

# Payments Management

Last Modified on 30/07/2025 10:55 am AEST



The instructions in this article relate to **Payments Management** located in StrataMax. The icon may be located on your [StrataMax Desktop](#) or found using the [StrataMax Search](#).

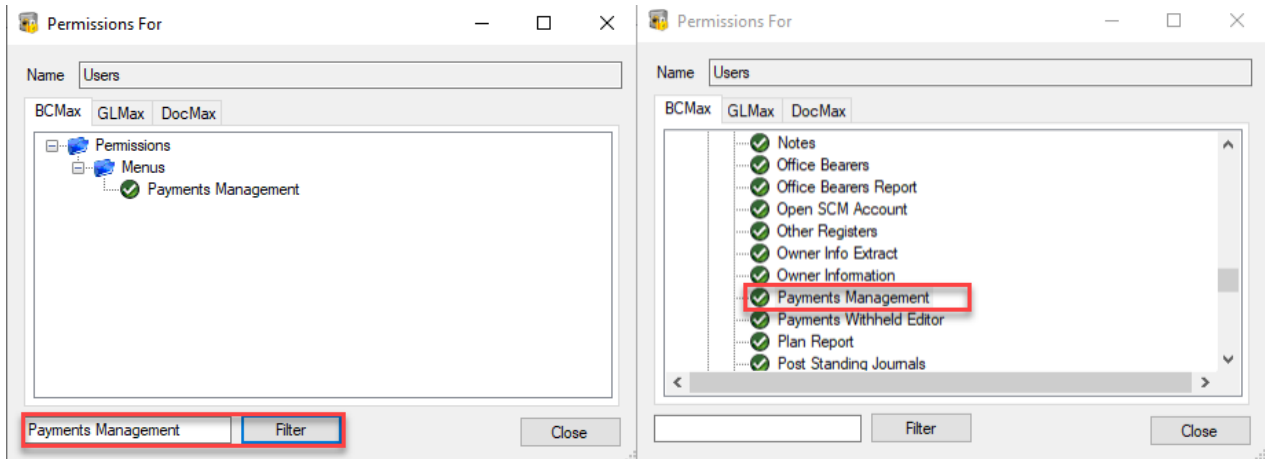
**Payments Management** provides a single screen to both review, manage, as well as delete / reverse payments. The information can be produced into an Excel report and therefore can be used to generate reports for creditor accounts and payments across the portfolio. Remittance Advice notes can be added and copies of Remittance Advice can be produced and sent. Be sure to watch our [Payments Management webinar](#) for additional guidance on **Payments Management**.

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## Security Access to Payments Management

To access the **Payments Management** screen, users will need to be granted the below permission in **Security Setup**. A demonstration on allowing access can also be viewed in the [Payments Management Video](#).

1. Search or select **Security Setup**.
2. Right-click the required *User* or *Group* and select *Edit Permissions*.
3. Navigate to *Menus > Payments Management* or type in 'Payments Management' and click *Filter*.
4. Right-click and select *Allow*.
5. Repeat steps for *Reverse Payments* if the user should also have access to the [Reverse Payment](#) functionality.
6. Click *Close* to exit.



## Payments Management | Searching & Filtering

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

**Payments Management**

Click here to tag more than one property

Building: STRATAMAX ONLINE HELP 4061

Creditor: [Ellipsis]

Date Range: Custom Range

Filter: [Ellipsis]

Amount: [Ellipsis] to [Ellipsis]

