

E-Community App

SRS Document

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Unyscape Infocom Pvt. Ltd
Admin

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Introduction

This document outlines the initial requirements of E-Community web and mobile application, which intends to develop a platform to manage and maintain campuses containing buildings & units. As there are various types of entities involved in the maintenance of buildings, units, new projects, the platform Formula's website is expected to be an instinctive, intuitive, and interactive digital web platform.

Purpose

The sole purpose of the project is to create a robust platform for OA admins and other users to keep a close track of the entire management of communities/buildings & units. Also with the help of this application, various management-related activities like admins adding projects, raising tickets, adding project-related tasks, adding events, managing guests and visitors, parking management for the communities and buildings, getting notifications, risk management & mitigation, etc. While other users like unit occupants can add building-related bulletins etc. along with performing many other activities.

Intended Audience

The application intends to manage the communities/their premises and provide various types of services through different players like service providers etc. The intended audiences for the platform are its users like the OA admins, service providers, owners/tenants, vendors, etc.

Project Scope

- ❖ Tendering System.
- ❖ User Management (RBAC-Role Based Access Control).
- ❖ Document Management.
- ❖ Guest Management.
- ❖ Form management, download & upload.
- ❖ Clean Information Architecture.
- ❖ Admin & Super Admin system.
- ❖ Secured Payment Gateway Integration with multi-level security.
- ❖ Search & filter functionalities.
- ❖ Responsive and Scalable application.
- ❖ Event & Calendar Scheduling.
- ❖ Dashboard Notifications.
- ❖ Filtering the notifications.
- ❖ Document & pictures upload functionality.
- ❖ Analytics for users.

Document Management

Tech Stack

- ❖ Front End:
- ❖ Back End:
- ❖ Database:

Expected Future Enhancements

- ❖ Molaq system integration
- ❖ Automated identity card verification

User Module

Types of Users

- 1) OA Admins
- 2) Owners
- 3) Tenants
- 4) Vendors
- 5) Service Providers

Project Registration: Prospect Pre Sale

Mentioned below is the pre-sale process that involves the registration of a new project with the E-community System. Details required for project registration are:

- 1) Name
- 2) Location
- 3) Developers
- 4) Existing FM/OA companies

Mentioned below are the details required for the project proposal are:

- 1) Budget
- 2) Resources
- 3) Technical Details
- 4) Financial Details

Process Flow: Project Registration & Proposal

- 1) The tenant lands on the e-community application.
- 2) The tenant clicks on Register a Project Prospect and adds the project with the aforementioned details (Name, Location, Developers & Existing FM/OA companies).
- 3) After the project is registered, the user prepares a proposal for the project with the aforementioned details (Budget, Resources, Technical Details & Financial Details)
- 4) Now the proposal goes for approval.
- 5) If the proposal is approved, then the information related to it like the event calendar for the deadline, inspection, follow-ups, & meetings, etc. start to show up in the Admins dashboard.
- 6) Else if the project is not approved, it goes for proposal revision and the user can prepare a fresh proposal to submit & approve.
- 7) If a particular project is in progress, then the information related to the project shows for the OA admins in the Event Calendar for deadlines, Inspection, follow-ups & meetings, etc.
- 8) If a project is not in the
- 9) If any project-related action happens, then stakeholders and main users are notified based on the events.

Notes:

Rules & Regulations for project registration are mentioned for the users to read before registering a project.

Questions: 1) Who registers a project?

Process Flow: Sale Post Contract

- 1) After the proposal is submitted, and approved, the user uploads the required documents and also uploads more documents if required.
- 2) The RERA NOC is attached with the approved proposal.
- 3) For the approved proposal, a contract is generated.
- 4) Master data is built for the project.

Notes:

Process Flow: OA Admin adds staff

The process flow explains how an OA company adds staff members. The OA admin reserves the right to add staff to the system. Mentioned below are the fields required for the OA admin to register an OA staff. There is a registration-only for the new staff, but for old staff, the OA admin can view, edit or delete an existing staff.

