift 1". Required.
Asset tag / serial no.	Your own tag number or the maker's serial number. Optional.
Category	One of your asset categories. Required.
Location	Where it sits, for example Tower A basement or Clubhouse. Optional.
Vendor	The supplier or the maintenance contractor, chosen from your vendors. Optional; archived vendors are not listed.
Status	Active, Under Maintenance or Retired. See below.
Purchase date	The date of purchase. The purchase voucher carries this date.
Purchase cost	What was paid. Cannot be negative.
Ledger account	The asset account the purchase cost is debited to. Only active accounts of type Asset are listed, for example Fixed Assets.
Warranty end date	The last day of the maker's warranty. Optional. Cannot be before the purchase date.
Maintenance contract end date	The last day of the current AMC. Optional. Cannot be before the purchase date.
Remind me (days before expiry)	How far ahead the first reminder is sent and the "expiring" badge appears. Starts at 30.

Notes

Anything else worth recording, up to 255 characters.

Posting the purchase to the ledger

The purchase is posted automatically when you click **Add Asset** . There is no separate step and no approval. One Bank Payment voucher is created:

DEBIT

The asset's **Ledger account**

CREDIT

Bank Accounts Ledger

- In the register the cost shows **posted**. The asset's page shows "Posted as" with the voucher number.
- **A posted purchase is locked**. When you edit the asset, the purchase date, cost and ledger account can no longer be changed. To correct them, reverse the voucher in the Journal and record the right figures with a new voucher.
- **A cost of zero is not posted**. The asset is saved with the message "Asset added, but the purchase was not posted". Entering a cost later through Edit does not post it either; the asset's page then shows "Not posted to ledger". So enter the real cost when you add the asset. For an old asset whose value is already in your opening balances, enter zero so it is not counted twice.

The system does not check whether a purchase has already been recorded elsewhere. If a contractor's bill for the same equipment is also logged as a vendor expense with a cost (see chapter 18), it posts its own Bank Payment voucher independently, and the purchase is debited to the books twice. Record a capital purchase in one place only — the Asset Register if you want it tracked as an asset, or a vendor expense if you don't — never both.

Asset statuses

Active

In normal use.

Under Maintenance

Out of service for repair. Reminders continue.

Retired

No longer in use but kept in the register, shown dimmed. Reminders stop and it is left out of the "expiring / expired" count.

Change the status with **Edit / Renew** . Changing the status posts nothing to the ledger; writing off a retired asset is a journal voucher your accountant records.

Warranty and contract expiry reminders

Beside each warranty and contract date the register shows how long is left:

"120 days left"

Plain text. Nothing to do yet.

"12 days left" badge, or "Expires today" The date is within the asset's **Remind me** number of days.

Expired The date has passed.

When any asset is expiring or expired, the top of the register shows a count such as **3 expiring / expired**. Click it to list only those assets; click again to show them all.

The system also sends reminders. Once a day, in the morning, it checks every asset and sends a reminder for the warranty and, separately, for the maintenance contract at three points:

1. **30 days before** the end date, or whatever number you set in **Remind me (days before expiry)** for that asset.
 2. **7 days before.**
 3. **1 day before.**
- Reminders go to the society's Superadmin, Manager and Accountant users, through the notification channels switched on for your installation (normally email).
 - Each reminder is sent once. If an asset is added when its date is already close, the reminder for the nearest point is sent on the next daily check.
 - No reminder is sent after the date has passed, for a Retired or archived asset, or for a date left blank.
 - The 7-day and 1-day reminders are fixed. Only the first one can be changed, asset by asset.

Edit / Renew

One form both corrects an asset's details and records a renewal.

1. Click **Edit / Renew** on the asset's page or in its row's menu.
2. To record a renewed warranty or AMC, change the **Warranty end date** or **Maintenance contract end date** to the new end date.
3. Click **Save Changes** .

The badge clears and reminders start over for the new date. The old date is not kept, so if you want a record of the renewal, log a service entry for it (for example type AMC Visit, with the renewal fee as the cost) or put a line in **Notes**.

Logging a service

Record each maintenance visit, repair or inspection against the asset it was done on.

1. Open the asset and click **Log Service** .
2. Fill in the fields below and click **Log Service** .

Service date The day the work was done. Starts as today.

Service type	One of your service types. Required.
Description	What was done. Required.
Vendor	Who did the work. Optional.
Cost	What was paid for this visit. Leave blank for a free visit under warranty or AMC.
Next service date	When the next visit is due. Optional, and cannot be before the service date. It is shown in the service history for reference; no reminder is sent for it.
Expense ledger account	The account the cost is debited to, for example Electrical & Maintenance. Required when a cost is entered. Any active ledger account can be chosen.

If a cost is entered, the system posts one Bank Payment voucher at once, dated with the service date. There is no approval step.

DEBIT

The **Expense ledger account** chosen on the entry

CREDIT

Bank Accounts Ledger

With no cost, the entry is saved in the **Service History** and nothing is posted. A service entry cannot be edited or removed after it is saved.



Do not record the same payment twice

A service cost logged here is already in the books. If you also log it as a vendor expense or a petty cash expense, it will be counted twice. Choose one place for each payment.

Archiving and restoring

- **Archive** in the row's menu takes an asset off the register. Its reminders stop, and it can no longer be edited or have a service logged. Nothing blocks archiving, and its vouchers stay in the books.
- **View Archived** lists archived assets. **Restore Asset** puts one back, and its warranty and contract are tracked again.
- Use **Retired** for an asset that is no longer in use but should stay visible in the register. Use Archive for one entered by mistake or disposed of long ago.
- Assets cannot be deleted permanently.

Common problems

- **The Ledger account list on the asset form is empty:** the society has no active account of type Asset. Add or reactivate one, such as Fixed Assets, in the Chart of Accounts.
- **"Asset added, but the purchase was not posted":** the purchase cost was zero. See "Posting the purchase to the ledger" above.
- **The purchase date, cost and ledger account are greyed out:** the purchase is posted and locked. Correct it with a reversal in the Journal.

- **"Warranty end date cannot be before the purchase date"**: check the year in both dates.
- **"Select a ledger account to post this service cost to"**: a cost was entered without an expense ledger account. Choose one, or clear the cost.
- **"Cannot archive ... because ... active record(s) use it"**: the category or service type is still in use. Move the assets to another category first.
- **No reminder arrived**: check that the asset is not Retired or archived, that the end date is filled in and still in the future, and that the Superadmin, Manager and Accountant accounts have correct email addresses. Reminders also stop while the society is suspended or the Assets feature is switched off.
- **There is no Edit / Renew or Log Service button**: the asset is archived. Restore it first.

21. Reports

What each of the ten reports shows, its filters, and exporting to PDF or Excel.

