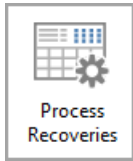


Process Recoveries

Last Modified on 16/07/2025 9:05 am 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.

The screenshot shows the 'Invoice Code Setup' window for 'COMP1'. It features a table with columns: 'Used', 'Invoice Code', 'Income Account', 'Description', and 'Preset Amount'. Below the table, there is a 'Management Fees' section with the following fields: 'Invoice Code' (01), 'Income Posting Account' (107), and 'Description' (Management Fees). Under the 'Fees & Recoveries' section, the 'Preset Amount' is 0.00. A red box highlights the 'Recovery Already Includes Tax' checkbox, which is checked. Below it is an unchecked checkbox labeled 'Create Recovery Invoice In Manager Company Only'. At the bottom right, there are buttons for 'Report', 'Add', 'Save', and 'Close'.

Process Recoveries | Configuration

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

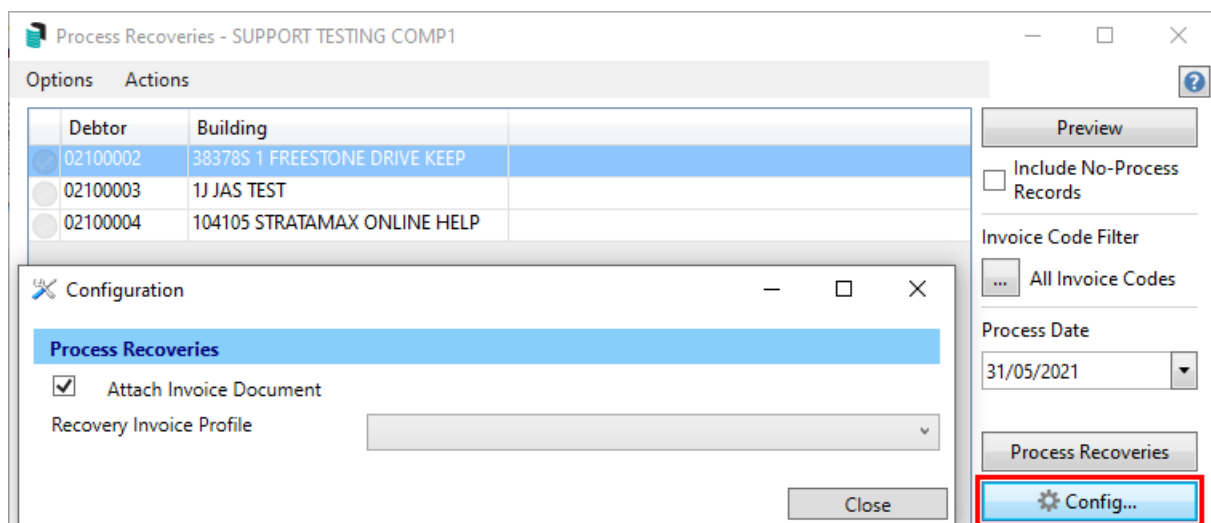
Attach Invoice Document

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'.