- 1) First Name
- 2) Last Name
- 3) Email
- 4) Mobile
- 5) Designation
- 6) Reporting Manager
- 7) Address
- 8) Country
- 9) State
- 10) City
- 11) Postal Code
- 12) Community (contracted buildings):- The admin can select multiple buildings while assigning to the new staff.
- 13) ID card number
- 14) Expiry Date of ID
- 15) Picture of the ID: Taking the picture of the ID & uploading it for verification.
- 16) Or uploading the pdf copy

Questions:
Pool of service providers, developers? Self-registration of these users. Who access this list of SPs, developers?
Does OA staff will also have a permission to

Process Flow: OA Admin adds developer

The process flow explains how an OA company adds developers. The OA admin reserves the right to add developers to the system. Mentioned below are the fields required for the OA admin to register the developer.

- 1) First Name
- 2) Last Name
- 3) Email
- 4) Mobile
- 5) Designation
- 6) Reporting Manager
- 7) Address
- 8) Country
- 9) State
- 10) City
- 11) Postal Code
- 12) Contact Person: Multiple Person (Name, Email-ID, Contact Number)

Questions:
OA admin views the list of other admin staff.

Process Flow: OA Admin adds Service Provider

The process flow explains how an OA company adds Service Providers to provide services for the maintenance of various buildings. The OA admin reserves the right to add service providers to the system. The OA Admin also reviews and approves Service Provider.

Mentioned below are the fields required.

- 1) Company Name
- 2) Email
- 3) Country Code

- 4) Mobile Number
- 5) Company Address
- 6) Country
- 7) State
- 8) City
- 9) Postal Code
- 10) Website
- 11) Tax Return Number
- 12) Bank Details
 - a) Bank Name
 - b) Bank Address
 - c) Account Name
 - d) Account Number
 - e) IBAN No.
 - f) Swift Code
- 13) 5 Project Names (comma separated)

- 14) Service Provider Documents
 - a) Trade License (Format-Pdf/JPG, Expiry date)
 - b) Third-Party Liability Insurance (Format-Pdf/JPG, Expiry date)
 - c) Workmen Compensation Insurance (Format-Pdf/JPG, Expiry date)
 - d) Additional Insurance Documents (Format-Pdf/JPG, Expiry date)
 - e) Additional Document (Format-Pdf/JPG, Expiry date) with adding more option
 - f) Documents for each service type
- 15) Terms of Service (Needs to be dynamic & managed as master data)

Process Flow: OA Admin reviews & approves Service Provider

The OA Admin also reviews and approves Service Provider after logging into the system. The admin views the following details to review, approve OA, approve docs and ask for more docs if required, review & also approve them. Mentioned below are the fields required for the OA admin to review & approve.

- 1) Details
 - a) Company Name
 - b) Services
 - c) Contact Number
 - d) Email
 - e) Status

Process Flow: OA/SP Admin adds Service Provider Staff

The OA Admin or the SP Admin can add Service Provider Staff. The admins can view the staff and the list of service providers. Thus, the admin reserves the right to view, add, edit or delete a staff member.

- 2) Details required by the OA Admin to add Service Provider Staff.
 - f) First Name
 - g) Last Name
 - h) Email
 - i) Country
 - j) Code
 - k) Mobile
 - l) Designation
 - m) Reporting Manager
 - n) Address (Country, State, City, Postal Code)
 - o) Community (Contracted Buildings)- Multiple Selection
 - p) ID Card Number (Expiry Date, Picture of ID, or PDF copy of ID)

Process Flow: Vendor Registration

- 1. Vendors can self-register from the E-community system.
- 2. Vendors can fill in the following details to register themselves with the Ecommunity system.
 - a) First Name
 - b) Last Name
 - c) Email
 - d) Type of Service
 - e) Service Certificate (document upload)
- 3. The registration details land up with Super Admin i.e. Zylín.
- 4. The Super Admin asks for the basic details and can choose to approve or reject vendor registration.

- 5. In case of rejection, the super admin can ask for more documents.
- 6. The vendor uploads more documents and again sends a request for approval.
- 7. Post-approval, the vendor can choose to buy a subscription to get access to the OAS.
- 8. Post vendors registration, the OAs can view vendors and select from the list vendors for further process.

Note:

All OAs can view the vendors but vendors cannot view the OAs.
Vendors can view all OAs only after purchasing the subscription.