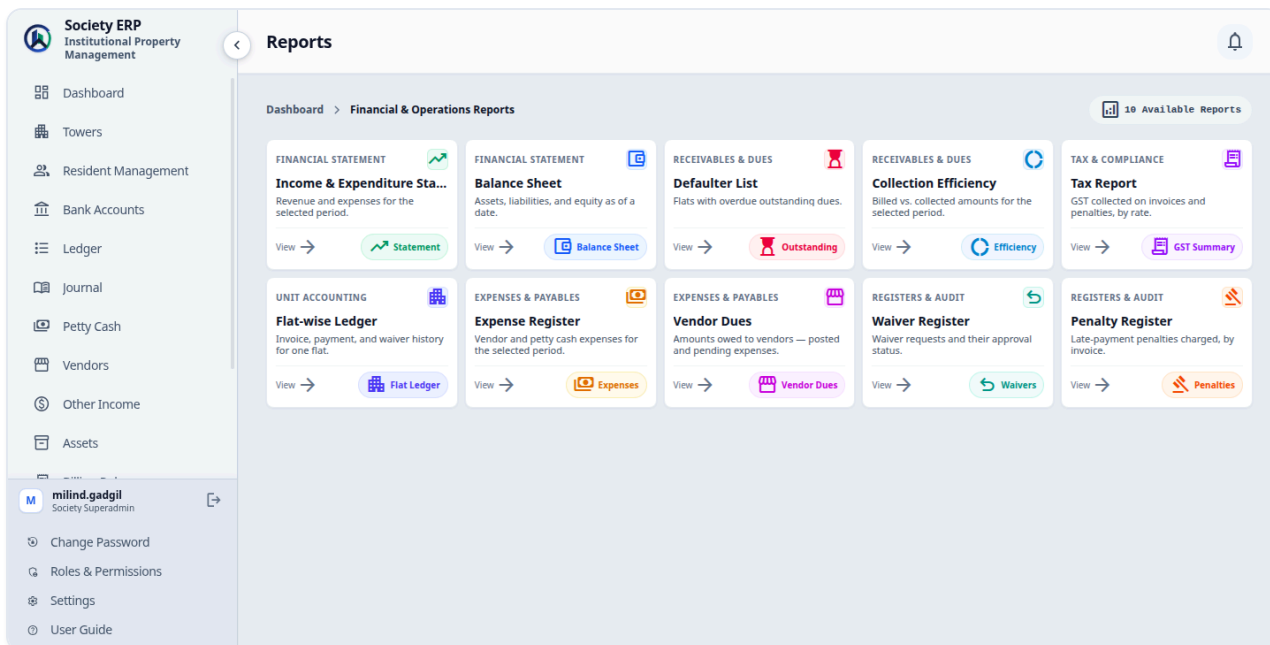
The Reports page

Reports in the sidebar opens a page of cards, one for each report you are allowed to view. Each card shows a category, the report's name, a one-line description and a **View** link.

CATEGORY	REPORT	THE QUESTION IT ANSWERS
Financial Statement	Income & Expenditure Statement	Did the society earn more than it spent in this period?
Financial Statement	Balance Sheet	What does the society own and owe on a given date?
Receivables & Dues	Defaulter List	Which bills are past their due date and still unpaid?
Receivables & Dues	Collection Efficiency	How much was collected compared with what was billed?
Tax & Compliance	Tax Report	How much GST was charged, at each rate?
Unit Accounting	Flat-wise Ledger	What has one flat been billed, what has it paid, and what does it owe?
Expenses & Payables	Expense Register	What vendor and petty cash expenses were entered in this period?
Expenses & Payables	Vendor Dues	For each vendor, how much is waiting for approval and how much is posted?
Registers & Audit	Waiver Register	Which waivers were requested, and who decided them?
Registers & Audit	Penalty Register	Which bills carry a late-payment penalty, and how much?

The count at the top, for example **10 Available Reports**, is the number of cards you can see. A user with no report permissions sees **No Reports Available**.

[Open Reports](#) ➔



The Reports index: one card per report.

How every report works

All ten reports share the same layout, from top to bottom:

- **The filter bar.** Date fields, then **Apply**, then the export buttons.
- **Summary figures.** A strip of headline totals.
- **A chart**, on most reports, when there is data to draw.
- **The table**, with a total row at the bottom.

Back to Reports at the top returns to the cards.

Filters. A report has one of two kinds of date filter:

- **A date range (Start date and End date).** It opens on the current month: the first of the month to today. Both dates are included.
- **An as-of date (As of date),** used by the Balance Sheet and the Defaulter List. It opens on today and shows the position at the end of that day.

1. Open the report from its card.
2. Change the dates.
3. Click **Apply**. The figures, chart and table are recalculated.



Start date after end date

If the start date is later than the end date, the report does not show an error. It quietly goes back to the current month. Check the dates in the filter bar if the figures look unexpected.

Exporting. **PDF** and **Excel** download the report with the filters currently applied. Click **Apply** first if you have just changed a date, otherwise the download uses the earlier dates.

- The PDF carries the report name and the society name, the table and the total row. The Income & Expenditure Statement, Balance Sheet and Collection Efficiency PDFs also include a small bar chart headed **Overview**.
- The Excel file holds the same table and total row. For those same three reports it has an extra sheet named **Chart**.
- The export contains the table only. The summary strip and the on-screen charts are not copied, and a few column headings are worded slightly differently from the screen.

The Export permission. In a role, each report has two settings: **View**, which lets the user open the report, and **Export**, which adds the **PDF** and **Excel** buttons. A user with View but not Export can read the report on screen and nothing more. The buttons are hidden for them. As Superadmin you have both.



Reports are always live

Nothing is stored when you open a report. Each time, the figures are calculated from the vouchers, invoices, payments and expenses as they stand at that moment. If a record is corrected later, the same report for the same dates will show the corrected figure.

Income & Expenditure Statement

The question: over this period, how much income did the society record, how much expense, and what is left?

Where the figures come from: the journal. The report adds up the lines of every **Posted** voucher dated within the range, for accounts of type Revenue and Expense. Bills, payments and expenses reach this report only through the vouchers they post.

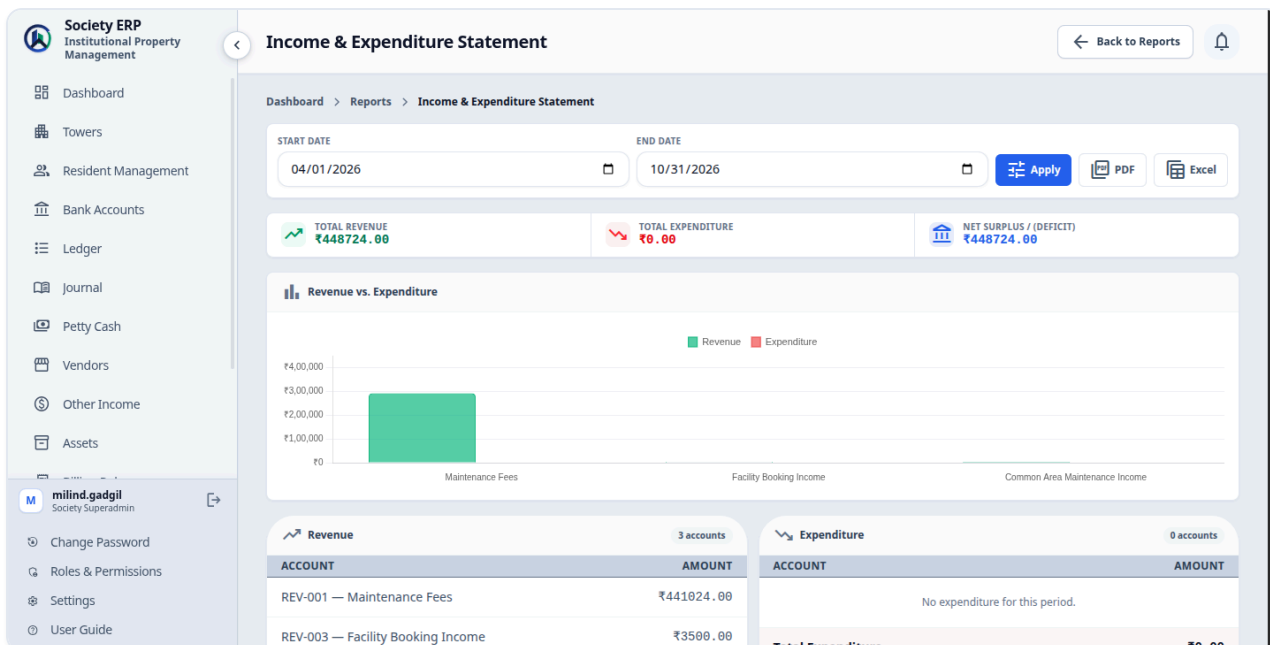
Filters: Start date and End date.

- **Summary:** Total Revenue, Total Expenditure and Net Surplus / (Deficit).
- **Chart:** Revenue vs. Expenditure.
- **Revenue** table: one row per income account, shown as account code and name with its **Amount**, ending in **Total Revenue**.
- **Expenditure** table: one row per expense account, ending in **Total Expenditure**.

How to read it: Net Surplus / (Deficit) is Total Revenue minus Total Expenditure. A negative figure, shown in red, means the society spent more than it earned in the period. Only accounts with at least one posted line in the period are listed, so an account you expect but do not see had no activity.

