Arrears Management

Last Modified on 12/11/2026 9:12 am AEST

Arrears Management is now completed using the Report Distribution screen and is available as the recommended approach for setting up and sending arrears. This area forms part of our ongoing improvements to standardise workflows and provides a consistent experience using familiar Report Distribution functionality.

This article will refer to the settings, reports, and options available when managing arrears through the Report Distribution screen. View our *Levy Arrears Process* article for details on the recommended process.

Levy Arrears Manager

From within the *Arrears Manager*, review the log and set any lots to *Disable*, *Clear* or *Delete* arrears flags as required. The date of the *Last Arrears Notice* sent can be checked as well, to ensure the lot meets the arrears criteria and the Issues column reviewed for the current status of the lot and if the Arrears Notice is disabled.

Access to Levy Arrears, Levy Arrears Reports and Arrears Manager will be limited to users who have access granted for ***Levy Management*** in ***Security Setup.*** The Arrears Notice permission will control access to the Arrears configuration screen. If this is set to Deny, settings in the configuration screen will be disabled and users will not have the ability to issue notices or run the Overdue Report.

Levy Arrears follows the split fund settings configured in the *Split Levy Setup* when issuing Arrears Notices. For example, in Service Apartments, the Hotel Operator may be responsible for the Admin Fund while Owners are responsible for the Maintenance Fund, and arrears notices will be directed accordingly.

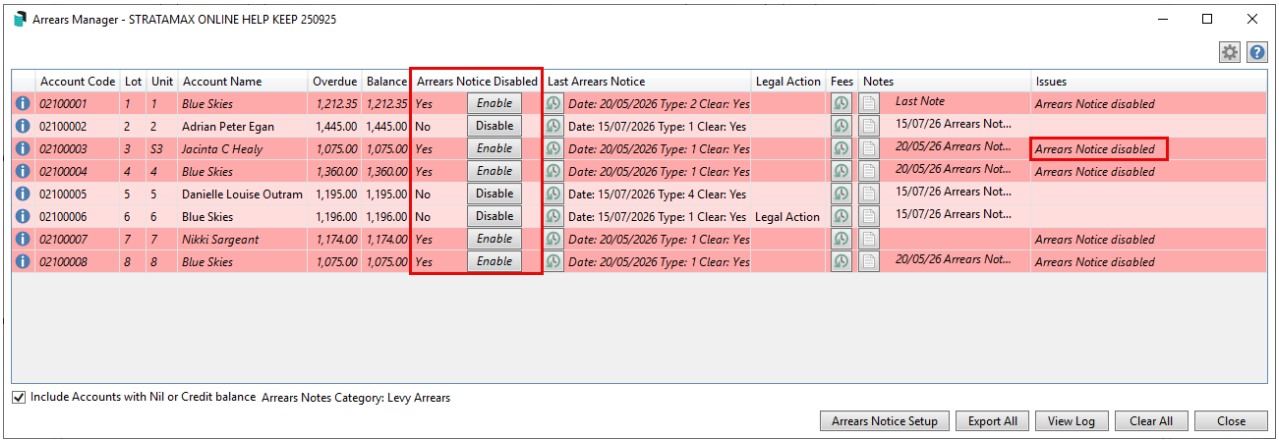
Feedback for any of the Arrears Manager functionality can be submitted using the Feedback button in Levy Management.

Arrears Notice Disabled

In some cases you may have been requested by your Committee / Strata Manager to exclude or temporarily disable some owners from receiving arrears, whether that be a one off or for a period of time. To set a lot account to not be sent an Arrears Notice, click on *Enable*. It is also recommend to add a note (click ***Notes*** button) explaining the circumstances and reason to place this owner's arrears notices on hold, and for the period, so it can be referred back to.

A global report can be produced on the *Arrears Notice Disabled* setting using the ***Global Debtor*** search.

1. Search or select ***Levy Management***.
2. Select *Options* and *Levy Arrears Manager*.
3. Highlight the Lot account and click *Disable* in the Arrears Notice Disabled column, click *Enable* to revert. Arrears Notice disabled will be noted in the Issues column.



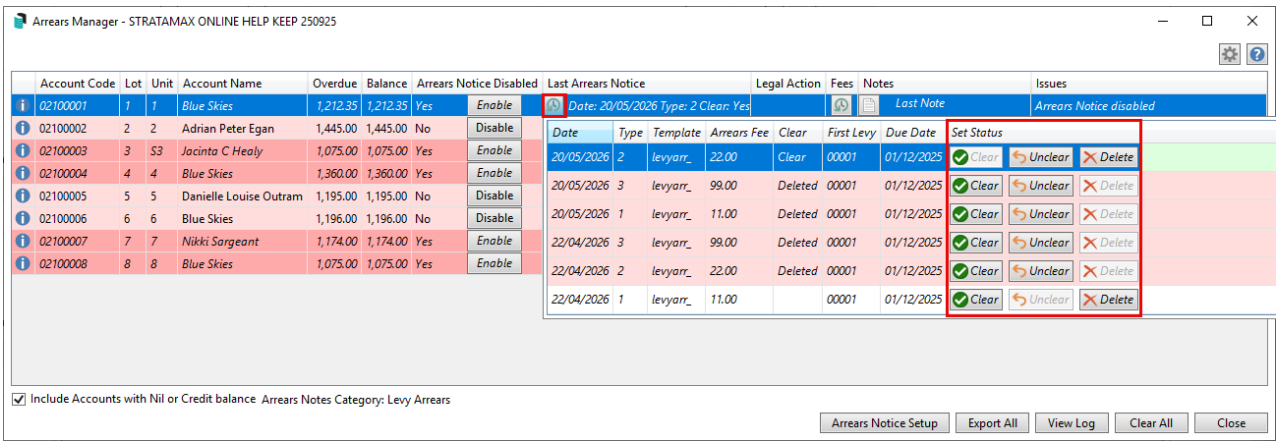
View Log | Clear | Unclear | Delete

Arrears Manager records the history of what arrears notices have been previously issued. From here, you can completely reset the arrears schedule for a single lot so that the next time the arrears is processed, the lot will received arrears notice #1.

You can also remove the last issued arrears notice so that when the arrears is next processed, it will issue that notice again. For example, when the arrears was last processed, a lot received arrears notice #2. So the next time you process the arrears, it will issue arrears notice #3, which could be the final letter of demand/referral to a debt collector/solicitor. However, as an exception in this one particular instance, you would prefer the issue arrears notice #2 again. When a Lot has the issue listed as *Highest arrears notice level reached* - this is when the Lot can be moved to Legal Action, or the flag Deleted or Cleared as required.

- **Clear:** Resets the arrears flag by placing a 'Y' in the *Clear Flag* column in View Log so that the next arrears run will start at the first arrears notice.
- **Unclear:** Removes the Clear flag so that the next arrears notice will produce as per the Arrears Schedule.
- **Delete:** Deletes the last arrears flag so that the next arrears notice produced will be the same one that was just deleted - provided the lot still meets the arrears conditions.

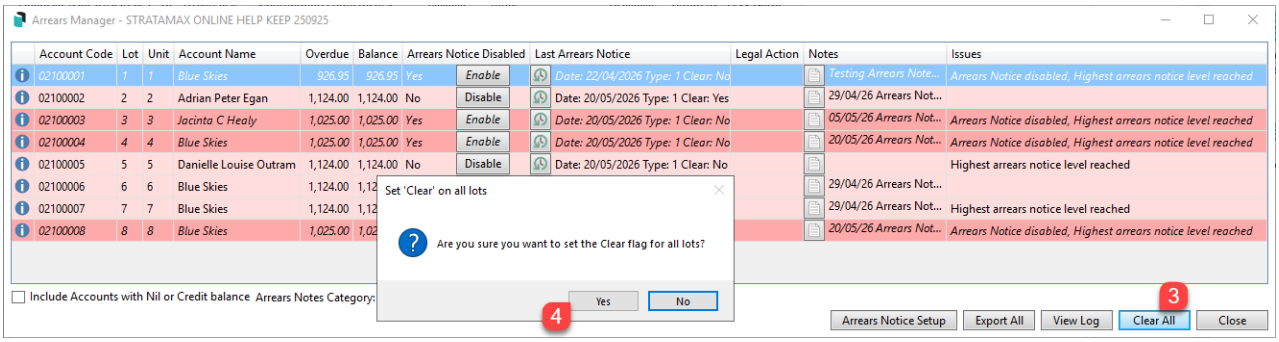
1. Search or select ***Levy Management***.
2. Select *Options* and *Levy Arrears Manager*.
3. Highlight the Lot account and click the History icon to access the options to *Clear*, *Unclear* or *Delete*.
4. If the Arrears Fee requires reversal refer to the *Credit Arrears Fee* steps below.