Process Flow: Vendor Selection by the OA Company

- 1) OA Admin logs into the dashboard to view Zylin approved vendors (list of both subscribed & non-subscribed vendors)
- 2) The admin views the vendors, approves, and requests for more documents (if required from the approved vendors).
- 3) The OA assigns the service category to the approved vendor.
- 4) After the approval/provisional approval, the vendor gets associated with the OA Company & can see the RFP which is assigned to the category depending on the payment.
- 5) The approved vendor sends the requested documents & required information back to the OA admin.
- 6) For unapproved vendors, the OA admin requests more documents.
- 7) The vendors submit more documents and send them for approval again.
- 8) The OA admin reviews the vendor details & chooses to approve or reject.

Process Flow: Subscribed & Approved Vendors can apply to an OA Company

- 1) Only subscribed Vendor logs into the dashboard to view Zylin approved vendors (list of both subscribed & non-subscribed vendors)
- 2) The admin views the vendors, approves, and requests for more documents (if required from the approved vendors).
- 3) The OA assigns the service category to the approved vendor.
- 4) After the approval/provisional approval, the vendor gets associated with the OA Company & can see the RFP which is assigned to the category depending on the payment.
- 5) The approved vendor sends the requested documents & required information back to the OA admin.
- 6) For unapproved vendors, the OA admin requests more documents.
- 7) The vendors submit more documents and send them for approval again.
- 8) The OA admin again reviews the vendor details & chooses to approve or reject.

Process Flow: OA Admin uploads the RFP

- 1) OA admin logs in & creates an RFP per building per service.
- 2) OA fills the requirements (which are dynamic) & chooses from the master list.
- 3) OA also fills in if there are any additional requirements for the RFP and sets the selection criteria.
- 4) OA specifies the title & uploads the requirements.
- 5) There is a payment flag to specify whether payment is needed or not.
- 6) OA specifies the types of documents required per service.
- 7) Select the number of associated vendors (both subscribed & not subscribed) who can apply for a particular RFP.
- 8) OA submits the RFP & all the vendors are notified.

Note:

Selection criteria will be managed as master data.
OA will choose from the list of master data.
The OA also sets limit on the number of participants or can be kept open-ended.

Process Flow: Tendering Process

- 1) OA sets selection criteria.
- 2) OA opens RFP & uploads all the documents to only OA (approved & selected SPs).
- 3) OA specifies whether the payment is needed or not & also the limit for participation.
- 4) Now, the admin selects the category of vendors who can apply.
- 5) When the limit for the number of applicants is reached, then the tender is closed.

- 6) If the limit remains, then the OA admin reviews whether “a participation fee is needed or not”.
- 7) If the participation fee is needed, then the selected SP makes the payment for the participation fee.
- 8) If the participation fee is not needed, then the SP views the RFP and submits the proposal.

Note: OA reserves the right to close tenders anytime.

Process Flow: Vendors/Service Providers bid on tenders

The service providers remain, vendors, only until the tenders have been converted into contracts.

- 1) SPs log in to their dashboards to view tenders and select the tenders.
- 2) Mentioned below are the tender details mentioned in tenders.
 - a) Building Details
 - b) Minimum Required Resources
 - c) Terms & Conditions
 - d) Other Details (if necessary)
- 3) The SP will fill in the technical, financial details & also upload required documents.
- 4) Now the SP submits the proposal for review to OA.

Note: The system will populate the tender details automatically. Technical and financial details will be filled by the SP.

Process Flow: Shortlisting and awarding of tenders.

The OA logs into his dashboard to select the RFP for which he wants to review the proposal.

- 1) The system shows the comparison list and will have filters for qualified and non-qualified proposals.
- 2) OA filters qualified & non-qualified proposals and selects the vendor to award the tender.
- 3) The tender is awarded for a year.
- 4) Now after going through all the details, the system will generate a contract based on the services that the vendor submitted on the proposal.
- 5) Now the vendor will receive the contract in his account in PDF format and also via mail.
- 6) The vendor can download the contract from the dashboard and out his e-signature or can print the contract doc, sign it manually & then re-upload it in the system.

Note: There can be:
1 SP for 1 service in 1 building.
1 SP for 1 service in multiple buildings.
1 SP for multiple for services in 1 building.
1 SP for multiple services in multiple buildings.
The proposal will be per building per service & per service provider.
When a tender is awarded to a vendor, the vendor becomes a service provider for the selected building to deliver services

Process Flow: Request for Quotation

The OA logs into his dashboard to create RFQ.

