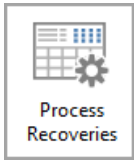


# Process Recoveries

Last Modified on 28/09/2023 4:36 pm AEST



The instructions in this article relate to **Process Recoveries**. The icon can only be accessed in **GLMax**, either on your **StrataMax Desktop** or found using the **StrataMax Search**.

**Process Recoveries** is only accessible in **GLMax** and is used to process any recoveries from **TRMax** since the last time the processing of recoveries was done. Once the recoveries have been processed and posted in **GLMax**, standing journals are created in their respective buildings to pay the management company.

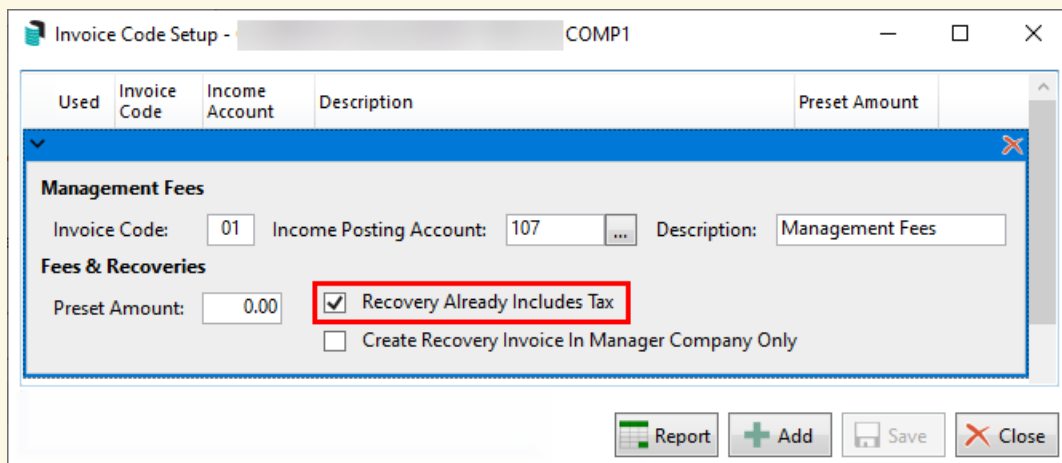
The processing of recoveries can be done as a stand-alone process but is commonly done as part of the **End of Month Process**.

It's also possible to record recoveries, but not charge for them. Reports can then be produced to display all the additional services completed for any buildings, but not charged.

Be sure to check out the **Management Fees & Disbursements video** on our video page as well.

When **TRMax** charges are imported to **GLMax**, an additional 10% is added to the amount by default. During the initial installation of StrataMax, **GLMax** income codes would have been tagged to not add GST to imported **TRMax** entries.

If new income account codes are created in **GLMax** in the **Edit Invoice List** screen, these new codes may need to be configured to not add tax when importing charges from **TRMax**. For this purpose you must tick the 'Recovery Already Includes Tax' box.



Used	Invoice Code	Income Account	Description	Preset Amount
	01	107	Management Fees	

