

# Arrears Management - New

Last Modified on 10/06/2026 2:04 pm 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 update forms part of our ongoing improvements to standardise workflows and provide a more 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.

The instructions in this article relate to StrataMax Version 5.6.155 onwards. Please contact our Support Team to assist with activation.

## 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.

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 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 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.

Account Code	Lot	Unit	Account Name	Overdue	Balance	Arrears Notice Disabled	Last Arrears Notice	Legal Action	Notes	Issues
02100001	1	1	Blue Skies	758.00	758.00	Yes <input type="button" value="Enable"/>	Date: 20/05/2026 Type: 2 Clear: No		Testing Arrears Note...	Arrears Notice disabled
02100002	2	2	Adrian Peter Egan	1,099.00	1,099.00	No <input type="button" value="Disable"/>	Date: 20/05/2026 Type: 1 Clear: No		29/04/26 Arrears Not...	
02100003	3	3	Jacinta C Healy	1,000.00	1,000.00	No <input type="button" value="Disable"/>	Date: 20/05/2026 Type: 1 Clear: No		05/05/26 Arrears Not...	
02100004	4	4	Blue Skies	1,000.00	1,000.00	Yes <input type="button" value="Enable"/>	Date: 20/05/2026 Type: 1 Clear: No		20/05/26 Arrears Not...	Arrears Notice disabled
02100005	5	5	Danielle Louise Outram	1,099.00	1,099.00	No <input type="button" value="Disable"/>	Date: 20/05/2026 Type: 1 Clear: No			Ownership recently changed
02100006	6	6	Blue Skies	1,099.00	1,099.00	No <input type="button" value="Disable"/>	Date: 20/05/2026 Type: 1 Clear: No		29/04/26 Arrears Not...	
02100007	7	7	Blue Skies	1,099.00	1,099.00	Yes <input type="button" value="Enable"/>	Date: 20/05/2026 Type: 1 Clear: No		29/04/26 Arrears Not...	Arrears Notice disabled
02100008	8	8	Blue Skies	1,000.00	1,000.00	No <input type="button" value="Disable"/>	Date: 20/05/2026 Type: 1 Clear: No		20/05/26 Arrears Not...	

Include Accounts with Nil or Credit balance    Arrears Notes Category: Levy Arrears

## 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 receive 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.

- **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.

Refer to [Credit Arrears Fee](#) if the Arrears Fee requires cancelling.

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.

Arrears Manager - STRATAMAX ONLINE HELP KEEP 250925

Account Code	Lot	Unit	Account Name	Overdue	Balance	Arrears Notice Disabled	Last Arrears Notice	Legal Action	Notes	Issues
02100001	1	1	Blue Skies	758.00	758.00	Yes	Enable		Testing Arrears Note...	Arrears Notice disabled
02100002	2	2	Adrian Peter Egan	1,099.00	1,099.00	No	Disable			
02100003	3	3	Jacinta C Healy	1,000.00	1,000.00	No	Disable			
02100004	4	4	Blue Skies	1,000.00	1,000.00	Yes	Enable			
02100005	5	5	Danielle Louise Outram	1,099.00	1,099.00	No	Disable			
02100006	6	6	Blue Skies	1,099.00	1,099.00	No	Disable			
02100007	7	7	Blue Skies	1,099.00	1,099.00	Yes	Enable			
02100008	8	8	Blue Skies	1,000.00	1,000.00	No	Disable			

Date	Type	Template	Arrears Fee	Clear	First Levy	Due Date	Set Status
20/05/2026	2	levyarr_	22.00		00001	01/12/2025	Clear Unclear Delete
20/05/2026	3	levyarr_	99.00		00001	01/12/2025	Clear Unclear Delete
20/05/2026	1	levyarr_	11.00		00001	01/12/2025	Clear Unclear Delete
22/04/2026	3	levyarr_	99.00	Clear	00001	01/12/2025	Clear Unclear Delete
22/04/2026	2	levyarr_	22.00	Clear	00001	01/12/2025	Clear Unclear Delete
22/04/2026	1	levyarr_	11.00		00001	01/12/2025	Clear Unclear Delete