- 1) The OA admin fills the requirements and sets the criteria for selection. The selection criteria are the master list from the system & the OA admin specifies the mandatory required documents.
- 2) Now the admin sets the closure date of the RFQ & views the list of RFQs. The admin also views details of the RFQs.
- 3) The OA admin can open and close the RFQs when needed.
- 4) If the RFQ is closed, then the admin opens the RFQ and sends notifications to all the Zylin subscribed vendors.
- 5) If the RFQ is still open, then the OA admin closes the RFQ if it is not required anymore.
- 6) Vendors then from their end can view the requirements & details of the RFQ and send it across to the OA admin after viewing.

Process Flow: Vendors view the RFQ from their end

- 1) The service providers/vendors log in from their end to view the list of RFQs.
- 2) Vendors view the details required for an RFQ.
- 3) Mentioned below are the details required for the RFQ:
 - a) Building Details
 - b) Minimum Required Sources
 - c) Terms & conditions
 - d) Other Details (if required)
- 4) The system populates the necessary proposal details like budget, resources & other main criteria mentioned in the tender.
- 5) Post viewing the mentioned details in the RFQ, the Service Provider will now fill in the technical and financial details.
- 6) The SP also fills and uploads the required documents & also has an option to upload additional documents (if any).
- 7) Now the vendors submit the proposal from their end & the OA reviews the proposal from their end.

Process Flow: Shortlisting and Awarding RFQ

- 1) The OA admin logs in to the dashboard & selects from the list of RFQs for which the proposal is to be reviewed.
- 2) There is also a comparison list so that the OA admin can view & compare the RFPs.
- 3) There **will be filters for qualified** & non-qualified vendors.
- 4) The OA will select the service provider after filtering from the qualified & non-qualified list of vendors.
- 5) After selection, OA awards the tender to the vendor for a year. (Now the vendor becomes a service provider for a particular building)
- 6) Post this; the system generates a contract defining the services that the service provider will provide.
- 7) The service provider will now receive the contract in his account in pdf format with signature and stamp.
- 8) The service provider can download the contract, put his signature & re-upload it in the system.

Note:

It is a one time job per RFQ.

Process Flow: OA views the history- RFP

- 1) The OA admin logs into the system and clicks on “RFP History”.
- 2) The system displays the list of all the RFPs.
- 3) Search & filter: There will be search and filter functionality to search the RFPs.
- 4) Search & Filter criteria are, “Community, Service, Date Range, Service Provider”.
- 5) After searching & selecting, the OA will view all the RFP details, its timeline, and all the documents related to the RFP all at once.

Process Flow: OA views the Contract History- Maintenance

- 1) The OA admin logs into the system and clicks on “Contract History”.
- 2) The system displays the list of all the Contracts.
- 3) Search & filter: There will be search and filter functionality to search the contracts.
- 4) Search & Filter criteria are, “Community, Service, Date Range, Service Provider”.
- 5) After searching & selecting, the OA will view all the contract details, its timeline, and all the documents related to the contract all at once.

Process Flow: OA views the Contract History- Project Specific ***

- 1) The OA admin logs into the system and clicks on “Contract History”.

- 2) The system displays the list of all the Contracts.
- 3) Search & filter: There will be search and filter functionality to search the contracts.
- 4) Search & Filter criteria are, “Community, Service, Date Range, Service Provider”.
- 5) After searching & selecting, the OA will view all the contract details, its timeline, and all the documents related to the contract all at once.

Process Flow: OA views the RFQ History

- 1) The OA admin logs into the system and clicks on “RFQ History”.
- 2) The system displays the list of all the RFQs.
- 3) Search & filter: There will be search and filter functionality to search the RFQs.
- 4) Search & Filter criteria are, “Community, Service, Date Range, Service Provider”.
- 5) After searching & selecting, the OA will view all the RFQ details, its timeline, and all the documents related to the RFQ all at once.

Process Flow: Ticket Management-Overview

A ticket is generated whenever there is a kind of request for service or maintenance

- 1) The request can be from an SP or an OA.
- 2) The ticket is forwarded to the service provider if it is to request a service.
- 3) Whenever a request is raised, it goes to the respective resolver group.
- 4) The resolver group assigns it to the respective user to resolve.
- 5) The respective user after resolving sends the ticket back to the resolver group.
- 6) The resolver group sends back to the user who raised the ticket.