**Management Fees**

Invoice Code: 01 Income Posting Account: 107 Description: Management Fees

**Fees & Recoveries**

Preset Amount: 0.00  Recovery Already Includes Tax

Create Recovery Invoice In Manager Company Only

Report Add Save Close

# Process Recoveries | Configuration

1. Access **GLMax**, and search or select **Process Recoveries**.
2. Click the *Config...* button.

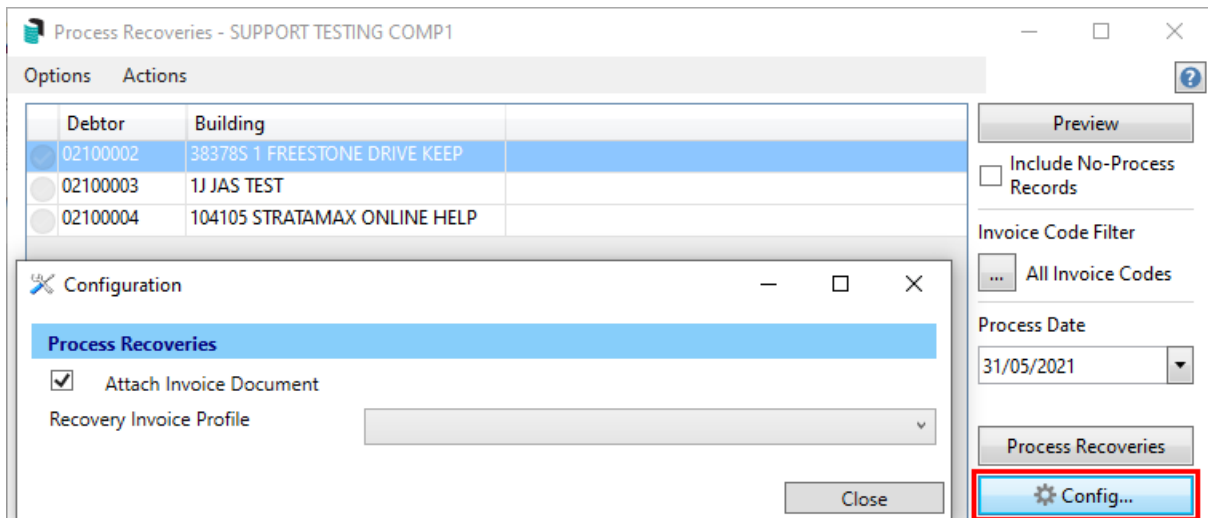
## Attach Invoice Document

It is recommended to have this ticked as it will create and save an invoice of the recoveries processed in DocMax for each building separately. These can then be located in **DocMax** afterwards, where they can be e-mailed or printed, etc.

## Recovery Invoice Profile

This option is used if *Attach Invoice Document* is ticked. Set the appropriate **DocMax Profile** so the invoice is filed with the required **Category** and **Status**.

The profile will need to be set up in DocMax, but take care to configure it in such a way that invoices do not go to the same **Work Queue** for supplier/creditor invoices. We recommend calling the profile something like 'Management Fee Invoices' or 'Recovery invoices'.



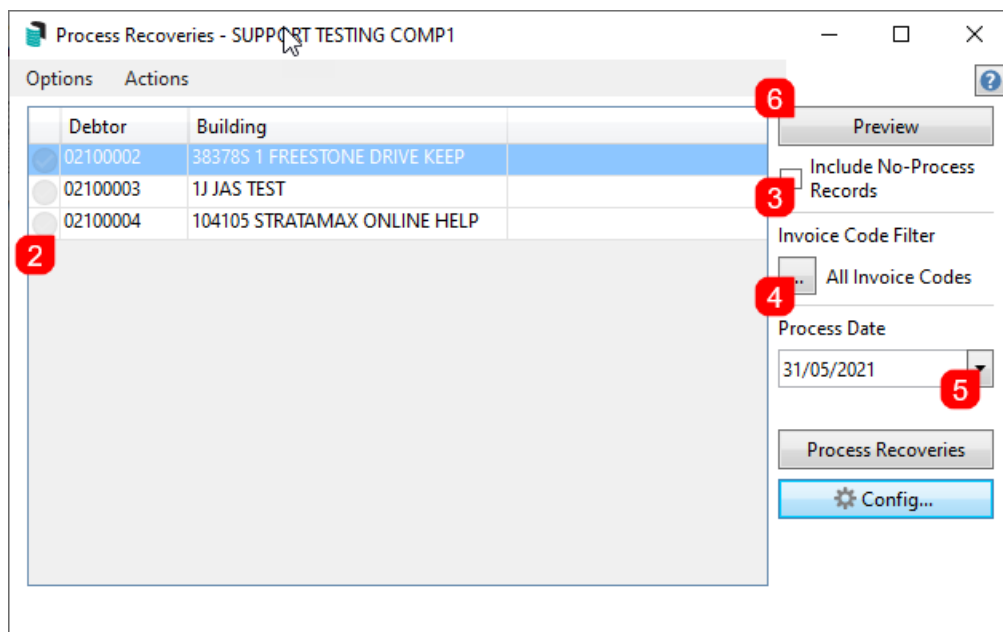
# How to Process Recoveries

This section details the steps to process the recoveries, which have been entered in StrataMax since the last time the recoveries were processed. This process is typically done as part of the **End of Month** process but can be done at any point in time if necessary.

