Payments Management

Last Modified on 27/11/2026 8:37 pm AEST



The instructions in this article relate to ***Payments Management***. The icon may be located on your StrataMax Desktop or found sing the StrataMax Search.

Payments Management provides a single screen to both review, manage, as well as delete / reverse payments. The information can be produced into a report and can be used to generate reports for creditor accounts and payments across the portfolio. Remittance Advice notes can be added and copies of Remittance Advice can be produced and emailed.

Searches

Many search screens use the same layout and tabs, even though each one reports on a different area of data. Once you understand how the search screen works, the same process can be applied across a range of searches.

Payments Management | Security

To access ***Payments Management***, the user must have permission set to *Allow* for *Payments Management* under the Menu category in ***Security Setup***.

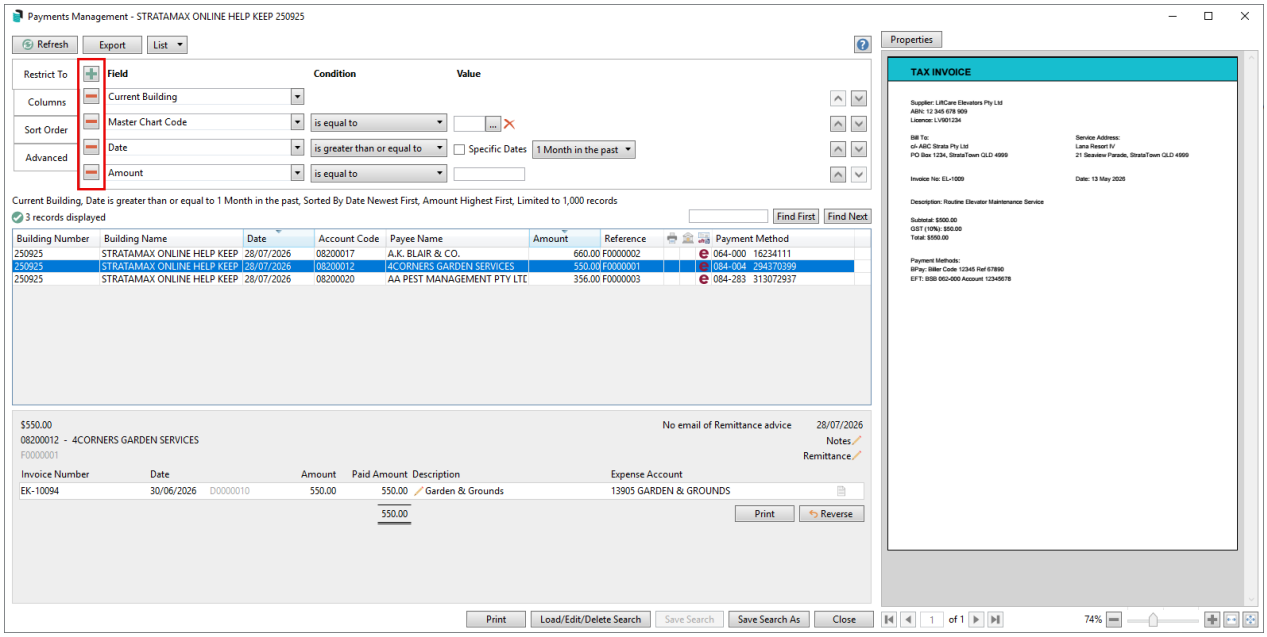
Payments Management | Recommended search examples

Review payment management records

This search can be used to review payment records that may need to be checked or followed up.

1. Search for or select ***Payments Management***.
2. Apply the relevant search criteria using the Fields for the payment management records being reviewed and click *Refresh*.
3. Review the search results.

It is possible to search one property or multiple properties based on set filter settings and also select to view the attached document.



Current Building
To select a single building or remove to review multiple buildings.

Master Chart Code
Select the ellipsis button to select a single creditor.