Note:

A ticket is associated with customer’s satisfaction.

Process Flow: Resolver Groups- Adding members to the Resolver Groups

There are various resolver groups associated with various services. OA admin reserves the right to add/delete resolver groups. Mentioned below is the flow.

- 1) OA admin logs into the dashboard to add resolver groups.
- 2) OA can also enable/disable existing members in a resolver group.
- 3) OA can add a new member to the resolver group.
- 4) Resolver group talks to a user creating tickets and updating them and assigning them to respective departments/users or the SP.
- 5) Post this, the respective user resolves the issue contained in the ticket and sends the ticket back to the Resolver Group.
- 6) The resolver group follows up on the tickets & takes feedback from the customers.
- 7) Post this the ticket is closed.

Process Flow: Ticket Categorization

Tickets will have severity or priority based on the category.

Service Type Tickets

- 1) Service-type tickets have a lead time.
- 1) This type of ticket will be assigned to the respective department heads or the staff.
- 2) The respective assignee will keep taking follow-ups with the resolver groups and the customers.

Maintenance Type Tickets

- 1) Maintenance-type tickets will be assigned severity.
- 2) The tickets will be assigned to the respective service providers or the service provider’s staff.
- 3) The respective assignee will keep taking follow-ups with the resolver groups and the customers.

Process Flow: Ticket Types

Following are the **ticket- types** used in the E-community system.

1. Service Requests.
2. Complaints & Feedback.
3. Incident (for emergency).
4. Maintenance Requests.
5. Project+ Improvements.
6. Notices & Marketing.
7. Event.

Process Flow: Ticket Processing

- 1) The request can be from an SP or an OA.
- 2) The ticket is assigned to the respective user/RG to work on.
- 3) Respective user (part of RG) works on the assigned task and updates notes on the ticket to the respective parties.
- 4) Respective user uploads attachment related to work/task and writes a note to internal, external, or SP
- 5) The respective user then assigns ticket back to a resolver group
- 6) Resolver group sends ticket back to the user for which it was raised and also request feedback
- 7) The user, for which the ticket was raised, submits feedback and closes the ticket.

Process Flow: Reports

The reports are associated with the buildings.

- 1) The OA admin logs in to the dashboard to view the reports
- 2) The user clicks on “Reports” from the menu.
- 3) The admin selects from the list of buildings.
- 4) After clicking on a particular building, the system displays various details as mentioned below.
 - a) Awarded SPs name.
 - b) Link to the SP’s detail on the name.
 - c) The services offered by the SP for this building.
 - d) Prices.
 - e) Contract Dates.
 - f) Other Details (if needed).

Process Flow: Adding a Project to the System

A Project has two parts: Milestones & Tasks.

Milestones:

- Milestones are related to the monetary aspects of projects.
- They have start and end, payments & percentages associated with them.
- Users can add any number of milestones to a project.

Tasks:

- Tasks will have multiple levels.
- Tasks are project-specific and can be added at the project level.

Flow for the Project:

- 1) The OA admin logs in to the dashboard to add the project.
- 2) From the Menu, the admin selects to add a new project.
- 3) As soon as the admin adds a new project, the system generates a new ticket & goes to the QA/OA/Assets/Facility Managers.
- 4) The admin adds the details of the building like milestones & tasks as a new project
- 5) After the admin has added the details of the project, they are saved and updated in the system.
- 6) Updated projects are now available for various users in the system.

Process Flow: Adding Milestones

- 1) The OA admin logs in to the dashboard to add the project.
- 2) From the Menu, the admin selects to add a new project.

- 3) From the sub-menu for the project, the admin selects “Milestones”.
- 4) Milestones (start and end date, payment & percentage).
- 5) The milestone ticket is sent to the concerned person.
- 6) The concerned person finishes Milestone 1 first.
- 7) And then post that milestone 2 begins with a specific date and time.
- 8) Post this, further milestones can be added if any.

