

# StrataPay

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StrataPay is a streamlined payment process that offers up to eight ways to pay - from credit cards to direct debit and Internet banking. Multiple convenient payment channels are offered on all of the Fee Notices / Levy Notices / Invoices issued from StrataMax. All payments are deposited directly into the bank account for processing in the **Bank Reconciliation**.

The below includes instructions on setting up the StrataPay deposit slip, which is available when these Fees Notices / Levy Notices / Invoices are issued for payment. If the building elects to pay credit card service fees instead of charging the payee, this setting is explained so that the account holder or building can absorb these amounts.

There is also information on how receipt details are provided across the various payment channels when an owner makes a payment.

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## About StrataPay

StrataPay processes payments made by Owners / Tenants / other debtors to your Body Corporate and integrates with StrataMax. Payments received by StrataPay will be paid into the Body Corporate / Strata Plan bank account using the unique StrataPay reference number. This number is allocated to a Lot / Debtor account to identify and allow for easy reconciliation when the funds are receipted into the Bank Account.

Further information about StrataPay can be located on the StrataPay website:

<https://www.stratapay.com>.

## StrataPay | Deposit Slip Setup

The deposit slip on a **Levy Notice**, **Invoice**, **Sub-Group Bill**, **Owner Ledger Card** or **Second Debtor Invoice** will provide the StrataPay payment options. The StrataPay deposit slip is enabled when the **Biller Code** field (see below) is set to 'STRATAPAY'.

## StrataPay for New Buildings

The first step of the *new building setup process* is to open **New Building (BCMax)**. This is where the current **Biller Code** default can be checked and configured if necessary. If the **BPay Biller Code** field already has 'STRATAPAY' in it, then no further action is needed - proceed with creating your new building.

**Add New Building**

Building Name

Building Number

Financial Year Start

Financial Year End

Date of Registration of Plan

Plan Number

Current Month

Manager Company

State / Country

Building Type

Regulatory Module

Credit Card Fees

**BPAY Biller Code**

Status  Active  Inactive

The number cannot be blank  
The name cannot be blank

Save Cancel

## StrataPay for Existing Buildings

If an existing building needs the StrataPay deposit slip enabled, the *Biller Code* field needs to be updated in [Building Information](#).

1. Search or select [Building Information](#).
2. Search for the field *Biller Code* type (in capitals) **STRATAPAY**.

'StrataPay Ref Num' will populate automatically during the overnight upload for StrataCash Management accounts. The field will remain blank for all other banks.

## Credit Card Fees to Building

Credit cards can be used by Owners / Debtors for various payment methods, as noted on the StrataPay deposit slip. Credit card service fees may be charged when a payment is made using a credit card. The payee usually pays this fee as part of the payment made; this fee can also be on-charged if required. Depending on which option the building uses will determine the Biller Code used for both the BPay and Australia Post Payment options on the Deposit Slip.

### ***Credit Card Fees to Building = 'N'***

In the [Building Information](#) menu, if the *Credit Card Fees to Building* field is set to 'N', the payee will pay the service fee at the time of payment. This is the more utilised option.

### ***Credit Card Fees to Building = 'Y'***

In the [Building Information](#) menu, if the *Credit Card Fees to Building* field is set to 'Y', it will not charge the payee at the time of the payment for the service fee, and the building will pay the fee. This fee will be visible in the [Bank Reconciliation](#) menu and will appear on the income and expenditure page on the [Financial Statements](#).

If the fees appear on the **Bank Reconciliation**, the option above to set the Credit Card Fees to Building = Y has been applied.