Date Range
Select a date (Today, This Week, This Month, This Month and Last, 2 & 3 Months Ago, All Available, Custom Range).

Amount
Enter any minimum or maximum amounts to filter.

Show Document
Any attached document will automatically view the attached invoice document in the right hand window.

Refresh
Refresh search parameters.

Help
Open StrataMax Online Help in browser.

Notes & Remittance
Click to add any Internal Notes (will not be displayed on the Remittance Advice) or select Remittance to add notes to be displayed and printed onto the Remittance Advice for the Creditor. Security permission *Edit Remittance Advice Notes* needs to be set to 'Allow'.

Print
To produce the Remittance Advice to Screen, Printer or Email (select 'Screen' to receive a preview prior to Emailing or Printing). Any Remittance notes added will be printed on the Remittance Advice.

Reverse

Click *Reverse* to cancel/reverse the selected payment. Review the Reverse a Payment section.

Print
To produce a report of payments created for a particular Creditor account or date range.

Properties
Select the *Properties* button to open DocMax where you can print or email a copy of the document.

Reverse a Payment

Access to the *Reverse Payments* button, including *presented* payments, users will need to be granted permission by their StrataMax Administrator in ***Security Setup***.

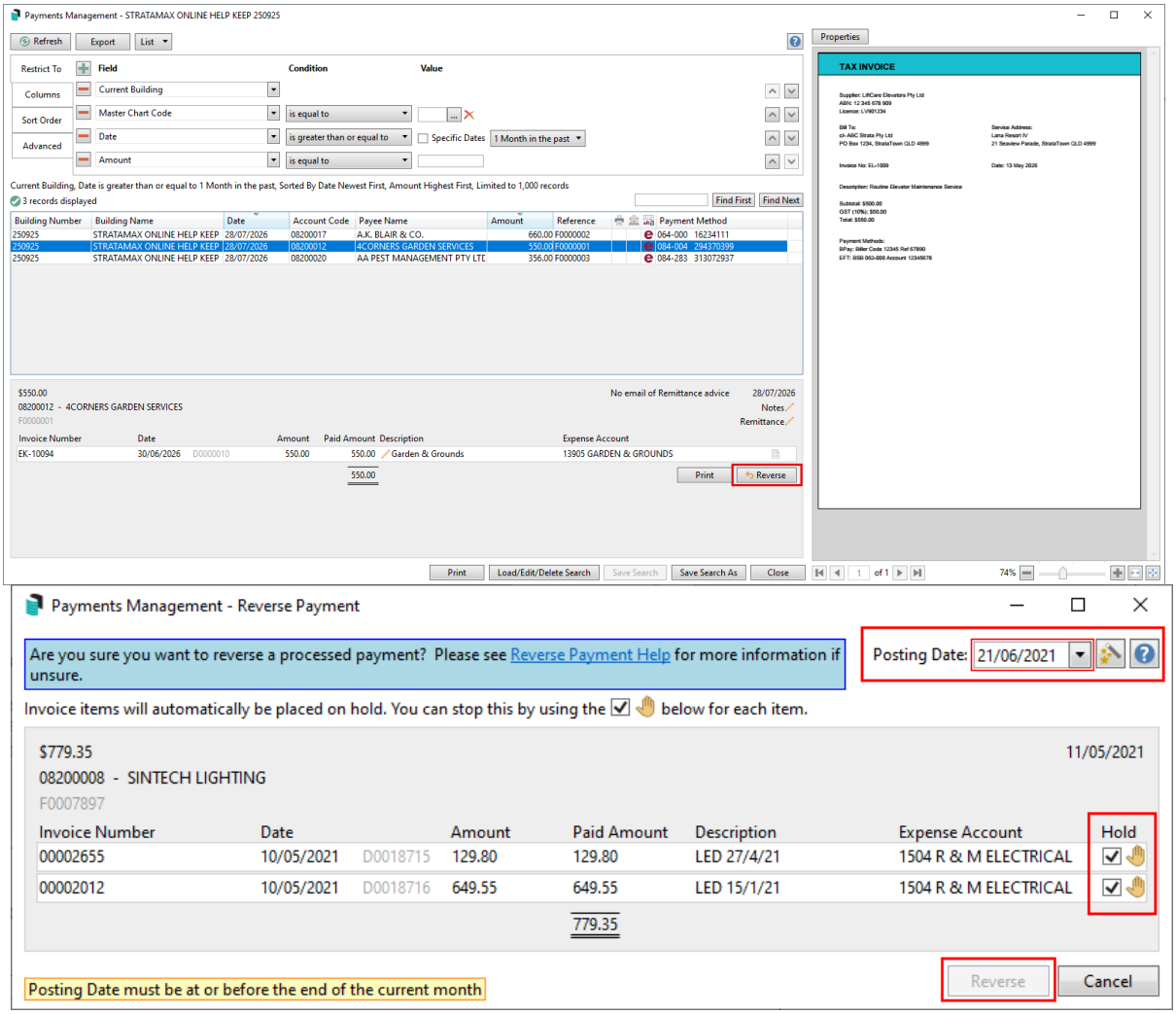
Payments Management provides the ability to reverse BPay, and EFT payments. Once a payment has been reversed, the creditor invoice can be edited or reversed in ***Creditor Invoices***, or it can be created again in ***Payments***.