1. Access **GLMax** and search or select **Process Recoveries**.
2. Tag the required buildings (use *Ctrl +A* to tag all buildings).
3. Optionally, tick the *Include No-Process Records* box to include **Invoice Codes** and **buildings** that have been configured to either not charge or not be processed. See the **Set No Process Account** section and **Set No**

*Process Recoveries by Account* section below.

4. Click the *All Invoice Codes* ellipsis button to select/tag only certain invoice codes to process if required. If none are ticked, then all codes will be processed.
5. Change the *Process Date* to another date if required.
  - The date must be within the current *GLMax* month.
  - If buildings have been rolled into the next month before *GLMax*, then recoveries will only process into the current month of the building.
  - The process will not use the computer date; the recoveries will still process only on or after the *Process Date*, but not if the buildings have not yet been rolled into the month of the *Process Date*.
    - For example; if the *GLMax* month is September, but buildings are still in August, you must change the *Working Date* in *GLMax* as well as the *Process Date* to the last day in August. The recoveries will then be written to the general ledger in *GLMax* in August, and the processed recoveries in *TRMax* will also reflect the same date.
6. Click the *Preview* button to display the *Pending Recoveries* windows with a table of recoveries that will be processed.



7. Pay special attention to the *Warnings* column in case there are line items that need attention. The table can also be exported to *Excel*.

Pending Recoveries (Total: 174.75)

Number	Building Name	Warnings	Recovery Type	Description	Quantity	Amount	Company Account Code	Building Account Code
456846	COOMERA TOWERS	Not Charged				0.00		
6431	CRAIG VILLAS KEEP		03	Emails Sent	1	0.25	10430	15015
131	ONE HOUSE		20	Levy Notices	21	26.25	10445	15015
24323	WESTERN HEIGHTS	Building has not rolled over				0.00		
54651	LOGAN TOWERS	Not Charged				0.00		
65445	WESTERN VILLAS		03	Emails Sent	4	1.00	10430	15015
65445	WESTERN VILLAS		20	Levy Notices	1	1.25	10445	15015
11	STRATAMAX ONLINE HELP	Not Charged	03	Emails Sent	33	8.25	10430	15015
11	STRATAMAX ONLINE HELP	Not Charged	04	Printing	4	0.20	10480	15015
11	STRATAMAX ONLINE HELP	Not Charged	19	Work Order Issued	1	11.00	10450	15010
11	STRATAMAX ONLINE HELP	Not Charged	20	Levy Notices	48	60.00	10445	15015
210119	TRAINING LANA MULTI OC	Building has not rolled over	20	Levy Notices	15	18.75	10445	15015
1345131	HARBOUR VILLAS		05	EFT Payment	4	0.40	10405	15015
1345131	HARBOUR VILLAS		20	Levy Notices	7	8.75	10445	15015
53435	TRAINING BUILDING	Building has not rolled over				0.00		

Excel Close

- After closing the *Preview* window, click the *Process Recoveries* button.
- The green progress bar will briefly appear at the bottom of the window and once finished, it will display a message detailing how many buildings were processed and if any weren't.

