

Arrears Process - New

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A Schedule of Arrears can be configured to automatically issue notices or letters based on an individual owner's circumstances. This process supports the billing of arrears fees at the time of generation, creating an efficient workflow and ensuring a clear audit trail through notations recorded directly on the owner's account.

Arrears schedules can be customised using parameters such as minimum arrears balances, levy period criteria, or total outstanding amounts. Different fees can be applied at each stage of the arrears process, along with the preferred delivery method for notices. Running arrears reports prior to generating notices is recommended, as this helps identify overdue owners and can be completed either globally or per building.

This article outlines how to run overdue arrears reports and complete the arrears process using global arrears processing in Report Distribution.

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

How Does Arrears Work?

When an arrears letter or notice is produced, it states the total amount outstanding, including interest and arrears notice fees (if applicable). It also puts a 'flag' on the lot account to say 'I have generated letter number X'.

If the owner pays and their balance either reaches \$0.00 or the balance threshold set in [Receipt Entry Configuration](#), then the arrears flag is 'reset'. So when the lot account falls into arrears again, they will be sent the first letter or notice in the arrears schedule.

What often happens is that an owner will pay the amount of their levies, but not necessarily pay the arrears fee and/or the outstanding interest, which is accruing daily, i.e. even if the owner pays the outstanding levy, the owner's account balance doesn't actually reach \$0.00 or the balance threshold set in [Receipt Entry Configuration](#), and subsequently does not reset their arrears flag.

The implications of this are that when the next levy period is generated and the owner doesn't pay and falls into arrears again, the system will not produce an arrears notice until the owner qualifies for the next notice or letter in the arrears schedule.

Before continuing with the arrears process you should be across the following configuration settings.

Receipt Entry Configuration

See [Receipt Entry Configuration](#) for more info.

1. Open the **Receipt Entry** menu.
2. Click *File > Configure*.

Clear Arrears Flag

If enabled, the owner's *arrears flag* will be cleared automatically when their payment is receipted and their account balance becomes zero, or below the pre-configured tolerance allowance (see below). This is a global setting and will affect all users.

Clear Arrears Flag Tolerance

This field is only available if the *Clear Arrears Flag* setting (above) is enabled. Type in the amount that an owner's balance needs to be reach in order to reset their *arrears flag*. For example, if you set this to 50, and an owner's payment leaves them with a balance of \$50.01, their *arrears flag* will not be reset.

Levy Arrears Process

This is the recommended process to complete a global arrears run across your portfolio.

1. Levy Arrears Pre-Issue Report

Produce a Global or per Building [Pre-Issue 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 or subset of buildings then *Proceed*.

2. Arrears Manager

After reviewing the *Levy Arrears Pre-Issue* report, set any lots to Disable, Clear or Delete arrears flags in [Arrears Manager](#) as required from Levy Arrears Manager.

1. Search or select **Levy Management**.
2. Select *Options/Levy Arrears Manager*.
3. Highlight the lot to take the following action:
 - *Disable/ Set No Arrears*: Click on the Disable or Enable button to adjust.

- Clear: Click on the history icon and highlight the previously issued notice line item and click *Clear*.
- Delete: Click on the history icon and highlight the previously issued notice line item and click *Delete*.
- Unclear: Click on the history icon and highlight the previously issued notice line item and click *Unclear*.

3. Global Levy Arrears Issuing

The issuing of arrears notices will follow the schedule configured in *Arrears Notice Setup*. This can be completed Globally for all buildings or exclude any buildings which may require a more hands on approach such as new developments, buildings soon to be lost, new buildings, contentious buildings.

1. Search or select **Levy Management**.
2. Select *Reports /Levy Arrears* to open the Report Distribution Levy Arrears Notice screen. Review cog wheel configuration and adjust if required.
3. From the Building section ..., tag all buildings (untag any buildings which may require a more hand on approach such as new developments, buildings soon to be lost, new buildings, contentious buildings).
4. Review Distribution Method, ensure *Save Report* is selected to store a copy of the Arrears Notice.
5. Click Report + to include any additional reports with the Arrears Notice distribution.
6. Click *Proceed*.

Report Distribution - STRATAMAX ONLINE HELP KEEP 250925

Levy Arrears Notice

Building: STRATAMAX ONLINE HELP KEEP 250925 ... 3

Report Set: Page Numbers Consolidate by Contact

Levy Arrears Notice 1-levyarr_adbcarr1_ABN, 2-levyarr_adbcarr2_ABN, 3-levyarr_waarte 4

Distribution Method

Post Stratamax

Email Levy Notice

Save Report Notice

Use Preferences Levy Notice

Filters

<input checked="" type="checkbox"/>	Account	Lot	Unit	Name	Behalf Of	Post	Email	Sms
<input checked="" type="checkbox"/>	02100001	1	1	Blue Skies			bskies@home.com.au	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100002	2	2	Adrian Peter Egan			adrian70@live.com.au	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100003	3	3	Jacinta C Healy			windsor4030@hotmail.com	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100004	4	4	Blue Skies			bskies@home.com.au	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100005	5	5	Danielle Louise Outram			danielle.outram@outlook.com	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100006	6	6	Blue Skies			bskies@home.com.au	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100007	7	7	Blue Skies			bskies@home.com.au	<input type="button" value="Search"/>
<input checked="" type="checkbox"/>	02100008	8	8	Blue Skies			bskies@home.com.au	<input type="button" value="Search"/>

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4. Review Log

On completion of issuing the Levy Arrears Notices, view the [log](#) for any issues or unexpected results. This log can also be checked to determine when a lot had the Arrears Notice flag set to Disabled.

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.

Refresh Export

Restrict To	Field	Condition	Value
Columns	Date/Time	is greater than or equal to	<input type="checkbox"/> Specific Dates Today
Sort Order	Category	is any of	ARRCOND.LOG X ARREARS.LOG X ARRNOT.LOG X ArrNoticeClr X LevyArrears X
Advanced	Username	is equal to	<input type="text"/> X
	Description	does not contain	<input type="text"/>

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

9 records displayed

Find First Find Next

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

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