Process Flow: Adding Events

- 1) The OA admin logs in to the dashboard to add the project.
- 2) The admin can select “Events” from the Menu to add building-related events. For example Christmas market events, National Day Celebration & other small events like the outdoor cinema, barbeque, etc.
- 3) As the admin selects from events, the system generates a ticket automatically & the ticket goes to the respective resolver group.
- 4) The admin selects from the list of buildings to add any events related to them. They can also attach docs for the events.
- 5) OA Admin can attach/upload various events-related documents.
- 6) Post this the admin adds the details of events & saves them.
- 7) The details of the events are updated in the system.
- 8) Various users (unit owners/tenants) can now access them and they are notified when events occur.
- 9) The users can participate in the occasions held at times in the buildings.

Process Flow: Guest Registration- Pre Registration

The pre-registration scenario happens for the cases like when a visitor is a minor & a user registers on his behalf from the website. In this case, the user can provide his/her ID for the registration.

- 1) Anyone can self-register as a guest & log in from the website/app.
- 2) Visitors can be professional and personal (like Service Providers & tenants’ guests etc.)
- 3) While registering, the guests select from the dropdown of buildings/units & also apply for parking
- 4) The registration request goes to the service desk & the concerned user/main user/unit user
- 5) Now the guests/visitors are registered with the system, the ticket is generated & also a parking ticket if requested
- 6) The service desk generates an access & parking permit(on checking availability)for the visitors along with verifying the visitor's docs
- 7) The user can print the access & parking permit to present at the reception.
- 8) The reception desk/unit occupant now docs checks in the guests & adds notes for check-in.
- 9) The access permit should be mentioned as the check process begins
- 10) The service desk will check out the visitor after the visit, accept the permit & add notes for check out.
- 11) The service desk now closes the ticket.

Process Flow: Guest Registration- Registration at the Reception

The registration at the reception happens when the user has reached the reception. Now the person at the reception registers the guests with collecting all the details.

- 1) Anyone can self-register as a guest.
- 2) The person at the reception registers the guest.
- 3) Visitors can be professional and personal (like Service Providers & tenants’ guests etc.)
- 4) While registering, the guests/reception personnel will select from the dropdown of buildings/units & also apply for parking if requested by the visitor.
- 5) The visitor will present IDs/docs to the reception person.
- 6) The registration request goes to the service desk & the concerned user/main user/unit owner.
- 7) Now the guests/visitors are registered with the system, the ticket is generated & also a parking ticket if requested.
- 8) Also, the concerned person for the parking ticket will check for the availability of the parking slot. If the parking slot is available, then the slot is allocated to the visitor and the details of the slot are attached with the access permissions for the user.
- 9) The service desk generates an access & parking permit(on checking availability)for the visitors along with verifying the visitors' docs
- 10) The user can print the access & parking permit to present at the reception.
- 11) The reception desk/unit occupant now docs checks in the guests & adds notes for check-in.
- 12) The access permit should be mentioned as the check process begins.
- 13) The service desk will check out the visitor after the visit, accept the permit & add notes for check out.
- 14) The service desk now closes the ticket.

Process Flow: Inspection

- 1) Operation Team Admin logs into his dashboard to carry out the process of inspection
- 2) The Inspection is carried out by the operation team.
- 3) As the admin chooses inspection, a ticket is generated & goes to the respective RG.
- 4) The operation team can carry out various segregated inspections floor wise, on the common area, etc. as well
- 5) The operation team takes pictures of various issues
- 6) The operation team adds the details of the issue & uploads pictures of issues found.
- 7) Now the OT raises tickets or opens lines for the issues.
- 8) The resolver group assigns these tickets or lines to the respective vendors or the service providers or **operations teams**.
- 9) The respective service providers or the vendors view the tickets from their end & address the issue.
- 10) Post mitigation, they update the status in the system.
- 11) The inspection status is updated in the system.
- 12) Post this the Inspection ticket is closed.

Process Flow: Parking Management-1

- 1) Users can log in to their dashboards to raise parking requests
- 2) As the users make parking requests, a ticket is generated & assigned to the respective RG
- 3) Parking requests depend either on the building or the title deed.
- 4) The purpose of parking can be of two types i.e. visitor parking & owner parking
- 5) Parking requests can be of three types for owner parking
 - a) Purchasing a new parking slot.
 - b) Change a parking slot.
 - c) Renting a parking space
- 6) Parking requests land up with the admin.
- 7) The admin views & now process the requests.
- 8) The admin can also view the history of parking requests.