Reversed payments will automatically place the invoices on hold as can be seen in the ***Search Creditor Invoice Items*** screen, unless you remove the tick in the *Hold* tick box. The invoice transaction will then be visible in the ***Payments*** screen.

Owner refunds and reimbursements, when reversed, will remove the payment and be ready for re-entry via ***Payment Entry*** where required. A common area for checking first includes any completed batches created in ***EFT Manager*** to confirm that the original payment was uploaded.

> The process for reversing a payment or creditor invoice in StrataMax will vary depending on the stage of the payment process. For example, how far along did you get in the payment/invoice process before you realised you had to reverse it? Did you just save it in ***Creditor Invoices***, or did you also authorise it on the SCM website? Has the payment already left the bank account? Was the payment in the building's current financial year or in the old year? We strongly recommend carefully reading the *Payment Reversal article* to check which steps you need to follow for your particular circumstances.

1. Search or select ***Payments Management.***
2. Adjust the *Date and Fields* if needed and select *Refresh.*
3. Highlight the payment and click the *Reverse* button at the bottom part of the screen.
4. Check the *Posting Date* and remove the tick in the *'Hold'* box for the creditor to be placed back in ***Payments***.
5. Click the *Reverse* button.
6. Once a payment has been reversed, the creditor invoice then can either be *reversed* in ***Creditor Invoices***, or it can be processed in ***Payments*** (if the *Hold* box was unticked as per step 4 above).