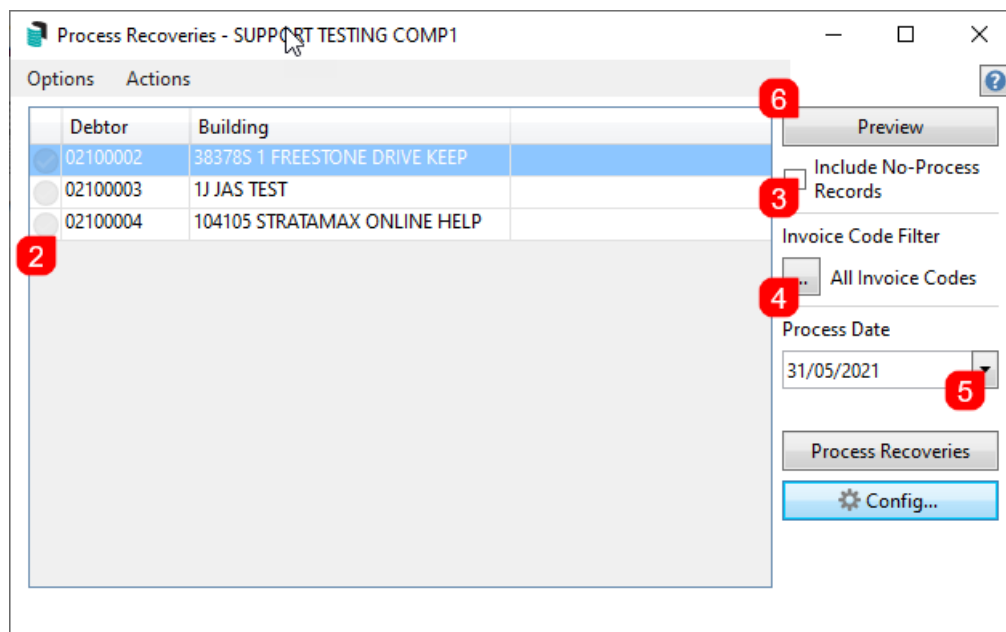
How to Process Recoveries

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* 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.

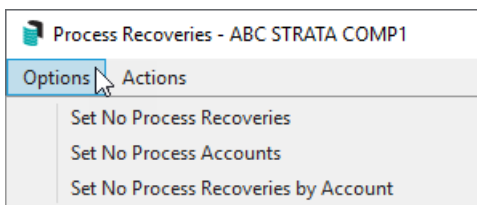
Printing Invoices from Recoveries

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 or set to upload to the [Invoice Hub](#). Review the [Process Recoveries | Config](#) section above.

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

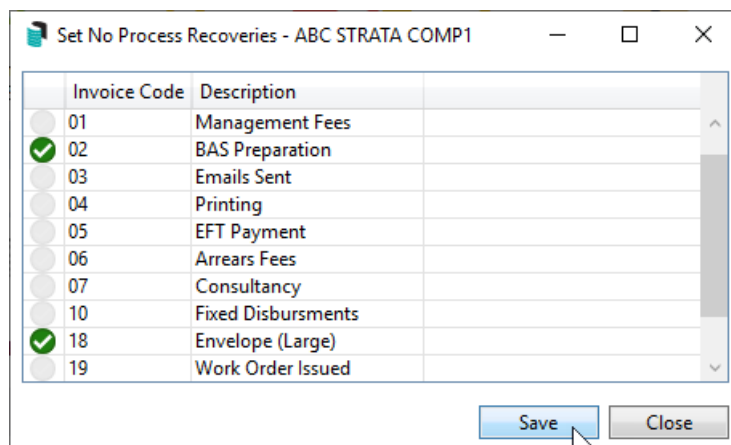
This section details the *Options* menu.



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*.

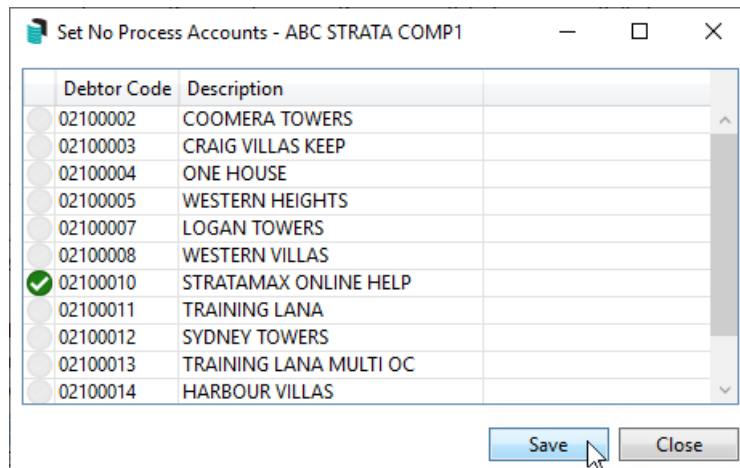


To allow the invoice codes to charge again, follow the above steps and remove the tags from the *Invoice Codes* and click *Save*.