Income is counted when the bill is issued, not when the money arrives. To see money actually received, use Collection Efficiency.

[Open Income & Expenditure Statement](#) →



Income & Expenditure Statement for April to October.

Balance Sheet

The question: on this date, what does the society own, what does it owe, and what is the difference?

Where the figures come from: the journal. Each account's balance is the total of its lines on every **Posted** voucher dated on or before the as-of date, from the very first voucher onwards.

Filters: As of date.

- **Summary:** Total Assets, Total Liabilities, Total Equity and Retained Surplus.
- **Chart:** Financial Position.
- **Assets** table: one row per asset account, ending in **Total Assets**.
- **Liabilities & Equity** table: the liability accounts and **Total Liabilities**, then the equity accounts, then the line **Retained Surplus / (Deficit)**, ending in **Total Liabilities + Equity**.



The Retained Surplus / (Deficit) line

This line is not an account in your Ledger, and you will not find it in the chart of accounts. The report calculates it: all income ever posted up to the as-of date, minus all expense ever posted up to that date. It is the society's accumulated result since the books began, and it is counted as part of Total Equity. It is what makes Total Assets equal Total Liabilities + Equity without anyone posting a year-end closing voucher.

How to read it: Total Assets and Total Liabilities + Equity should be the same figure. Every voucher has equal debits and credits, so the two sides stay equal as long as each account's type and normal balance are set correctly in the Ledger. A negative Retained Surplus, shown in red, is an accumulated deficit.

Defaulter List

The question: which bills are past their due date and still not fully paid?

Where the figures come from: invoices. A bill is listed when its status is Issued, Partially Paid or Overdue, its due date is before the as-of date, and it still has an amount outstanding. Draft, Processing, Paid and Cancelled bills are not listed.

Filters: As of date.

- **Summary: Defaulter Count** and **Total Outstanding**.
- **Chart: Outstanding by Flat (Top 15)**.
- **Columns: Flat, Tower, Owner, Invoice #, Due Date, Overdue** (days) and **Outstanding**, ending in **Total Outstanding**.

How to read it:

- There is one row per overdue **bill**, not per flat. A flat with three overdue bills appears three times, and Defaulter Count counts three.
- The longest overdue bills come first. The days badge is yellow up to 30 days, amber from 31 to 90 and red beyond 90.
- The as-of date decides which bills count as overdue and how many days. The **Outstanding** amount is always today's balance on the bill. Setting an earlier as-of date does not show what was owed back then.

[Open Defaulter List](#) →

Collection Efficiency

The question: in this period, how much did we collect compared with what we billed?

Measure by chooses how it is worked out. **Invoices issued in date range** (the default) takes the bills issued in the range and measures what has been collected against those same bills, so older bills cannot inflate it. **Journal activity in date range** uses ledger postings dated in the range, as the report did before.

The figures below describe the **Journal activity** view, where invoices and payments are taken separately. In the default view, advance credit counts as collected only when applied to a bill.

- **Total Billed:** the total of every bill whose billing period *starts* within the range, cancelled bills excluded. The bill total includes GST and any penalty.
- **Total Collected:** the total of every successful payment whose payment date is within the range, whichever bill it was for. Payments still processing, or failed, are not counted.

- **Collection Efficiency:** Total Collected divided by Total Billed, as a percentage. When nothing was billed it shows 0%.

Filters: Start date, End date and Measure by.

On screen: the three summary figures, an **Efficiency Gauge**, a **Billed vs. Collected** chart and a **Collection Summary** table with the same three lines.

How to read it: the percentage is green at 80% or more, amber from 50% and red below that. Because billed and collected are measured independently, the figure can pass 100%: for example when residents clear old arrears in a month with a small billing run. For the same reason a short range can look poor simply because the bills went out at the end of it. A full quarter or year gives a steadier picture.

[Open Collection Efficiency](#) →

Tax Report

The question: how much GST was charged on bills in this period, split by rate?

Where the figures come from: the line items of invoices whose billing period starts within the range, cancelled bills excluded. This report reads the bills directly and does not read the journal.

Filters: Start date and End date.

- **Summary:** **GST on Charges**, **GST on Penalties** and **Total GST**.
- **Chart:** **GST by Rate**.
- **GST Breakdown** table: one row per GST rate (for example 18% GST) with its **Amount**, then a **Penalties GST** row, ending in **Total GST**.

How to read it: each fee type on a bill can carry its own GST rate, so one bill may contribute to more than one row. Lines with no GST do not appear. GST on Penalties applies only where the billing rule charges GST on its late-payment penalty. It is worked out today from each bill's penalty rules and due date, so it can change from one day to the next.

The report shows GST **charged** on bills. It does not show whether the resident has paid, and it does not include GST on vendor bills.

[Open Tax Report](#) →

Flat-wise Ledger

The question: for one flat, what was billed, what was paid or waived, and what is the balance?

Where the figures come from: that flat's invoices (cancelled ones excluded), the successful payments against them, their approved waivers and their penalties.

Filters: **Tower**, **Floor**, **Flat**, Start date and End date.

1. Choose a **Tower**. The Floor list narrows to that tower.
2. Choose a **Floor**, then a **Flat**.
3. Leave both dates empty to see the flat's whole history, or enter dates to limit it.
4. Click **Apply**.

Until a flat is chosen the page shows "Select a tower, floor and flat above to view its ledger." Choose a flat and click Apply before using PDF or Excel.

- **Summary: Flat, Total Invoiced, Penalties, Total Paid and Closing Balance.**
- **Chart: Balance Trend.**
- **Ledger Entries** columns: **Date, Description, Status, Charge, Penalty, Payment, Waiver and Balance.**

Each row is one of four kinds:

Invoice	Dated the start of the billing period. Shows the invoice number, its due date and its status. Charge is the bill amount with GST, before any penalty.
Penalty	Dated the bill's due date. The late-payment penalty on that bill.
Payment	Dated the payment date, with the payment mode. Successful payments only.
Waiver	Dated the day it was approved, with the start of its reason. Approved waivers only.

How to read it: Balance is a running total. Charges and penalties add to it, payments and waivers reduce it. The last line, **Closing Balance**, is what the flat owes. It is red when money is owed and green when it is zero or the flat is in credit.

- The date range selects **bills** by the start of their billing period. Every payment, waiver and penalty belonging to a selected bill is shown, even when its own date falls outside the range.
- With a Start date, the table begins with an **Opening Balance** row: the unpaid amount on all earlier bills. With no Start date there is no opening row, because the ledger starts from the flat's first bill.



What residents see: My Ledger

Owners and tenants have **My Ledger** in their sidebar. It is this same report, fixed to their own flat. They get the two date fields but no Tower, Floor or Flat choice, and they cannot open any other flat. Residents can always download their ledger as PDF or Excel. If the Flat-wise Ledger is switched off for the society, residents lose My Ledger as well.

[Open Flat-wise Ledger](#) →

Expense Register

The question: what expenses were entered in this period, from vendors and from petty cash, and what is their status?

Where the figures come from: vendor expenses and petty cash expenses whose expense date is within the range. This report reads the expense records directly and does not read the journal.

Filters: Start date and End date.

- **Summary:** **Total Expense** and **Entries**.
- **Chart:** **Expenses by Category**.
- **Columns:** **Date**, **Source** (Vendor or Petty Cash), **Category**, **Description**, **Status** and **Amount**, ending in **Total**.

How to read it: rows are in date order. For a vendor expense, Category is the vendor's category and the description starts with the vendor's name. Petty cash rows have no category.



What the total counts

The register lists expenses that are **Pending Approval**, **Posted** and **Rejected**, so you can see everything that was entered. **Total Expense** adds only the **Posted** ones, the money actually spent. Use the Status column to tell the rows apart.

[Open Expense Register](#) →

Vendor Dues

The question: for each vendor, how much expense is waiting for approval, and how much has been posted, in this period?