Clear All

To set the 'Clear' flag on all lot accounts in the selected building so that the arrears schedule starts at Arrears Notice 1. This is helpful if a building has been transferred from another manager and you would like to reset all lots back to the start of the schedule.

1. Search or select ***Levy Management***.
2. Select *Options* and *Levy Arrears Manager*.
3. Click *Clear All* button.
4. When prompted select *Yes* to clear all or *No* to not continue. Note, this action is logged in *View Log*.



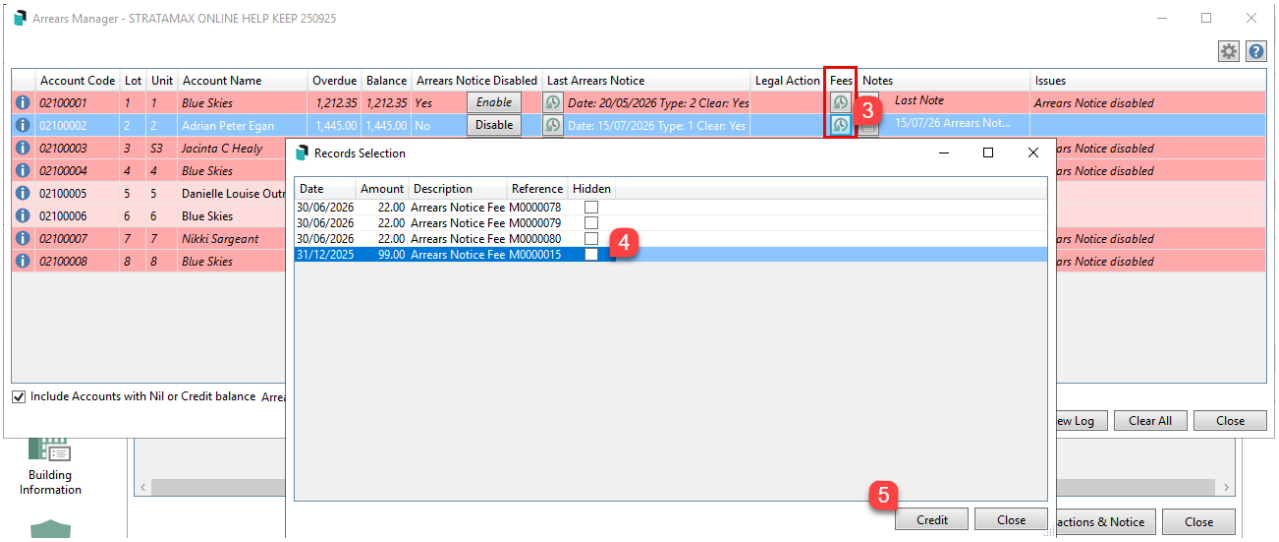
Fees | Credit Arrears Fee

The below instructions relate to StrataMax Version 5.6.163 and above.

If an Arrears Fee needs to be credited, this can be completed through Levy Arrears Manager. Crediting the fee will reverse the original invoice and hide it from view, ensuring only the current arrears fee information is displayed on ledgers and transactional reports. Arrears Fees from the Current and the Old Financial Years can be credited from Levy Arrears Manager. The Notes will log that the Arrears Fee has

been credited.

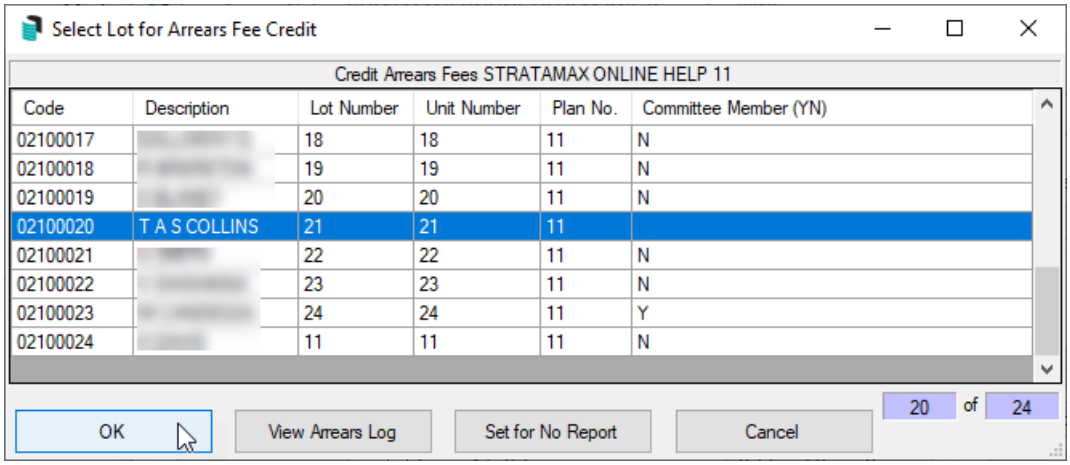
1. Search or select ***Levy Management***.
2. Select *Options* and *Levy Arrears Manager*.
3. Highlight the Account Code and click the *Fees* icon.
4. Review the Date, Amount and Reference and select the item to be reversed and credited.
5. Click *Credit* button to complete the process.
6. Fees credited will be displayed to confirm this has been completed. Click*Ok*.



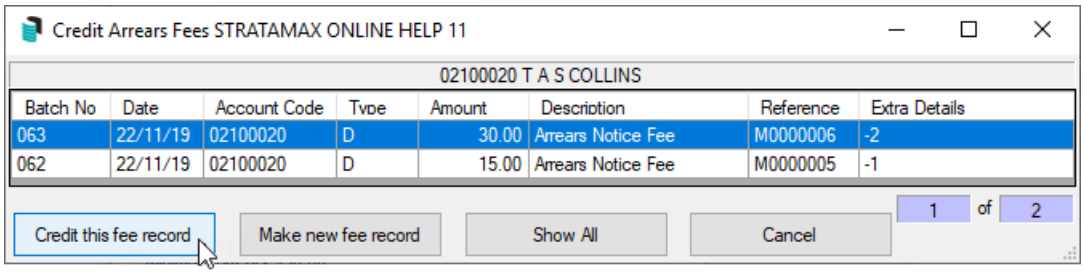
The below instructions relate to StrataMax Version 5.6.162 and prior.

If it has been determined that an Arrears Fee is to be credited or reversed, this can be completed using the Credit Arrears Fee function. If the Arrears Fee exists in the now Old Year, a journal can be entered to cancel the original transactions. This process is applied on a per-lot, per-building situation and cannot be done globally to reverse arrears fees.

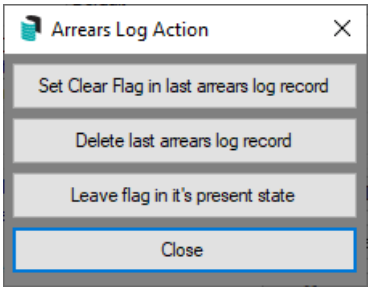
1. *Search or select* ***Arrears Notice.***
2. Click *Tools* > *Credit Arrears Fee.*
3. Highlight the Account / Owner to refund and click *OK*.



4. Select the Arrears Fee to refund and click the *Credit this fee record* button.



5. You will now be presented with three options as to how to leave the Arrears flag:



- **Set Clear Flag in last arrears log record** resets the arrears flag by placing a 'Y' in the *Clear Flag* column in View Log so that the next arrears run will start at the first arrears notice.
- **Delete last arrears log record** deletes the last arrears flag so that the next arrears notice produced will be the same one that was just deleted - provided the lot still meets the arrears conditions.
- **Leave flag in its present state** will not change the arrears flag, and if the lot still meets the arrears conditions, the next arrears notice produced will be the next one in sequence.

