StrataMax Portal | Online Certificates

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This article covers how to set up StrataMax for the *Online Certificate* service, which certificate applicants can use to obtain an updated certificate on the *StrataMax Portal*, before the settlement or sale date of the property.

Giving access to the following online certificate is different to allowing owners to log in and purchase a certificate.

If a lot owner is currently in legal action for outstanding amounts, ensure that all amounts due have been invoiced to the lot. Alternatively, do not print the cover letter with the original request, so that online access is not given. This ensures that any further requests are requested directly and any legal fees (if applicable) can be invoiced prior to the sale of the property.

Card Payments for Online Certificates

Online certificates purchased through the Portal are paid for by card. From 1 October 2026, the Reserve Bank of Australia has made changes to prevent card surcharging, and StrataPay can no longer charge the purchaser a card service fee.

Card payments will continue to be accepted, including Visa, Mastercard and American Express. What changes is where the card cost sits:

- The purchaser is no longer charged a card service fee on top of the price. The *Charge Amount* set for the certificate is the full amount they pay.
- On card purchases, a card processing fee of 1.65% of the amount paid, including GST, is deducted before settlement. The net amount is settled to the relevant bank account.
- There is no setting to review and nothing to record in StrataMax. The change applies automatically.

Example of a certificate priced at $100.00 and paid by card:

Amount paid by the purchaser	$100.00

Less card processing fee (1.65%, incl. GST)	$1.65
Amount settled	**$98.35**

Until 11:59 pm on 30 September 2026, card payments are processed as they are today, and the existing card service fee continues to be charged to the purchaser.

Because the card processing fee reduces the amount settled, you may wish to review the*Charge Amount* set for your online certificates before 1 October 2026.

The *StrataPay Cards Accepted* setting in *Building Information* applies to levy payments only. It has no effect on online certificates purchased through the Portal, and card payments for these purchases continue whatever is recorded for a building. This applies to all StrataMax clients selling online certificates through the Portal, whether or not StrataPay is used for levy collection.

How it Works

After the initial certificate has been issued to the owner or solicitor, any subsequent certificates can be ordered online via the *StrataMax Portal* within 30 days of the date of issue. Payment via credit card will be required at the time of the request, and the funds will be deposited into the manager's account, unless in NSW, where the funds will be deposited into the building's bank account.

StrataMax charges an administration fee for each report, which is $11.00 incl. GST. This is invoiced to the strata manager and issued monthly. StrataMax manages the delivery of the certificate and handles any enquiries that relate to the non-delivery or unavailability of the certificate. For any other queries, the applicant will be referred to the strata manager.

To use this service, the applicant will need an*Access ID.* This *Access ID* needs to be set up in StrataMax by the strata manager so that it is automatically generated and included in the cover letter, which needs to be included with the initial certificate.

A link to the *Online Certificate* service can be placed on the strata manager's website: *https://www.stratamax.com.au/Portal/general/services/OnlineCertificates.aspx*

StrataMax will process the request, and the fee will be paid to the strata manager or the building (NSW only - as per relevant state legislation). To allow applicants access to this feature, there are some setup steps to be completed.

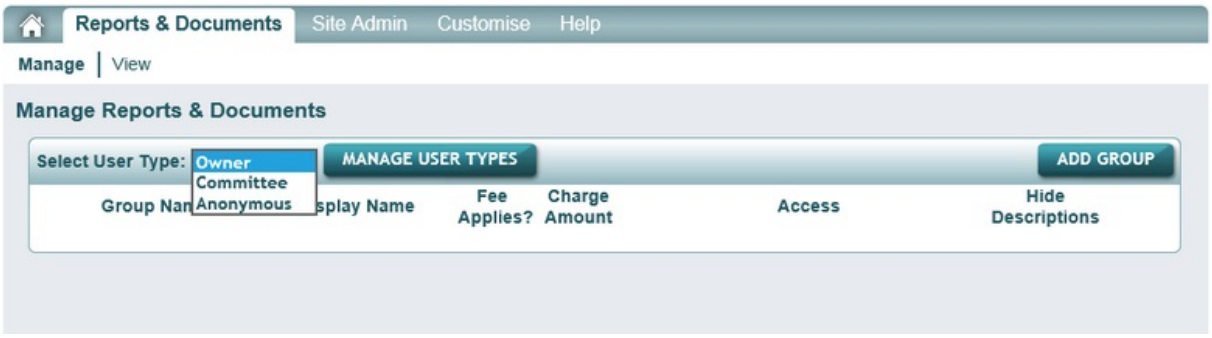
- Report Access Setup (login to the portal to allow access).
- Cover Letter Setup (edit / review cover letter to set up with Access ID).
- Using the Service (steps for the applicant to use the service for the updated report).