What 'dues' means here

In this report, "dues" means vendor expenses that are still **Pending Approval**. It does not mean unpaid bills. The system does not track whether a vendor has actually been paid: when a vendor expense is approved it is posted to the books against the bank ledger in one step. So this report cannot tell you which vendor invoices remain unpaid. It tells you which expenses someone has entered and nobody has approved yet.

Where the figures come from: vendor expenses whose expense date is within the range, grouped by vendor.

Filters: Start date and End date.

- **Summary:** **Total Pending (Dues)**, **Total Posted** and **Vendors**.
- **Chart:** **Pending vs Posted by Vendor**.
- **Columns:** **Vendor**, **Pending (Dues)**, **Posted** and **Total**, ending in a **Total** row. The PDF and Excel files have the Vendor, Pending (Dues) and Posted columns only.

How to read it:

- **Pending (Dues)** is the total of the vendor's expenses awaiting approval. A dash means none. An amount here is work for an approver.
- **Posted** is the total of the vendor's approved expenses in the period, shown beside the pending amount for comparison.

- Rejected expenses are in neither column. A vendor whose only expenses in the period were rejected still appears, with nothing in either column.
- Vendors are listed in name order. A vendor with no expenses in the period is not listed.

[Open Vendor Dues](#) →

Waiver Register

The question: which waivers were requested in this period, what happened to each, and who decided?

Where the figures come from: waiver requests, selected by the date the request was **raised**, not the date it was decided.

Filters: Start date and End date.

- **Summary:** **Total Requests** and **Total Approved**.
- **Columns:** **Flat**, **Invoice #**, **Status** (Pending Approval, Approved or Rejected), **Decided By** and **Amount**, ending in **Total Approved**.

How to read it: every request is listed, whatever its status, but **Total Approved** adds only the approved ones. Pending and rejected amounts are shown in their rows and left out of the total. Decided By is the username of the person who approved or rejected the request, and is blank while it is pending. This report has no chart, and it does not show the reason. Open the waiver itself to read that.

[Open Waiver Register](#) →

Penalty Register

The question: which bills carry a late-payment penalty, on which charge, and how much?

Where the figures come from: invoices that have a penalty recorded and whose billing period starts within the range. The date range is about the bill's period, not the day the penalty was applied.

Filters: Start date and End date.

- **Summary:** **Total Penalties** and **Records**.
- **Chart:** **Penalties by Flat (Top 15)**.
- **Columns:** **Flat**, **Invoice #**, **Fee Type**, **Calc Type**, **Overdue** (days) and **Penalty**, ending in **Total**.

How to read it:

- There is one row per penalised **charge** on a bill, not per bill. A bill with two fee types that both carry a penalty rule gives two rows.
- **Calc Type** is the method set on the billing rule: FLAT_AMOUNT, SIMPLE_INTEREST or COMPOUND_INTEREST.
- **Penalty** includes GST on the penalty where the billing rule charges it.

- The days overdue and the penalty amount on each row are worked out as of today from the bill's due date and its penalty rule. For a bill that is still unpaid and has a recurring penalty, the figure grows over time, so the same range can show a larger total next month.

[Open Penalty Register](#) →

Common problems

- **A report is missing from the Reports page.** There are two possible causes. The first is permissions: your role does not have View on that report. The second is that the report, or a feature it reads from, is switched off for the society by the Platform Admin. A report is removed when *any* of its sources is off, and it then disappears for everyone, the Superadmin included. The table below shows what each report needs.
- **The PDF and Excel buttons are missing.** The user's role has View on the report but not **Export**. Turn Export on for that report in the role.
- **The Income & Expenditure Statement or Balance Sheet does not match what you expect.** Only **Posted** vouchers count. A voucher that is still a Draft, or was Cancelled, is ignored. A reversed voucher and its reversal are both posted, so they cancel each other out. Check the Journal for drafts dated in the period.
- **An account is missing from a financial statement.** Accounts with no posted lines in the period (or, on the Balance Sheet, up to the as-of date) are left out.
- **The Balance Sheet's two sides differ.** Look for an account whose type or normal balance is set wrongly in the Ledger. An account's type decides which side of the sheet it falls on.
- **The Expense Register total differs from expenditure on the Income & Expenditure Statement.** The register totals posted vendor and petty cash expenses only. The statement also includes expenses that did not come from vendors or petty cash, such as asset services and journal vouchers written by hand.
- **Collection Efficiency is above 100%, or very low.** In the Journal activity view, billed is counted by the start of the billing period and collected by payment date, so the two do not always fall in the same range. Use a longer range, or switch **Measure by** to **Invoices issued in date range**, which measures collection against the same bills.
- **A bill is missing from Collection Efficiency, the Tax Report, the Flat-wise Ledger or the Penalty Register.** These select bills by the **start of the billing period**, not by the date the bill was generated or its due date. Widen the range to cover the period start.
- **The report shows the current month although you chose other dates.** The start date was after the end date, so the report fell back to its default range.
- **A resident's payment is not in their ledger.** Only successful payments are shown. A cheque or bank transfer that is still processing appears once it clears.
- **Flat-wise Ledger PDF or Excel does not download.** No flat is selected. Choose the tower, floor and flat, click Apply, then export.

REPORT**NEEDS THESE FEATURES SWITCHED ON****Income & Expenditure Statement**

Ledger and Journal Entries

Balance Sheet

Ledger and Journal Entries

Defaulter List

Invoices

Collection Efficiency

Invoices

Tax Report

Invoices

Flat-wise Ledger

Invoices

Expense Register

Vendors and Petty Cash (both)

Vendor Dues

Vendors

Waiver Register

Invoices and Waivers

Penalty Register

Invoices

22. Roles and permissions

Creating staff logins and deciding what each one can see and do.

How access works

Whether someone can open a page or press a button is decided by two checks. Both must pass.

CHECK	WHO DECIDES	WHAT IT MEANS
1. The feature is on for the society	The Platform Admin	A feature that is switched off is hidden for everyone in the society, the Superadmin included. It also disappears from the permission list described below.
2. The person has the permission	You, through a role	Applies to staff logins. The Superadmin and Managers pass this check automatically for every feature.

- **Society Superadmin and Manager** need no role. They can use every feature the society has. Neither can use a feature the Platform Admin has switched off.
- **Every other staff member** gets access only through a custom role. A staff login whose role is inactive, archived or deleted can still sign in but sees a page saying nothing is available.
- **Residents** (Flat Owner, Tenant) are not part of this. They see only their own invoices and ledger.

Roles & Permissions is at the bottom of the sidebar and is open to the Superadmin only. It has two parts: **Custom Roles** and **Role Templates**.

[Open Roles & Permissions](#) →

Creating a role and its staff login

A role and the staff member's login are created together, on one form. Each role belongs to one staff member. To give two people the same access, create two roles and apply the same template to both.

1. Open **Roles & Permissions**, then **Custom Roles**, and click **Add Role**.
2. Under **Role Details**, enter the **Role Name**, for example Accounts Clerk, and optionally a **Description** of up to 500 characters. Leave **Active Role** ticked.
3. Under **Staff Account**, enter the staff member's **Full Name**, **Email**, **Username** and **Password**.
4. Under **Permissions Matrix**, either choose a starting point in **Apply Template** or switch on the permissions one by one.
5. Click **Create Role**. The role is saved and the login is ready to use.
6. Give the username and password to the staff member yourself. The system does not email them.

- **Username:** must be unique across the whole platform. The form checks it as you type and suggests alternatives if it is taken.
- **Email:** must not already be used by another login or resident.
- **Password:** any password is accepted, regardless of length or strength.



Changing a staff member's details or password

Open the role with **Edit** . The name, email and username can be changed in place. To set a new password click **Change Password** in the Staff Account panel, enter the **New Password** and click **Save Changes** . Staff cannot change their own password, so a forgotten password is always reset [here](#).

Open Custom Roles → Open Add Role →

Society ERP
Institutional Property Management

Add Role
Define a new custom role, permission matrix, and staff account

Dashboard > Roles & Permissions > Custom Roles > Add Role

Role Details
Basic information for this role.

