Creditor, Debtor & Account Maintenance FAQ

Last Modified on 20/08/2025 12:31 pm AEST

With the changes to ***Account Maintenance*** (formally known as ***Add/Change/Delete***), the page below includes some of the most frequently asked questions about how this area works.

Security and Permissions

Q: I have updated an account code, however the option 'Apply changes to Master Chart & Buildings' is not available to tick; how can I access this option?
A: A user must have the permission Data Entry > 'Apply Account changes to Master Chart & Buildings' allowed in ***Security Setup***.

Q: We have marked Creditors inactive in the past &/or hidden in the new interface as we do not want them to be used; are we able to restrict who can mark & unmark a creditor as hidden?
A: Yes there is a security permission in the category of Creditors called "Show/Hide creditors for selection"; if a user does not have this permission allowed they will not be able to change the Hide setting.

Q: What security permission is now used to control adding and editing Bank Account details now contact cards hold this information for individuals and companies?
A: There is one permission which is "Add or Edit contact bank account". The previous permissions that no longer apply will be removed in a future update.

Account Maintenance

Q: When opening the Account Maintenance window, some codes are greyed, and some are selectable. Why is this, and can I remove the ones I don't need to view?

13002	COUNCIL CHARGES - WASTE DISPOS	Expense				Tax Free
13010	INSURANCE CLAIMS	Expense				GST
13100	LICENCES & PERMITS	Expense				Tax Free
1311	LIFT LICENSE	Expense				Tax Free
1312	LIFT MAINTENANCE	Expense				GST
1313	LIFT TELEPHONE LINE	Expense				GST
132	FEES & PERMITS	Expense				GST
1321	FEES ARREARS NOTICE	Expense				GST
133	MEETING EXPENSES	Expense				GST
13301	FIRE EQUIPMENT MAINTENANCE	Expense				GST
13501	GROUNDS CONTRACT	Expense				GST
13502	GROUNDS MAINTENANCE	Expense				GST
13503	GROUNDS MISCELLANEOUS	Expense				GST
13507	GROUNDS TREE REMOVAL	Expense				GST
13509	GROUNDS WASTE DISPOSAL	Expense				GST
137	PEST CONTROL	Expense				GST
13761	POOL - CHEMICALS	Expense				GST
137612	POOL - INSPECTION FEE	Expense				GST
13764	POOL - REPAIRS & MAINTENANCE	Expense				GST
143	INSURANCE	Expense				GST
144	PREPARE TAX RETURNS	Expense				GST
1442	INSURANCE CLAIMS PAID	Expense				GST
148	LEGAL EXPENSES - DEBT COLLECT	Expense				GST
14901	LIFT MAINTENANCE CONTRACT	Expense				GST
14902	LIFT MAINTENANCE CALLOUTS	Expense				GST
14903	LIFT REGISTRATION	Expense				GST
14904	LIFT TELEPHONE	Expense				GST
15001	MAINTENANCE	Expense				GST

A: To allow for accurate reporting from StrataMax & DocMax, Account Codes that may have been previously deleted from such actions as Delete Codes will appear greyed out like this. To toggle between current and hidden codes, tick the *Show Hidden/Restricted* tick box.