Include Accounts with Nil or Credit balance Arrears Notes Category: Levy Arrears

Arrears Notice Setup View Log Clear All Close

## 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*.

Arrears Manager - STRATAMAX ONLINE HELP KEEP 250925

Account Code	Lot	Unit	Account Name	Overdue	Balance	Arrears Notice Disabled	Last Arrears Notice	Legal Action	Notes	Issues
02100001	1	1	Blue Skies	1,758.00	1,758.00	Yes	Enable		Testing Arrears Note...	Arrears Notice disabled
02100002	2	2	Adrian Peter Egan	1,099.00	1,099.00	No	Disable		29/04/26 Arrears Not...	
02100003	3	3	Jacinta C Healy	1,000.00	1,000.00	No	Disable			Ownership recently changed
02100004	4	4	Blue Skies	1,000.00	1,000.00	Yes	Enable			Arrears Notice disabled
02100005	5	5	Blue Skies	1,099.00	1,099.00	No	Disable		29/04/26 Arrears Not...	
02100006	6	6	Blue Skies	1,099.00	1,099.00	No			29/04/26 Arrears Not...	
02100007	7	7	Blue Skies	1,099.00	1,099.00	No			29/04/26 Arrears Not...	
02100008	8	8	Blue Skies	1,000.00	1,000.00	Yes				Arrears Notice disabled

Set 'Clear' on all lots

Are you sure you want to set the Clear flag for all lots?

Yes No

Include Accounts with Nil or Credit balance Arrears Notes Category: Levy Arrears

View Log **Clear All** Close

## Notes

Click the *Notes* icon next to the Lot account to view the Levy Arrears Notes. The Notes column will

display the most recent Note. Set the *Arrears Notes Category*, so when Arrears Notices are produced they are logged into the Notes for the Lot account.

## 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.

The screenshot shows the 'Log Viewer - STRATAMAX ONLINE HELP KEEP 250925' window. It features a search interface with the following filters:

- Restrict To:**
  - Field: Date/Time, Condition: is greater than or equal to, Value: Today
  - Field: Category, Condition: is any of, Value: ARRCOND.LOG, ARREARS.LOG, ARRNOT.LOG, ArrNoticeClr, LevyArrears
  - Field: Username, Condition: is equal to, Value: (empty)
  - Field: Description, Condition: does not contain, Value: no unpaid

Summary text: Date/Time is greater than or equal to Today, Category is any of ARREARS.LOG or LevyArrears or ARRNOT.LOG or ArrNoticeClr or ARRCOND.LOG, Description does not contain no unpaid, Sorted By Date/Time Newest First, Limited to 1,000 records

