

Training Newsletter September 2026

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Get the most from StrataMax - September 2026



StrataMax

Welcome to our
TRAINING NEWSLETTER

September 2026

In this month's newsletter, you will find **Arrears Management**, updates and revision on **Creditor Invoices** and **Report Distribution**, and we touch base about **Meeting Hub & Secret Ballots**.

We encourage everyone to take the time to explore what is on offer and make learning part of the month ahead!

Important Reminder - Card Surcharging

Card payment changes are coming from 1 October 2026. Make sure you're prepared and familiar with the upcoming changes:

- [Managing Card Changes in StrataMax](#).
- Owner FAQ's available on both [StrataMax Online Help](#) and [Portal Help](#).
- Updated [Product Disclosure Statement](#).

We **strongly advise** you to use both the [Message Maker](#) to insert a message on the levy notice and adjust your email template in [Email Template Manager](#) to communicate the changes that relate to your levy notices.

StrataMax Webinar Videos

Missed our previous sessions or want to revisit any, you'll find them [here](#)!

[Creditor Invoices: Work Queues to Transactions \(30 mins\)](#)

[Inspections Register | Bulk Changes \(24 mins\)](#).

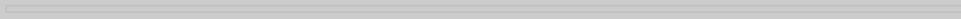
[Arrears Management | Now Available \(38 mins\)](#)

Arrears Management and Creditor Invoices (Work Queues)

All clients are now able to access **New Creditor Invoices** and **Arrears Management** feedback options.

Use the feedback options in both to help with requesting great suggestions that will benefit everyone. Check the feedback and upvote other client suggestions via either -

- The Feedback button [here](#):



- or send to StrataMax Support support@stratamax.com

Our webinars for [Arrears Management](#) and [Creditor Invoices](#) can be found in the links above.



Creditor Invoices Through to Payment

Why should I register for this session?

Your creditor invoices have been entered, but what happens next? In this follow-on to last month's session, we will work through the next stage of the creditor process, from identifying invoices that are ready to pay, invoices set for Invoice Hub to reviewing the completed payment.

Topics Covered:

- Managing invoice holds and payment exceptions.
- Using Payment Entry for special payment scenarios.
- Checking payment results and Remittance Advice.
- Investigating and correcting payment issues.

Tuesday 15th September 2026 – 11:00am



Meeting Hub & VoteMax Secret Voting

Why should I register for this session?

Discover the new Secret Voting enhancements in [StrataMax Online Voting 2.9.0](#). In this session, we'll explore how to configure secret votes, manage Returning Officers, maintain voter anonymity, and administer voting outcomes. You'll also learn about attendee eligibility, reporting updates, and new meeting documentation features. Gain practical tips to confidently manage secure and compliant online voting processes.

Topics Covered

- Setting up and validating Secret Voting in Meeting Hub and VoteMax.
- Assigning and managing Returning Officers throughout the voting process.
- Understanding voter eligibility, permissions, and exclusion rules.
- Collecting, managing, and determining Secret Voting outcomes.
- Using VoteMax for secure electronic secret voting and voter anonymity.
- Reviewing reporting, voting registers, emails, and documentation updates.

Wednesday 16th September 2026 – 1:00pm



What's New? Recent Tips & Updates

Why should I register for this session?

We've been listening to your feedback and continuing to make enhancements that help streamline your day-to-day processes. Join us for this month's session as we demonstrate the latest settings, newly released features, and a few handy tips to help you get the most out of the system. We will also include a review of features being phased out and what to expect next.

Topics Covered

- An overview of the newly released *Debtor Invoices* functionality.
- Recent improvements to Report Distribution settings, including:
 - Auto Proceed on Load.
 - Last Generated Levy setting.
- How to Bulk Unlock Documents in *DocMax* quickly and efficiently.
- Plus More.

Thursday 17th September 2026 – 11:00am



WE ARE HERE TO HELP

Training Team

For guidance in mastering the software, helping train new staff or upskilling employees.

Email : training@stratamax.com Phone : 07 5575 7422, select options 1, 2

Support Team

For software queries to be logged, assigned and attended by a consultant.

Email : support@stratamax.com Phone : 07 5575 7422, select options 1, 1

StrataPay/StrataCash Team

For queries relating to account opening and closing, direct debits or other banking enquiries.

Email: service@stratacash.com

Phone : StrataPay - 1300 135 610, select option 1 Phone : StrataCash - 1800 656 368, select option 3

ACCESS ONLINE HELP ANYTIME

Please send through any suggestions on content that you would like to see presented to
training@stratamax.com



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