Account Maintenance -

Search

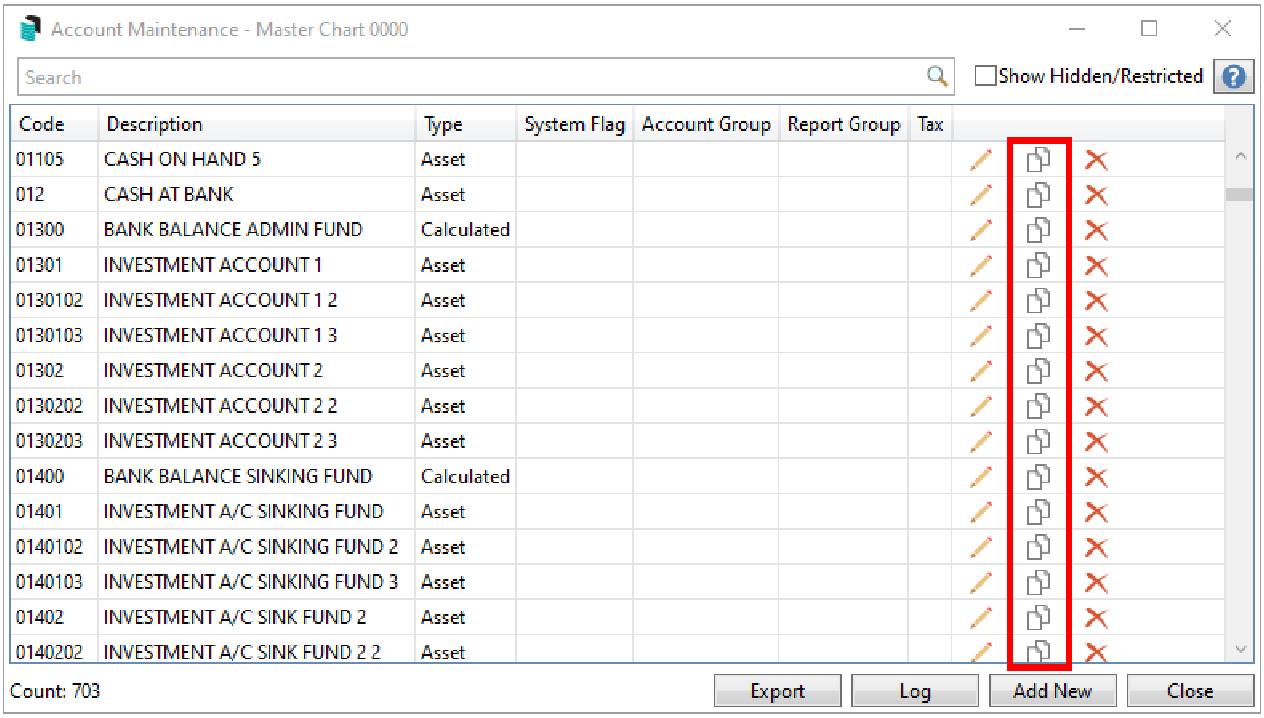
Show Hidden/Restricted

Code	Description	Type	System Flag	Account Group	Report Group	Tax
003	**OWNERS FUNDS**	**Header**				
004	ADMINISTRATIVE FUND	Equity				
005	SINKING FUND	Equity				
006	TRANSFERS	Equity				
0098	TOTAL	Total2				
0099	THESE FUNDS ARE REPRESENTED BY	Total1				
010	**CURRENT ASSETS**	**Header**				
011	CASH ON HAND	Asset				
012	CASH AT BANK	Asset				
01300	BANK BALANCE ADMIN FUND	Calculated				
01302	INVESTMENT ACCOUNT 2	Asset				
01400	BANK BALANCE SINKING FUND	Calculated				
01401	INVESTMENT A/C SINKING FUND	Asset				
01402	INVESTMENT A/C SINKING FUND 2	Asset				
01510	BANK BALANCE ADDITIONAL FUND 1	Calculated				

Count: 136 | Export | Log | Add From Master Chart | Add New | Close

Q: In prior versions we could use ***Master Chart Filter*** to add an account code to multiple buildings; how do I do this now ***Master Chart Filter*** is no longer available?

A: From the Master Chart select ***Account Maintenance*** and then click on the button to copy account to other buildings. This will allow you to tag multiple buildings.