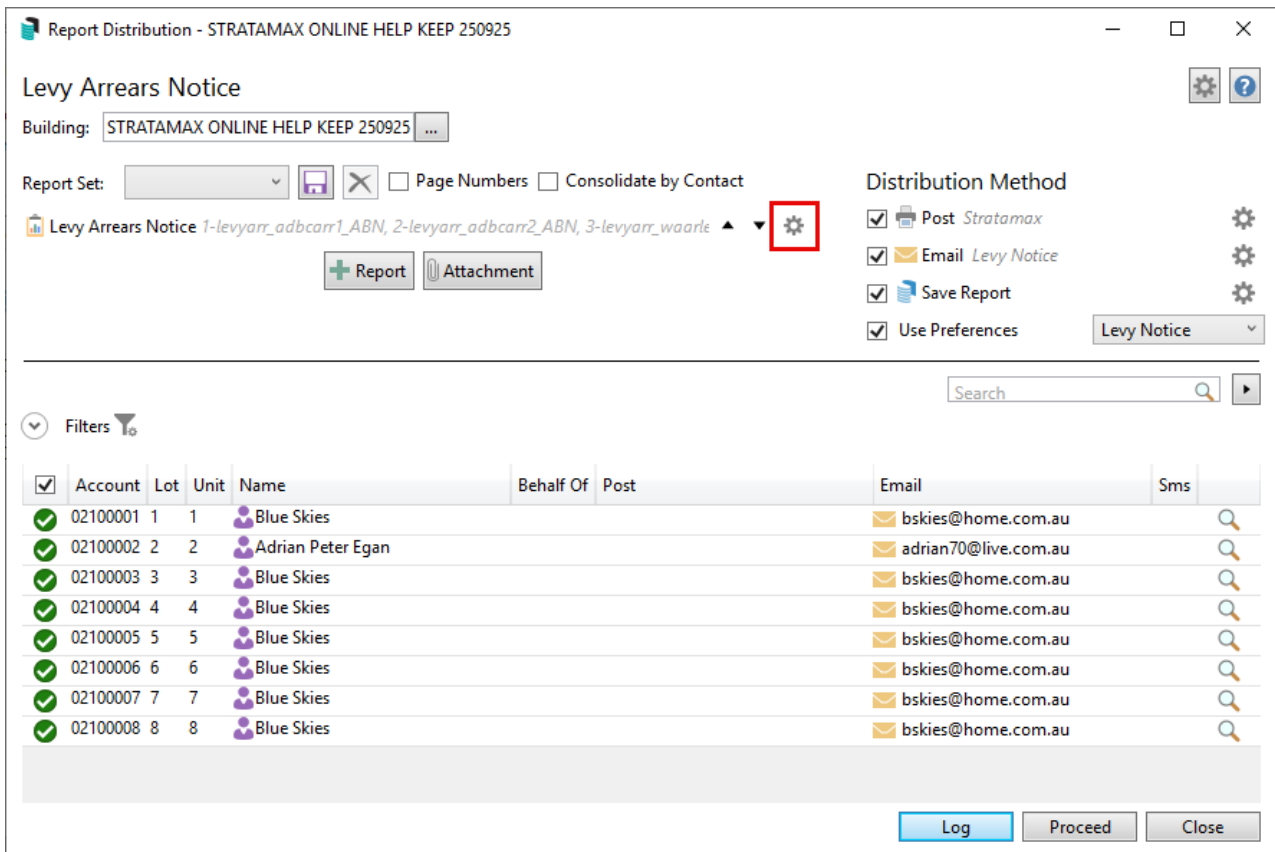
9 records displayed

Date/Time	Log Level	Username	Description	Building	Category
12/05/2026 12:53:27 PM	Info	lana.clarke	Arrears Log Clear Flag for A/c:02100002 Switched 30/04/2026 to Clear	250925	ARREARS.LOG
12/05/2026 12:53:17 PM	Info	lana.clarke	No Send Arrears for A/c:02100007 set to Y (Arrears Disabled)	250925	ARREARS.LOG
12/05/2026 9:42:02 AM	Info	lana.clarke	02100008 Arrears Notice not sent because No Arrears Notice flag is set on the account	250925	ARRNOT.LOG
12/05/2026 9:42:00 AM	Info	lana.clarke	02100004 Arrears Notice not sent because No Arrears Notice flag is set on the account	250925	ARRNOT.LOG
12/05/2026 9:41:58 AM	Info	lana.clarke	02100001 Arrears Notice not sent because No Arrears Notice flag is set on the account	250925	ARRNOT.LOG
12/05/2026 9:41:50 AM	Info	lana.clarke	02100019 Arrears Notice not sent because days overdue 7 is less than 14	100866	ARRNOT.LOG
12/05/2026 9:41:49 AM	Info	lana.clarke	02100014 Arrears Notice not sent because days overdue 7 is less than 14	100866	ARRNOT.LOG
12/05/2026 9:41:49 AM	Info	lana.clarke	02100014 Arrears Notice not sent because days overdue 7 is less than 14	100866	ARRNOT.LOG
12/05/2026 9:41:48 AM	Info	lana.clarke	02100012 Arrears Notice not sent because no arrears setup found for next notice level 4	100866	ARRNOT.LOG

Buttons: Print, Load/Edit/Delete Search, Save Search, Save Search As, Close

## 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.



## Configuration

Review the Configuration for the Arrears Management, access to Arrears Notice Setup 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*.

