Legal Action Setup

This article covers the necessary steps, and various settings required to use the *Legal Action* menu, which allows Strata Managers to engage external debt collection agents to set up a payment plan or set up a payment plan for owners <u>without</u> engaging an external debt collection agent.

Debt Collection Agents

First step is to set up the debt collection agents. As mentioned previously, as well as having an external debt collector, an internal debt collection agent can be set up for when an owner has agreed to a payment plan without an external debt collection agent getting involved.

1. Search or select **Legal Action**.
2. If the table of applicants automatically appears, click the Add/Remove/Edit button. Or if the Legal Action menu appears, click the *Change Agent* button, then click the *Add/Remove/Edit* button.
3. In the *Applicant Maintenance* window, click the *New* button.
   - Enter as much detail into each field as possible - *Description* and *Email Address* should be entered at the very least, and the *Business Category*, must be set to 'Debt Collection.'
   - The *Reference* field must be left blank.
4. Click *Save* once all fields are complete.

Payment Plan Setup

To ensure owners under a payment plan are not issued further arrears notices and are keeping to the agreed payment terms, the account can be added under a configured *Payment Plan* agent. These records update current balances and any activity on the account, allowing managers to manage these payment plans.

1. Search or select **Legal Action**.
2. If the table of applicants automatically appears, click the *Add/Remove/Edit* button. Or if the **Legal Action** screen appears, click the *Change Agent* button, then click the *Add/Remove/Edit* button.
3. In the *Applicant Maintenance* window, click the *New* button.
   - In the *Description* field, enter 'PAYMENT PLAN'
   - The *Reference* field must be left blank.
   - The *Email Address* field can be left blank.
   - The *Business Category* <u>must</u> be set to 'Debt Collection.'
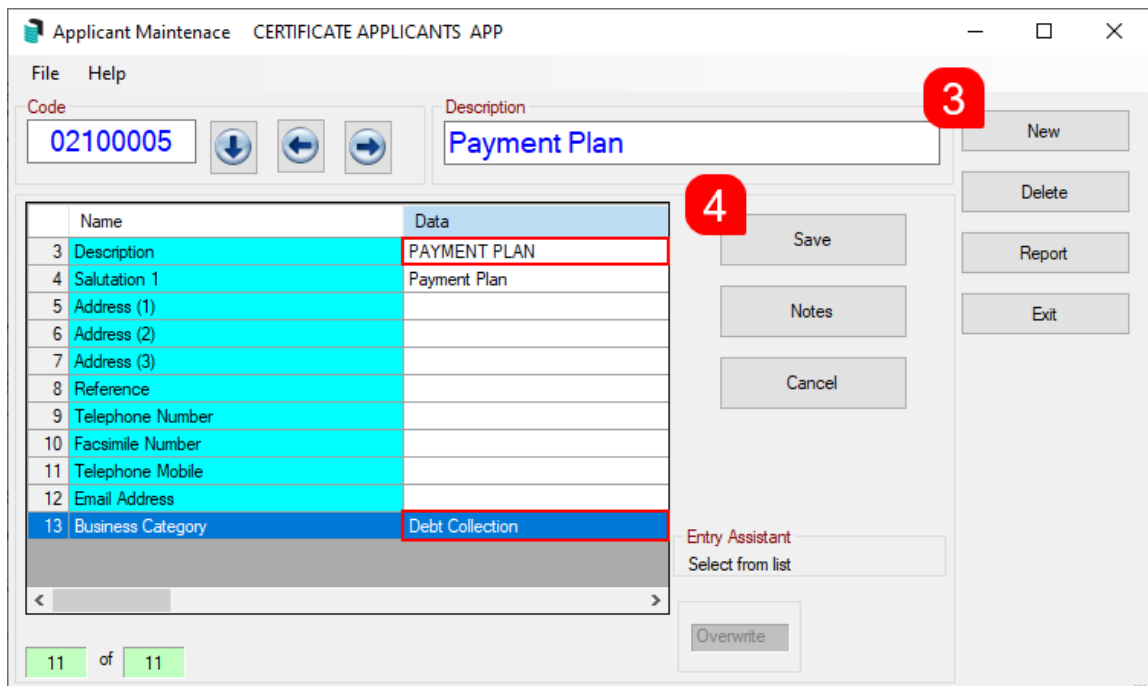
4. Click *Save* then *Exit* to close *Applicant Maintenance* window, then in the *Select Applicant* screen, click the *Cancel* button to go back to **Legal Action**.