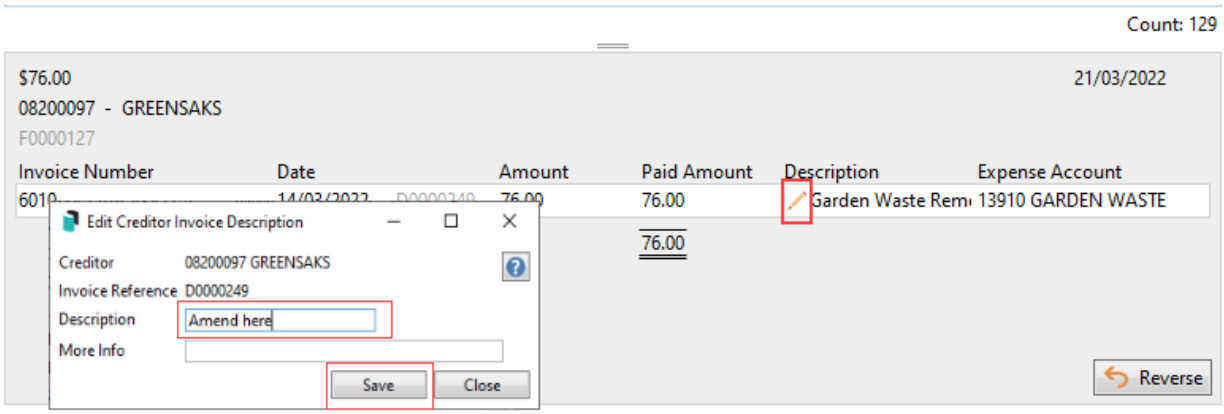


Edit Description &/or More Info of a Paid Invoice

To amend a description of a paid invoice, which is printed on the transaction list and other reporting areas please use the below method.

> Users must be granted permission in ***Security Setup*** to access the ***Creditor Invoices*** screen.

1. Search or select ***Payments Management.***
2. Adjust the *Fields* and *Refresh* to locate the payment.
3. Highlight the line item.
4. At the bottom of the screen, click the *Pencil* icon and amend the description as needed. Click *Save.*

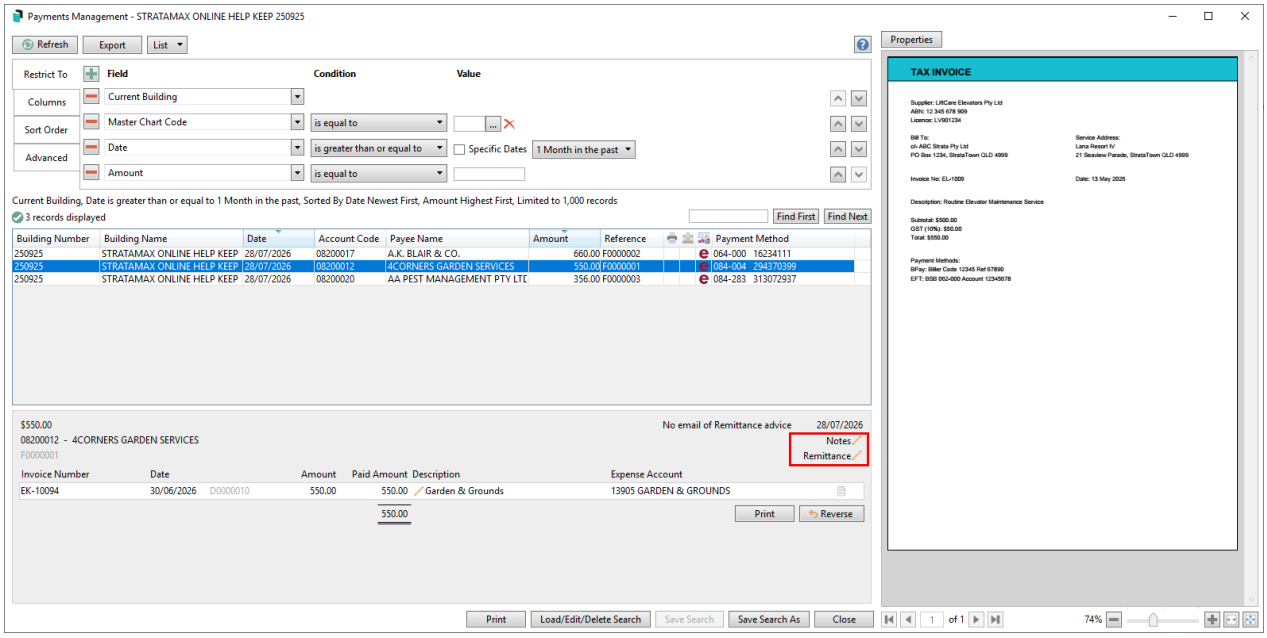


Remittance Advice | Internal & External Notes

To edit the Remittance Advice Internal & External notes, users will need to be granted permission to 'Edit Remittance Advice Notes' and 'Edit Internal Payment Notes' by their StrataMax Administrator in ***Security Setup***

Internal Notes can be added to a payment for viewing from ***Payments Management***. External Notes can be included on the Remittance Advice and printed for the contractor to receive.