## 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.

The screenshot shows a 'Configuration' window with the following sections:

- Arrears Setup**
  - Arrears Notice Setup: [Arrears Notice Setup]
  - Message Maker: [Message Maker]
- Settings**
  - Include Current
  - Arrears Output in Due Date Order
  - Include Other balance in Arrears
  - Skip Lots In Legal Action
  - Check Account Balance For Anomalies
  - New Owner Arrears Days: [5]
  - Arrears Days Key Field: [Notice Receipt Date]
- Template**
  - Use Override Letterhead
  - Override Letterhead: [Blank]

A 'Close' button is located at the bottom right of the window.

## 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.

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.

Arrears Notice Setup

Arrears Setup

Global Setup

Notice Type	Template	Deposit	Days Overdue	Min Amount (	Arrears Fee	Ledger Card	Cover Letter		
1	<input type="checkbox"/> Merge	levyarr_adbcarr1_ABN	<input checked="" type="checkbox"/>	7	100.00	11.00	<none>	MRG3.LET Arrears Let	X
2	<input type="checkbox"/> Merge	levyarr_adbcarr2_ABN	<input checked="" type="checkbox"/>	14	100.00	22.00	<none>	MRG3.LET Arrears Let	X
3	<input type="checkbox"/> Merge	levyarr_waarlet1_sas \	<input checked="" type="checkbox"/>	21	100.00	99.00	ledgercard_g1 Comp	MRG3.LET Arrears Let	X

Override Building Setup STRATAMAX ONLINE HELP KE

Copy from Global Add Local Item

Notice Type	Template	Deposit	Days Overdue	Min Amount (	Arrears Fee	Ledger Card	Cover Letter
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Arrears Merge Templates Save Cancel

*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*.

## 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*.

Arrears Notice Setup

Arrears Setup

Global Setup

Notice Type	Template	Deposit	Days Overdue	Min Amount C	Arrears Fee	Ledger Card	Cover Letter	
1	<input type="checkbox"/> Merge levyarr_adbcarr1_ABN	<input checked="" type="checkbox"/>	7	100.00	11.00	<none>	MRG3.LET Arrears Let	<input type="checkbox"/>
2	<input type="checkbox"/> Merge levyarr_adbcarr2_ABN	<input checked="" type="checkbox"/>	14	100.00	22.00	<none>	MRG3.LET Arrears Let	<input type="checkbox"/>
3	<input type="checkbox"/> Merge levyarr_waarlet1_sas	<input checked="" type="checkbox"/>	21	100.00	99.00	ledgercard_g1 Comp	MRG3.LET Arrears Let	<input type="checkbox"/>

Override Building Setup STRATAMAX ONLINE HELP KE

Notice Type	Template	Deposit	Days Overdue	Min Amount C	Arrears Fee	Ledger Card	Cover Letter	
1	<input checked="" type="checkbox"/> Merge levyarr_adbcarr1_ABN	<input checked="" type="checkbox"/>	10	50	13.00	<none>	<none>	<input type="checkbox"/>

Arrears Merge Templates Save Cancel

## 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 Notice Setup

Arrears Setup

Global Setup

Notice Type	Template	Deposit	Days Overdue	Min Amount C	Arrears Fee	Ledger Card	Cover Letter	
1	<input type="checkbox"/> Merge levyarr_adbcarr1_ABN	<input checked="" type="checkbox"/>	7	100.00	11.00	<none>	MRG3.LET Arrears Let	<input type="checkbox"/>
2	<input type="checkbox"/> Merge levyarr_adbcarr2_ABN	<input checked="" type="checkbox"/>	14	100.00	22.00	<none>	MRG3.LET Arrears Let	<input type="checkbox"/>
3	<input type="checkbox"/> Merge levyarr_waarlet1_sas	<input checked="" type="checkbox"/>	21	100.00	99.00	ledgercard_g1 Comp	MRG3.LET Arrears Let	<input type="checkbox"/>