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*.



| Debtor Code | Description |
|---|------------------------|
| <input type="radio"/> 02100002 | COOMERA TOWERS |
| <input type="radio"/> 02100003 | CRAIG VILLAS KEEP |
| <input type="radio"/> 02100004 | ONE HOUSE |
| <input type="radio"/> 02100005 | WESTERN HEIGHTS |
| <input type="radio"/> 02100007 | LOGAN TOWERS |
| <input type="radio"/> 02100008 | WESTERN VILLAS |
| <input checked="" type="radio"/> 02100010 | STRATAMAX ONLINE HELP |
| <input type="radio"/> 02100011 | TRAINING LANA |
| <input type="radio"/> 02100012 | SYDNEY TOWERS |
| <input type="radio"/> 02100013 | TRAINING LANA MULTI OC |
| <input type="radio"/> 02100014 | HARBOUR VILLAS |

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.

Set No Process Recoveries by Account - SUPPORT TESTING COMP1

☒ Order By Invoice Code
☐ Order By Building Debtor Code

Invoice Code

Building

| Invoice Code | Building | |
|--|-----------------|------------------------|
| <input checked="" type="checkbox"/> 14 A4 Dividers | 02100002 383785 | 1 FREESTONE DRIVE KEEP |
| <input checked="" type="checkbox"/> 14 A4 Dividers | 02100003 1J | JAS TEST |
| <input checked="" type="checkbox"/> 14 A4 Dividers | 02100004 104105 | STRATAMAX ONLINE HELP |
| <input checked="" type="checkbox"/> 15 Minute Book | 02100002 383785 | 1 FREESTONE DRIVE KEEP |
| <input checked="" type="checkbox"/> 15 Minute Book | 02100003 1J | JAS TEST |
| <input checked="" type="checkbox"/> 15 Minute Book | 02100004 104105 | STRATAMAX ONLINE HELP |
| <input checked="" type="checkbox"/> 16 Multi Tabs | 02100002 383785 | 1 FREESTONE DRIVE KEEP |
| <input checked="" type="checkbox"/> 16 Multi Tabs | 02100003 1J | JAS TEST |
| <input checked="" type="checkbox"/> 16 Multi Tabs | 02100004 104105 | STRATAMAX ONLINE HELP |

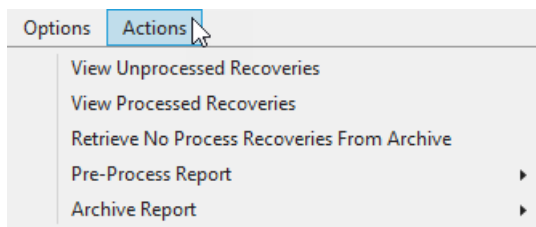
1. Select the *Options* menu > *Set No Process Recoveries by Account*.
2. Click the *Add* button.
3. Tag the *Invoice Codes* required.
4. Tag the *Buildings* required.
5. Click the *Save* button and a notification will appear to say the 'Save was successful'.
6. Click *Close*.