Role Name * ⓘ
Description 0/500

☒ **Active Role**
Inactive roles lose their granted permissions immediately.

Staff Account
Create login credentials for this role.

Full Name * ⓘ
Email * ⓘ
Username * ⓘ
Password * ⓘ
Enter initial password (min 8)

Permissions Matrix
Toggle View or Manage access for each module in this society.

Apply Template: Choose a template...

Cancel Create Role

Add Role: the role, the staff login and the start of the permission matrix.

The permission matrix

The matrix lists every feature the society has, grouped by area. Each row has one or more switches:

View	See the page and its records. The sidebar item appears only when View is on.
Add	Create new records.
Edit	Change existing records, including switching them between Active and Inactive.
Archive	Archive and restore records, and delete archived records permanently. On the two resident rows this switch is labelled Move Out .
A single switch	Some rows are one action rather than a list of records, for example Bulk Import, Generate Bills, Record Payment or an approval. They have one switch carrying the row's own name.

Export

Each report row has two switches: **View** opens the report on screen, and **Export** also allows its PDF and Excel downloads. Turning Export on turns View on with it.

Add, Edit and Archive cannot be switched on until View is on for the same row. Turning View off clears them.

The **Quick Permission Actions** bar above the list fills the matrix in one click:

- **Enable All View** : switches on View everywhere.
- **Enable All Archive** : switches on View and Archive everywhere.
- **Grant All** : switches on everything.
- **Clear All** : switches everything off.

Nothing is saved until you click **Create Role** or **Save Changes** in the bar at the bottom of the page. A change to a role takes effect on the staff member's next page load.

What each permission covers

These are the groups and rows of the matrix. A row is missing from your screen when the Platform Admin has switched that feature off for the society.

ROW	SWITCHES	WHAT IT ALLOWS
DASHBOARD		
Dashboard	View	The society dashboard and its summary figures.
SOCIETY STRUCTURE		
Towers	View, Add, Edit, Archive	Tower records.
Floors	View, Add, Edit, Archive	Floors within towers.
Flats	View, Add, Edit, Archive	Flat records. Owners, tenants and family members are added and edited under this permission.
Bulk Import	Bulk Import	Importing towers, floors, flats and residents from a spreadsheet.
Warning Notifications	View	The warning bell in the top bar and the warning list.
RESIDENTS		
Resident Directory	View	The Resident Management directory.
Flat Owners/Tenants	View, Move Out	Owner, co-owner and tenant records. Only Move Out is controlled here; adding and editing follow the Flats row.
Family Members	View, Move Out	Family member records, on the same terms.

ROW	SWITCHES	WHAT IT ALLOWS
FINANCE: BANKING		
Bank Accounts	View, Add, Edit, Archive	The society's bank accounts.
FINANCE: LEDGER & JOURNALS		
Ledger	View, Add, Edit, Archive	Ledger accounts and each account's statement.
Journal Entries	View	Browsing journal vouchers.
Journal Entries: Create Draft	View, Add, Edit	Writing and editing draft vouchers, and attaching signed copies.
Journal Entries: Post/Unpost	One switch	Posting a draft, or sending a posted voucher back to draft.
Journal Entries: Reverse	One switch	Reversing a posted voucher.
Journal Entries: Cancel/Archive	One switch	Cancelling a voucher or archiving a draft.
FINANCE: PETTY CASH		
Petty Cash	View	The petty cash page, vault balance and history.
Petty Cash: Fund Setup	One switch	Setting up the vault and its limits.
Petty Cash: Top-Up	One switch	Recording top-ups, and refunding them.
Petty Cash: Expense Entry	One switch	Logging expenses.
Petty Cash: Expense Approval	One switch	Approving or rejecting expenses that are waiting for approval, and refunding posted expenses.
Petty Cash: Period Close	One switch	Closing a petty cash period.
FINANCE: VENDORS		
Vendors	View	The vendor list, contract warnings and vendor expenses.
Vendors: Manage Records	View, Add, Edit, Archive	Adding, editing and archiving vendors.
Vendors: Log Expense	One switch	Logging vendor expenses for approval.
Vendors: Expense Approval	One switch	Approving, rejecting and refunding vendor expenses.
FINANCE: OTHER INCOME		
Other Income	View, Add	Viewing and logging income that is not a maintenance bill.
Other Income: Approval	One switch	Approving, rejecting and refunding other income entries.
ASSETS		
Assets	View	The asset register and each asset's service history.

ROW	SWITCHES	WHAT IT ALLOWS
Assets: Manage Records	View, Add, Edit, Archive	Adding, editing and archiving assets. Adding an asset can post its purchase to the ledger.
Assets: Service Log	One switch	Logging service and maintenance entries.
BILLING		
Billing Rules	View, Add, Edit, Archive	Billing rule definitions.
Generate Bills	Generate Bills	Running bill generation and raising additional bills.
Invoices	View	Viewing and downloading invoices.
Record Payment	Record Payment	Recording payments, marking them paid or failed, and cancelling invoices.
Advance Payments	View, Add	The advance register, flat wallets and recording an advance.
Advance Payments: Clear/Fail	One switch	Marking a cheque or transfer advance cleared or failed.
Advance Payments: Refund & Apply	One switch	Refunding unused advance and applying a wallet to open bills by hand.
Advance Payments: Opening Balances	One switch	Importing advances held before go-live.
Waivers	View, Add	Requesting a waiver on an invoice. Approving or rejecting is not included.
REPORTS		
Income & Expenditure Statement, Balance Sheet, Defaulter List, Collection Efficiency, Tax Report, Flat-wise Ledger, Expense Register, Vendor Dues, Waiver Register, Penalty Register	View, Export	One row per report. View opens it on screen; Export also allows PDF and Excel.
SETTINGS		
Notification Templates	View, Add, Edit, Archive	Reserved. There is no notification template screen in the society's menu yet, so this row has no effect today.
Billing Configuration	One switch	The society-wide billing settings.
Razorpay Payment Gateway	One switch	The society's Razorpay keys and webhook.
Journal Voucher Configuration	View, Add, Edit, Archive	The society's voucher types and the Voucher Mapping page. Edit is needed to open Voucher Mapping at all, and to change a voucher type.
Fee Types, Flat Types, Billing Frequencies, Document Labels, Vendor Categories, Asset Categories, Asset Service Types	View, Add, Edit, Archive	One row per settings list.
ADMINISTRATION		

ROW	SWITCHES	WHAT IT ALLOWS
Roles & Permissions	View	Listed for completeness. The Roles & Permissions screens open for the Superadmin only, whatever this switch says.

Permissions that depend on each other

Some rows are useless without another. A staff member who can edit floors but cannot see towers has no way to reach a floor. The matrix enforces this for you: a dependent row stays greyed out, with the note **Requires ... to be enabled first**, until View is on for the row it depends on.

THESE ROWS	NEED THIS ROW FIRST
Floors	Towers
Flats	Floors
Resident Directory, Flat Owners/Tenants, Family Members, Warning Notifications, Bulk Import	Flats
Journal Entries: Create Draft, Post/Unpost, Reverse, Cancel/Archive	Journal Entries
Petty Cash: Fund Setup, Top-Up, Expense Entry, Expense Approval, Period Close	Petty Cash
Vendors: Manage Records, Log Expense, Expense Approval; Vendor Categories	Vendors
Other Income: Approval	Other Income
Assets: Manage Records, Service Log; Asset Categories; Asset Service Types	Assets

- **The chain runs all the way up.** Flats need Floors, and Floors need Towers, so a role that works with residents needs View on Towers, Floors and Flats.
- **Add, Edit and Archive follow the same rule** between Towers, Floors and Flats: Add on Floors needs Add on Towers, and so on.
- **Turning a row off turns off everything under it.** Switching off View on Towers clears Floors, Flats and every resident row. The same clean-up is applied again when the role is saved.