Override Building Setup STRATAMAX ONLINE HELP KE

Notice Type	Template	Deposit	Days Overdue	Min Amount C	Arrears Fee	Ledger Card	Cover Letter	
1	<input checked="" type="checkbox"/> Merge levyarr_adbcarr1_ABN	<input checked="" type="checkbox"/>	10	50	13.00	<none>	<none>	<input type="checkbox"/>

Arrears Merge Templates Save Cancel

# 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.

## 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*.

The screenshot shows a software window titled "Arrears Fee Setup". It contains two main sections: "Global Setup" and "Override Building Setup: STRATAMAX ONLINE HELP KEEP".

**Global Setup:**

- Global Setup
- Manager's Account Code: 08200002 STRATA
- Fee Account: 061003 ARREARS CLEARING ACCOUNT
- Invoice Code: 18 - Default
- Export to TRMax
- GLMax Invoice Code: 02 - Arrears
- Charge Building Only
- Building Charge Code: 131120 MANAGEMENT FEES - DISBURSEMENT

**Override Building Setup: STRATAMAX ONLINE HELP KEEP:**

- Override Building Setup: STRATAMAX ONLINE HELP KEEP
- Manager's Account Code: 08200002 STRATA
- Fee Account: 061003 ARREARS CLEARING ACCOUNT
- Invoice Code: 18 - Other
- Export to TRMax
- GLMax Invoice Code: 02 - Arrears
- Charge Building Only
- Building Charge Code: (empty)

At the bottom of the window are four buttons: "Export All", "Copy To Buildings", "Save", and "Cancel".

**Export All:** When clicked will export all Arrears Fee Setup information for Arrears Fee Account Code, and Export details into an Excel Report. To access the Export All button, tick Override Building Setup or access from a building with a local Override configured.

**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.

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.

Message Maker - STRATAMAX ONLINE HELP KEEP 250925

Custom Messages For: Levy Arrears Notice

Active	Description	Message	Active
<input checked="" type="checkbox"/>	Arrears Notice Global	If you need to enter into a Payment Plan please contact our office.	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Office Closure	Please note we are closed 01/12/26 for Staff Day.	<input type="checkbox"/>
<input type="checkbox"/>	Arrears		<input type="checkbox"/>

+ Add

Building Overrides for STRATAMAX ONLINE HELP KEEP

Active	Description	Message	Active
<input type="checkbox"/>	Local	This is the message	<input type="checkbox"/>

+ Add

Close

Print Message from Arrears Notice will need to be ticked and Set as Default to display the active message from Message Maker.

- Existing messages from Arrears Notices will be automatically migrated to Levy Management during upgrade to this version.
- Post-upgrade changes are not synchronised across modules.

## Arrears Merge Templates

If a [Merge Letter](#) is being used as the Template in the Arrears Setup, this can be edited or created from Arrears Merge Templates.

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

Produce a Global or per Building Report to Excel which provides a report of owners currently overdue for the selected buildings, columns will display what arrears notice will be issued, the lot, unit number, amount of levy arrears outstanding. This report can then be checked before issuing the Arrears Notices.

1. Search or select **Levy Management**.
2. Select *Reports /Levy Arrears Pre-Issue*.
3. Tag all Buildings or subset of Buildings then *Proceed*.

## Levy Overdue Accounts

Produce a Global or per Building Report to Excel on overdue accounts. This report can be used to review lot accounts requiring Legal Action or their Arrears Notice schedule to be reset in Arrears Manager.

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

**Configuration**

**Settings**

Override Days Overdue

Days Overdue

Include Already In Legal Action

Include Already In Payment Plan

Include Already Issued Arrears

Minimum Arrears Amount

**Template**

Template  Levy Arrears Overdue Days

Template (Local Building Override)

Close

## 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.