Account Maintenance - Master Chart 0000

Search

Show Hidden/Restricted

Code	Description	Type	System Flag	Account Group	Report Group	Tax
01105	CASH ON HAND 5	Asset				
012	CASH AT BANK	Asset				
01300	BANK BALANCE ADMIN FUND	Calculated				
01301	INVESTMENT ACCOUNT 1	Asset				
0130102	INVESTMENT ACCOUNT 1 2	Asset				
0130103	INVESTMENT ACCOUNT 1 3	Asset				
01302	INVESTMENT ACCOUNT 2	Asset				
0130202	INVESTMENT ACCOUNT 2 2	Asset				
0130203	INVESTMENT ACCOUNT 2 3	Asset				
01400	BANK BALANCE SINKING FUND	Calculated				
01401	INVESTMENT A/C SINKING FUND	Asset				
0140102	INVESTMENT A/C SINKING FUND 2	Asset				
0140103	INVESTMENT A/C SINKING FUND 3	Asset				
01402	INVESTMENT A/C SINK FUND 2	Asset				
0140202	INVESTMENT A/C SINK FUND 2 2	Asset				

Count: 703

Export Log Add New Close

Q: We allowed Account Managers to change the Account Code Name (Description) to suit the requirements per building; can we still do this and how do we avoid this updating other buildings?
A: From the ***Account Maintenance*** menu, click on edit pencil of the required account code and update the 'Description' field. If only updating the 'Description' for the building you are in, ensure 'Apply Changes to Master Chart & Buildings' is unticked.

Q: If we use the option Apply Changes to Master Chart & Buildings; will this update the account code in all buildings?
A: The account code changes will only be applied to buildings where the account code description prior to the edit matches. For instance if changing 01401 from Admin Investment to Investment Admin Fund; the changes will only be applied to account code 01401 where the description is Admin Investment. This is consistent with how the old ***Master Chart Filter*** worked.

Debtor Maintenance

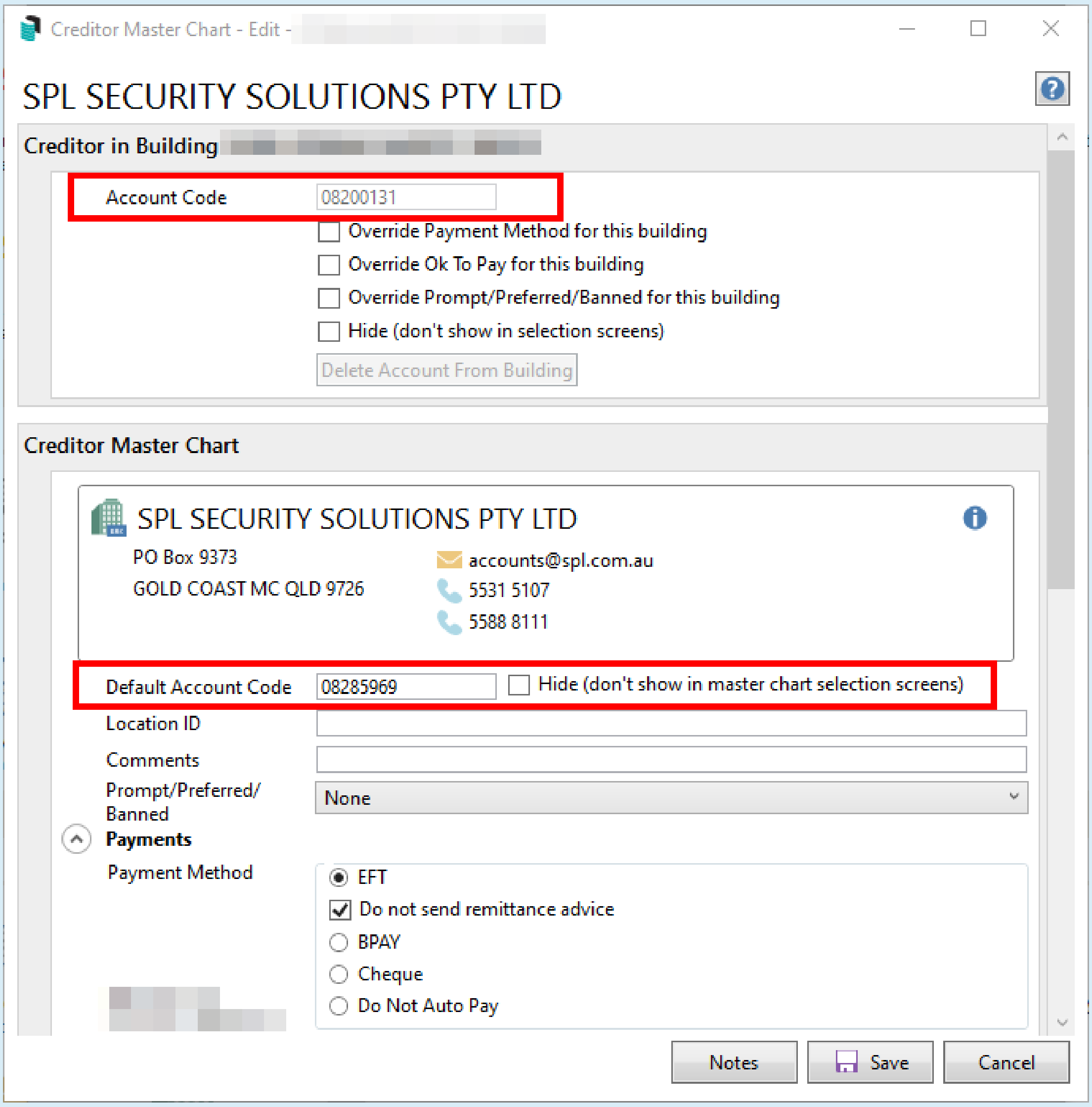
Q: At times we record tenants details in the Debtor for billing purposes, however, we like to keep the roll lot linked to the debtor; can we still do this and is there anything we should be aware of?
A: Links can still be used and when created the user will be warned that the account names do not match. To avoid updating the Debtor with any incorrect details you must remove the link before completing a Change of Details in the roll. You can update the roll Contact Card if required, as this will not change the Debtor information as it uses its own contact card.