Role templates

A template is a saved set of switches. Choosing one in **Apply Template** fills the matrix, and you can then adjust any switch before saving. Your society starts with its own copies of three templates:

Accountant	Dashboard. Bank Accounts and Ledger in full. Journal Entries to view. Billing Rules to view, add and edit. Generate Bills. Invoices to view. Billing Configuration. Fee Types, Flat Types, Billing Frequencies, Document Labels and Journal Voucher Configuration in full. View and Export on all ten reports.
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Help Desk Dashboard. Towers, Floors and Flats in full. Resident Directory to view. Flat Owners/Tenants and Family Members to view and Move Out. Invoices to view. Defaulter List and Flat-wise Ledger to view.

Read Only View on every row that has a View switch, and nothing else.

To make your own template:

1. Open **Roles & Permissions** , then **Role Templates** , and click **Add Template** .
2. Enter a **Name**, which is what appears in the Apply Template list, and optionally a **Description**.
3. Set the switches in the **Permissions Matrix** and click **Create Template** .

- **Templates are yours.** The three defaults can be edited or archived like any other, and your changes do not affect any other society. A template name can be used only once in your society.
- **A template is a starting point, not a link.** Editing a template later does not change roles that were created from it. To update an existing role, open it and apply the template again, or change its switches directly.
- **Archived templates** leave the Apply Template list. **View Archived** shows them, with **Restore** and permanent delete.

[Open Role Templates](#) → [Open Add Template](#) →

Deactivating or archiving a role

Use the three-dot menu on the role's row in **Custom Roles** .

ACTION	WHAT HAPPENS TO THE ROLE	WHAT HAPPENS TO THE LOGIN
Deactivate	Stays in the list, marked Inactive. Activate brings it back.	Loses every permission at once. The staff member can still sign in but sees only a page saying nothing is available for their account.
Archive	Is deactivated and moved to the archived list.	The same as Deactivate.
Restore	Returns to the main list, still Inactive.	No access until you also click Activate .
Delete permanently	Offered on archived roles only. The role and its switches are removed for good.	The staff member loses the role and is left with a login that can see nothing.



When a staff member leaves

Deactivate or archive their role. That removes their access straight away while keeping their name on the records they created. If you also want to make sure the old password is useless, change it on the role form first.

What cannot be handed to a role

- **Approving or rejecting a waiver.** The **Waivers** row only lets staff *request* a waiver. Deciding one needs the separate **Waivers — Approve/Reject** switch, which is off unless you turn it on. The Superadmin and Managers can always decide.
- **Requesting a waiver while waivers are switched off.** If waivers are turned off in Billing Configuration, staff cannot request one even with the Waivers permission. The Superadmin and Managers still can.
- **Roles & Permissions itself.** Only the Superadmin can create roles, change switches or reset staff passwords. Managers cannot open these screens.
- **Anything the society does not have.** A feature the Platform Admin has switched off cannot be granted. If it is switched back on later, roles that had it before get it back without any change from you.
- **The Superadmin and Manager logins.** These are set up by the Platform Admin. A society has one Superadmin.

Common problems

- **A switch is greyed out:** the row it depends on is off, or View on the same row is off. Turn those on first.
- **A row is not in the matrix at all:** the feature is switched off for the society. Ask the Platform Admin.
- **The staff member signs in and sees "Nothing available for your account":** their role is inactive or archived, or it has no switches on for a feature the society has.
- **A proof, receipt or attachment will not open for a staff member:** uploaded files follow the View permission of the feature they belong to. A petty cash bill needs Petty Cash View, a flat's documents need Flats View, and so on. Having the link is not enough.
- **The staff member has the page but not the button:** View is on but Add, Edit or Archive is not.
- **"A user with this username already exists":** usernames are shared across all societies. Pick one of the suggestions.
- **The form has no Staff Account panel when editing:** the role no longer has a staff login attached. Create a new role for the staff member.

23. What residents see

The resident login: My Invoices, paying online and My Ledger.

What a resident login is

A resident login belongs to a **Flat Owner** or a **Tenant**. It is self-service and read-only: the resident can look at the bills raised on their own flat, download them, pay them online and follow their account balance. They cannot see any other flat, any other resident, or any of the society's screens.

Their sidebar has two items and nothing else:

- My Invoices

Every bill raised on the flats they are registered on. This is the page they land on after signing in.
- My Ledger

A running statement of charges, penalties, payments and waivers for their flat.

You do not have these two menu items yourself. The screens behind them are the ones you know as **Invoices** and the **Flat-wise Ledger** report, narrowed to the resident's own flat.



Both depend on the society's features

My Invoices appears only while the Invoices feature is on for the society, and My Ledger only while the Flat-wise Ledger report is on. If the Platform Admin switches both off, a resident who signs in sees a page saying nothing is available.

Society ERP

Institutional Property Management

My Invoices

My Ledger

R

rajesh.kulkarni

Flat Owner

Invoices

View, search, and download PDF maintenance bills for Sai Samarth Heights Co-operative Housing Society Ltd.

Search by flat number, owner name, or invoice #...

All Statuses

Invoices

6 Invoices

INVOICE #	RESIDENT & UNIT	BILLING PERIOD	DUE DATE	TOTAL AMOUNT	STATUS	ACTIONS
INV-2610-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 Oct 2026 TO 31 Oct 2026	31 Oct 2026	₹3360.00	Issued	
INV-2609-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 Sep 2026 TO 30 Sep 2026	01 Oct 2026	₹3360.00	Paid	
INV-2608-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 Aug 2026 TO 31 Aug 2026	31 Aug 2026	₹3360.00	Paid	
INV-2607-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 Jul 2026 TO 31 Jul 2026	31 Jul 2026	₹3360.00	Paid	
INV-2606-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 Jun 2026 TO 30 Jun 2026	01 Jul 2026	₹3360.00	Paid	
INV-2605-101-001	Rajesh Kulkarni A Wing Flat 101	FROM 01 May 2026 TO 31 May 2026	31 May 2026	₹3360.00	Paid	

What a flat owner sees after signing in: My Invoices and My Ledger only.

How a resident gets a login

Registering an owner or tenant on a flat records the person. It does **not** create a login for them. There is no button on the society's screens to create a resident login or to set a resident's password.

A resident login is created and linked to the flat user by the Platform Admin or the support team. Ask them, giving the flat and the resident's name and email.

Once it is linked you can see it in two places:

- On the flat's page, the username appears under the person's name, and the edit form shows it as **Linked Login Account**.
- On the resident's profile, **Login Account** shows the username, or **Not linked** when there is none, and **Last Login** shows when they last signed in.
- **One login, several flats.** A login linked to the same person on more than one flat sees the invoices of all of them under My Invoices.
- **Moving out.** Once a resident is moved out of a flat, their login no longer shows that flat's invoices.
- **Deactivating or archiving a flat** (or its floor or tower) deactivates the residents on it. While they are inactive, the login shows no invoices or ledger for that flat.
- **Passwords.** Residents have no Change Password option. A forgotten password is reset by the Platform Admin.
- **Sign-in rules are the same as yours:** signed out after 30 minutes without activity, and locked for 15 minutes after 5 wrong passwords.

[Open Resident Management](#) →

My Invoices

The list shows one row per bill with the **Invoice #**, **Billing Period**, **Due Date**, **Total Amount** and **Status**. The resident can search by invoice number and filter by status: Issued, Processing, Paid, Partially Paid, Overdue, Cancelled, Waived or Penalty Applied.

The three-dot menu on each row offers:

- **View Invoice** : opens the bill.
- **Download PDF** : the printable tax invoice.

Only invoices for the resident's own flats are listed. Typing another invoice's address into the browser does not open it.

[Open Invoices](#) →

The invoice page

The resident sees the same bill you do, without the staff controls:

- **Itemized Charges Breakdown:** each charge with its basis, rate, base amount, GST and total.
- **Late Penalty Breakdown:** shown once the invoice is overdue, with the policy, the number of periods and the penalty for each charge.
- **Totals:** base amount, GST, late penalty, amount paid, amount waived and the **Balance Due**.
- **Waivers:** a waiver that is waiting for a decision, and the **Waiver History** of approved and rejected ones.
- **Payment History** : appears once at least one payment has been recorded. It lists each payment with its date, mode, status, reference and amount.
- **Download PDF** : the tax invoice.
- **Download Receipt** : the receipt for the latest successful payment. Receipts for earlier payments are in Payment History, under **Receipt** .