Using this service is different from the *Pexa/Online payment* option that can be set in the cover letter setup for the payment reference to obtain a paid certificate.

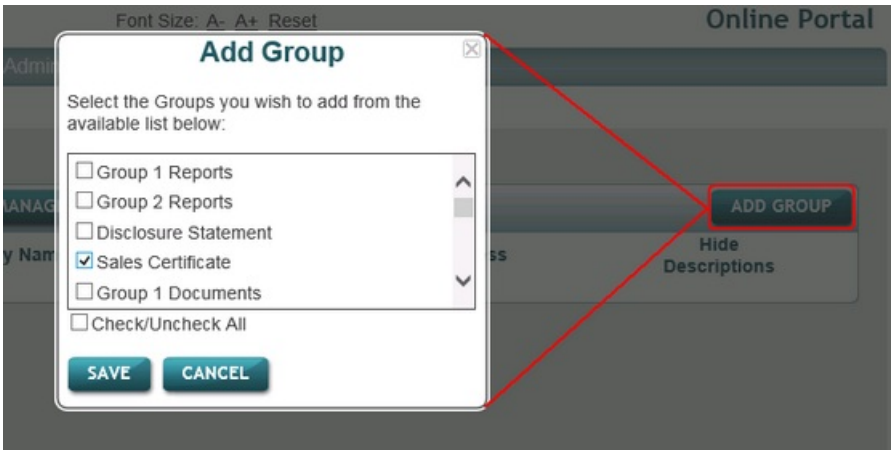
Report Access Setup

The first step is to configure the *StrataMax Portal* to allow access.

1. Open the StrataMax Portal and log in (credentials are set up in ***Security Setup***).
2. Click the *Reports & Documents* tab, then click *Manage*.
3. Click the *Select User Type* drop-down menu and select 'Anonymous'.



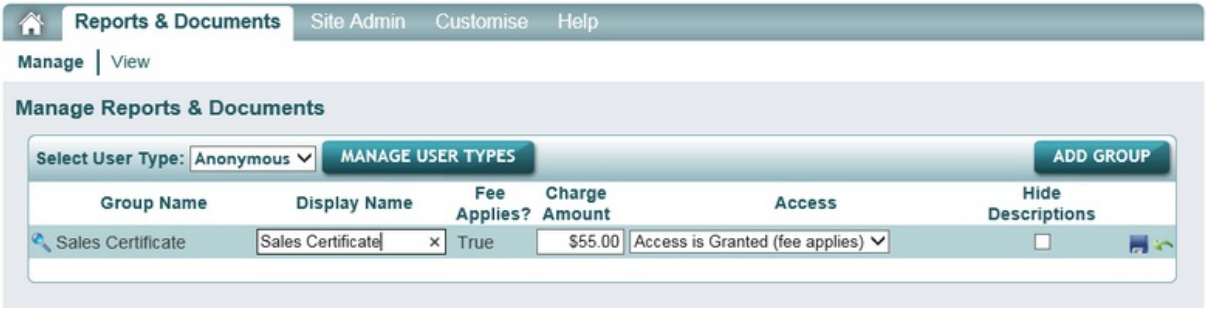
4. If the *Sales Certificate* (Form 33, 34 and BUGTA Form 18 in QLD, Section 184 in NSW) box is not available, click the *Add Group* button to make it available.
5. Tick the *Sales Certificate,* then click *Save*.