5. Click *File > Configure.*

6. In the *Configure* window, click the *ellipsis* button [...] next to the *Payment Plan A/c* field to select the 'PAYMENT PLAN' debt collection agent that was just created, then close the *Configure* window.
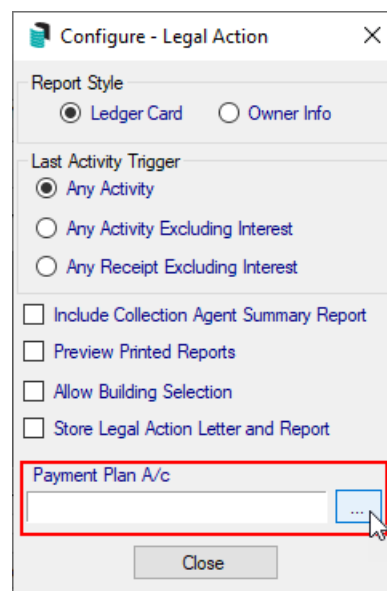
7. That concludes the set up for placing owners into a payment plan without engaging an external debt collection agent.

Legal Configuration

1. Search or select **Legal Action**.

2. Select *File*, then *Configure*.

3. Select the configuration options:
   - Report Style - Select the report to include with the Initiation Letter to the Debt Collector.
   - Last Activity Trigger - Select which activity will update the Activity Date & subsequently issue updated reports to the Debt Collector.
   - Include Collection Agent Summary Report - When printed update Ledger Cards for the Debt Collector; tick to include the Collection Agent Summary Report.
   - Preview Printed Reports - Preview any reports to screen when produced.
   - Allow Building Selection - When printing reports; if ticked the Building Selection list will appear to allow user to tag selected buildings.
   - Store Legal Action Letter and Report - When adding lots to Legal Action; if ticked a copy of the letter and reports will be added to Stored Reports.
   - Payment Plan A/C - Select the Debt Collector A/C that is used as 'Payment Plan'.

4. Press *Close*.

Debt Collection Merge Letter

The second step is to create a merge letter to instruct the debt collector to commence debt recovery. The letter should be kept generic as the additional report (Ledger Card or Owner Info) will be included with the letter to provide further information.

1. Search or select **Legal Action**.

2. Click the *Change Letter* button.

3. The 'Report Selection' screen will appear with a list of existing .LET documents/letters
   - If the required letter already exists and is displayed in the list, select it, and click the *Select* button

and acknowledge the notification window about the 'New Legal Action Letter'.

- If there isn't a suitable letter in the list, click the *Merge Letters* button and follow the steps in *Create New StrataMax (.LET) Letter* and refer to the *.LET Merge Fields article* for a list of merge fields.
- You can also copy and paste the following into notepad, change wording as required:

```
&TopMargin=550
&LeftMargin=150
&RightMargin=2250
{LetterHead}
{Font=5}

<Today>
<NameAndAddress>

Dear Sir/Madam

{BoldOn}PLEASE COMMENCE LEGAL PROCEEDINGS{BoldOff}

The Strata '<Building-3> <Building-5>' wish to engage <General-3> to pursue the lot for the outstanding
 amount.
Refer to attached documents for further information.

On behalf of {BoldOn}<CompanyTitle>{BoldOff}

Kind Regards
ABC Strata
```

4. Once the letter has been created in the Merge Letters screen, it will appear in the 'Report Selection' screen - click the *Select* button and acknowledge the notification window about the 'New Legal Action Letter'

Below are the different formatting codes required for setting up the 'Legal Action' letters.

