

Card Payments and the 1 October 2026 Changes

Last Modified on 31/08/2026 11:46 am AEST

Security Setup

Access this menu in [Security Setup](#) under the *Surcharge Credit Card Fees to Building & StrataPay Card Accepted* from the *Building* category.

If your business uses StrataPay

The **StrataPay Card Accepted** and **StrataPay Card Decision Date** fields are available in **Building Information**, which will set whether a building accepts card payments and allows for the date that this was agreed to to be entered and recorded. The StrataPay slip follows the **StrataPay Card Accepted** field recorded for each building. Any sub groups will follow the building's main setting.

1. Search or select **Building Information**.
2. Locate the **StrataPay Card Accepted** field, and based on the building's decision:
 - **Yes**. Card payments continue from 1 October 2026, and card payment options continue to appear on the slip.

Debtor Fees & Payments

StrataPay Ref Number		★
StrataPay Card Accepted	Yes	★
Card payment charges will be debited from the building's account. Note that changing the value in this field will trigger a letter to be sent to the strata scheme, care of you, to inform them that this has been enabled by their Strata Manager		
StrataPay Card Decision Date		★

- **No**. Card payments are not accepted from 1 October 2026, and card payment options are removed from the slip. Recording No is optional.

Debtor Fees & Payments

StrataPay Ref Number		★
StrataPay Card Accepted	No	★
This building will not accept card payments from 1/10/2026. Note that changing the value in this field will trigger a letter to be sent to the strata scheme, care of you, to inform them that this has been disabled by their Strata Manager		
StrataPay Card Decision Date		★

- **Nothing recorded**. Card payments are not accepted from 1 October 2026, but card payment options will still appear on the slip.

Debtor Fees & Payments

StrataPay Ref Number		★
StrataPay Card Accepted		★
Credit card payments will be accepted until 30/9/2026, but will no longer be accepted from 1/10/2026.		
StrataPay Card Decision Date		★

3. To copy the field value to other buildings, click  and tag required buildings and click *Select*.

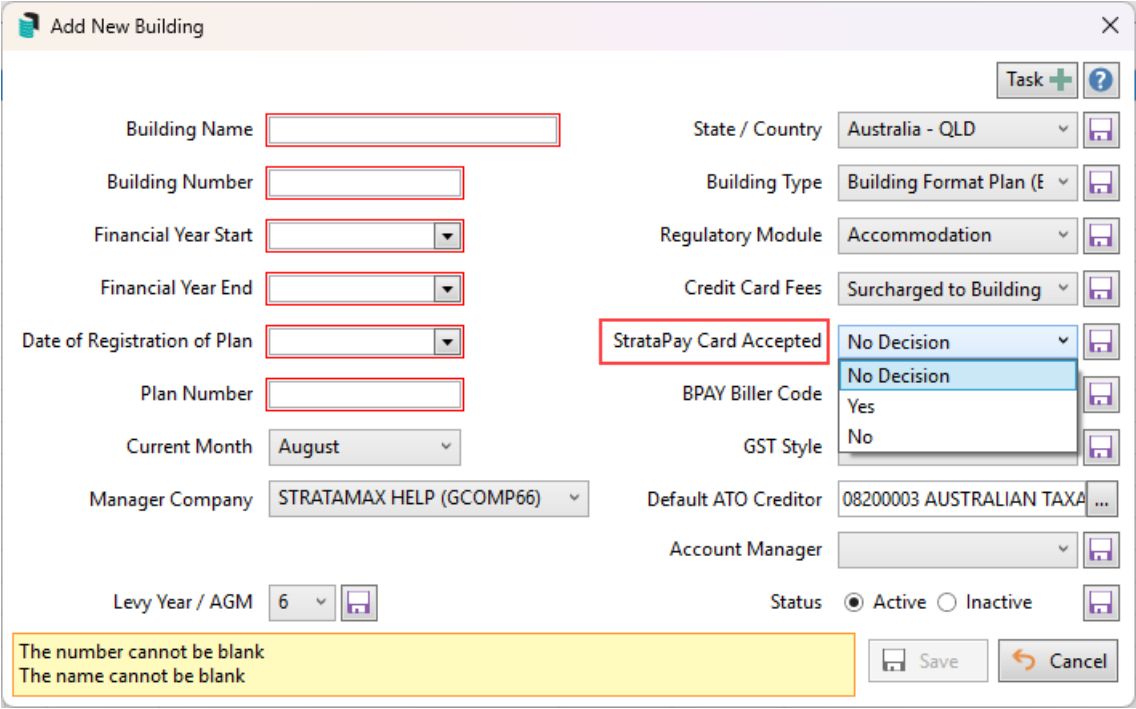
Where nothing is recorded, an owner who attempts a card payment from 1 October 2026 will be advised

at that point that card payments are not available for their strata scheme and asked to use another payment method.

New Building Setup

The StrataPay Card Accepted field is available in the *Add New Building* screen and can be set as a default. When you add a new building to StrataMax, this field will populate in **Building Information**.

1. Search or select **New Building**.
2. StrataPay Card Accepted field: adjust this to match the agreed arrangement for card payments. If this is to be the default for any new building, click 



Add New Building

Task + ?

Building Name

Building Number

Financial Year Start

Financial Year End

Date of Registration of Plan

Plan Number

Current Month

Manager Company

Levy Year / AGM

State / Country

Building Type

Regulatory Module

Credit Card Fees

StrataPay Card Accepted

BPAY Biller Code

GST Style

Default ATO Creditor

Account Manager

Status ☒ Active ☐ Inactive

The number cannot be blank
The name cannot be blank

Save Cancel

Communicating with Owners

If you would like to advise owners when they receive their levy notice and attempt a payment, there are two options:

- **Message Maker** places a message on the levy notice itself, above the payment slip. This reaches owners who receive notices by post and email.
- **Email Template Manager** places a message in the body of the levy notice email. You can set templates globally across your portfolio or locally for a single property.