Creditor Maintenance

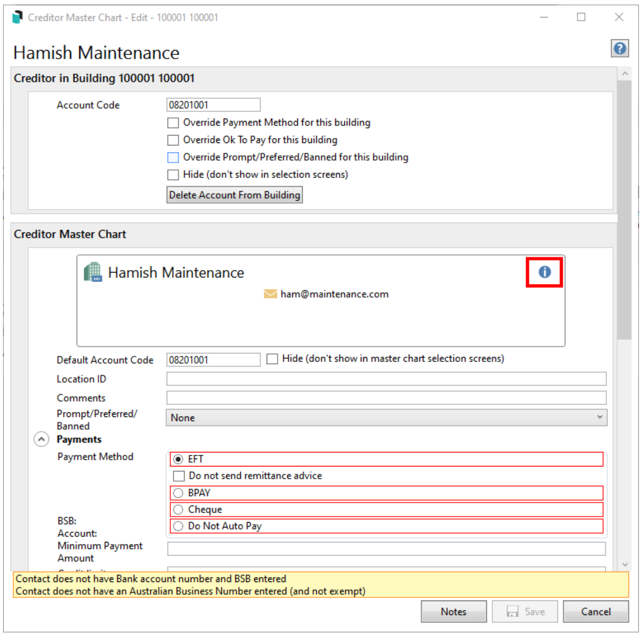
The Creditor 'Default Account Code' number identifies the Master Chart Creditor record used for the Creditor. This may differ to the 'Account Code' number in the building, and is populated as part of a Building Transfer. During the Building Transfer creditors in the building are matched to the Master Chart based on matching BSB, Bank Account and ABN or Contact Name, and this field is populated if a match is found.

When the Creditor 'Default Account Code' field is blank, this means there is no matching Creditor in the Master Chart. You can add a record to the Master Chart by unticking the *Hide* tick box and the allocated number may differ, however, the Creditor details will be aligned.