The figures are always current. Opening an invoice rechecks whether it is overdue and recalculates the penalty to today.

What the resident does **not** get on this page: the Payment, Cancel and Waiver tabs, Mark Paid and Mark Failed, and the waiver approval panel. Those are for staff.

Paying online

Online payment is available only when the society has set up and enabled its own Razorpay account. Without it, residents pay by cash, cheque, bank transfer or UPI as before and your staff record the payment.

With Razorpay enabled, the resident has two ways to pay.

From the invoice page:

1. The resident opens the unpaid invoice from My Invoices.
2. Beside the invoice, a card shows the **Amount Due** and a **Pay Online** button.
3. They click it and pay in Razorpay's window by UPI, card or netbanking. The payment is for the full amount due.
4. The page reloads with the invoice **Paid**. The payment appears in Payment History with its receipt, the ledger voucher is posted and the resident is emailed a confirmation.

From the invoice PDF: under **PAY ONLINE** there is a payment link for the full balance. It opens Razorpay's payment page and needs no sign-in, so you can also send the PDF to a resident.

- **Both appear only while there is something to pay.** A paid, cancelled or Processing invoice has no button, and a paid or cancelled one has no link in its PDF.

- **Part payments** are taken by staff, from the payment panel on the invoice page (chapter 16). Residents always pay the full amount due.
- **A payment made through the PDF link is confirmed by Razorpay's webhook.** If the webhook is not set up, the money reaches your Razorpay account but the invoice stays unpaid. Follow the Razorpay setup guide to the end.

[Open Razorpay settings](#) → [Open Razorpay setup guide](#) →

My Ledger

My Ledger is the resident's statement of account for their flat. It is the Flat-wise Ledger report with the flat already chosen and the tower, floor and flat filters removed.

- **Summary tiles:** Flat, Total Invoiced, Penalties, Total Paid and Closing Balance.
- **Balance Trend:** a small chart of the balance over the period.
- **Ledger Entries:** one line per bill, payment and waiver, with the columns Date, Description, Status, Charge, Penalty, Payment, Waiver and Balance. An **Opening Balance** line carries forward anything owed before the start date.
- **Dates:** the statement opens on the current month. The resident changes the start and end date and clicks **Apply**.
- **Export:** **PDF** and **Excel** are always available to a resident for their own ledger.



One flat only

My Ledger shows a single flat. A resident whose login is linked to several flats sees the invoices of all of them under My Invoices, but the ledger of only one. For the others, send them the Flat-wise Ledger export from Reports.

What residents cannot do



Residents cannot raise a waiver themselves

There is no waiver request form on the resident's screens. A resident who wants a charge reduced or written off asks the society office. A staff member with the Waivers permission submits the request on the invoice, and the Superadmin, a Manager, or a staff member with the Waivers — Approve/Reject permission approves or rejects it. The resident then sees the result on the invoice and is emailed when a waiver is approved.

- Record an advance or ask for a refund on screen. Where the society has Advance Payments switched on, residents can see their flat's advance wallet and receipts, but staff record, apply and refund advances.
- Record a payment, upload proof of payment or mark a cheque as cleared.
- Cancel or dispute an invoice on screen.

- Edit their own name, email, mobile, family members or documents. Staff do this on the flat's page.
- See the dashboard, other residents, the society's accounts, reports other than their own ledger, or this guide.
- Change their own password.

What residents are told by email

Residents are emailed without any action from you when a bill is generated, three days before a bill falls due, when a payment is received, when a penalty is applied, when a waiver is approved, and before one of their documents expires. The email goes to the owner, co-owner, tenant and family members of the flat who have an email address on file, whether or not they have a login. The full list is in the Troubleshooting chapter.

Common problems

- **The resident says they have no login:** none has been linked. Check **Login Account** on their profile; if it says Not linked, ask the Platform Admin.
- **The resident signs in and sees no invoices:** either no bill has been generated for the flat yet, or the login is linked to a different flat user.
- **My Ledger does not open:** the login has no active registration on a flat, for example because the resident was moved out or the flat was deactivated.
- **There is no payment link in the PDF:** Razorpay is not enabled for the society, the invoice is already paid or cancelled, or Razorpay could not be reached when the PDF was made. Download the PDF again.
- **The resident paid online but the invoice is still unpaid:** the Razorpay webhook is missing or wrong. Check the webhook settings, and find the payment in your Razorpay dashboard before recording anything by hand.
- **The resident sees a cheque payment as Processing:** staff recorded it and it is waiting to be marked paid once the cheque clears.

24. Troubleshooting and glossary

Common problems, the emails the system sends, and accounting terms.

Menus, pages and access

WHAT YOU SEE	WHY	WHAT TO DO
A menu item or button is missing	Either the feature is switched off for the whole society, or the staff member's role does not include it.	If it is missing for you as Superadmin, the feature is off: ask the Platform Admin to turn it on. If it is missing only for a staff member, edit their role under Roles & Permissions. A page with no button means View is on but Add, Edit or Archive is not.
The No Access page: "Nothing available for your account"	The login has nothing it is allowed to open. For staff, the role is inactive, archived, deleted or has no switches on. For a resident, Invoices and the Flat-wise Ledger are both off for the society.	Activate the role or switch on the permissions it needs. The staff member only has to reload the page.
Opening a link takes you to a different page	The address does not exist, or you are not allowed to open it. Instead of an error, the system sends you to the first page you can use.	Reach the page from the sidebar. If it is not there, see the first row.
Signed out with "You've been logged out due to inactivity."	Nobody clicked anything for 30 minutes . A page left open on a screen that refreshes itself does not count as activity.	Sign in again. Anything typed into a form that was not saved is lost, so save long forms before stepping away.
"Too many failed login attempts. Please wait 15 minutes and try again."	5 wrong passwords in a row for the same username from the same place lock that login for 15 minutes .	Wait 15 minutes. Trying again during the wait does not help, even with the right password. If the password is forgotten: for staff, set a new one on their role form; for the Superadmin or a resident, ask the Platform Admin.
Everyone is signed out with "Your society account is suspended"	The Platform Admin has suspended the society. Automatic billing, penalties and emails also stop while it is suspended.	Contact the Platform Admin.

[Open Roles & Permissions](#) ➔

Records that will not archive or deactivate

The system refuses to deactivate or archive a record that live work still depends on. The message names what is using it.

- **A ledger account or bank account:** it is still assigned somewhere, for example to an active billing rule, a payment mode, the petty cash vault, a vendor or an asset. Point that item at a different account, then try again. The primary bank account cannot be deactivated until another account is made primary. The system's own ledger accounts cannot be deactivated at all.
- **A fee type, flat type, billing frequency or category:** something active still uses it. Change or archive the records that use it first.
- **A vendor:** it has expenses waiting for approval. Approve or reject them first.
- **An owner cannot be moved out:** the flat still has a tenant, or the flat has unpaid bills.
- **Nothing inside a tower can be changed:** the tower is inactive or archived. Activate or restore it from the Towers list.

History never blocks. Old invoices, posted vouchers and past payments stay exactly as they are when the record they point to is archived.

Delete permanently is offered only on archived records and is refused, with the reason, while protected data still uses the record. It cannot be undone.

An import stays Queued

Imports are done by a background service on the server, called the worker, so that large jobs do not slow the screens down. If the worker is not running, the job waits.

- **The import says it is waiting for the import worker to pick it up:** the worker is stopped. Nothing is wrong with your file. Contact the Platform Admin. The import starts by itself once the worker is back; you do not need to upload again.
- **A second file stays Queued while another is Running:** that is normal. Only one import runs at a time for a society and the others wait their turn.
- **An import is stuck and you want it gone:** use **Pause / Cancel** under Active Imports. Rows already imported stay imported.

[Open Bulk Import](#) →

A flat did not get a bill

Work down this list. The first match is usually the answer.

