24ETAX ERP · PROCESS GUIDE 17

Administration

Covers: Administration › Notifications, Users & access, Organisation, Integrations, Automation, AI settings, Billing & plan, Developer, Settings, Privacy & data

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Purpose

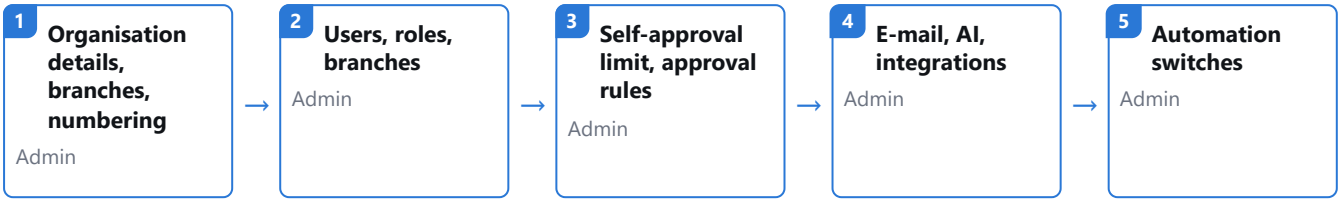
The controls an administrator sets so that everyone else can work safely: who may sign in and what they may do, branches and numbering, period locks, approval rules, connections to outside services, what the system may prepare by itself, and the privacy duties. Most of this is set once and reviewed periodically.

Who does what

Role	What they do here
Admin	Everything in this guide.
Everyone	**Notifications**, their own **Profile & security** and **Privacy & data**.

Process flow

SETTING UP CONTROLS FOR A NEW ORGANISATION



↳ Review users and locks every month; review integrations and privacy every quarter.

Steps

1. Users and access

1. Open **Administration** › **Users & access**.
2. Under **Invite a user** enter the **Email address**, choose the **Role** (Admin, Accountant, Approver, Auditor, Sales or Portal user; for a portal user also the **Party**) and, if the organisation has several branches, tick the **Branches** they may work in. Nothing ticked means all branches.
3. Click **Send invitation**. The e-mail link is valid for 7 days. **Invitations** shows each as **Pending**, **Accepted**, **Expired** or **Revoked**; use **Revoke** to cancel one.
4. Under **Members** change a member's role or branches (**Save branches**) or make them **Inactive** when they leave. Do this the same day.

SEGREGATION OF DUTIES

Do not give the same person both Accountant and Approver work on the same entries. Keep Admin to as few people as possible – at least two, so one can cover for the other. Admins are always organisation-wide.

2. Organisation

Open **Administration** › **Organisation**.

Section	What to do
Deductor	Enter **Legal name**, **PAN** and **TAN**; **Save**. Needed for TDS (guide 10).
Branches & GSTINs	**Add branch** with code, name, GSTIN, trade name, address, PIN code, phone and e-mail. A branch with its own GSTIN is a registration: the State is taken from the GSTIN, and the GSTIN must belong to the organisation's PAN. A branch without a GSTIN is an additional place of business under the head-office GSTIN and must be in the head office's State. **Edit** changes a branch's details later; a branch no longer used is deactivated (not while it has unposted vouchers), never deleted, and keeps its history.
Registrations (GSTINs)	One card per GSTIN: the branches that file under it, its scheme and frequency, its number series, its address, the returns filed, and anything still missing (an address and PIN code are needed for e-invoices and e-way bills). Under **Portal access & settings** on each card: the GSTIN's own portal API users (**GST portal username**, **E-invoice API user**, **E-way bill API user** – issued per GSTIN by the portals, stored encrypted and shown only as hints), **Send OTP** / **Connect** for its taxpayer session, and its own **In e-invoicing**, **IRN when an invoice is posted**, **E-way bill after the IRN**, **E-way bill threshold, within the State** and **Dispatch** details where they differ from the organisation's defaults (Administration > Automation). **Test portal access** checks the GSTIN and each saved API user through the GSP.
Voucher numbering	**Add series**: type, scope (all branches or one), **Prefix**, **Padding** and yearly reset. Decide numbering before the first voucher of the year. A branch with a new GSTIN gets its own SALES, CREDIT_NOTE and DEBIT_NOTE series automatically (for example MUMSI/26-27/0001, 16 characters: the most the e-invoice portal accepts); branches sharing a GSTIN share its series.
Currencies & exchange rates	**Set rate** per date and currency pair. At period end, **Period-end revaluation**: **Preview**, then **Post gain/loss journal**.
Period locks	Under **Financial years**, **Lock** a year up to a date; under **Module & branch locks**, lock one module (inventory, payroll) or branch.
Approval workflow	**+ New rule**: name, what it applies to (voucher type, amount from – to), and steps with **+ Add step** (any one of the named approvers, or all). **Save rule**. With no rule, the default single maker → checker step applies.