1. Search or select ***Payments Management.***
2. Adjust any filters at the top of the screen to find the payment required;*Building*, *Creditor*, *Date Range,* and select *Any* for all payment types.
3. Find and select the payment in the list.
4. At the bottom of the screen, click the *Notes* button to add an internal note, and/or the *Remittance* button to add a note for the remittance advice.
    - If the icon on the button looks like a sheet of paper, then you don't have security permission to add or edit the notes - only view.
5. Type the required notes in the window, then click*Save.*
    - A blue and white ' i ' will display if there is a note added.

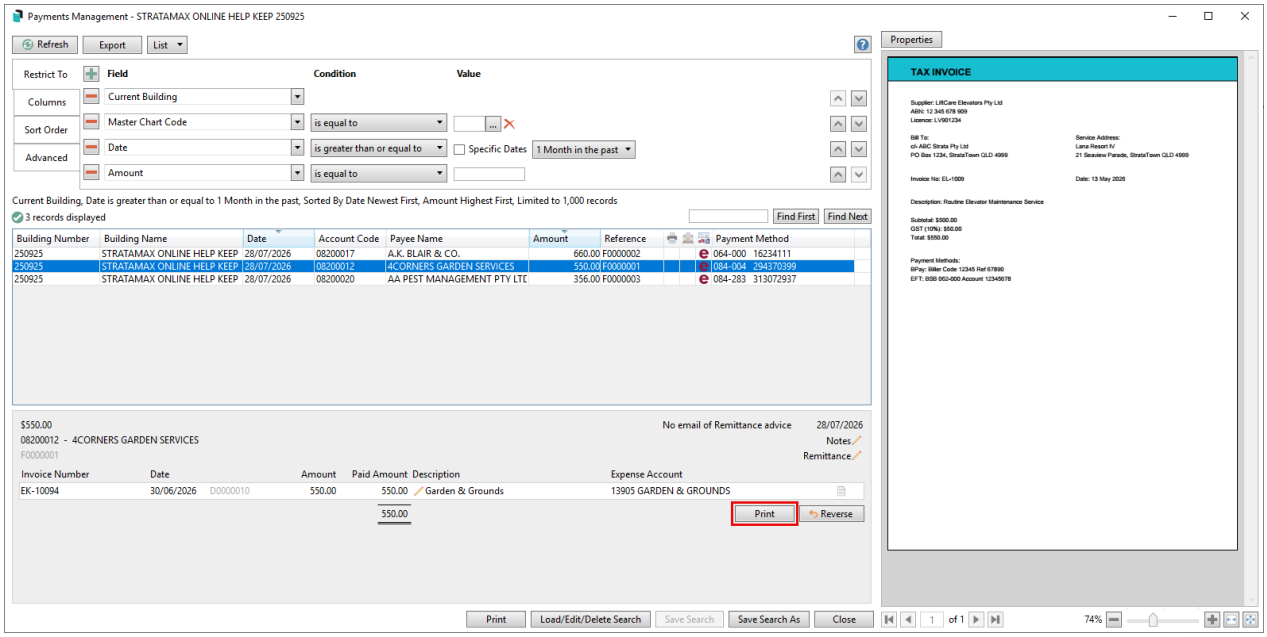


Remittance Advice | Print or Resend

To produce a copy of the Remittance Advice, reprint a Remittance Advice or once Remittance Advice notes have been added, the Remittance Advice can be brought to screen to be viewed or emailed / printed.