1. **The flat is inactive or archived,** or its floor or tower is. Inactive flats are left out of billing.
2. **No billing rule covers the flat.** A rule applies only when its tower, floor and flat type match the flat. A blank scope means all. Flats that match no rule are counted as skipped.
3. **The rule is inactive, or the billing period is outside its dates.** The first day of the billing period must fall between the rule's Effective From and Effective To.

4. **The flat was already billed.** There is one invoice per flat, per rule, per billing period. If one exists and is not cancelled, the run counts it as already billed and does not make a second. Look for it in Invoices.
5. **It is not the rule's billing day yet.** Automatic generation runs just after midnight on each rule's billing day and bills the month that day falls in.
6. **The rule is per sq. ft. and the flat has no area,** so there is nothing to multiply. Enter the flat's area.
7. **The worker was not running** at the time. See the section above.

For a single flat that needs a bill now, raise one from **Additional Bills** .

[Open Billing Rules](#) →

A payment is stuck in Processing

This is not a fault. A payment by **Cheque** or **Bank Transfer** is recorded first and confirmed later, because the money has not reached the bank yet. Until someone confirms it, the invoice stays in **Processing**. Cash and UPI payments settle at once and never show Processing.

1. Open the invoice. The panel on the right shows the payment that is waiting.
 2. When the money is in the bank, click **Mark Paid** . The invoice becomes Paid or Partially Paid and the receipt becomes available.
 3. If the cheque bounced or the transfer never arrived, click **Mark Failed** and enter the reason. The invoice reopens for payment and the failure stays in Payment History.
- Both buttons need the **Record Payment** permission.
 - While an invoice is in Processing it is not moved to Overdue and no penalty is added. Clear old Processing payments regularly; the status filter on Invoices finds them.
 - An online payment that left the resident's bank but did not mark the invoice paid is a different problem: the Razorpay webhook is not set up. See the Online payments chapter.

[Open Invoices](#) →

A form says it was already submitted

Every form locks its buttons on the first click, so a double-click records only once. As a second safeguard the system ignores an identical form sent again within a few seconds. You then return to the page with the message **"This form was already submitted a moment ago, so the repeat was ignored."**

- **Check before you submit again.** Open the list (Invoices, Journal, Petty Cash, Vendor Expenses and so on): the first submission is normally already there.
- **If it genuinely is not there,** wait about five seconds and submit again, or change a detail such as the remark.

- Recording the same payment again later, from a freshly opened form, is allowed and creates a second record. Cancel or reverse the extra one if it was a mistake.

The settings note at the top of a page

Each module depends on a few settings. The panel at the top of the page tells you about them.

- **The first time you open a module** it lists every setting that module uses, under **Settings used by this page**. This is information, not an error. Each person sees it once per module.
- **After that** it appears only while something is missing, under **Some settings for this page are not configured yet**. For example, Vendors with no vendor categories.
- **Configure** takes you straight to the setting. Once it is filled in, the note stops appearing.
- The cross hides the note for now. It does not fix anything, and the note returns while the setting is still missing.

[Open Settings](#) →

Emails the system sends on its own

You do not send these. They go out when the event happens.

EMAIL	WHEN IT IS SENT	WHO RECEIVES IT
Bill Generated	When an invoice is created for a flat.	The flat's residents.
Due Reminder	3 days before the due date , if the invoice is still unpaid or partly paid. Sent once.	The flat's residents.
Payment Received	When a payment is settled: recorded in cash or UPI, marked paid after a cheque or transfer, or paid online.	The flat's residents.
Penalty Applied	When the nightly check changes the penalty on an overdue invoice.	The flat's residents.
Waiver Approved	When a waiver is approved. Nothing is sent for a rejection.	The flat's residents.
Asset Expiry Reminder	Ahead of an asset's warranty or maintenance contract ending, and again 7 days and 1 day before.	The Superadmin, Managers and accounts staff.
Document Expiry Reminder	The number of days before a resident's document expires that you set in Billing Configuration, Remind before expiry (days) . 0 turns it off.	The resident whose document it is.

- **"The flat's residents"** means the owner, co-owner, tenant and family members on the flat who have an email address on file. They do not need a login.
- **No email address, no email.** If a resident says they received nothing, check the email on their flat record first.

- **The same email is never sent twice** for the same event.
- **Nothing is sent while the society is suspended.**
- **The wording of these emails** is managed by the Platform Admin. If no emails arrive for anyone, the mail service or the worker is down: contact the Platform Admin.

[Open Billing Configuration](#) →

What the system does by itself every day

ABOUT	WHAT HAPPENS
Just after midnight	Bills are generated. If today is the billing day of any active billing rule, a generation run starts for the society for the current month. Flats already billed for that rule and period are not billed twice.
A little later	Overdue and penalties. Unpaid and partly paid invoices past their due date become Overdue, and the penalty on every overdue invoice is recalculated to today under the policy saved on each charge. The same check runs whenever an invoice is opened, so a figure on screen is never stale.
9 in the morning	Due reminders go out for invoices falling due in 3 days.
Shortly after	Asset reminders for warranties and maintenance contracts about to end, then document reminders for resident documents about to expire.

These jobs skip a society that is suspended, and skip any feature that is switched off for the society. They need the server's background worker. If bills or reminders stop appearing on the expected day for everyone, tell the Platform Admin.

Glossary

Accounting and system words used in this guide, in plain language.

Accrual	Recording income when it is earned, not when the money arrives. Here, income is recorded the day a bill is issued; the payment later only clears what the flat owes.
Archive	Retiring a record without destroying it. It leaves the everyday list, can be seen in the archived view and can be brought back with Restore.
Contra	A voucher that only moves money between the society's own cash and bank accounts, such as topping up petty cash from the bank. It is neither income nor expense. The entry type is Contra / Bank Transfer.
Credit	The right-hand side of a voucher. A credit increases income, liabilities and equity, and decreases assets and expenses.
Debit	The left-hand side of a voucher. A debit increases assets and expenses, and decreases income, liabilities and equity. In every voucher total debits equal total credits.
Dry run	A preview of bill generation that calculates everything and saves nothing. Use it to check the numbers before a real run.

GST	Goods and Services Tax. It is set per billing rule, with its own rate, so one invoice can carry both taxed and untaxed charges. GST collected is held in GST Output Tax Payable until it is paid to the government.
GSTIN	The society's 15-character GST registration number. Printed on invoices.
Ledger	The list of accounts the society keeps its books in, and the statement of each one. An account's balance is not typed in anywhere: it is worked out from the posted vouchers.
Opening balance	What an account already held on the day the society started using this system. It is entered as an Opening Balance voucher against Opening Balance Equity.
PAN	Permanent Account Number: the society's 10-character income tax identity.
Penalty	The late charge added to an overdue invoice. It starts the day after the due date and follows the policy saved on each charge when the bill was generated: a flat amount, simple interest or compound interest, charged once or repeatedly.
Posting	Putting a voucher into the books. A draft affects nothing; a posted voucher changes ledger balances. The modules post their own vouchers for bills, payments, waivers and approved expenses.
Receivable	Money owed to the society. Everything billed to flats and not yet paid or waived sits in Unit Receivables.
Reversal	Correcting a posted voucher by posting a new one with every debit and credit swapped. The original is marked Reversed and both stay on record. Cancelling an invoice or failing a payment posts a reversal for you.
TAN	Tax Deduction and Collection Account Number: the 10-character number the society uses when it deducts tax at source.
Voucher	One accounting entry in the journal: a date, a narration and two or more lines that balance. Numbered from its voucher type's series, like JV-202610-0001 or BR-202610-0001.
Voucher type	The label a voucher is issued under and the series its number comes from. Every society starts with five — General Journal, Bank Receipt, Bank Payment, Contra / Bank Transfer and Opening Balance — and can add its own. Set up under Settings, Journal Voucher Configuration. See chapter 9.
Waiver	An amount the society agrees not to collect on an invoice. The invoice total stays the same; the waived amount reduces what is still owed and is recorded as Waivers & Discounts Allowed.