Process Recoveries - ABC STRATA COMP1

Options Actions

Debtor	Building
<input type="radio"/> 02100002	456846 COOMERA TOWERS
<input type="radio"/> 02100003	6431 CRAIG VILLAS KEEP
<input type="radio"/> 02100004	131 ONE HOUSE
<input type="radio"/> 02100005	24323 WESTERN HEIGHTS
<input type="radio"/> 02100007	54651 LOGAN TOWERS
<input type="radio"/> 02100008	65445 WESTERN VILLAS
<input checked="" type="radio"/> 02100010	11 STRATAMAX ONLINE HELP

Preview  
 Include No-Process Records  
 Process Recoveries

Finished creating charges for 1 building

- To check that the recoveries have processed correctly, check the *Processed Recoveries* (section below).

Once completed, a debit in the debtor account and a credit to the income code in **GLMax** will be created for each of the tagged buildings. It will also create standing journals in their respective buildings in StrataMax with a process date.

This date will determine when the standing journals will post. In BCMax check **Standing Journals** for the date that the journals will be processed as this may differ depending on whether the buildings in StrataMax needs to have a *month end rollover*.

If processing recoveries is done as a standalone process and not incorporated into the *month end process*, the next step will be to *Post Standing Journals* to post the journals globally.

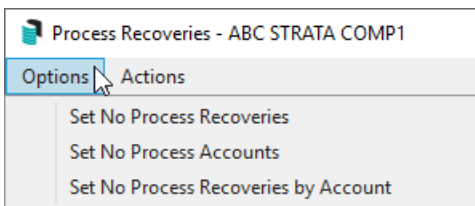
# Printing Invoices from Recoveries

If the 'Attach Invoice Document' setting is ticked in the *Config...* menu, then invoices will automatically be generated and saved in **DocMax** for each building separately. The invoice can be printed or e-mailed from there.

If the 'Attach Invoice Document' setting has not been ticked in the *Config...* menu, then invoices can be printed or e-mailed from within **Invoice Printing**.

# Process Recoveries Options Menu

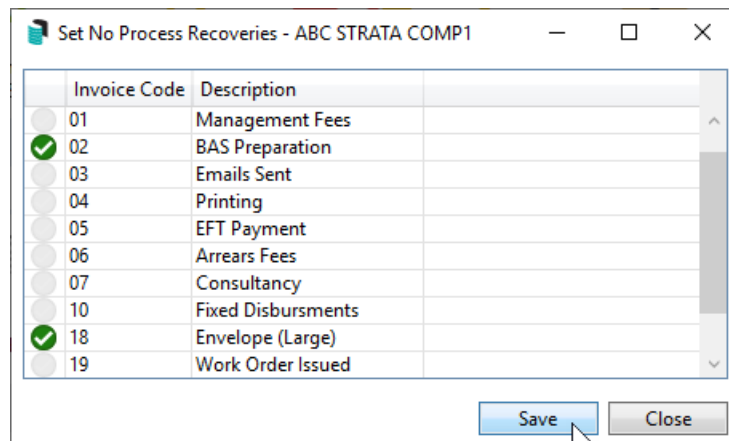
This section details the *Options* menu.



## Set No Process Recoveries

Use this option to select *Invoice Codes* that should not be processed. In effect, none of the buildings will be charged for these items when the recoveries are processed.

1. Click *Options > Set No Process Recoveries*.
2. Tag each *Invoice Code* to not process, then click *Save*.

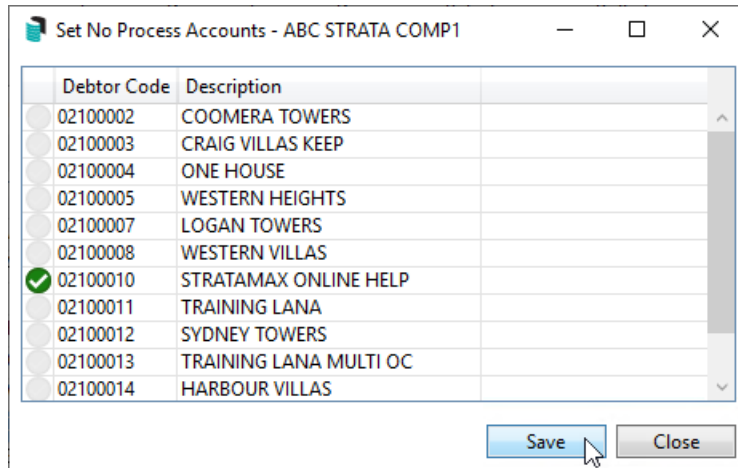


To allow the invoice codes to charge again, follow the above steps and remove the tags from the *Invoice Codes* and click *Save*.