1. Search or select ***Payments Management.***
2. Adjust any filters at the top of the screen to find the payment required;*Current Building*, *Creditor*, *Date,* and select *Any* for all payment types and click *Refresh*.
3. Find and select the payment in the list.
4. At the bottom of the screen, review any Remittance Advice notes if there is an ' i ' button next to Remittance.
5. Click the *Print* button and select *Screen* to preview the Remittance Advice prior to emailing or printing. Any Remittance Advice notes added will be included on the Remittance Advice. The Remittance Advice also includes a Payment Date and Remittance Advice Date to differentiate between the two dates if the Remittance Advice is sent at a later date or reprinted.

Please note: The Email Remittance Advice step is actioned from ***EFT Manager*** during the Payment process. Any contractors / creditors without an email address recorded in their Contact, who require a Remittance Advice to be printed, can be printed individually per payment using the steps above in ***Payments Management***.



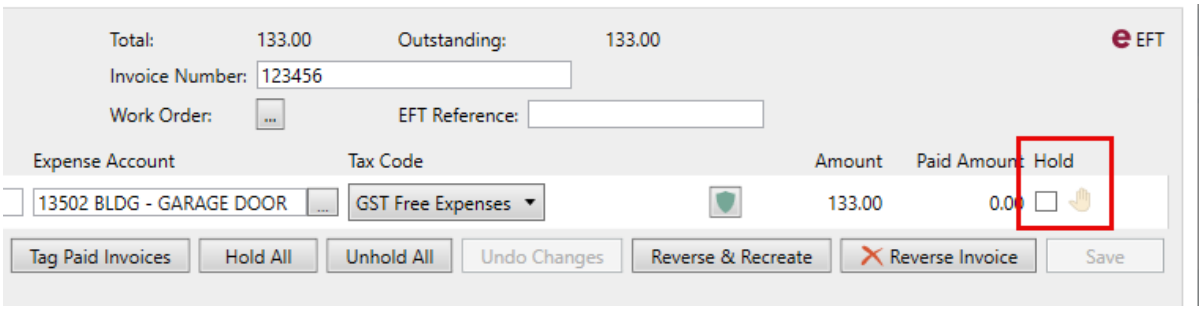
Common Questions

How do I delete or remove a creditor invoice from payments?

Payments Management is the screen used to review, manage, and delete or reverse creditor payments. To reverse a payment that has already been created, follow the steps in the **Reverse a Payment** section above. To stop an unpaid creditor invoice from being drawn in the next payment run, place the invoice on **Hold**; a held invoice does not appear in the ***Payments*** screen until the hold is removed.