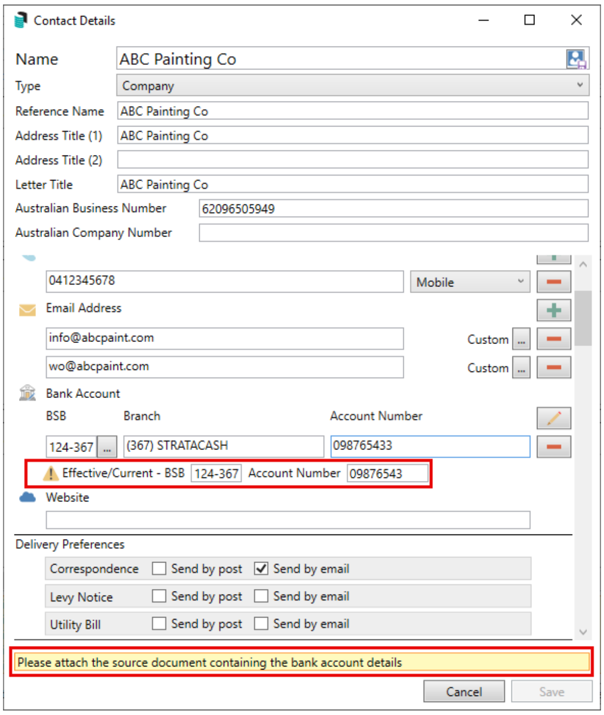
Currently, we still recommend using the ***Change Code Number*** process after a building transfer using the ***Post Building Transfer Process***, so creditors in the building are using the same code from the Master Chart. As the Payments enhancements are due to be released very soon, this process may be skipped until updated and payment for the local building can be completed independently in the interim.



Q: When selecting a Creditor to be paid by EFT, we are unable to save Bank Account details and we cannot save the record. How do we enter the bank account details?
A: The bank account details are stored within the contact card; click on the contact card icon (i) indicated below and edit the contact, ensuring all required details are included (the security permission "Add or Edit contact bank account" is required to update the bank account fields). Storing the bank account & ABN details within the contact card allows for consistent recording of individuals & companies details in StrataMax. This allows the contact to be used for various positions, and also allows for merge tools based on the ABN and/or Bank Accounts - further enhancements will be release in the future to manage bank account changes.



Q: We have edited the bank account for a Creditor Contact and receiving a prompt about the "Effective/Current BSB" and to "Please attach the source document containing the bank account details".
A: The Approve Bank Account Change configuration has been set and will require approval of all bank account changes. Refer to our article on Bank Account Change Approval Process.



Q: When we go to update a Creditor, the save button is greyed out and the below is appearing; how do we update the Creditors details?

A: A Creditor record must match the ABR Register, therefore if identified as GST registered, the creditor must have GST Registered ticked. Once ticked the save button will become available again as the Creditor record now matches the ABR Register. For Creditors that are registered for GST, however the invoices do not contain GST, ensure the relevant expense code is setup with the correct Tax Code in Account Maintenance.

Q: We have noticed some creditors that had previously been deleted now appear in some buildings again, why is this?
A: In the past StrataMax held a record in every financial year for a creditor; this allowing a creditor to be deleted from the current & old year if there was no activity however retained in prior years where transactions exist. To assist in reducing database & backup sizes, now only a single record for a creditor in a building exists and is required if the creditor has had activity. The option 'Hide – don't show in selection screens' can be used so the creditor is not displayed in selection screens unless the 'show inactive' option is selected.

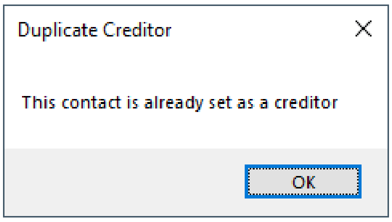
The creditor record is required to avoid errors when running reports, looking up payments, invoices etc. A creditor can only be deleted if it has had no activity across all financial years. To assist in reducing old data it is **recommended** to use the Data Health Dashboard to manage the retention of Lost Buildings and also Historic Financial Years.