## Set No Process Accounts

Use this option to exclude certain buildings when processing recoveries. In effect, the building will not be charged for any recoveries.

1. Select the *Options* menu > *Set No Process Accounts*.
2. Tag each building to be excluded from processing the recoveries, then click *Save*, then *Close*.

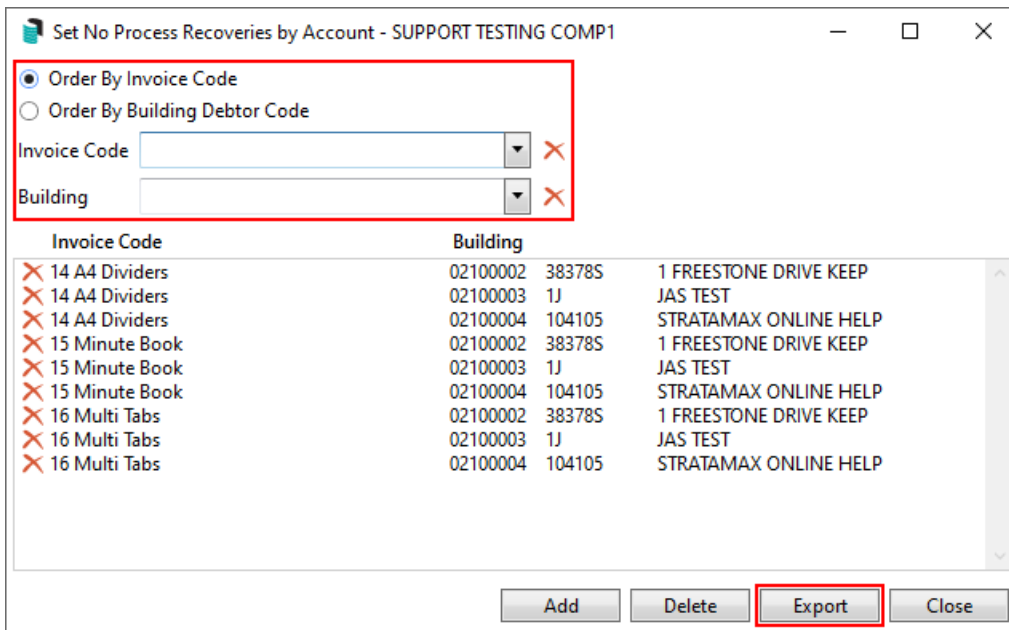


To include the building again, follow the above steps and remove the tags from the building and click *Save*.

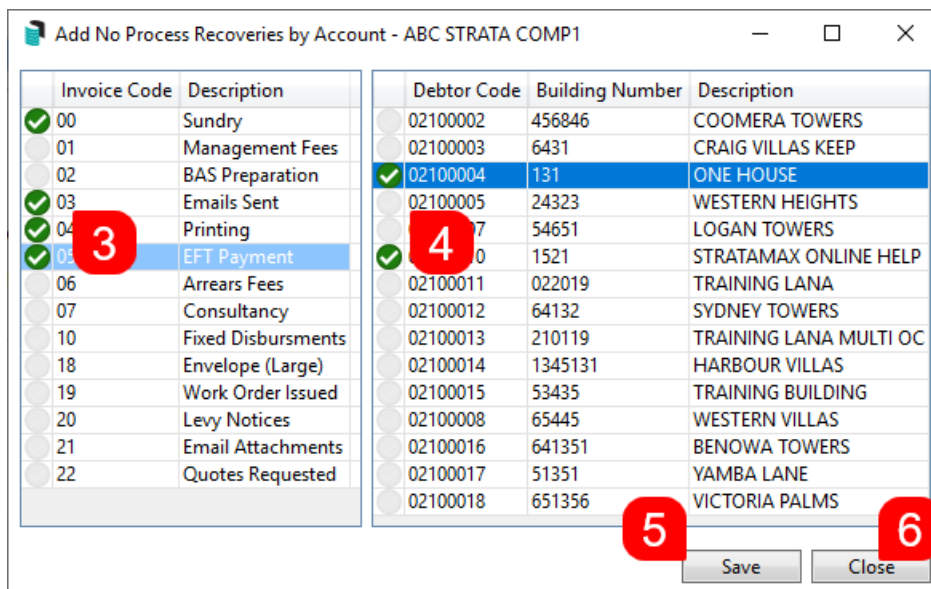
## Set No Process Recoveries by Accounts