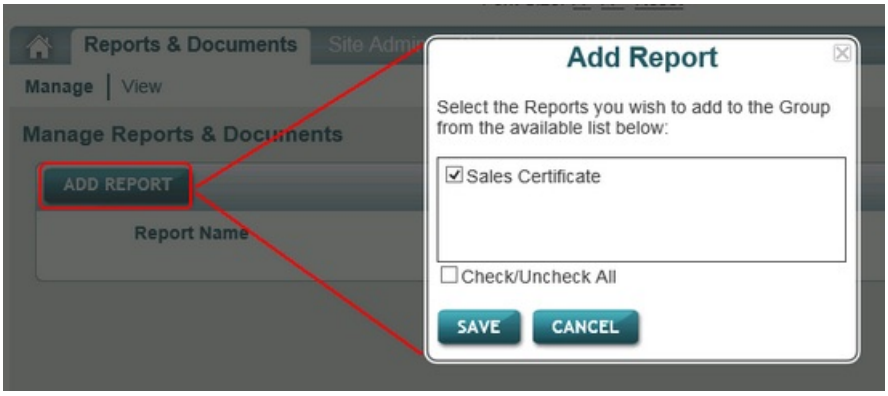
6. Once the sales certificate has been added to the display list, hover the mouse to the right-hand side until the pencil icon appears, then click it.
7. Amend the *Display Name* field as required.
8. Click the *Access* drop-down menu and change it to 'Access is Granted - 'Fee Applies'.
9. Set the *Charge Amount* required.

- From 1 October 2026, this is the full amount the purchaser pays. On card purchases a card processing fee is deducted before settlement. See *Card Payments for Online Certificates*.

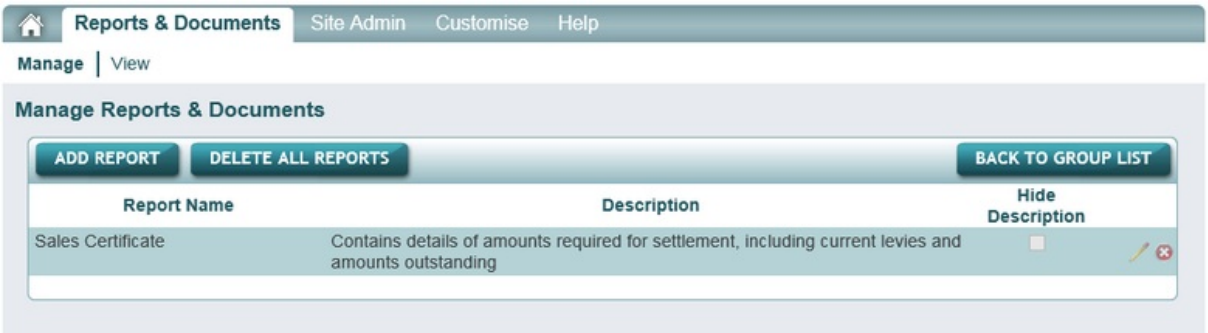
10. Once complete, click the 'Save' icon.



11. Highlight the magnifying glass icon, which will be to the left of the*Group Name*, then click it.
12. Click the *Add Report* button on the next page.
13. Tick the *Sales Certificate* box, then click *Save*.