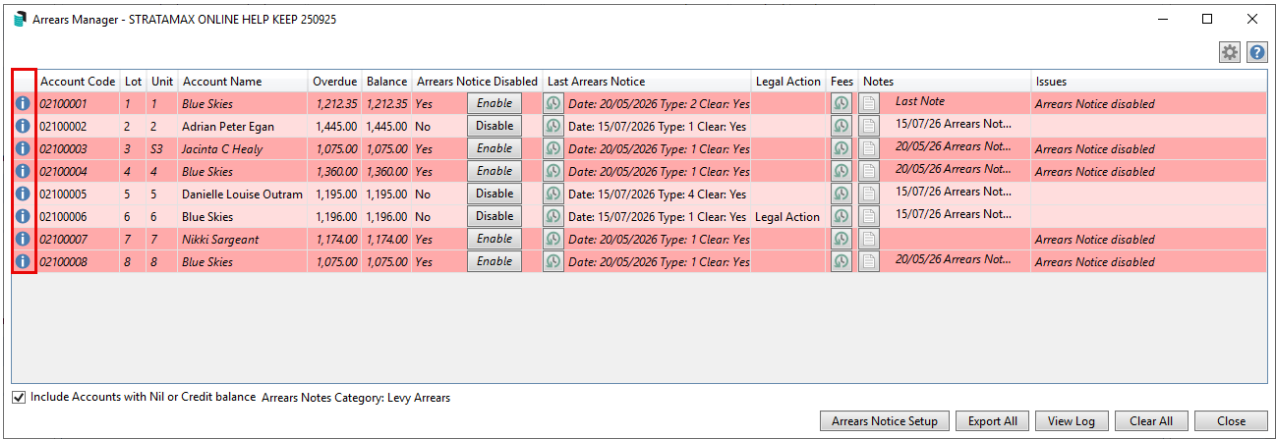
Clicking *Close* without selecting any of the three options will cancel the credit process and **not** refund the lot.

6. After clicking one of the above options, it is recommended to close the ***Arrears Notice*** windows and check the lot balance in the ***Transaction List*** to ensure the credit has been applied, and that

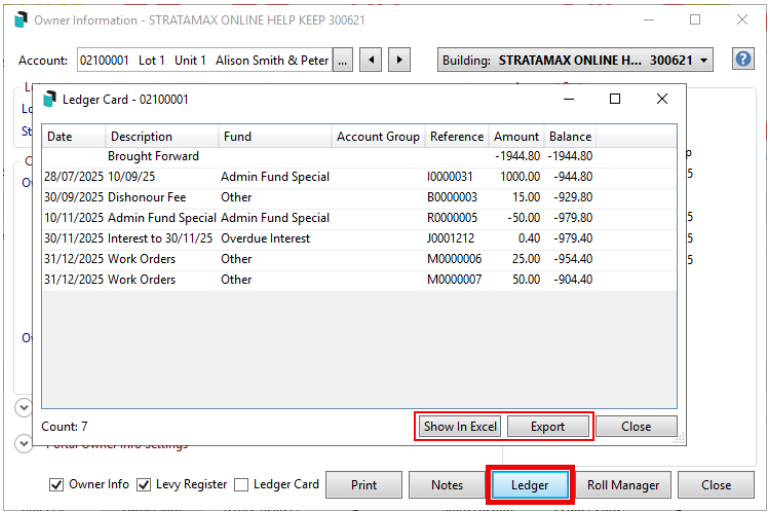
the lot balance is correct.

Owner Info | Ledger Card

For quick access to the *Owner Info Ledger Card* to view the transactions for the selected lot, for the Current Year. Click the *Show in Excel* button to open the ledger in Excel or use the *Export* button to export the ledger card data to a .txt. file.



1. Search or select ***Levy Management***.
2. Select *Options* and *Levy Arrears Manager*.
3. Click the ' i ' icon for the required Lot to open ***Owner Info***.
4. Select *Ledger* button to view the Ledger Card which can be produced to Excel or exported.

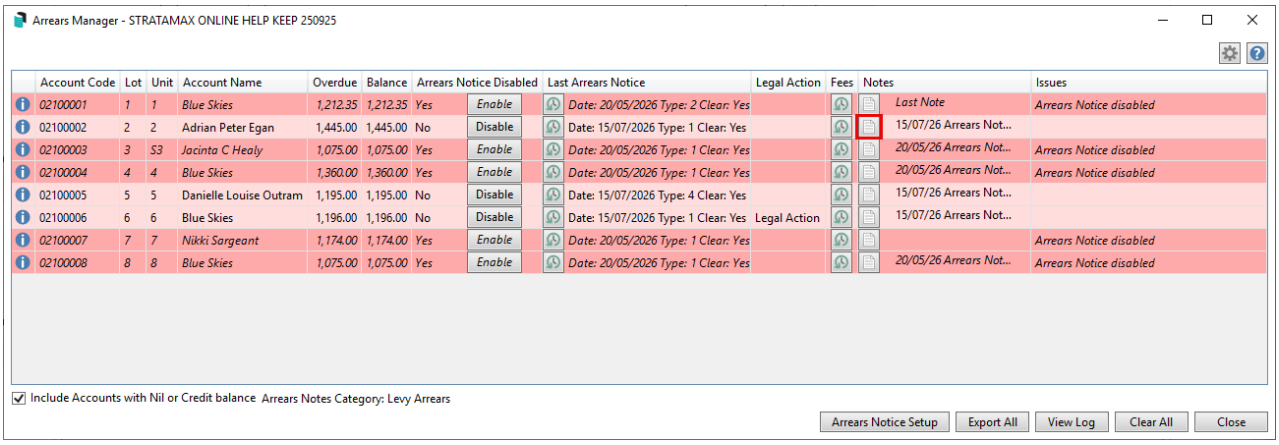


Notes

The *Notes* column will display the most recent Note for the Lot account. The *Arrears Notes Category* is set from the Configuration cog in Arrears Manager, when Arrears Notices are produced they are logged into the Notes for the Lot account.

1. Click the *Notes* icon next to the Lot account to view the Levy Arrears Notes.
2. The Notes column will display the most recent Note. The Arrears Notes Category is set from the

Configuration cog in Arrears Manager.





Export All

The *Export All* option generates a global arrears management report across all selected buildings. The report can be produced as part of your global arrears process and includes lot accounts with arrears-related issues, that may be preventing further arrears notices from being produced. This report also includes the Arrears Notes and allows users to identify lot accounts requiring attention and take appropriate action.

For example, if a lot account has reached the highest arrears notice level configured in your arrears schedule, the lot account may need to be reset or progressed to legal action to ensure further debt recovery action can occur. This Export All report is useful for identifying why an arrears notice may not be issued and should be used for troubleshooting.

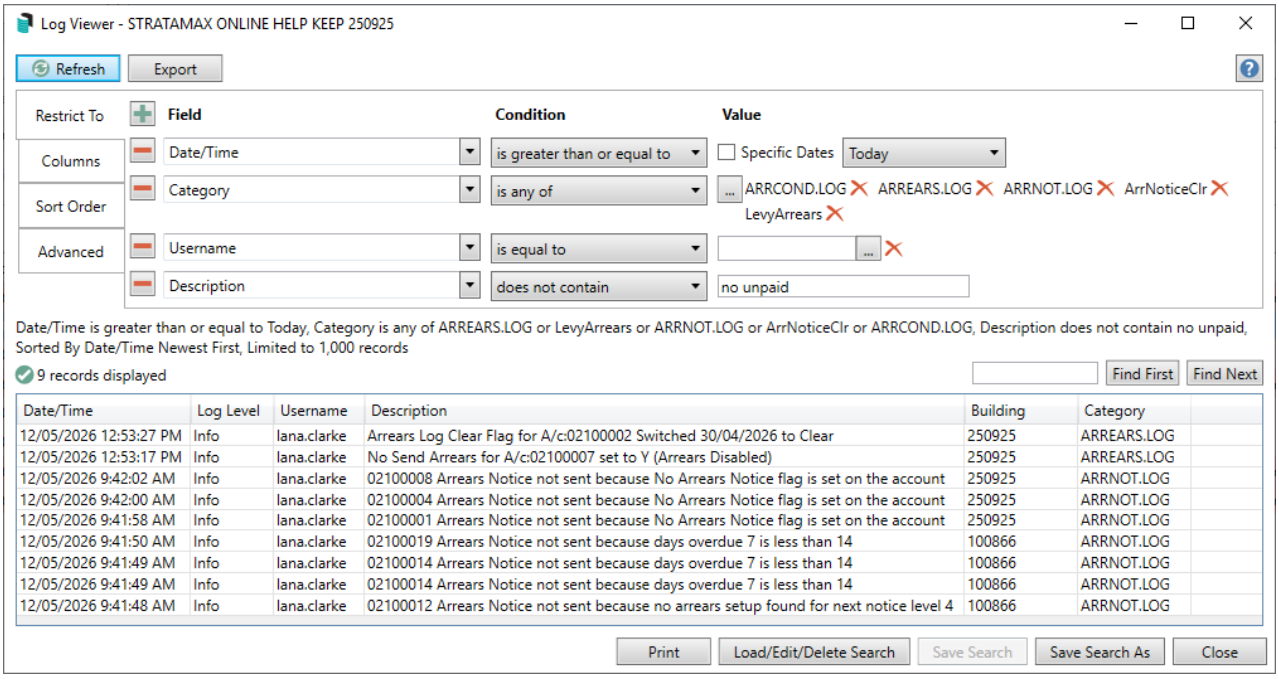
1. Search or select ***Levy Management***.
2. Select *Options/ Levy Arrears Manager.*
3. Click *Export All.*
4. From the Building Selection screen, select the required buildings, or Tag all to include all buildings, then click *Select*.
5. The report will be generated and exported to Excel for review.