## Transaction Fees to Building

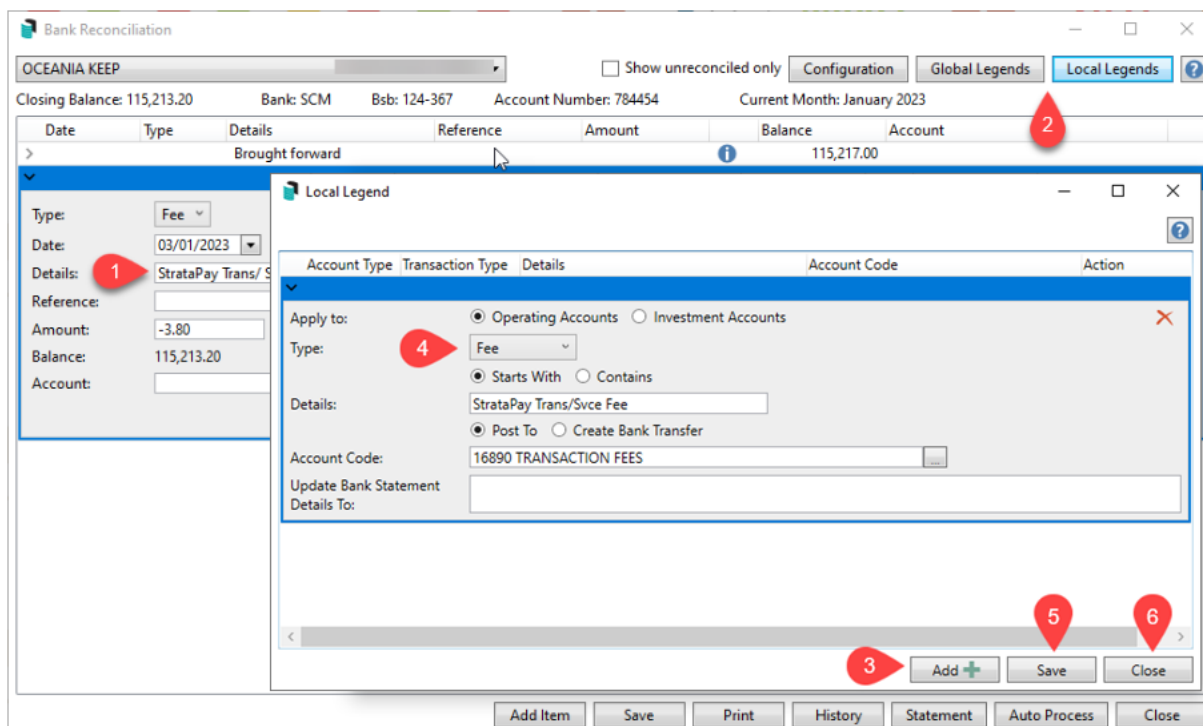
When an Owner / Debtor makes a payment, there may be associated transaction fees, depending on the payment method utilised. These fees are paid from the Bank Account of the Building.

### Transaction Fees Legend Setup

When the transaction fees are paid from the bank account, these amounts can be applied to an expense account to automatically process with the setup of a Legend to define the applicable account code.

To ensure that the exact description is applied to the legend, we recommend setting this up when the fees first appear in the Bank Statement and come through in the Bank Reconciliation. Alternatively, this can be manually added to the legends area by entering the transaction 'Type' and exact 'Details'.

1. In the building, go into the **Bank Reconciliation**. Click and highlight the transaction for the fee. This will expand the line item. Copy the *Details* field to copy this information in the next screen.
2. Select *Local Legends* to configure an account for the local building OR *Global Legends* (this allows StrataMax to post these fees to the same account in all buildings). If a *Global Legends* is being set, it is recommended to complete use **Account Maintenance** to copy this account code to all buildings to ensure it exists when processing these banking transaction types.
3. Click *Add* to add this transaction type to the list.
4. Review the *Transaction Type* and complete this line item with the same *Type* and *Details*. Complete the account code that should be posted to (use **Account Maintenance** to assist in creating a new account code if required).
5. Click *Save* and *Close*. This will finalise the legend setup.
6. Click *Auto Process* in the **Bank Reconciliation** screen to finalise the current entry.



## StrataPay Direct Debits

To set up a direct debit for their levy payments, an Owner must complete the online form, which they can obtain from the StrataPay website here: <http://www.stratapay.com/directdebit/>.

Once StrataPay has received the form, this data will be synchronised daily to the owner's record in StrataMax. For Owners that have an active Direct Debit, Direct Debit payment instructions will appear on the Levy Notice as long as a template with merge *Field 60* selected. This file also identifies the lots that have had their Direct Debit Authority removed by the Owner.

For information on using StrataPay and Direct Debits, including privacy, security, payment usage, and fees associated with StrataPay transactions, refunds or reversals, dishonoured payments, etc., see the [StrataPay Product Disclosure Statement](#).

## StrataPay Payment Confirmation and Receipts

As StrataPay has multiple payment channels, each one issues a different type of confirmation / receipt, and therefore, the various methods and what the payer / Owner will receive as an acknowledgement of their payment will be dependent on the payment method.

### Credit Card over the telephone

The payer receives a voice confirmation with a receipt number.

### Credit Card through the StrataPay website

Payer receives an on-screen receipt, which they can save by clicking on the printer-friendly button, or they can receive this via email if they added their email address at the start of the transaction.

**Credit Card through the StrataMax website**

Payer receives an on-screen receipt, which they can save by clicking the printer-friendly button.

**Direct Debit**

If the payer supplies their email address on the form they will receive confirmations of their payments via email.

**BPay**

The payer's bank will supply them with a receipt on their screen once they have confirmed the payment.

**EFT**

The payer's bank will supply them with a receipt on their screen once they have confirmed the payment.

**Australia Post**

When the payer makes a payment across the counter at any Australia Post outlet, they are given a printed receipt.

## StrataPay FAQ's

**Q.** What is the difference between the *StrataMax User ID* and the *StrataPay Payment Reference*?

**A.** The *StrataMax User ID*, 8 digits, is used in Welcome Letters and contains the number used to create a manual portal account. If this ID is being used for portal account creation, the password is also required. The *StrataPay Payment Reference* is used when making a payment and is commonly available on the deposit slip. This reference is different from the *StrataMax User ID* and must be entered in full using all 9 digits so the payment can be applied to the correct account.