

Arrears Management - Upgrade Guide

Last Modified on 21/07/2026 3:46 pm AEST

The refreshed Arrears Management experience within StrataMax includes Report Distribution integration and the update enhances how arrears notices and reports are generated, configured, and distributed, aligning them with modern Report Distribution workflows while maintaining existing functionality. Once activated review the following guide.

As part of this upgrade:

- The Arrears Schedule has been migrated and should be reviewed to ensure it aligns with your organisation's current processes.
- The Message Maker configuration should also be checked, ensuring the appropriate message is set and marked as Active.

1. Review Arrears Notice Setup

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.

Within *Arrears Notice Setup*:

- Review all Templates to ensure the correct Template or Merge Templates are being used.
- Verify the Arrears Schedule aligns with your organisation's processes and timing requirements.
- Check any configured Local Schedule to ensure it is accurate and reflects your intended setup.

2. Arrears Fee Setup

- Review all configured *Arrears Fees Setup*.
- Confirm whether "Charge Building Only" should be enabled:
 - If required, ensure this option is selected.
 - Assign the correct Building Charge Code.

Please note: *This is particularly important for NSW and VIC clients to ensure compliance with local legislation.*

3. Check Message Maker Configuration

- Review the configured Message Templates.
- Ensure the correct message has the Star option set to Active.

- Confirm message content is accurate and aligned with your arrears communication requirements.
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. Click the *Star* icon to set the message as active. Toggling this icon will remove the Active status if required.
 6. Click the delete icon to remove a message if required.
 7. Click *Close* to exit the screen.

Within Legacy **Arrears Notice**:

- Ensure the “Print Message” checkbox is selected.
 - Confirm the correct message/template is set as the Default.
-

4. Review Distribution Method

Before issuing arrears notices:

- Review the selected Distribution Method (e.g. Email, Print, or Both).
 - Check the Printer selected and you can review the [Email Template Manager](#) for Levy Arrears Notices.
1. Search or select **Levy Management**.
 2. Select *Reports* and select *Levy Arrears*.