- If the *Last Arrears Type* is the highest arrears notice level in your arrears schedule, determine whether the arrears process should be reset for the lot account or whether the account should be referred for legal action or further internal action.
- If no action is taken on lot accounts that have reached the highest arrears level, no further arrears notices will be issued for those accounts. Use the report to identify and address issues that are preventing the arrears process from progressing. This can be produced before your global arrears process or on completion.

View Log

Click *View Log* to access all history on Arrears Log Clear Flag. This log can assist with determining why a lot account has not qualified for an Arrears Notice

1. Search or select ***Levy Management***.
2. Select *Options/ Levy Arrears Manager.*
3. Click on *View Log* and then *Refresh* button. This option will produce all arrears log data into *Log Viewer* for review and further searching and filtering if required.

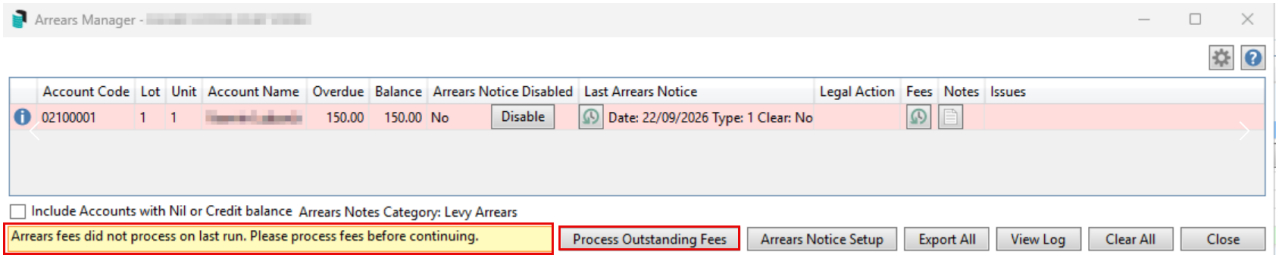


Process Outstanding Fees

The *Process Outstanding Fees* option is available in Arrears Manager when arrears fee processing has been prevented due to an arrears fee setup issue. After correcting the setup in Arrears Notice Setup, this option can be used to process any outstanding fee logs and clear the validation message.

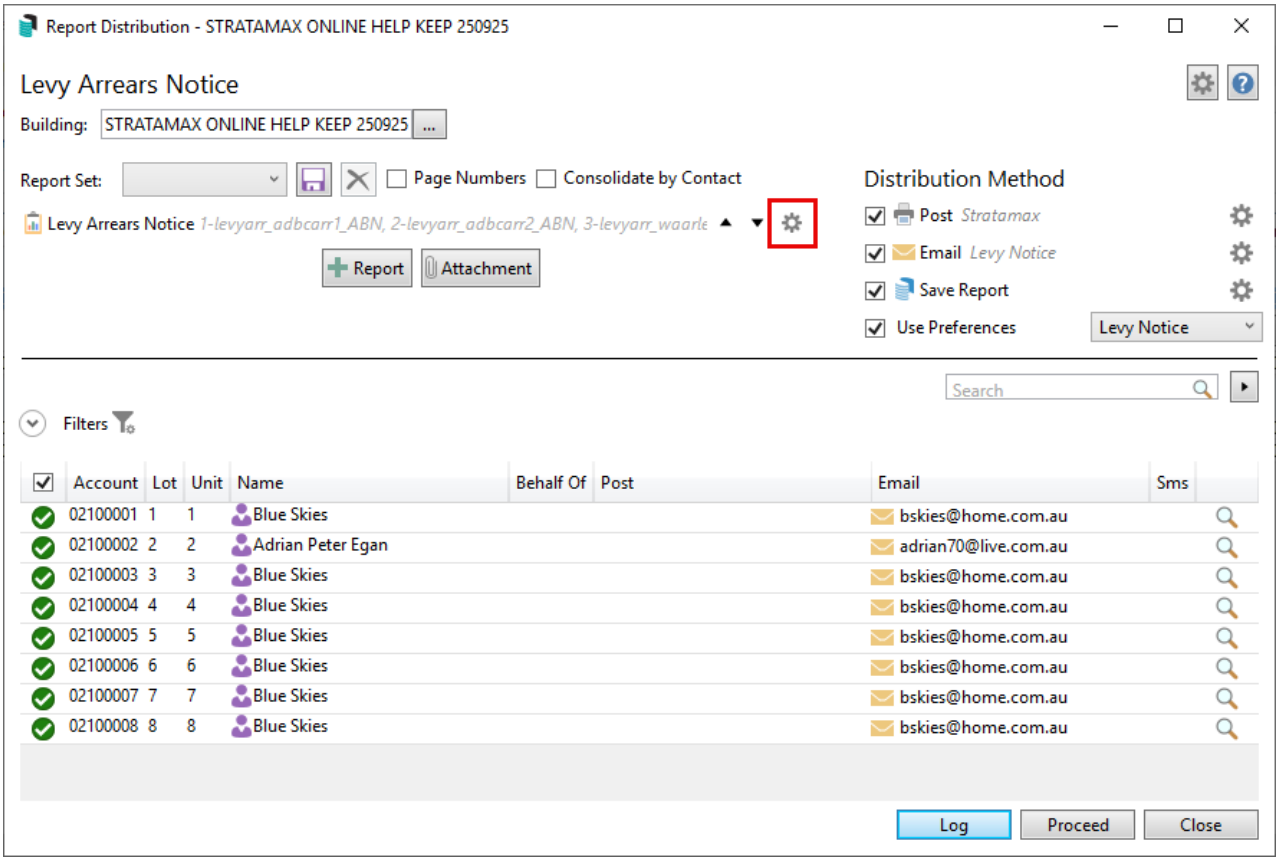
1. Review Arrears Notice Setup and Fee Setup to ensure correct and valid.
2. Search or select ***Levy Managment***.

3. Select *Options* and select *Arrears Manager*.
4. Click *Process Outstanding Fees,* the calidation message will clear once processing is complete.



Arrears Notice Setup

The arrears process in StrataMax is designed around an *arrears schedule* (configured in *Arrears Notice Setup*), which once configured, can issue different types of notices or letters based on a lot account balance, and the age of the a balance. For each arrears notice or letter, varying arrears fees can also be charged. Each arrears notice can have its own set of rules for the minimum arrears balance, and its own template or notice.