Q: Why has the function 'Default Account Code' been added into Creditor Maintenance?
A: Creditor Account Codes will become less relevant with the use of Default Account Codes. In the past, having two account codes meant both would need to be updated if changes were required as they were separate records; now if the Default Account Code is populated with a different number, it doesn't matter which record is updated as information will update in both records. This helps reduce post

building transfer tasks.

Q: In Creditor Maintenance there is an option 'Current Building Only'; why would I need to use this option?
A: This option is defaulted to being ticked, however, at times the user may need to add a Creditor to the building that is already in another building but not in your Master Chart. Untick this option and then search for the required Creditor, and select *Add to Current Building*. While this option is unticked, Creditors from all buildings and the Master Chart are displayed, therefore duplicates may appear. Creditors that are not already in the building the user is in will not show an account code number.

Q: When we select a Contact to add to the Creditor record, a message appears stating the contact is already set as a Creditor however no positions are listed in the Contact Card. How do I find this Creditor?



A: In Creditor Management, unselect Current Building Only and the Creditor should then be able to be located. Contact Cards do not list positions for Lost Buildings, therefore it is likely the Contact Card is associated with a Creditor, however it is only used in Lost Buildings.

Q: We have transferred a building that contained several creditors that are in our Master Chart, however the Default Account Code was not populated; why is this and what should we do?
A: This can occur when data in the Creditor records do not match. During the transfer in, if the BSB, Bank Account Number and ABN or Contact Name of a creditor in the building matches a Master Chart Creditor, the field will be populated with the Master Chart Account Code. If those did not match and you have a Creditor in the Master Chart; it is recommended to use the Change Code process, however you may need to review the data to ensure the correct details are kept.

Q: We have transferred a building that contained several creditors that we have never used; do we need to add them to the Master Chart?
A: It is no longer a requirement to add Creditors to the Master Chart with the changes coming to Payments etc. If you do want to create a Master Chart record, untick the Hide option and the next available Master Chart Creditor Code will populate; there is no need to edit the number as it does not have to match the buildings Creditor Account Code. You cannot enter a Creditor Code that has already been used.