Debt Collection Letter Merge Fields

For an example of how this all looks, open one of the sample letters supplied with StrataMax (BCMax)

Special Merge Fields

To insert the letterhead specified for this building at the top of a page type:	{LetterHead}
To start a new page type:	{PageBreak}
To insert the plan name type:	<CompanyTitle>
To insert today's date type:	<Today>
For a structured name and address with post code type:	<NameAndAddress>
To insert the CTS number type:	<CTS>
To insert the regulatory module type:	<RegMod>
To insert the plan number type:	<PlanNumber>

Document printing setup is always typed at the start of the letter. By default, paragraphs that stretch over more

than one line are now formatted 'Justified'. Similar to word processing programs, this means that the text will be spaced out evenly to print with nice straight edges down both the left and right sides of the letter.

*Distance measurements are always in 300ths of an inch, IE: 1 inch =300 dots.

&TopMargin=300	where 300 is the number of dots from the top of the page
&LeftMargin=150	where 150 is the number of dots from the left of the page
&RightMargin=1950	where 1950 is the number of dots from the left of the page
&Justify=X	Replace 'X' with one of the following: '0' means No Justification: '1' means Left Justification: '2' means Left and Right Justification
&LineSpacing=X	Replace 'X' with a number for the point size. The default Line Spacing for Merge Letters and Certificate text is 2 points or can be manually controlled with this command. To change the default setting for line spacing see: Set default line spacing for merge letters.
&MainFont=3	where 3 is the font number from the Font Details list
<Building-XXX>	Inserts data from Building file where XXX is the field number. To assist in writing a letter, it is possible to print a list of the fields in 3 categories: 'Building', 'General' or 'Insurance'.

Formatting Merge Fields

In merge letters, you can make text in the letters bold, underlined, or a different font. To change the size of printing or otherwise manipulate the printed text you may use the following commands enclosed in squiggly brackets (eg {Font=3}):

Font=1 to Font=11	Select which of 11 pre-defined (and customisable) font and format combinations to use. EG Font 5 may be Arial, bold and underlined.
ULineOn	Underline switched ON
ULineOff	Underline switched OFF
BoldOn	Bold switched ON
BoldOff	Bold switched OFF

All text following the command and before another one will be printed in the format of the command it is following. Each time you want the text to change formatting, you have to put in another command to turn the formatting off, or change back to another font.

Examples:

This {BoldOn}is{BoldOff} bold.

Produces: This **is** bold.

This {ULineOn}is{ULineOff} underlined.

Produces: This <u>is</u> underlined.

To specify one font for the main part of the sentence and a separate font for 'is in'

{Font=2}This {Font=1} is in {Font=2}different fonts.

Produces: This **is in** different fonts.

Data Formatting Codes

Use these Data Formatting Commands with the Field Codes

| -Trim021	Removes leading 0210000 from owner account codes
- Less(xx)Days	Adjust inserted data (if a date) by the number of days inside brackets
- Plus(xx)Days	Adjust inserted data (if a date) by the number of days inside brackets
- Less(xx)Months	Adjust inserted data (if a date) by the number of months inside brackets
- Plus(xx)Months	Adjust inserted data (if a date) by the number of months inside brackets
- WordDate	Prints date in words

Example:

<Building-12-Less(42)days-WordDate-12>

The example above will show the financial year end plus 42 days in the following format: 12 July 2017. If the date format is not specified BCMax will use the system date format of your computer.

The field number ('12' in our example above) must be the same in both field positions.

Legal Action Report (Payment Plan Report)