Levy Arrears Configuration

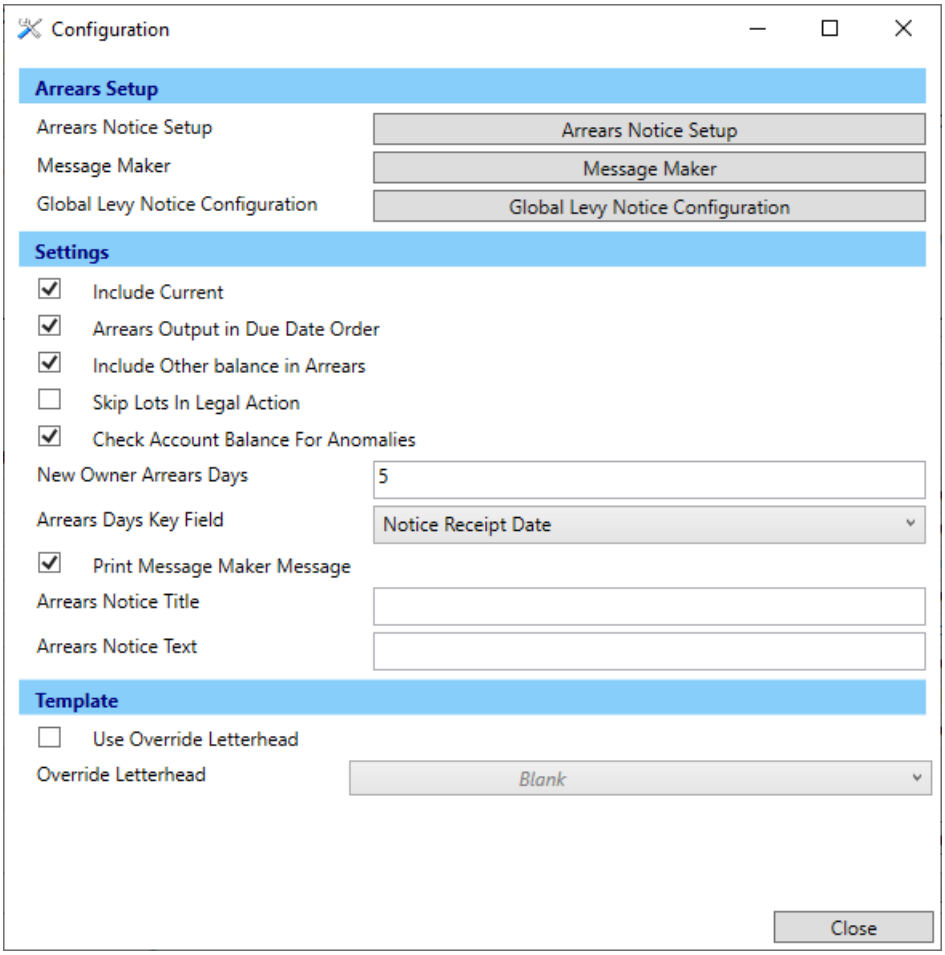
The Configuration for Arrears Management, access to Arrears Notice Setup,Global Levy Notice Configuration and Message Maker are also located in Configuration.

1. Search or select ***Levy Management***.
2. Click *Options* and *Levy Arrears*.
3. Click on the cog wheel to open the *Configuration* screen:

- Include Current: Includes current levies not yet overdue.
- Arrears Output in Due Date Order: this setting outputs arrears in due date order when ticked and outputs fund order when not ticked.
- Include Other Balance arrears: Includes balances that are not levy arrears when ticked.
- Skip Lots in Legal Action: This setting will not include accounts in legal action when ticked.
- Check Account Balances for Anomalies: This setting will check for incorrect balances and log why a notice was not produced. When not set the notice will be produced regardless of account balance issues.
- New Owner Arrears Days: Set the number of days here to determine how many days after a change of ownership notices should be issued.
- Arrears Days Key Field: Linked to the above setting:
    - *Transfer Date* will observe the date the Change of Ownership was completed in the***Roll***.
    - *Notice Receipt Date* will observe the Date of Receipt of Notice field in the ***Roll***.
- Print Message Maker Message: To activate printing messages from ***Message Maker*** in Levy Arrears.

Templates

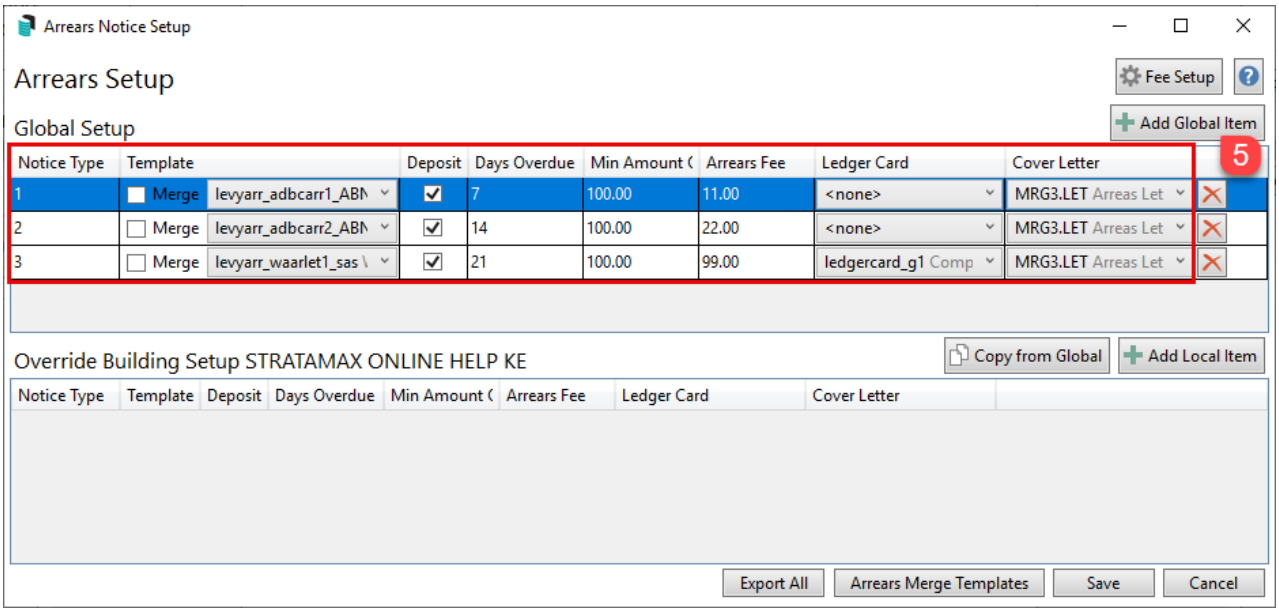
- Tick *Override Letterhead* to set a letterhead for the selected Building only.
- Click the Override Letterhead drop down to select the local override letterhead.



Arrears Notice Setup | Global Setup

The arrears process in StrataMax is designed around an *arrears schedule* (configured in *Arrears Notice Setup*), which once configured, can issue different types of notices or letters based on a lot owner's balance, and the age of the a balance. For each arrears notice or letter, varying arrears fees can also be charged. Each arrears notice can have its own set of rules for the minimum arrears balance, and its own template or notice. You can also produce a report of the Arrears Notice Setup across your portfolio and report on all Arrears Schedule information such as days overdue and which template is being used.

1. Search or select ***Levy Management***.
2. Click *Reports* and select *Levy Arrears*.
3. Click on the cog wheel to access the *Configuration*.
4. Click *Arrears Notice Setup* button.
5. Click *Add Global Item*.
6. Review the Notice Type, select a Template, tick to include a Deposit Slip if applicable, enter the *Days Overdue* required to produce an Arrears Notice, Min Amount Overdue, Arrears Fee to charge, Ledger Card if to be included, Cover Letter from Merge Templates.
7. Click *Save*.
8. Repeat to continue the setup for the number of notices for the schedule.



Ledger Card can be ticked if you would like to attach the lot's ledger card to the arrears notice/letter. When ticked, you'll be able to select a *Ledger Card Template*. Review the ***Ledger Card*** Configuration Cog for further *Address Options* for Recipients.

Export All: When the *Export All* button is clicked, this will export the Global information from the Arrears Schedule, including templates and fees and Export details into an Excel Report. Any buildings which have a local Override Building Setup configured will be listed separately on this report. This report can be used to identify any buildings with a local Arrears Schedule setup, not all buildings will be listed, only buildings with a local Override Building Setup. Any buildings not listed are using the Global Arrears Schedule.