Auto Show Document

Export

Building	Name	Date	Creditor	Name	Amount	Reference	Status	EFT
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203	3 RIVERS PEST CONTROL	995.00	F0000329		
4061	STRATAMAX ONLINE HELP	02/03/2020	08200184	ACES PTY LTD	150.00	F0000329		
4061	STRATAMAX ONLINE HELP	02/03/2020	08200203	3 RIVERS PEST CONTROL	100.00	F0000328		
4061	STRATAMAX ONLINE HELP	02/03/2020	08200090	ABSOLUTE ELECTRICAL	1,600.00	F0000326		
4061	STRATAMAX ONLINE HELP	25/02/2020	08200002	SOLUTIONS PTY LTD	55.00	F0000325		
4061	STRATAMAX ONLINE HELP	25/02/2020	08200161	INSIDE OUTSIDE FACILITY SE	8,322.44	F0000323		
4061	STRATAMAX ONLINE HELP	25/02/2020	08200015	ALL SEASONS HORTICULTUF	480.00	F0000322		
4061	STRATAMAX ONLINE HELP	24/02/2020	08200107	TELSTRA	330.00	F0000321		
4061	STRATAMAX ONLINE HELP	24/02/2020	08200017	ACT DOORLAND	220.00	F0000320		
4061	STRATAMAX ONLINE HELP	24/02/2020	08200110	ADT FIRE MONITORING	207.31	F0000319		
4061	STRATAMAX ONLINE HELP	18/02/2020	08200096	O'NEILL & BROWN FIRE SER	472.09	F0000318		
4061	STRATAMAX ONLINE HELP	17/02/2020	08200032	ICON WATER	6,076.20	F0000317		
4061	STRATAMAX ONLINE HELP	17/02/2020	08200020	LASER PLUMBING	169.40	F0000316		
4061	STRATAMAX ONLINE HELP	17/02/2020	08200200	INTELLIGENT SERVICES	247.50	F0000315		
4061	STRATAMAX ONLINE HELP	13/02/2020	08200005	MARITEX COMMERCIAL	660.00	F0000314		
4061	STRATAMAX ONLINE HELP	13/02/2020	08200161	INSIDE OUTSIDE FACILITY SE	103.95	F0000313		

Count: 22

**\$185.55**

08200296 - ALL STAR ELECTRICAL

F0000330

Invoice Number: 000112, Date: 28/02/2020, Amount: 100.00, Paid Amount: 100.00, Description: Maintenance, Expense Account: 1504 R & M ELECTRICA

3423432, Date: 02/03/2020, Amount: 85.55, Paid Amount: 85.55, Description: Auditors - Audit Ser 1504 R & M ELECTRICA

SCM Status: Not Available

14/03/2024

Notes

Remittance

Print, Reverse

### a. Building

Click the ellipsis button to select a single or multiple buildings to display. Clicking the green circles with white ticks will tag all buildings.

### b. Creditor

Click the ellipsis button to select a single creditor.

### c. Date Range

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

**d. Custom Range**

Select dates to report if using Custom Range.

**e. Payment Type**

Select to filter payment type and if not printed or not presented.

**f. Filter**

Type free text to search for a particular name or detail.

**g. Amount**

Enter any minimum or maximum amounts to filter.

**h. Auto Show Document**

Automatically view the attached invoice document in the right hand window. By selecting the DocMax Icon highlighted in the lower right hand corner of the above screen shot the invoice details can be previewed in full.

**i. Refresh**

Refresh search parameters.

**j. Help**

Open StrataMax Online Help in browser.

**k. Status column**

If the 'Printer icon' is displayed, this indicates the Payment has completed the *Email Remittance Advice* process.

If the 'Bank/Building icon' is displayed, this indicates the Payment has been Presented at the bank and therefore cannot be reversed.

**l. EFT column**

If an e icon is displayed indicates an EFT Payment type.

If a B icon is displayed this indicates a BPAY Payment type.

DD indicates Direct Debit type.

**m. 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'.

**n. 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.

**o. Reverse**

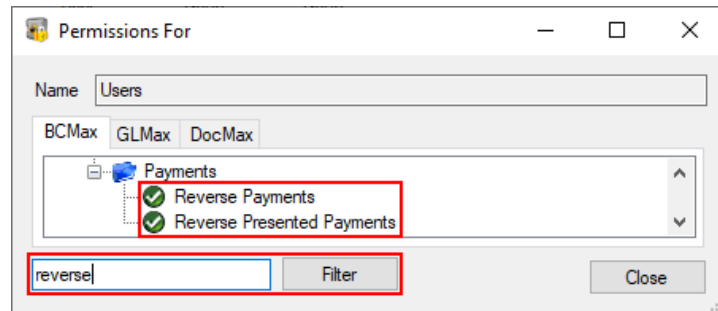
Click *Reverse* to cancel/reverse the selected payment. Review the Reverse a Payment section.