3. Settings

Open **Administration** › **Settings**.

1. **Organisation**: click **Edit details** to enter the legal name, GSTIN, PAN, home state, address, city, PIN code, e-mail and phone, then **Save details**. These are printed on invoices. The GSTIN is checked; state and PAN are taken from it.
2. **Financial years**: after the month's GST return is filed, **Set lock date** to the month's last day. Nothing can then be posted on or before it. **Clear lock**, **Close year** and **Reopen year** are audited actions. To enter vouchers of an earlier or later year, use **Add financial year**.
3. **Invoice presentation and posting**: bank details, terms and the **Footer line** printed on invoices; the **Maker self-approval limit** (0 means a checker is always required); and **Post sales invoices automatically on creation**. Click **Save invoice settings**.
4. **E-mail delivery**: use **Quick setup:** for your mail provider, fill **SMTP host ***, **Port ***, **Username**, password, **From name *** and **From email ***. Enter an address under **Send a test message to** and click **Save, test & send**. Tick **Enable sending**.

5. **AI and OCR provider**: choose the **Provider**, click **Fetch** to list the models it serves and pick one (those that read images are needed for scanned bills). Tick **Enable for this organisation** and click **Save & test connection**.
6. **Mapping rules**: rules proposed when reviewers correct suggestions; **Approve** or **Reject** each (guide 08).

> **AUTOMATIC POSTING OF SALES INVOICES – A CONTROL DECISION**
>
> It is off by default. Switching it on lets the person who raises an invoice also put it in the books, with no second check. That suits a small team; every such posting is marked in the audit trail so an auditor can list them. If your auditor expects segregation of duties on revenue, leave it off and use the self-approval limit for small invoices instead.

4. Integrations

1. Open **Administration** › **Integrations**. For each area – **GST Suvidha Provider**, **Payments**, **WhatsApp**, **KYC**, **Account Aggregator**, **Speech** – choose the **Provider**, the **Mode** (**Sandbox** or **Live**) and enter its credentials; **Save**, then **Test**.
2. For payments choose the **Bank ledger for online receipts** and copy the webhook address into the provider's dashboard.
3. For the GST Suvidha Provider, only the GSP account itself goes here (WhiteBooks: client id, client secret, registered e-mail). Each GSTIN's portal username and e-invoice / e-way bill API users, and its OTP session, are on its card under **Administration** › **Registrations** (**Send OTP**, enter the OTP, **Connect**). The session lasts about six hours and is refreshed while in use; when it lapses you are notified.
4. Under **Capabilities**, each operation of a live provider stays blocked until you have proof it works: do a real test, then **record evidence** and **Enable for live use**. **withdraw** blocks it again.

5. Automation

Open **Administration** › **Automation**. Tick what the system may prepare by itself; nothing it prepares is posted without a person.

Switch	Effect
Draft purchases from GSTR-2B	2B lines not in the books become purchase proposals in the Review inbox.
Daily IMS sync	IMS data is refreshed every day.
Read uploaded documents	Uploaded bills are read and proposed.
Categorise bank statement lines	Imported bank lines get a suggested match or ledger.
Organisation is in e-invoicing	The default for every GSTIN (e-invoicing follows the PAN's turnover). A composition registration is never e-invoiced; a GSTIN can be set differently on its Registrations card.
Generate the IRN when a B2B invoice is posted	E-invoice is requested automatically with the issuing GSTIN's own API user (needs **Organisation is in e-invoicing** or the GSTIN's own setting).
Generate the e-way bill after the IRN	For goods above the threshold, when a **Default vehicle no.** or transporter is set here or on the GSTIN's card.
E-way bill threshold within the State	The default intra-State limit; a GSTIN in a State with its own limit overrides it on its card. Inter-State movements always use ₹50,000.

Click **Save**. Posting with no person at all exists only through the bank auto-post policy (guide 07); the page warns while one is active.

6. Tax rules

Open **Administration** › **Tax rules**. These rows decide what the system applies to every purchase and expense bill by itself (guide 05, Compliance decisions).

1. **TDS rate rules**: one row per variant of a section (for example 194C for an individual at 1 % and for a company at 2 %) and the date it applies from, with the rate, the no-PAN rate, the per-bill or per-month threshold and the yearly threshold. Rows are filled in as a starting point and show **Not yet verified**.
2. Check each row against the Act. If it is right click **Confirm**; the row then shows who confirmed it and when. If a figure is wrong click **Edit**, correct it, then **Confirm**.
3. When a rate or threshold changes from a date, click **Change from date…**, enter the date and the new figures. The earlier row keeps applying to bills dated before it.
4. **Reverse-charge categories**: the notified supplies, the SAC codes and words that identify them, the kind of supplier they apply to and the GST rate. Confirm, edit or **Switch off** a category in the same way.
5. **How the engine decides**: rounding of TDS to the rupee, whether s.194Q applies to your purchases of goods, whether an LLP supplier counts as a body corporate, and the amount from which an unreadable bill needs a person's decision. Click **Save**.