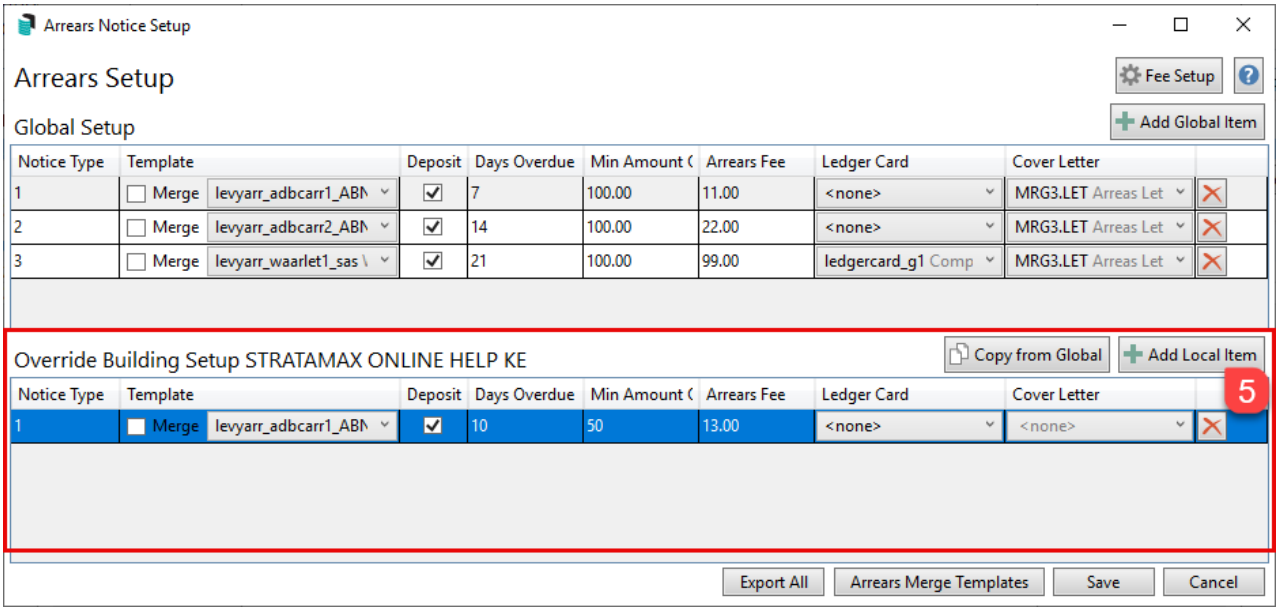
Arrears Merge Templates: Select *Arrears Merge Templates* to access ***Merge Letters*** where you can configure the Arrears Merge Templates as required.

Arrears Notice Setup | Override Building Setup

If a building has a separate arrears arrangement, the Override Building Setup can be configured. There is the option to use the *Copy from Global* button which will copy the Global Setup to the Building Override Setup which can then be amended further.

1. Search or select ***Levy Management***.
2. Click *Reports* and select *Levy Arrears*.
3. Click on the cog wheel to access the *Configuration*.
4. Click *Arrears Notice Setup* button.
5. Click *Add Local Item*.

6. Enter Override Building Setup Arrears Schedule as required.
7. Click *Save*.



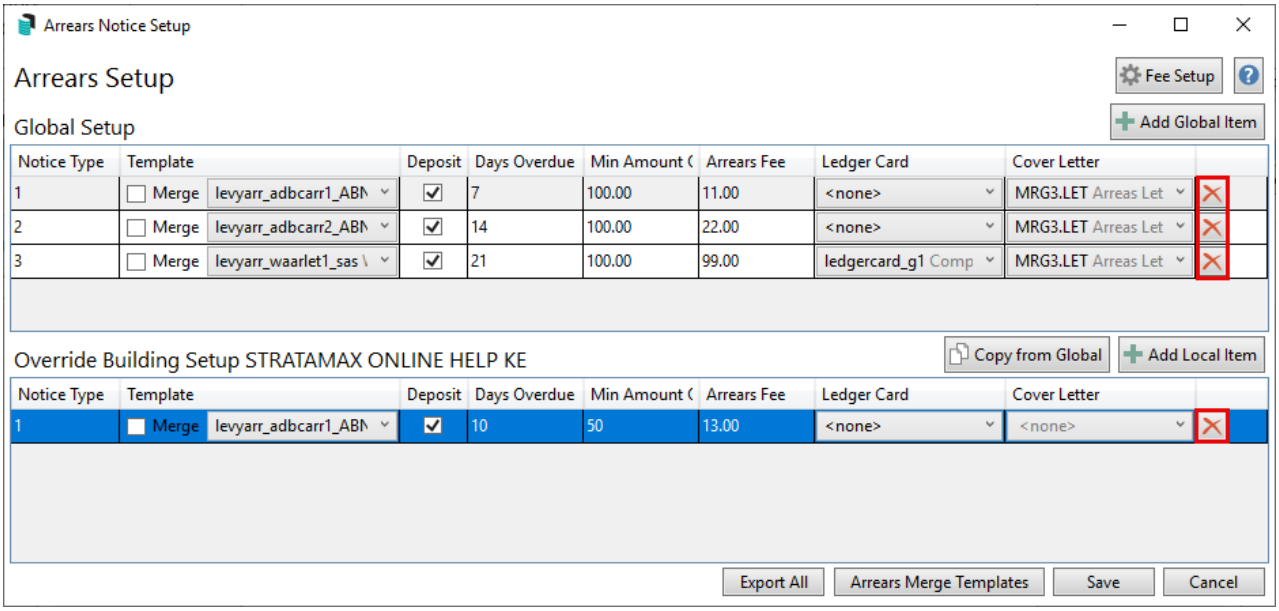
Export All: When the *Export All* button is clicked, this will export all the information from the Arrears Schedule for all buildings, including templates and fees and Export details into an Excel Report. This can be used to identify any buildings with a local Arrears Schedule setup.

Arrears Merge Templates: Select *Arrears Merge Templates* to access ***Merge Letters*** where you can configure the Arrears Merge Templates as required.

Delete Arrears Notice Setup

To delete an Arrears Notice Type or Arrears Letter, click on the red X to remove that Notice Type, or to remove a Override Building Setup to revert back to the Global schedule.

1. Search or select ***Levy Management***.
2. Click *Reports* and select *Levy Arrears*.
3. Click on the cog wheel to access the *Configuration*.
4. Click *Arrears Notice Setup* button.
5. Click on the red X next to the Notice Type to be deleted.



Arrears Fee Setup

A fee can automatically be charged to a lot account when an arrears notice or letter is sent to the owner. There are two ways to present these fees in the financials for the building. The setup incorporates GLMax and ***Invoice Link Manager***.

Arrears Fee Setup allows for arrears fees to be charged to the building or to the lot owner.

You can view the Arrears Fees once processed, from the***Local Transactions***. The Extra Details column will list a -1 or -2 or -3 onwards depending on the Arrears Notice being charged for.

Global Setup

1. Search or select ***Levy Management***.
2. Click *Reports* and select *Levy Arrears*.
3. Set the Fee Setup as required:

- *Managers Account Code:* This is the creditor account code for the Strata Management Company.
- *Fees Account:* This is often the arrears clearing account, or the building expense code for arrears fees when charging to the building or the lot account.
- *Invoice Code:* This is the *Levy Invoice Code* used to charge arrears fees to the lot account (default is 18 - Other).
- *Export to TRMax:*
    - If ticked: the *GLMaxInvoice Code* field should be the *Invoice Code* number for the arrears fees that has been set up in the ***Edit Invoice List*** menu in ***GLMax***.
    - If not ticked: the fees will post to the account code in the*Fees Account* field above, and immediately create a transaction to credit the Strata Management Company creditor account,

08200*** and debit the Fees Account.