14. The *Reports & Documents* tab will now display the sales certificate details.

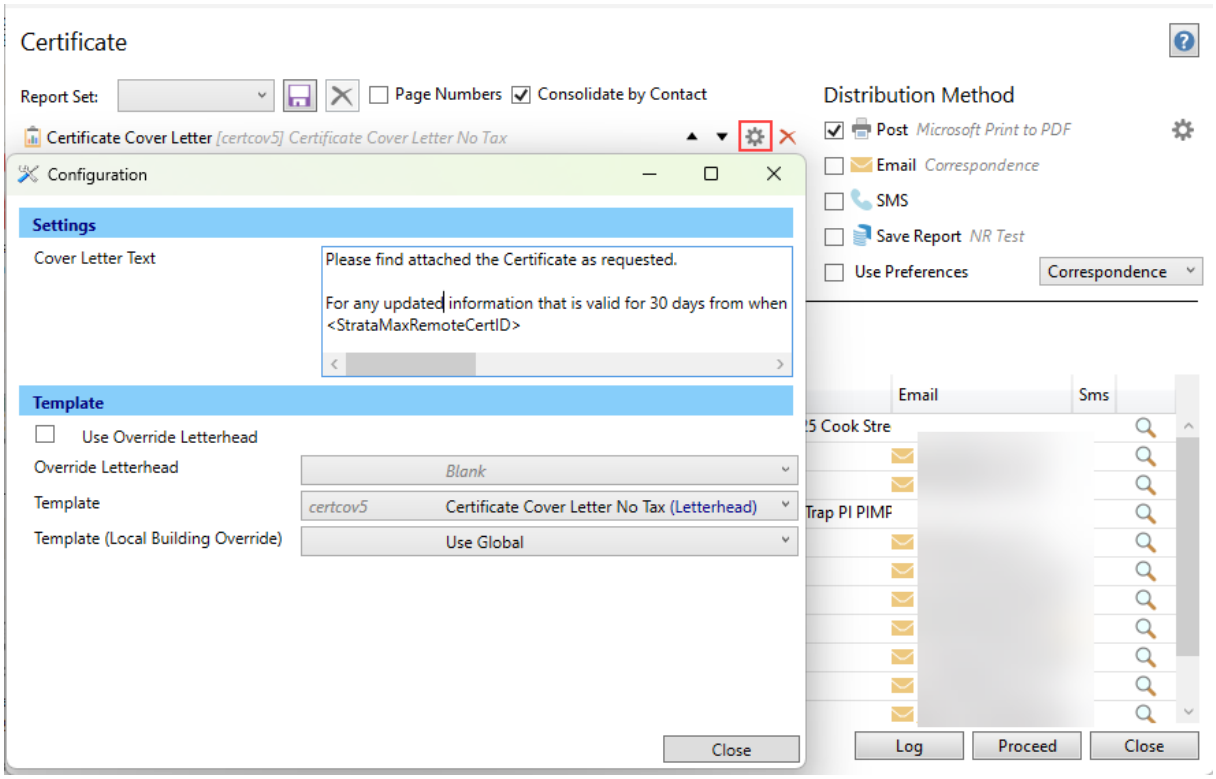


15. Click the *Back to Group List* button, then log out of the *StrataMax Portal*.

Cover Letter Setup

You will also need to ensure that you set up the Cover Letter accurately. This will result in a Reference Number being allocated for the purchaser of the certificate. When this letter is produced, the supply of this reference number will be used by the purchaser on the website when they purchase the final Statement / Certificate. When the certificate is printed from the website, it will not print the cover letter, as this is printed from the office when the certificate is first supplied.

1. Search or select ***Certificates***.
2. Click the cogwheel to review the cover letter text.



3. Amend the letter as required and it must include*<StrataMaxRemoteCertID>* field to produce the correct reference number for obtaining the certificate.
4. Click *Close.*

Using the Service

Once the certificate is available to purchase, it will be available to any person with the*Access ID*. Please refer owners to the following Online Help article, to learn how to use Online Certificates: *https://portalhelp.stratamax.com/help/certificates*

Online Certificates | Frequently Asked Questions

Q. Does StrataMax support an online search system for property searches?

A. StrataMax offers an **Online Certificate** service that lets a certificate applicant, such as a solicitor, obtain an updated certificate on the **StrataMax Portal** before the settlement or sale date of the property. Once the initial certificate has been issued to the owner or solicitor, any subsequent certificates can be ordered online via the StrataMax Portal within 30 days of the date of issue. To use the service, the applicant needs an **Access ID**, which is set up in StrataMax and included in the cover letter sent with the initial certificate. The setup steps are covered in this article.