> **UNVERIFIED ROWS ARE STILL APPLIED**
>
> A bill booked while a rate rule is unverified uses the figures shown and carries a note saying so. Confirm the rows before relying on the deductions. The reference to the Income-tax Act, 2025 on each row is left for you to fill in.

7. Billing, developer access, notifications

- **Administration** › **Billing & plan** shows the **Current plan** and the **Modules on this organisation**. Plans differ by modules and AI allowance only, never by users or invoices. To let your CA firm work in your books, enter their **Practice code** and tick **Let them manage these books**.
- **Administration** › **Developer**: **API keys** (**Create key** – the token is shown once; **Revoke** to end it) and **Webhooks** (**Add endpoint**, **Send test**, **Recent deliveries**, **Redeliver**). A key inherits the branch limits of the person who created it.
- **Administration** › **Notifications** lists approvals waiting, rejections, reminders and alerts for you; **Mark all read** clears the count.

8. Privacy and data

1. Open **Administration** › **Privacy & data**. Every user can export their own data, record consent and request deletion of their account (**Delete my account**); the books are retained as the law requires.
2. Admins handle requests from individuals: **Process now** or **Reject** with a note, before the **Due** date.
3. If personal data is exposed, record it at once in the **Breach register** with **Record breach**: what happened, severity, who is affected. Reporting is due within 72 hours.
4. **Audit-trail integrity** shows the nightly check; **Verify now** runs it on demand.

Several GSTINs

An organisation registered in more than one State, or with more than one registration in a State, keeps one set of books and files per GSTIN. The rules:

- Every document belongs to the branch it was raised from. The branch's registration decides CGST+SGST or IGST, the GSTIN and address printed on it, the number series, the return it goes into and the GSTIN that earns the input credit. The invoice builder, the bill form, document review and the 2B import all ask for the branch or GSTIN when there is a choice; a member assigned to one branch always works in it.

- The head office is the organisation's own registration. Its GSTIN and State are changed under **Administration** › **Settings** (frozen once vouchers are posted); its address and contact details are the organisation's, in both directions.
- A registration cannot change once documents are posted or returns filed under it: add a new branch for the other registration instead.
- Members assigned to particular branches see only the registrations those branches file under: in the GST workspace, return filing, the GST report and the API.
- The GST set-off and payment journal is booked on the registration it settles. **Reports** › **GST & Tax** shows one GSTIN at a time with a control account: opening, documents, settlement and other movements of the shared Output and Input tax ledgers for that registration's branches.
- Deactivating a branch keeps its registration available for past returns; new documents cannot be raised on it until a branch of that GSTIN is active again.
- An Input Service Distributor is a branch with its own GSTIN whose scheme is set to **Input Service Distributor** (Return filing › Filing profiles); its card shows "Input Service Distributor · GSTR-6 monthly". It books only input services and distributes their credit (guide 09).
- Portal access is per GSTIN: the GSP account is the organisation's, but every registration has its own GST portal username, e-invoice and e-way bill API users and OTP session, kept on its Registrations card. A call for one GSTIN can never go out with another GSTIN's credentials. Each registration also decides for itself whether it is in e-invoicing, whether the IRN and e-way bill are raised on posting, its State's intra-State e-way bill limit and its dispatch address; the organisation's Automation page holds the defaults.

Checks and controls

CHECKS AND CONTROLS

- Permissions are enforced on the server; the screens only hide what a role cannot do.
- Changing a lock, the self-approval limit, automatic posting, a role, branch access or a provider is recorded in the audit trail.
- Passwords and keys for e-mail, AI and other providers are stored encrypted and never shown again.
- Live write operations of an outside provider stay blocked until an administrator records evidence that they work.

Limits

LIMITS

- The GSTIN and home state cannot be changed once a voucher has been posted. For another registration, add a branch.
- TDS sections cannot be added or changed on screen.
- A branch's code cannot change once documents are numbered under it (it is part of the number series).
- The Employee role cannot be invited from Users & access (see guide 11).
- Account Aggregator bank feeds are test-only; WhatsApp, payments, GST and e-invoice need a live provider and recorded evidence before real use.

Routine checklist

Monthly

- ☐ Users reviewed: leavers made inactive, roles still right, pending invitations cleared.

- [ ] Lock date set after GST filing. Approval rules still match who is in the team.
- [ ] Mapping rules awaiting approval decided. GST portal session open for every GSTIN (Registrations).

Quarterly

- [ ] Integrations tested. API keys not in use revoked. Privacy requests and breach register reviewed.
- [ ] Audit trail reviewed for changes to locks, limits, automatic posting and provider settings.