Charge Building Only | Export to TRMax

When *Charge Building Only* is used and *Export to TRMax* is ticked the following transactions are created:

Debit the Building Charge Code
Credit the Fee Account

A TRMax record is created, and when *Process Recoveries* is completed, the following transactions are created to the Building:

Debit Fee Account
Credit the Managers Account Code

Charge Building Only | No Export to TRMax

If *Charge Building Only* is ticked, the same transactions are created, the arrears fees will post to the account code set in *Building Charge Code* and immediately create the transaction in the building accounts:

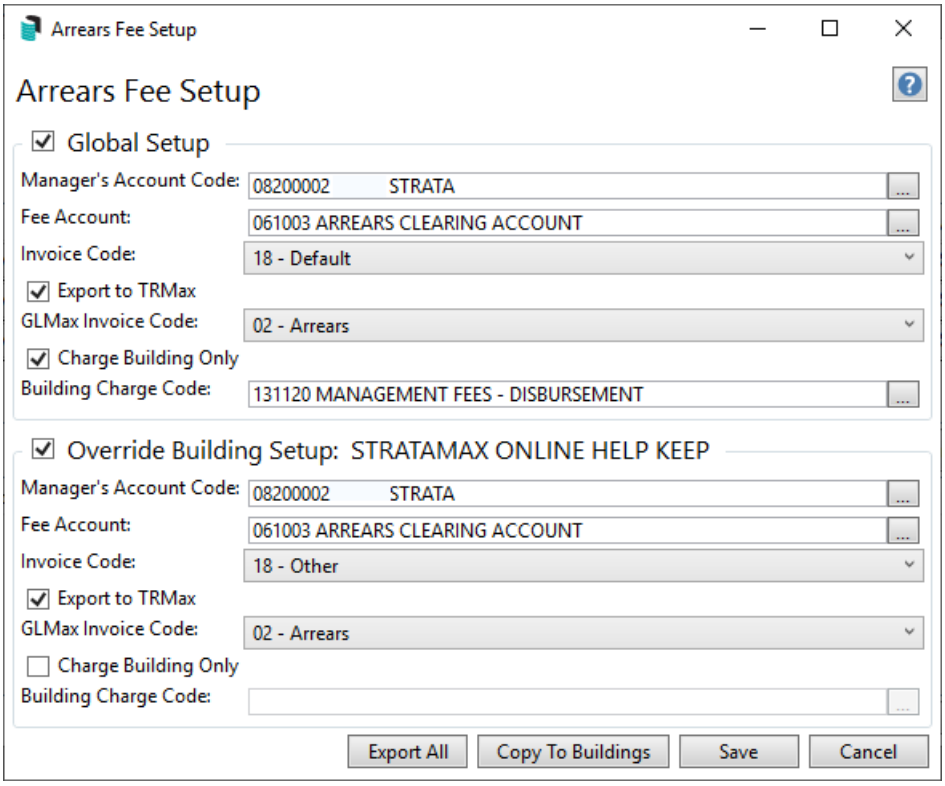
Debit the Building Charge Code
Credit the Fee Account

Debit Fee Account
Credit the Managers Account Code

Override Building Setup

If you have a Building which requires a different fee setup to the Global Setup, this can be configured.

1. Search or select ***Levy Management***.
2. Click *Reports* and select *Levy Arrears*.
3. Tick Override Building Setup.
4. Set the Fee Setup as required, refer to information above for Arrears Fee Setup.
5. Click *Save*.



Export All: When the *Export All* button is clicked, this will export all Arrears Fee Setup information for Arrears Fee Account Code, and Export details into an Excel Report.

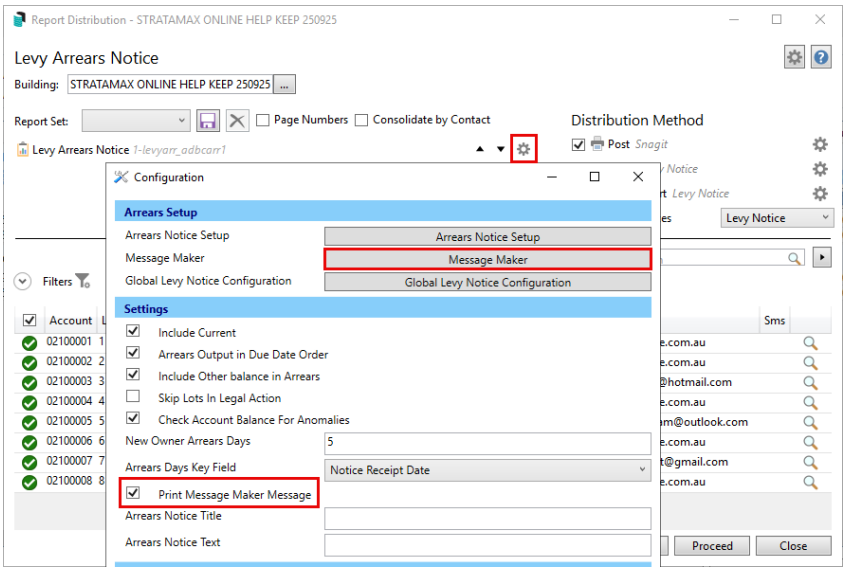
Copy To Buildings: The *Copy to Buildings* button will open the Building selector. The Override Building setup can then be copied to tagged buildings.

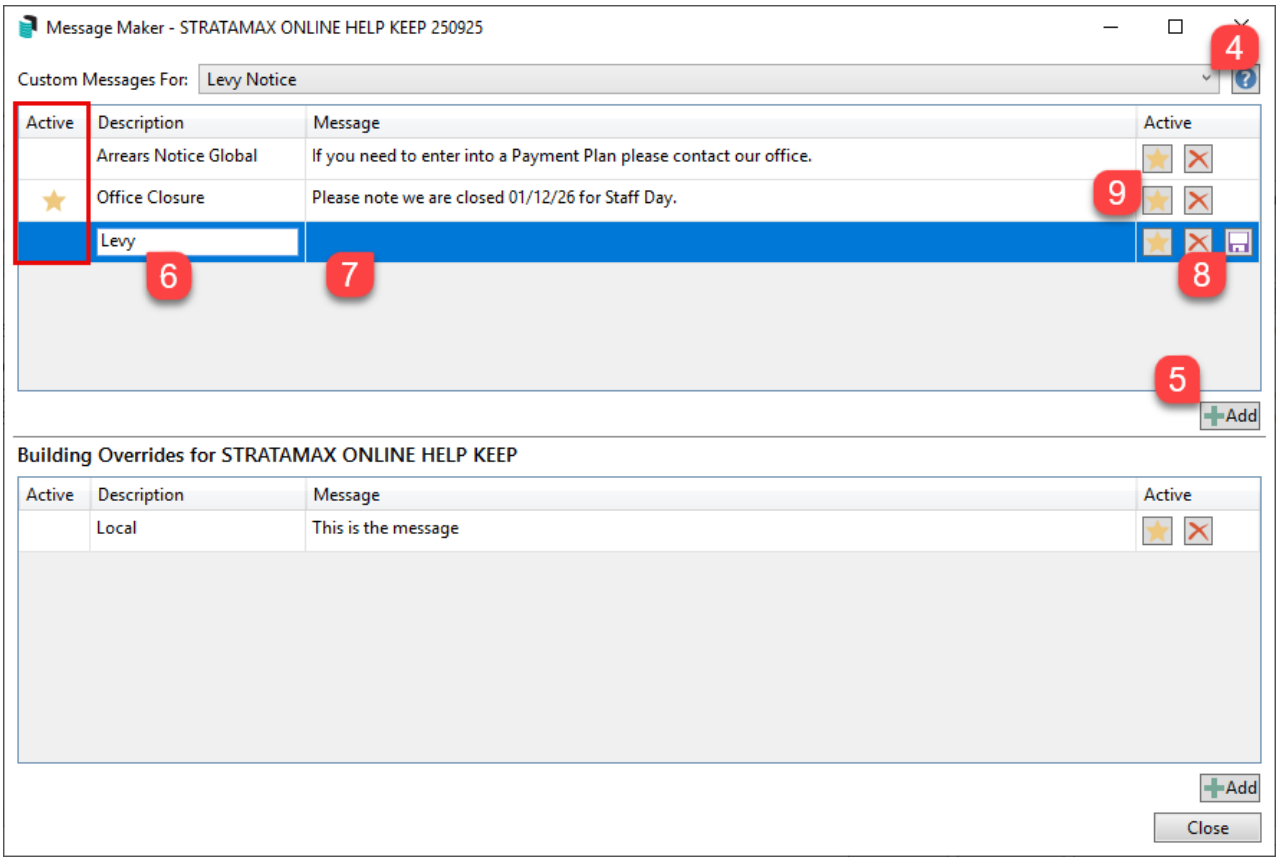
Message Maker

The ***Message Maker*** is used to create, edit, or delete custom messages both Global and Local for Levy Arrears and Levy Notices when issuing notices through Report Distribution. The configuration for *Print Message Maker Message* must be set from Levy Arrears Configuration.

1. Search or select ***Levy Management***.
2. Select *Reports* and select *Levy Arrears*.
3. Click on the cog wheel to open the Configuration and select *Message Maker*.
4. From the drop-down arrow beside Custom Messages to select Levy Notices or Levy Arrears Notices.
5. Select the *Add* button under Global or Building Override windows to add a new message line item.
6. Click into the *Description* field and click again to activate the cursor and add a Description for the Message.
7. Click into the Message field and click again to activate the cursor and add the message.
8. Click the *Save* icon to save the message.