**p. Export**

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

# 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 Cheques, 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 wildly due to a lot of different factors. 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 Range* if needed and select *Any* for all payment types (if not presented in the list).
3. Click the *Reverse* button, either on the same line as the payment, or the 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).

Payments Management - Reverse Payment

Are you sure you want to reverse a processed payment? Please see [Reverse Payment Help](#) for more information if unsure.

Posting Date: 21/06/2021

Invoice items will automatically be placed on hold. You can stop this by using the ☒ below for each item.

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account	Hold
00002655	10/05/2021	D0018715 129.80	129.80	LED 27/4/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/>
00002012	10/05/2021	D0018716 649.55	649.55	LED 15/1/21	1504 R & M ELECTRICAL	<input checked="" type="checkbox"/>
		<u>779.35</u>				

Posting Date must be at or before the end of the current month

Reverse Cancel

## 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 *Date Range* if needed and select *Any* for all payment types (if not presented in the list).
3. Find the creditor record, and use the *Filter* area if needed.
4. At the bottom of the screen, click the *Pencil* icon and amend the description as needed. Click *Save*.

Count: 129

\$76.00 21/03/2022

08200097 - GREENSAKS

F0000127

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account
6010	14/02/2022	D0000249 76.00	76.00	Garden Waste Rem	13910 GARDEN WASTE
		<u>76.00</u>			

Edit Creditor Invoice Description

Creditor 08200097 GREENSAKS

Invoice Reference D0000249

Description Amend here

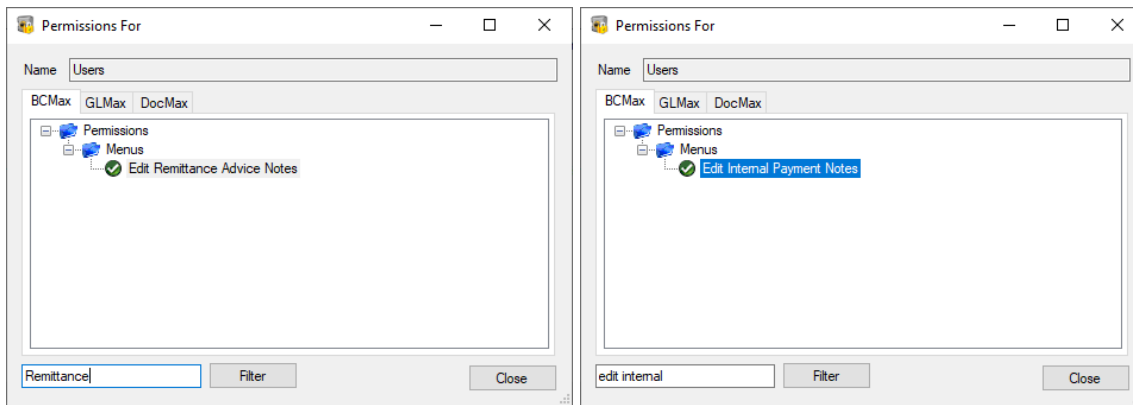
More Info

Save Close

Reverse

## 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.

**Payments Management**

Building: STRATAMAX ONLINE HEI 300621 ... ☒   
 Creditor: ... ☒   
 Date Range: All Available   
 Filter:   
 Amount: to   
☐ Cheques ☐ Not Printed   
☐ EFTs ☐ Not Presented   
☒ Any   
 Export   
☐ Auto Show Document

Building	Name	Date	Creditor	Name	Amount	Reference	Status	Payment Method
300621	STRATAMAX ONLINE HELP I	30/06/2022	02100001	D Smith	500.00	F0000001		014-636 123456487

Count: 1

\$500.00  
 02100001 - D Smith  
 F0000001

30/06/2022  
 Notes   
 Remittance

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account
12454	30/06/2022	500.00	500.00	Reimbursement	13905 GARDEN & GROU
		500.00			

Print Reverse

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; *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, 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***.