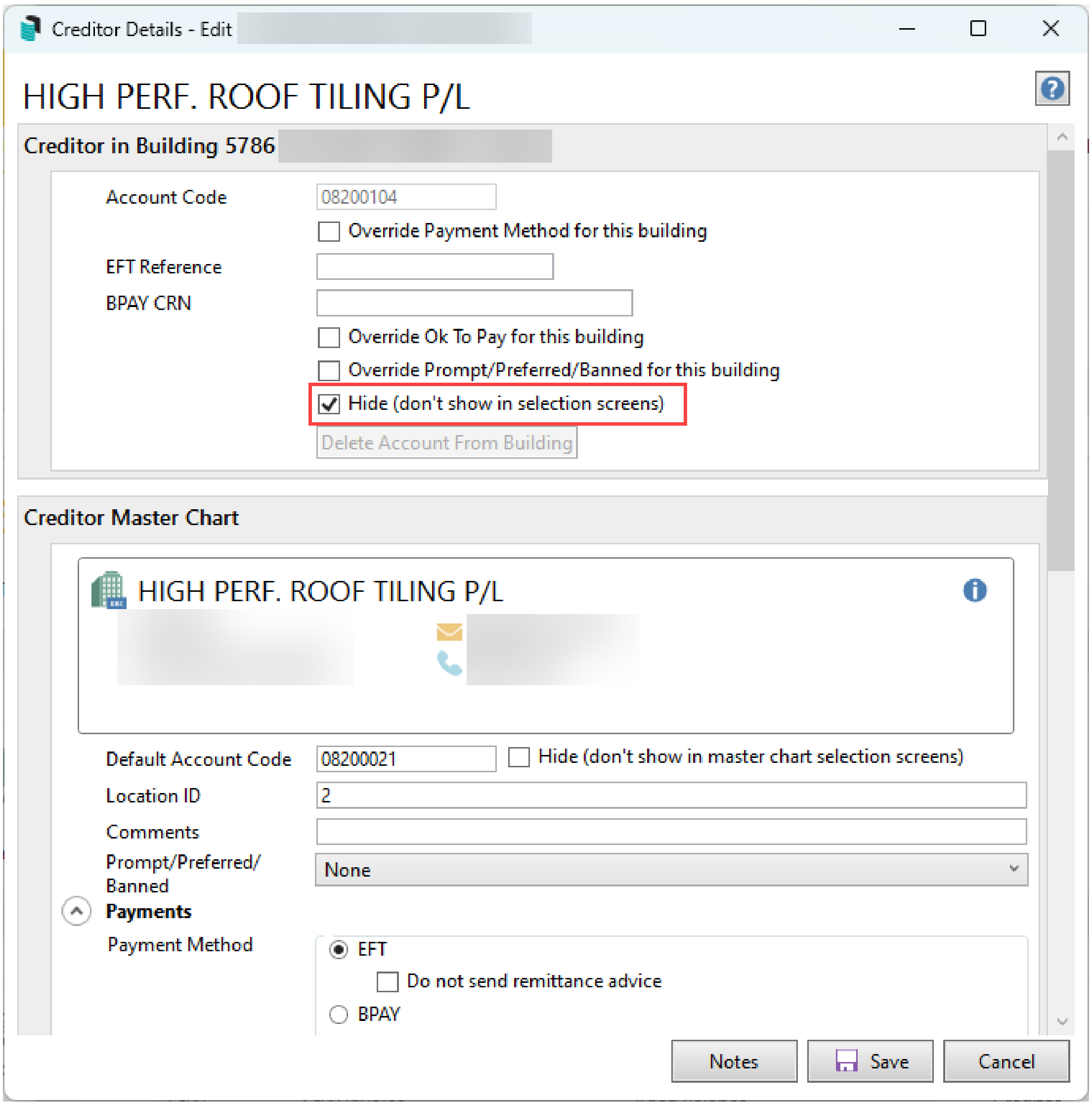
Q: How do we add an additional ABN to a creditor?
A: A creditor cannot have more than one ABN, so a second creditor contact card with the same details (name, addr. email, etc.) would need to be created with a different ABN.

Q: How do we add an additional bank account to a creditor?
A: A creditor cannot have more than one bank account, so a second creditor contact card with the same details (name, addr. email, etc.) would need to be created with a different bank account.

Q: How do we view the logs of changes due to the old function that was called Master Chart Filter?
A: In Log Viewer search for the Category of Filter.log.

Q: How do we report the last activity date of Creditors now?
A: Use Search Creditors to report the last activity date. Search Creditors allows a user to configure which fields to include, allows for reporting one or multiple buildings, and exports to Excel.

Q: How do I remove or delete a creditor from a building?
A: If the creditor has not been used in the building, a red cross will appear next to the record, enabling you to delete it from the building in ***Creditor Maintenance***. If the creditor has been used and is no longer required in a building, you can use the pencil icon to edit the local creditor area and select *Hide,* which will hide the record and prevent it from being used. **Note:** Creditors that are used in the current and last financial year cannot be deleted due to reporting purposes.



Data Links

Q: In Western Australia the outstanding amount for utility billing must be included on certificates, therefore the lot must be linked to the debtor; has this changed with the new data links?
A: At this stage you can link the Roll and Debtor records, however, you must remove the link before completing a Change of Details. You can update the roll Contact Card if required and this will not change the Debtor information.

Direct Debit Menu (Owners Bank Account Details)

Q: In ***Direct Debit***, in the *Options* menu 'Debtor Bank Account Setup', the buttons are greyed out. We previously used this menu to enter owners bank account details for refunds and reimbursements. How do we enter details now?
A: Contact cards now store the bank account details and these details are used for payments. Any bank account details that were previously entered into Debtor Bank Account Setup will be migrated to the lots contact cards. To enter and edit a roll contacts bank account details, a user must have the permission of Roll / 'Add or Edit contact bank account' allowed.