9. Click the *Star* icon to set the message as active. Toggling this icon will remove the Active status if required.
10. Click the *delete* icon to remove a message if required.
11. Click *Close* to exit the screen.





Arrears Merge Templates

If an Arrears Letter is being used as the Template in the Arrears Setup, this can be edited or created from *Arrears Merge Templates*. When you tick *Merge* in the Template column in Arrears Notice Setup this list will be produced for selection.

Note: If you require an Arrears Cover Letter, the drop down list is produced from ***Merge Letters*** selecting the *StrataMax List* button.

1. Search or select ***Levy Management***.
2. Click *Reports* and select *Levy Arrears*.
3. Click *Arrears Merge Templates*, this will open ***Merge Letters*** and then edit Arrears Letter Templates.
4. Click *Save* or *Cancel* as required.

Levy Arrears Pre-Issue

Prior to issuing Arrears Notices, produce a Global or per Building *Pre-Issue Report* to Excel which provides a report of owners currently overdue for the selected buildings, and now provides information to help analyse lot accounts which may or may not issue. The columns will display:

- Building Name and Number.
- Account Manager.
- The Lot Number and Unit Number.
- Arrears Notice Type to be issued.
- Days Overdue.
- Total amount of levy arrears Overdue.
- If the lot is set to Arrears Notice Disabled.
- Last Arrears Notice Date.
- Last Arrears Letter Date.
- Legal Action Date.
- Date of Acquisition.
- Committee Member.

1. Search or select ***Levy Management***.
2. Select *Reports* and click *Levy Arrears Pre-Issue.*
3. Tag all or a subset of buildings then *Proceed*.
4. This report can then be checked before issuing the Arrears Notices.

Building Name	Building Number	Account Manager	Notice Type	Account Code	Account Name	Lot Number	Unit Number	Days Overdue	Total Amount Overdue	Arrears Disabled	Committee Member	Acquired Date	Last Arrears Notice Date	Last Arrears Letter Date	Legal Action Date
STRATAMAX ONLINE HELP	250925		1	02100002	Adrian Peter Egan	2	2	206	1124.00		No	21/04/2026	20/05/2026	20/05/2026	
STRATAMAX ONLINE HELP	250925		1	02100006	Blue Skies	6	6	206	1124.00	Disabled	Yes	1/02/2025	20/05/2026	30/04/2026	

Levy Overdue Accounts

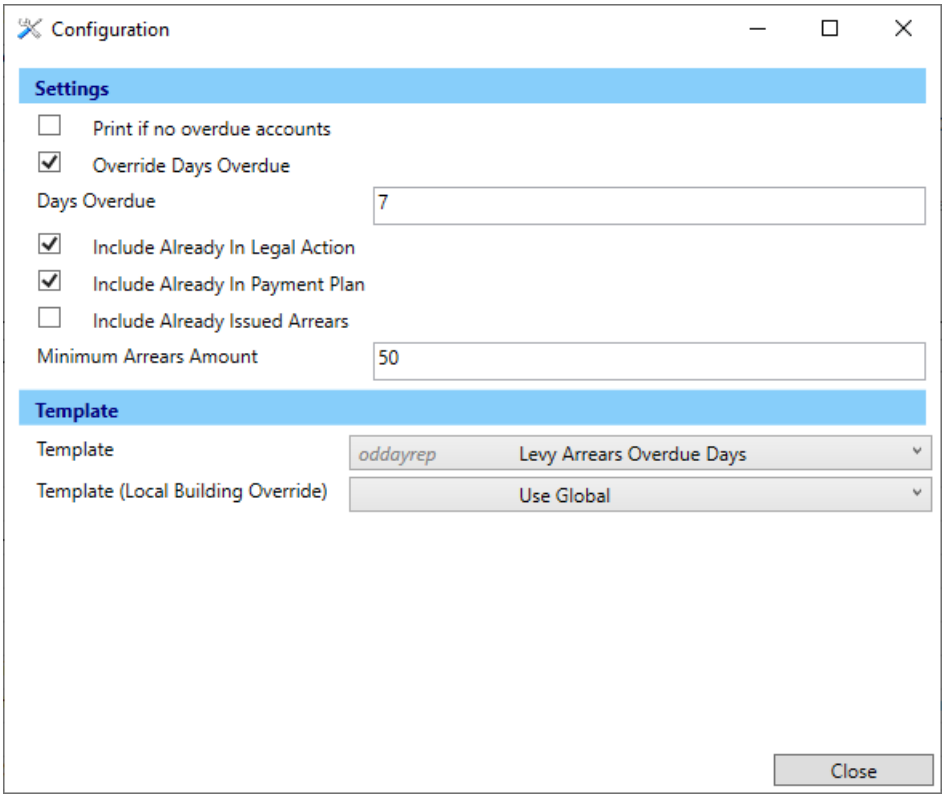
Produce a per Building Report, which can be exported to Excel on overdue accounts. This report can be used to review lot accounts requiring Legal Action or if their Arrears Notice schedule to be reset in Arrears Manager. This report will include if the Lot is set to Arrears Notice Disabled.

1. Search or select ***Levy Management***.
2. Select *Reports* and click *Levy Overdue Accounts.*
3. Tag all Buildings or a subset of Buildings then*Proceed*.

Levy Overdue Accounts | Configuration

1. Search or select ***Levy Management***.
2. Select *Reports* and click *Levy Overdue Accounts.*
3. Click the configuration cog to open the Overdue Report Configuration settings:

- Print if no overdue accounts: If set, a blank page will print if there is no data for the selected building.
- Override Days Overdue: Tick this box, to enable the Days Overdue override and set the number of overdue days observed for the report. Setting this will override the days overdue set in Arrears Notice Setup.
- Include Already in Legal Action: Setting this will include accounts that have been added to Legal Action. Accounts in Legal Action will be excluded if this is unticked.
- Include Already in Payment Plan: Setting this will include accounts that have been added to a Payment Plan. Accounts in a Payment Plan will be excluded if this is unticked.
- Include Already Issued Arrears: Setting this option will include accounts that have already been issued with an Arrears Notice
- Minimum Arrears Amount: This is the amount that will be used to report overdue accounts and overrides minimum amount overdue fields in Arrears Notice Setup.



FAQs

Q. How do I set the printer for each Arrears Notice/Letter.
A. This is set in Report Distribution under Levy Arrears, click on the cog wheel next to the Post option.

Q. What has been removed in this version?
A. The Process fees and logs setting has been removed in the new Levy Arrears configuration. Fees and logs will be processed automatically when arrears notices are produced.

Q. If a lot account is added to the Returned Mail Register will an Arrears Notice issue?
A. No, any lot accounts added to the Returned Mail Register will be excluded from the Levy Arrears process.

Q. We used to run the Overdue Report from Legal Action, do we now run the Pre-Issue Report?
A. Yes the Pre-Issue will report any lot accounts which meet the Arrears Notice Schedule criteria. This

report should be produced prior to issuing Arrears Notices, and there are further Configuration settings such as Include Already in Legal Action or Payment Plan for further control.

Q. Is the Overdue Report in Levy Management for all buildings?
A. The Overdue Report is a per building report. We recommend using the Pre-Issue report prior to issuing Arrears Notices.

Q. What is the difference between the Last Arrears Notice Date and the Last Arrears Letter Date on the Pre-Issue Report?
A. The Last Arrears Notice Date will be populated when an Arrears Notice is issued, whereas the Last Arrears Letter Date will display when a Cover Letter is included with the Arrears Notice or if a Merge Letter is selected as the Arrears Template.

Q. If I need to skip a notice in the schedule or if I have cleared too far what can be done to move from example Notice 1 to Notice 3.
A. You will need to issue each notice in the schedule, you cannot jump or skip forward. The tip is to set to Print and then produce the notice but not send this to the recipient, this will mark that notice number as as issued. Then set back to Email or as required and issue the next notice. Consideration should be applied as to if the Arrears Notice Fee needs to be cleared and TRMax charge reviewed.

Q. An arrears notice is not issuing for a lot, what should I check?
A. Refer to the Levy Arrears Manager, Export All option which is a good starting place to show you some relevant information about the balances, days and a notes column. Also check the lot is not set to Disable or in Legal Action. All criteria in Arrears Notice Setup must be met, including Minimum Arrears.