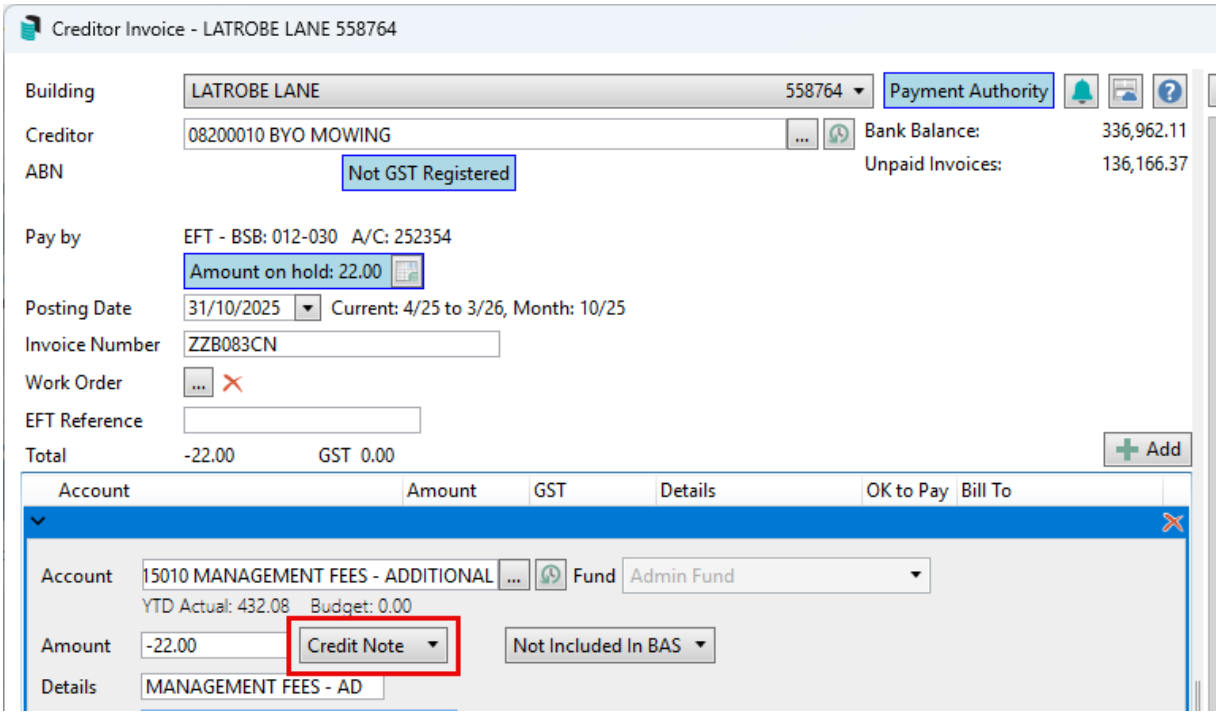
To place an unpaid invoice on hold:

1. Search or select ***Creditors Management (Hold Payments)***.
2. Select the creditor and click *Invoice Items*. The *Search Creditor Invoice Items* window lists the creditor's invoices, with *Paid* and *On Hold* columns.
3. Select the unpaid invoice. Its lines show below the list.
4. Tick *Hold* on the invoice line, or click *Hold All* to hold every line, then click *Save*.

