



Ref GC/02/122022 – Billing Systems Changes

Dear Residents of Uniworld City

This has reference to our earlier communications on the challenges the association is facing with our legacy billing and portal systems. Please refer to a synopsis of our past events & communications in this matter

2 nd July, 24 th Sep, 5 th Nov'2022	Fault docketing system, Part of Billing system, stopped functioning Restored by Mr. Atanu after 3 days but again few features like docket assignment stopped functioning after 2 week followed by further stoppage / malfunctioning in September & November'22
GC/02/112022 Dated 10 th November	We informed the community about the repetitive crash in our billing system, and the need to explore alternatives
GC/03/112022 Dated 17 th November	We informed the community about a failure of the payment gateway in addition to issues with Billing
GC/06/112022 Dated 29 th November	We informed the community about the following additional problems <ol style="list-style-type: none"> 1. Incorrect balance computation by the application & and wrong outstanding dues email generation 2. Intermittent failures when payment was initiated from Unizen Portal
GC/01/12022 Dated 11 th December	We informed the community about our continuous efforts to seek help from our past BOM members, with details of the history of the problems that continued post transition, and steps taken by the team. Some messages were also clarified along with email trails.

We continue to face severe challenges and have come to that juncture where we need to be able to bill and collect CAM dues without any further delay, as our working capital and resident experience is falling below acceptable levels.

Our best efforts to seek support from our past BOM member who was the sole architect and support provider of our systems has yielded no results and we are not in a position to wait any further.

Aspects of the system that aren't working, and the resultant impact

Sl.	Functionality Affected	Impact
1	The Unizen Portal Section for CAMS. The e-Passbook and Flat wise ledger is not working properly and is showing incorrect balances	Wrong balances being shown, E-Mails being sent with wrong balances Payment Failures on occasions
2	CAM Defaulter list – Due to above, the system is reporting CAM defaulter list for residents even if they have paid CAM	Wrong lists are being generated by the application for CAM Defaulters
3	Upload of Payments to The Unizen Portal – The upload Macros (Google App Sheet) are not uploading payment data to the portal	Affecting correct view of balances on portal and affecting ability to pay
4	Data file for Tally Uploads	Due to all of the above, the data file that is generated from UMMS for upload to Tally is not showing correct data



There are essentially 4 essential components of our IT Architecture

1. **The Unizen Portal** (Static Website with access to a e-Ledger module and Payment Gateway access).
2. **The UMMS System** (Universal Maintenance Management System) – This system and it's seeded code managed helpdesk and manages Payment interface data from bank into Portal. **This is a key system problem area – and it may be noted by the community that the Hand-Over-Take-Over document (HOTO) does not provide details.** As per HOTO wording, it is mentioned that *“the code is not available for editing”, “cannot be used for any other purpose / facility without written permission of the creator/author/developer”. “Any queries can be redirected to Mr. Atanu at his mail I’d [redacted]@unizen.com”* (masked for privacy of concerned individual)
3. **The Tally System** - This is our system of records and accounting
4. **Google App Sheet Macros** – These are procedures that migrate payment data

OUR NEED OF THE HOUR AND IMMEDIATE OBJECTIVE

We need to ensure that we can invoice correctly, collect in time through all channels and showcase correct position of ledgers. From an operational standpoint, we need to maintain working Capital, and other CAM dependent services like MyGate Access Approvals, Etc, which are currently pending.

OUR OPTIONS

- A) Immediate:** Move to a Billing system that can provide an user interface and experience to the resident community showing their ledger, and enabling quick payments through either another custom built programme as like in the past developed by Mr. Atanu or Use a standard solution available in the market, like MyGate as an interim measure before we migrate to a long term solution
- B) Long Term:** Move to an industry standard Book keeping & Management accounting software / ERP platform at the core with integrated billing, accounting, customer front end and MIS as and when this solution is identified and chosen.

The BOM recommends that we move to TO MYGATE as an immediate fix to the problem, and as the interim solution. Given our available and current existing platform MyGate wherein we are running the following Modules

1. Gate Management and Security, and
2. Helpdesk (For maintenance docket)

We propose to enable the “Billing and Collections” module to tide over the present crisis. We can execute the migration in the next 2 weeks to ensure that our January’23 billing cycle and collections is not affected. We will keep the community informed on usage of the same on MyGate and we would need your support and cooperation in this matter. Data from MyGate will be integrated with Tally, and we can again migrate back to the core & long term solution we mentioned above as and whenever we are able to zero in on the same. **Meanwhile, We ask our resident community to please continue to pay their CAM charges using all available means as usual**

- 1) POS terminal at Downtown 1 Facility Office
- 2) Cheques
- 3) Online through NEFT using your Virtual Account Number



In view of the above, we therefore look forward to your views on the contrary if any, so as to fix the present billing, collection & reconciliation problem immediately. We request your response within 19th Dec'22 by 23.59 Hours in the google form as below so as to enable the BOM to move ahead accordingly.

<https://forms.gle/WdwJv8zmt2nfTbT59>

We assure the residents that we are maintaining manual records of all transactions and payments and that no interest will be levied that may be showing up due to incorrect balance issues.

Thanks & Regards,
Team Unizen
Kolkata Uniworld City Apartment Owners' Association