

Minutes of Meeting held on November 11, 2022

Agenda: Services and Solutions Streamlined (S3) App, Version 1.0 Release Enhancement

Above mentioned App with 8 modules had been released by the Team Nortcele Systems on Dated October 20, 2022. Following enhancements have been required in these modules.

1. Onboarding Screen

- a. Introductory text content required, Team Azea Botanica will provide the text content.

2. Login

- a. After Logout, an additional screen needs to be added. This screen will have the information "You have Successfully Logout" with the button / link that will navigate to again login screen.
- b. Terms and Condition to use the app shall be provided by the Team Azea Botanica.

3. Profile has been delivered including following features

- a. Profile contact edit
- b. Create profile (in progress)
- c. Manage House Hold
 - i. Share personal details (in progress)
 - ii. Add family member (in progress)
 - iii. Add Daily Help (in progress)
 - iv. Add Vehicle (in progress)
 - v. Add Pets (in progress)
- d. Add Flat/Villa (in progress)

4. Communication Management (Notification)

App Version:

- a. Read/Unread feature shall be implemented. (in progress)
- b. App is showing popup on publish of new notification, but resident on clicking on this popup is redirecting to the app home page. It needs to redirect to the particular notice.
- c. Notice section needs to be updated on publishing new notice.

Web Version:

- a. Salutation shall not be required.
- b. On creating new notice, all the filled information remains available into the form, it shall be needed to clear before creating new notice.
- c. Unnecessary processing indication should be removed.
- d. On selection of create notice the option shall be added to select the targeted audience of notice. There shall be dropdown to select the Block, tower and flat number.
- e. Notice banner and attachment is not showing to admin; it shall be available for admin also.
- f. Create notice form, shall be updated, the updated form for create notice shall be as following:

Published On

Title

Description

Signature

Banner Upload

Attachment Upload

Valid till (this date only shall be visible to only admin)

Following features of the Communication Management shall be provided into upcoming phases

- a. Run polls/Discussions
- b. Send meeting invites
- c. Start a discussion
- d. Documents

5. Community Financial Management (Monthly Invoice)

- a. Raise invoices for various society charges. (Implemented)
- b. Set rules based on size of flat or usage. (Implemented)
- c. Invoicing for groups or individuals. (Implemented)
- d. Option to configure any kind of penalty. (Implemented)
- e. Bulk charge items for invoicing. (Implemented)
- f. Ability to collect payment online (Pending)
- g. Ability to accept payment by EMI (Pending)
- h. Collect partial payments (Pending)
- i. Mobile dashboard for residents(Implemented)
- j. View dues based on selected date (Pending)
- k. Capture all payment collection modes (Pending)
- l. Accept partial payment of charges. (Pending)
- m. Acknowledge payment via email/SMS/WhatsApp. (Implemented)
- n. Bulk downloads of receipts. (Pending)
- o. Link/Configure bank account for selected bills. (Pending)
- p. View date-wise dues for an account or bill. (Pending)
- q. View payment collection by account. (Pending)
- r. View collections based on payment mode. (Pending)
- s. Auto-reconciliation. (Pending)
- t. Download reports to your device. (Implemented)

The item's mentioned Pending is related to Payment and accounting. Once the gateway and other details shall be provided by Team Azea, following features shall be implemented. This has already been planned.

6. Helpdesk

- a. If resident / admin shall press the cancel button to cancel service request it shall be asked "Are you sure to delete" after receiving the Yes, after that the notice shall be deleted.
- b. Helpdesk will print the complaints log sheet and hand over to the technician. The Technician will submit the duly filled complaints log sheet to helpdesk office, after resolving complaint, and helpdesk again upload this sheet on the app. This uploaded sheet shall be visible to both resident and helpdesk. The comment option shall be also required to add additional comment by the admin. This comment shall also be visible to resident.
- c. Popup shall be appeared in helpdesk on each time getting new service request. This popup shall contain, Unit number, service request number, title.
- d. "null" word shall not be visible in any field.
- e. Helpdesk will have the need to create notice. This feature/screen shall also be available in helpdesk account.

- f. Service Request form, shall be updated, the updated form for service request shall be as following:
 - Step: 1 Resident shall choose the Helpdesk option from app dashboard.
 - Step: 2 Resident shall get the Helpdesk dashboard including the filter option.
 - Step: 3 Resident shall also get the Raise Complaint button to raise new complaint.
 - Step: 3 Resident shall get two options here: (a) Personal (b) community
 - Step: 4 Resident shall get all the paid service list including other option by choosing option (a). If resident shall choose other option, he shall be able to raise a complaint that doesn't fall in the rest of the options. Admin shall decide later the service type shall be either paid or free.
 - Step: 5 Resident shall get all the free service list including other option by choosing option (b). Admin shall decide later the service type shall be either paid or free.
 - Step: 6 Resident shall get the Service request form according to free / paid services.
- g. Payment details shall be in the next page to the details page.
- h. Additional comments renamed as Comments.
- i. Comments shall be visible to both Resident / Admin. And will have the option to reply also.
- j. Only working hours shall be selectable while making service request by the resident.
- k. Description field shall also be available with rating option. Resident could give the description of service there. And this description shall be visible to the admin. Admin / Resident shall be able to reply this description.
- l. "Service Request accepted", message change to "Service Request Registered with number....."
- m. Flatwise filter shall be required to search service request inside the helpdesk dashboard.

7. Visitor Management (Resident)

- a. Resident shall have the detailed view page of all the related visitor that consist of each details of the visitor.

8. Visitor Management (Security)

- a. Material movement screen shall be required with the following fields:
 - In case of Permanent:
 - Movement direction: In / Out
 - Movement Type: Temporary/Permanent
 - Vehicle Number:
 - Material Description:
 - Photo:
 - Carried by Name:
 - In case of Temporary following fields shall be additional from above:
 - Purpose:
 - Likely date of return:
- b. Add daily help Type shall be added into option:
 - i. Driver
 - ii. Maid
 - iii. Milkmen
 - iv. Gardner
 - v. Car Washer
 - vi. Laundry
- c. Visiting help Type shall be added into option:

- i. Newspaper
 - ii. Milk basket etc.
- d. On Check-In / Check-out of visitor popup shall be appeared in resident and security account.
- e. Visitor Status colors shall be following:
 - i. For Pre-Approved Blue
 - ii. For Check-In Green
 - iii. For Check-out Grey
 - iv. For Cancelled and Rejected Red
- f. Cab option shall be:
 - i. 2 wheeler
 - ii. 3 wheeler
 - iii. 4 wheeler
- g. Comments field shall be required in Add Visitor Form.
- h. Security shall have the option to add Visitor related to office.
- i. Promotion / Events add option shall be available with following fields.
 - i. Name of Agency
 - ii. Nature of Activity
 - iii. Key person Name
 - iv. Mobile Number
 - v. Allowed from / Till
 - vi. Details (Staff / Material/Vehicle Details etc.)
 - vii. License details / permissions
 - viii. Upload option.

Apart from above modules a button named as SOS shall be available on the dashboard of the app. On press of this button following numbers will be dialed accordingly.

1. Helpdesk – 8400999344
2. Security – 9151110988
3. Property Manager – 8400999374

Team Nortcele Systems shall give the list of required resources/requirements for app, in the following format:

Service Name	Cost	Procedure	Benefits	comments

Prepared by:

Team Nortcele Systems Pvt. Ltd.