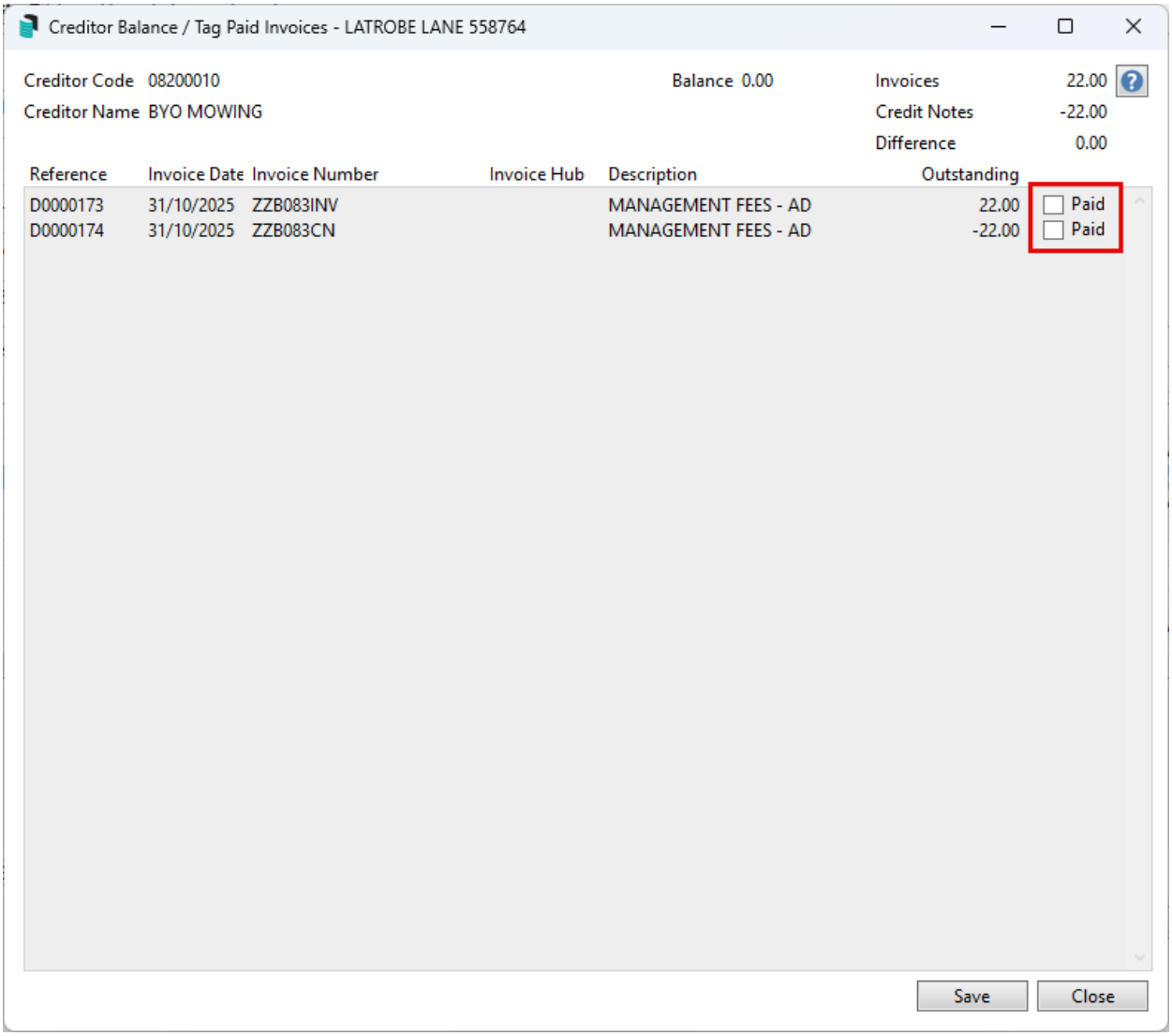


5. To release it later, untick *Hold* (or click *Unhold All*) and click *Save*.

To clear an unpaid invoice that is on hold, use *Reverse Invoice* or enter a credit note for the same amount in ***Creditor Invoices***: select the creditor (the screen shows the *Amount on hold*), enter the amount and set the amount type to *Credit Note*, then save.



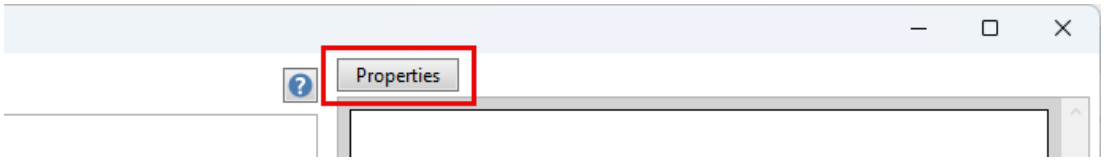
With a credit note, the creditor balance returns to zero, and the creditor no longer shows in ***Creditors Management (Hold Payments)*** or in ***Payments***. The invoice and the credit note stay open until they are tagged as paid: in *Invoice Items*, click *Tag Paid Invoices*, tick *Paid* for both and click *Save*. This also removes the hold from the invoice.



How to view the original invoice attached to a Payment?

From Payments Management, locate the creditor invoice record and then select *Properties* button.

The *Properties* button sits above the invoice preview on the right. When the selected payment has an invoice document attached, the preview shows the invoice and *Properties* opens it in the DocMax *Document View* window, where a copy can be printed or emailed.*Properties* is greyed out while no payment is selected. The *Print* button produces the Remittance Advice, not the invoice.



Can I change the default fields and selections on Payments Management?

Yes, with a saved search. Set up the search using the required tabs, click*Save Search As*, enter a *Name* and tick *Save as default*. The saved *Restrict To*, *Columns*, *Sort Order* and *Advanced* tab settings are applied automatically whenever the search is opened. Refer to Searches.