Select this option to exclude a recovery items in a specific building from the recovery process. The *Export* button can be used to report what is already configured.

- Using the appropriate radio button, the list of existing items can be sorted by *Invoice Code* or *Building Debtor Code*.
- The two drop-down menus can be used to filter the list of existing items.
- The *Export* button is used to open the list in Excel. This will open an Excel workbook with the recovery settings, which can then be saved in the preferred format.
- Click the red *X* icon next to an item to remove it from this list, then *OK* when prompted to confirm. It will then charge any unprocessed recoveries for that item when you next process the recoveries.

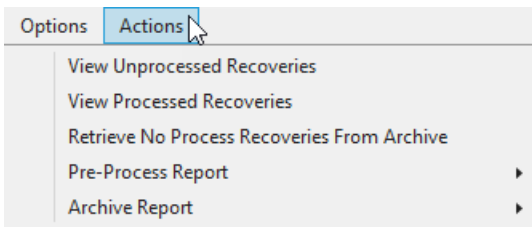


1. Select the *Options* menu > *Set No Process Recoveries by Account*.
2. Click the *Add* button.
3. Tag the *Invoice Codes* required.
4. Tag the *Buildings* required.
5. Click the *Save* button and a notification will appear to say the 'Save was successful'.
6. Click *Close*.



## Process Recoveries Actions Menu

This section details the *Action* menu.



## View Unprocessed Recoveries

This option will display an extensive table of every unprocessed recovery item for each building.

1. Click *Actions > View Unprocessed Recoveries*.
2. Click *OK* or *Cancel* to close.

## View Processed Recoveries

This option will display an extensive table of every processed recovery item for each building.

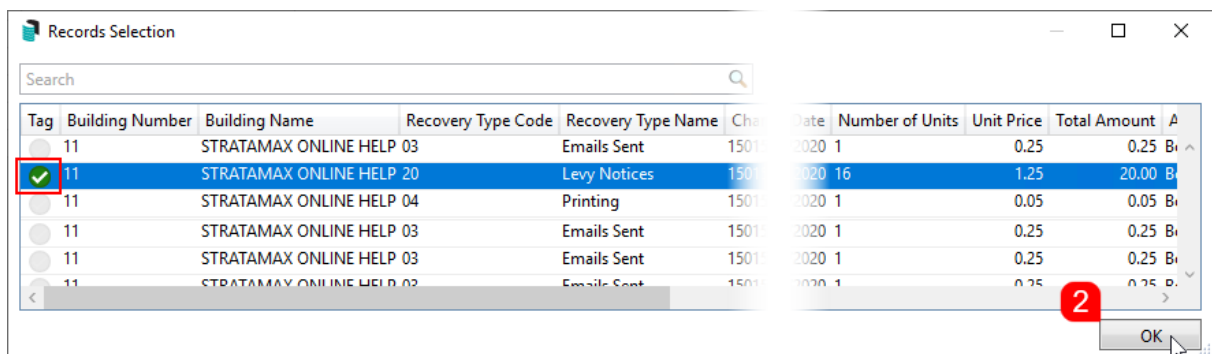
1. Select the *Actions > View Processed Recoveries*.
2. Click *OK* or *Cancel* to close.