Suggested wording

From 1 October 2026, card payments may not be available for your strata scheme. If you cannot pay by

card, please use another payment method shown on this notice.

This wording is safe to use across your whole portfolio, including buildings that will continue accepting card payments. If you use **Message Maker**, preview a levy notice before distributing to confirm there is room for the message.

StrataPay Slip Templates

Example: StrataPay Card Accepted - **Yes**

Payment Options	
 Tel: 1300 552 311 Ref: 8013 9430 8	Telephone: Call this number to pay by credit card. International: +613 8648 0158 (charges apply).
 www.stratamax.com.au Ref: 8013 9430 8	Internet: Make credit card payments online Visit www.stratamax.com.au (charges apply).
 www.stratapay.com/ddr Ref: 8013 9430 8	Direct Debit: Make auto payments from your credit card or bank account. Visit stratapay.com/ddr to register *Credit card charges apply.
 Biller Code: 74625 Ref: 8013 9430 8	BPay: Contact your participating financial institution to make a payment from your cheque or savings account using BPay. BPAY® Registered to BPAY Pty Ltd ABN 69 079 137 518
 Billpay Code: 3599 Ref: 8013 9430 8	In Person: Present this bill in store at Australia Post to make cheque or EFTPOS payments.
 Make cheque payable to: StrataPay 8013 9430 8	Mail: Send cheque with this slip by mail to: StrataPay, Locked Bag 9 GCMC, Bundall Qld 9726 Australia
 BSB: 067-970 Acct No: 8013 9430 8 (Applies to this bill only)	Internet Banking - EFT: Use this BSB and Account Number to pay directly from your bank account in Australian Dollars (AUD). Account Name: StrataPay Bank: CBA, Sydney, Australia.

All payments made through StrataPay payment options are subject to User Terms and Conditions available at www.stratapay.com or by calling 1300 135 610 or email info@stratapay.com. By using the payment options provided by StrataPay you are taken to have read and understood these User Terms and Conditions prior to using StrataPay. Credit card acceptance is subject to notation above. Additional charges may apply.



StrataPay Reference
8013 9430 8

Amount	Due Date
\$4,916.67	01 Feb 27

ABC Strata KEEP
2025/02100007 Lot 7/7

Developer
123 Test Address
Strataville
QLD 4556



*3599 801394308

Example: StrataPay Card Accepted - **No**

Payment Options	
 www.stratapay.com/ddr Ref: 8013 9430 8	Direct Debit: Make auto payments from your bank account Visit stratapay.com/ddr to register
 Biller Code: 74625 Ref: 8013 9430 8	BPay: Contact your participating financial institution to make a payment from your cheque or savings account using BPay. BPAY® Registered to BPAY Pty Ltd ABN 69 079 137 518
 Billpay Code: 3599 Ref: 8013 9430 8	In Person: Present this bill in store at Australia Post to make cheque or EFTPOS payments.
 Make cheque payable to: StrataPay 8013 9430 8	Mail: Send cheque with this slip by mail to: StrataPay, Locked Bag 9 GCMC, Bundall Qld 9726 Australia
 BSB: 067-970 Acct No: 8013 9430 8 (Applies to this bill only)	Internet Banking - EFT: Use this BSB and Account Number to pay directly from your bank account in Australian Dollars (AUD). Account Name: StrataPay Bank: CBA, Sydney, Australia.

All payments made through StrataPay payment options are subject to User Terms and Conditions available at www.stratapay.com or by calling 1300 135 610 or email info@stratapay.com. By using the payment options provided by StrataPay you are taken to have read and understood these User Terms and Conditions prior to using StrataPay.



StrataPay Reference
8013 9430 8

Amount	Due Date
\$4,916.67	01 Feb 27

ABC Strata KEEP
2025/02100007 Lot 7/7

Developer
123 Test Address
Strataville
QLD 4556



*3599 801394308

What happens after 1st October 2026

After 1st October 2026, if no decision is set in **StrataPay Card Accepted** from **Building Information**, when a payment is attempted using the card method, they will be advised that card payment is not accepted for their strata scheme and asked to use another payment method.

Letters to the strata scheme are triggered when these fields were originally set. Any changes to these

fields will trigger a letter to be sent to the strata scheme, care of the strata manager, informing them of the change to accepting card payments. Sample letters are available here:

- [StrataPay Card Accepted - Yes](#) ☐
- [StrataPay Card Accepted - No](#) ☐

Payment methods not funded by a card are not affected. Direct debit arrangements funded from a bank account will continue as originally set.

If your business uses DEFT

The new DEFT slip does not include card payment options. The change applies immediately to every DEFT slip, with no variation by building or by scheme, and nothing needs to be updated in StrataMax.



ABC Strata KEEP

DIRECT DEBIT

DEFT Reference Number:
11111111

Visit www.deft.com.au to pay by direct debit.



Biller Code: 96503
Ref: 11111111

Mobile & Internet Banking - BPAY®
Make this payment from your preferred bank account
BPAY® Registered to BPAY Pty Ltd ABN 69 079 137 518

Lot 1/ Unit 1
[STRATAMAX ONLINE HELP](#) Keep



Post
Billpay

Pay in-store at Australia Post by cheque or EFTPOS
All cheques must be made payable to:
StrataMax Online Help CTS 2025



* 10000000012

TOTAL AMOUNT DUE
DUE DATE 01/02/27

\$4,566.67