

# Template Changes

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To request custom template changes within StrataMax, please contact our Support Team. There is a standard fee of \$320.00 for basic design and upload. For more complex changes, additional charges may apply and will be quoted per job. Remember to provide the template name and a clear description of the changes needed, all the information you require for your request can be located in this article.

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## Step 1: Initial Request

When emailing your custom template request, please provide the following details:

- Template name that is being changed or that the changes are based on.
  - View how to locate the Template name in this [Levy Notice Template](#) article - apply these steps to the relevant menu in StrataMax.
- A visual representation of the change request (e.g., screenshots, mock-ups, or any relevant visual materials).
- A description of the required changes.

## Step 2: Confirming Fees and Work

Once your template change request is received by the Support Team, a Case will be created and a team member will get in touch with you. They will:

- Confirm the relevant fees associated with the change (if any).
- Clarify the work required.

## Step 3: Template Development

Your template change request is then sent to the Development Team and is added to the work list. The Development Team prioritises it along with other tasks.

## Step 4: Testing

After the design work is completed, the template is sent to the Testing Team. The testing process is essential to ensure the changes work seamlessly. If any issues are identified during testing, the process

may need to be repeated.

## Step 5: Client Approval

Once testing is complete and the template has passed testing, the Support Team will contact you to provide a sample of the completed template for your approval.

## Step 6: Template Deployment

Upon your approval of the template design, it will be released to your client environment. The changes will be uploaded as part of the overnight processes. If any system code changes are required with the custom template, the release of the template will need to be coordinated with a StrataMax Update.

### **Please Note:**

- Once a template has completed final approval and is released, all other changes will be raised as separate custom template jobs.

This process ensures that your custom templates are seamlessly integrated into BCMax. Our team is dedicated to delivering high-quality custom templates that align with your business requirements. For any questions, or if you need further assistance, please don't hesitate to contact our Support Team on [support@stratamax.com.au](mailto:support@stratamax.com.au).