## Retrieve No Process Recoveries from Archive

This option allows Strata Manager to remove the *No Process* flag and *Process Date* on recovery items that were previously processed, but not charged to the building. By using this menu, these recovery items can now be selected to be included in the next processing of recoveries, and charged to the building just once. If the item needs to be charged to be building as a rule, then it needs to be removed from whichever of the *Set No Process* menus it is located, under the *Options* menu, mentioned in the previous section of this article.

Please use this option with care and if you are unsure please contact the [support team](#).

1. Select *Actions > Retrieve No Process Recoveries From Archive*.
2. Tag the required recovery items that need to be included in the next processing of recoveries, then click *OK*.





- Now tag the relevant building and click the *Preview* button to ensure that the recovery item is in the *Pending Recoveries* table and subsequently will be included in the next processing of recoveries.

The screenshot shows two windows. The top window, titled 'Process Recoveries - ABC STRATA COMP1', has a table with columns 'Debtor' and 'Building'. The row for '11 STRATAMAX ONLINE HELP' is selected and has a green checkmark in the first column. A red circle with the number '3' is placed over the 'Preview' button on the right. Below this is the 'Pending Recoveries (Total: 31.00)' window, which contains a table with the following data:

Number	Building Name	Warnings	Recovery Type	Description	Quantity	Amount	Company Account Code	Building Account Code
11	STRATAMAX ONLINE HELP	20		Levy Notices 16		20.00	10445	15015

## Pre-Process Report

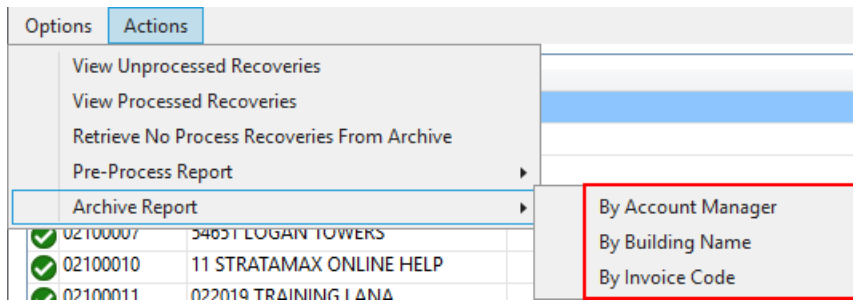
The *Pre-Process Report* can be reviewed prior to processing any recoveries. This will report on the totals of the charges done through *TRMax* and can be run by *Account Manager*, *Building Name*, or *Invoice Code*.

The screenshot shows the 'Actions' menu with the following options: View Unprocessed Recoveries, View Processed Recoveries, Retrieve No Process Recoveries From Archive, Pre-Process Report, and Archive Report. The 'Pre-Process Report' option is selected, and a sub-menu is open with the following options: By Account Manager, By Building Name, and By Invoice Code. The sub-menu is highlighted with a red box.

- In **Process Recoveries**, tag all buildings.
- Click **Actions > Pre-Process Report**, and click the required option; *Account Manager*, *Building Name*, or *Invoice Code*.
- The report will be displayed in the usual *StrataMax Print Preview* screen where it can be printed, e-mailed, saved to *DocMax*, etc.

## Archive Report

This will produce a report for recoveries that have already been processed, and can be run by *Account Manager*, *Building Name*, or *Invoice Code*.



1. In **Process Recoveries**, tag all buildings.
  2. Click *Actions > Archive Report*, and click the required option; *Account Manager*, *Building Name*, or *Invoice Code*.
  3. In the *Select a date range pop-up*, use the drop-down menus to set a *Start* and *End* dates, then click *OK*.
  4. The report will be displayed in the usual *StrataMax Print Preview* screen where it can be printed, e-mailed, saved to DocMax, etc.
-