Process Flow: Parking Management-2

- 1) The admin views the list of requests & processes them.
- 2) The admin checks for the availability of the parking slots.
- 3) The admin accepts or rejects the request.
- 4) The admin checks for the availability of parking slots in the common building area for accepted requests.
- 5) Based on the availability of the slots, the admin allocates slots with the slot type & new slot number along with the time.
- 6) The users get notified about the allocated parking slots with slot details.
- 7) Post this, the users & the admin can see the parking slots allotted to them.
- 8) Now the parking request is completed & the ticket closed.

Process Flow: Bulletin Board

- 1) The Unit Occupants log in to their dashboard.
- 2) Unit Occupants select “Bulletin Board” from the menu to add any bulletin like selling something, making a garage sale or properties, etc.
- 3) As Units Occupants add bulletin to add details, a ticket is generated & assigned to the respective RG
- 4) The requests land up with the admin. He views the requests and can take actions like approving/rejecting the request after processing.
- 5) For rejection, the admin adds a reason. On rejection, only the user can see the rejected bulletin & no other occupants can see the rejected bulletin.
- 6) The accepted news/bulletin is updated in the system and is made available for various users.
- 7) The users can now see various accepted bulletins for various buildings/ units & participate accordingly.
- 8) Bulletins can only be circulated inside a community/building.

Process Flow: Action Plan/Event Calendar

- 1) The Admin logs in to his dashboard to view the action plan/event calendar.
- 2) The admin selects Action plans/event calendars from the menu to execute preventive measures for buildings.
- 3) A ticket is generated & assigned to the respective RG.

- 4) My Action Plan/Event Calendar has sources Pre-Sale Activities, Inspection, Milestones (from the project), MOM & preventive maintenance, etc.
- 5) The admin views & identifies the preventive maintenance to be carried out
- 6) The admin or **operations team** carries out various preventive measures & maintenance for the buildings & units.
- 7) Preventive Maintenance activities like maintenance of water tanks, property management, etc. are carried out on regular basis.

Process Flow: Collection- 1st Reminder

- 1) The system automatically sends the initial first reminder to the owner, which is after 15 days of the last invoice date.
- 2) Admin logs in to his dashboard to extract the aging receivables.
- 3) The admin (collection staff) selects collections from the menu to view the collection details of owners.
- 4) The admin now checks for the settlement of invoices, whether the invoices are settled by the owner or not.
- 5) If the invoices are settled, Admin sends the receipt of Cash/CHQ/Bank TRF.
- 6) If the invoices are not settled, Admin checks for the aging receivables again & sends 02nd payment reminder.

Process Flow: Collection- 02nd Reminder

- 1) Admin logs in to his dashboard to extract the aging receivables.
- 2) Admin checks whether the invoices are settled by the owner after the 01st reminder.
- 3) If the invoices are settled by the owner, then the Admin sends the receipt of Cash/CHQ/Bank TRF.
- 4) If the invoices are not settled by the owner System sends the 02nd payment reminder (due date) & the collection team starts the calling process after 30 days.
- 5) The admin again checks whether the invoices are settled by the owner after the second reminder.
- 6) If the owner has settled the invoices, then the system generates the receipt for Cash/CHQ/Bank TRF.
- 7) If the invoices are not settled by the owner, System sends the third reminder after 45 days from the last invoice date

Process Flow: Collection- 03rd Reminder

- 1) Admin logs in to his dashboard to extract the aging receivables.
- 2) Admin checks whether the invoices are settled by the owner after the 02nd reminder.
- 3) If the invoices are settled by the owner, then the Admin sends the receipt of Cash/CHQ/Bank TRF.
- 4) If the invoices are not settled by the owner System sends the 03rd payment reminder after 45 days from the due date of the last invoice (due date) & the collection team continues to call the owner after the 2nd reminder to settle invoices.
- 5) The admin again checks whether the invoices are settled by the owner after the second reminder.
- 6) If the owner has settled the invoices, then the system generates the receipt for Cash/CHQ/Bank TRF.
- 7) If the invoices are not settled by the owner, the admin sends legal notice through the Mollag system after 60 days from the last invoice date & waits for some time before escalating the matter to the RDC.
- 8) Post this, the invoice matter is escalated to the RDC

Note:

The collection team continues the calling process after the second reminder until the entire process is completed.