1. Search or select **Legal Action**.
2. Select *Options*, then *Legal Action Report*.
3. Select *Change Template* - there are two reports to choose from:-
   - Legal Action Report
   - Legal Action Report – Managers Names
4. Click the template that you would like to use and click 'Select as Global'.
5. Click *Select Buildings* and tag as required > *OK*.
6. Select *Print Report* or *Export to Excel* depending on reporting requirements.
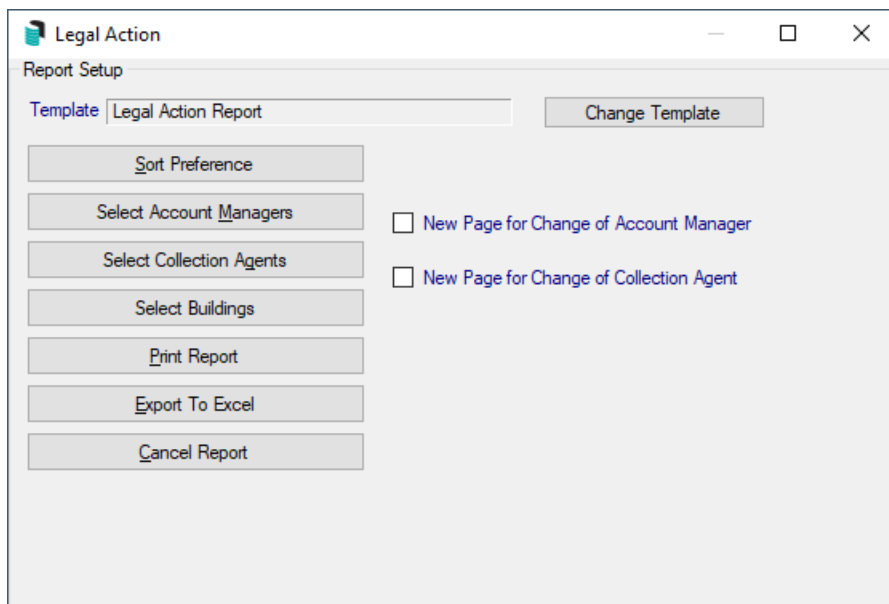
Agent Summary Printer Setup

1. Search or select **Reports / Utilities Global.**

2. Click *Utilities* and also *Legal Action*

3. Select *Options*, then *Agent Summary Printer Setup.*

4. Select *Printer.*

5. Select *Paper Source* to select tray.

6. Press *OK.*

Set Legal Action Words for Ledger Card

1. Search or select **Ledger Card**.

2. Select *Tools* then *Edit Legal Action Words.*

3. Type the word that you would like to appear on the Ledger Card.

Note: In this example 'Legal Action' is the word that is appearing on the Ledger Card. You may not want the words 'Legal Action' to appear on the owner's ledger card, so change this to suit your office policies and requirements.

StrataMax Online Help CTS 11

<div align="center">STATEMENT</div>

Susan Gardens				Statement Period		
1 Yes Street				01 Jan 19 to 20 Apr 20		
Brisbane				A/c No 4		Lot No 4
				Page Number 1 of 1	Unit No 4	

Legal Action Stratamax Solicitors   Transfer Date: 02/07/19

Date	Type	Details	Reference	Debit	Credit	Balance
		Brought forward				0.00
01/01/19	Admin Fund	01/01/19 To 31/03/19	I0000004	671.90		671.90
01/01/19	Sinking Fund	01/01/19 To 31/03/19	I0000028	50.00		721.90
31/01/19	Overdue Interest Jnl	Interest To 31/01/19	J0000022	9.20		731.10
28/02/19	Overdue Interest Jnl	Interest To 28/02/19	J0000098	8.30		739.40
31/03/19	Overdue Interest Jnl	Interest To 31/03/19	J0000174	9.20		748.60
30/04/19	Overdue Interest Jnl	Interest To 30/04/19	J0000250	8.90		757.50
31/05/19	Overdue Interest Jnl	Interest To 31/05/19	J0000377	9.20		766.70
30/06/19	Overdue Interest Jnl	Interest To 30/06/19	J0000481	9.03		775.73
02/07/19		Transfer				775.73
29/07/19	Admin Fund	01/04/19 To 30/06/19	I0000148	1,343.80		2,119.53
29/07/19	Admin Fund	01/07/19 To 30/09/19	I0000172	1,343.80		3,463.33
29/07/19	Sinking Fund	01/04/19 To 30/06/19	I0000196	50.00		3,513.33
31/07/19	Admin Fund	01/10/19 To 31/12/19	I0000244	1,343.80		4,857.13
31/07/19	Sinking Fund	01/07/19 To 30/09/19	I0000268	50.00		4,907.13
31/07/19	Sinking Fund	01/10/19 To 31/12/19	I0000292	50.00		4,957.13
31/07/19	Sinking Fund	01/01/20 To 31/03/20	I0000316	50.00		5,007.13
17/01/20	Other	Arrears Notice Fee	M0000011	15.00		5,022.13
				$5,022.13	Nil	$5,022.13

Over 90 Days	90 Days	60 Days	30 Days	Current	BALANCE DUE:	$5,022.13
4,957.13	65.00	0.00	0.00	0.00	Date Paid	Amount Paid