Add No Process Recoveries by Account - ABC STRATA COMP1

| Invoice Code | Description | Debtor Code | Building Number | Description |
|--|---------------------|--|-----------------|------------------------|
| <input checked="" type="checkbox"/> 00 | Sundry | <input type="checkbox"/> 02100002 | 456846 | COOMERA TOWERS |
| <input type="checkbox"/> 01 | Management Fees | <input type="checkbox"/> 02100003 | 6431 | CRAIG VILLAS KEEP |
| <input type="checkbox"/> 02 | BAS Preparation | <input checked="" type="checkbox"/> 02100004 | 131 | ONE HOUSE |
| <input checked="" type="checkbox"/> 03 | Emails Sent | <input type="checkbox"/> 02100005 | 24323 | WESTERN HEIGHTS |
| <input checked="" type="checkbox"/> 04 | Printing | <input type="checkbox"/> 02100007 | 54651 | LOGAN TOWERS |
| <input checked="" type="checkbox"/> 05 | EFT Payment | <input checked="" type="checkbox"/> 02100010 | 1521 | STRATAMAX ONLINE HELP |
| <input type="checkbox"/> 06 | Arrears Fees | <input type="checkbox"/> 02100011 | 022019 | TRAINING LANA |
| <input type="checkbox"/> 07 | Consultancy | <input type="checkbox"/> 02100012 | 64132 | SYDNEY TOWERS |
| <input type="checkbox"/> 10 | Fixed Disbursements | <input type="checkbox"/> 02100013 | 210119 | TRAINING LANA MULTI OC |
| <input type="checkbox"/> 18 | Envelope (Large) | <input type="checkbox"/> 02100014 | 1345131 | HARBOUR VILLAS |
| <input type="checkbox"/> 19 | Work Order Issued | <input type="checkbox"/> 02100015 | 53435 | TRAINING BUILDING |
| <input type="checkbox"/> 20 | Levy Notices | <input type="checkbox"/> 02100008 | 65445 | WESTERN VILLAS |
| <input type="checkbox"/> 21 | Email Attachments | <input type="checkbox"/> 02100016 | 641351 | BENOWA TOWERS |
| <input type="checkbox"/> 22 | Quotes Requested | <input type="checkbox"/> 02100017 | 51351 | YAMBA LANE |
| | | <input type="checkbox"/> 02100018 | 651356 | VICTORIA PALMS |

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*.

| Tag | Building Number | Building Name | Recovery Type Code | Recovery Type Name | Charge Date | Number of Units | Unit Price | Total Amount | Amount Paid |
|-----|-----------------|--------------------------|--------------------|--------------------|-------------|-----------------|------------|--------------|-------------|
| 11 | | STRATAMAX ONLINE HELP 03 | | Emails Sent | 1501 | 2020 1 | 0.25 | 0.25 | 0.25 |
| 11 | | STRATAMAX ONLINE HELP 20 | | Levy Notices | 1501 | 2020 16 | 1.25 | 20.00 | 20.00 |
| 11 | | STRATAMAX ONLINE HELP 04 | | Printing | 1501 | 2020 1 | 0.05 | 0.05 | 0.05 |
| 11 | | STRATAMAX ONLINE HELP 03 | | Emails Sent | 1501 | 2020 1 | 0.25 | 0.25 | 0.25 |
| 11 | | STRATAMAX ONLINE HELP 03 | | Emails Sent | 1501 | 2020 1 | 0.25 | 0.25 | 0.25 |
| 11 | | STRATAMAX ONLINE HELP 03 | | Emails Sent | 1501 | 2020 1 | 0.25 | 0.25 | 0.25 |

- 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.

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*.

| Options | Actions |
|----------|---|
| | View Unprocessed Recoveries |
| | View Processed Recoveries |
| | Retrieve No Process Recoveries From Archive |
| | Pre-Process Report |
| | Archive Report |
| 02100007 | 34631 LOGAN TOWERS |
| 02100010 | 11 STRATAMAX ONLINE HELP |

By Account Manager
By Building Name
By Invoice Code

- 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 *StrataMaxPrint 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*.

| Options | Actions |
|----------|---|
| | View Unprocessed Recoveries |
| | View Processed Recoveries |
| | Retrieve No Process Recoveries From Archive |
| | Pre-Process Report |
| | Archive Report |
| 02100007 | 34631 LOGAN TOWERS |
| 02100010 | 11 STRATAMAX ONLINE HELP |
| 02100011 | 022010 TRAINING I AND |

By Account Manager
By Building Name
By Invoice Code

- 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.