RDC: Rental Dispute Center

Process Flow: Ticketing Process- Service Requests- General.

- 1) Users log into their dashboard to raise the service request.
- 2) Users select from the categories & Service Requests.
- 3) Three broad categories of service requests
 - a) Forms & NOC.
 - b) Service Charge.
 - c) Cooling Charges.
- 4) Users select from the sub-categories of a particular category.

- 5) On selection of a particular category, a ticket is automatically generated.
- 6) Category-specific KPI & SLA are assigned to the ticket-only OA Company.
- 7) The users fill doc-related fields & provide the documents.
- 8) The requests land with the assigned resolver group based on the category.
- 9) Or it will go to the pool and the respective resolver group will extract the request to start work on it.
- 10) Post this, either the system will automatically or the respective Service Desk verifies the documents in case of any problems with the automated verification process. The form will be automatically generated.

Process Flow: Ticketing Process- Service Requests- Forms & NOC.

- 1) Users log into their dashboards to raise the service request for forms & NOCs.
- 2) The users select a particular category & subcategory & a ticket is generated.
- 3) The online form with required fields opens up & is also available for download, filling & upload when required.
- 4) Category-specific KPI & SLAs are assigned to the ticket.
- 5) The users fill fields in the form & upload documents.
- 6) Requests land with the customer service or service desk.
- 7) Or goes to the general pool and the customer service or service desk extracts the request to work on it.
- 8) Post this either the system or the Service Desk verifies the user documents.
- 9) The Service Desk or Customer Service addresses the issue and the requested forms are automatically generated to be sent to the user.
- 10) Post the Forms or NOCs are sent, the ticket is closed.

Process Flow: Ticketing Process- Service Requests- Service Charge

- 1) Users log into their dashboards to raise the service request for Service Charge.
- 2) The users select a particular category & subcategory & a ticket is generated.
- 3) The online form with required fields opens up & is also available for download, filling & upload when required.
- 4) Category-specific KPI & SLAs are assigned to the ticket.
- 5) The users fill fields in the form & upload documents (if any).
- 6) Requests land with the collection team.
- 7) Or goes to the general pool and the collection team extracts the request to work on it.
- 8) Post this either the system or the collection team verifies the user documents.
- 9) The collection team addresses the issue and the requested forms are automatically generated to be sent to the user.
- 10) Post the requested form/document is automatically generated for the user and the ticket is closed.

Process Flow: Ticketing Process- Service Requests- Cooling Charge

- 1) Users log into their dashboards to raise the service request for Cooling Charge.
- 2) The users select a particular category & sub-category & a ticket is generated.
- 3) The online form with required fields opens up & is also available for download, filling & upload when required.
- 4) Category-specific KPI & SLAs are assigned to the ticket.
- 5) The users fill fields in the form & upload documents (if any).
- 6) Requests land with the collection team.
- 7) Or goes to the general pool and the collection team extracts the request to work on it.
- 8) Post this either the system or the collection team verifies the user documents.
- 9) The collection team addresses the issue and the requested forms are automatically generated to be sent to the user.
- 10) Post the requested form/document is automatically generated for the user and the ticket is closed.

Process Flow: Ticketing Process- Complaints & Feedback.

- 1) All users can raise complaints & feedback/suggestions.
- 2) Complaints/Feedback is also a part of service requests associated with different categories/subcategories with specific SLA/KPIs.
- 3) The users raise complaints/feedback for a particular category & sub-category.
- 4) On selection of a particular category, a ticket is automatically generated.
- 5) The ticket lands with the resolver group.
- 6) The RG identifies to solve complaints.
- 7) The resolver group resolves the complaint & closes the ticket.

Process Flow: Ticketing Process- Incidents

- 1) Only admin users can open an incident ticket.
- 2) In case of an emergency, any member of the OA Company can raise an incident ticket.
- 3) The OA admin logs into his dashboard to issue an incident ticket.
- 4) The notification is sent to all the admin users about the incident.
- 5) The admins now further the request to responders for immediate action.
- 6) After the emergency incident is under control, then it is transferred to the resolver group.
- 7) The Resolver group now further understands the incident in multiple steps like which type of users are affected etc.
- 8) The incident is further resolved and the ticket is closed.