

Release Notes – Online DDRs

StrataMax has been dedicated to meeting the needs of Strata Managers for over 30 years through the continual enhancement of our software suite. We are committed to providing new functionality to support you in servicing your clients and to provide opportunities for you to optimize efficiency within your office environment.

This document describes exciting new features and enhancements available in the above release.

A history of Release Notes can be reviewed on the [StrataMax Online Help](#)



THE COMPLETE STRATA MANAGEMENT SOLUTION



What's New.....3

- 1. Online form for Direct Debit Requests.....3
- 2. Setup a new Direct Debit Request online.....3
- 3. Amend or Cancel an existing Direct Debit Request online4

What's New

1. Online form for Direct Debit Requests

StrataPay’s online direct debits removes the need for customers to complete and post paper forms when establishing, amending or cancelling a Direct Debit arrangement, saving time, money and the environment. With StrataPay’s online direct debits, owners can easily setup an automatic payment for their levy balance to come directly from their bank account or credit card. Alternatively, they can set a scheduled fixed amount to be drawn at a time and frequency that suits them.

For more information visit our [Direct Debits](#) page and for detailed guidance on using the form refer to our [Direct Debit FAQ](#).

2. Setup a new Direct Debit Request online

Owner’s can simply go to our [Direct Debit](#) page where they can submit an online form that allows them to pay via their Credit card, Debit card or Australian Bank Account. They will need their StrataPay reference number to access the online form.

STRATAPAY Why StrataPay Solutions Payment Channels FAQ Important Info Contact Us

Set up new Direct Debit

Your Details
Please complete your details below

Individual
 Company

StrataPay Number: 1024800230003003 [Change](#)

Full Name:

Email Address:

Phone Number:

Your Questions Answered
[What is my StrataPay reference number?](#)
[What payment methods are available?](#)
[Why are some card types supported and not others?](#)
[Do you apply a service fee for a Direct Debit on a credit card?](#)
[How do I set up a Direct Debit?](#)
[How do I cancel an existing Direct Debit?](#)
[How do I update my email address?](#)
[How do I change my Credit Card or Bank Account details?](#)
[How do I change the frequency or amount of a Direct Debit?](#)
[Why have I not received the Verification or Confirmation email?](#)

Schedule Type
Please select your schedule type

Fixed schedule - allows you to choose the frequency, amount, start and end date of your direct debit.

Frequency:

Amount:

Start Date:

End Date (optional):

Payment Details
Please select the payment method

Draw funds from a bank account

BSB:

Account Number:

Account Name:

I confirm that I am authorised to operate the nominated bank account
 I request and authorise SMARTAPAY User ID 326907 to debit my nominated account. I have read, understood and agreed to the [Direct Debit Service Agreement \(DDRSA\)](#) and I acknowledge that by submitting this Direct Debit Request that the terms and conditions of the DDSA are binding on me or the company that I represent.

CREATE

STRATAPAY Why StrataPay Solutions Payment Channels FAQ Important Info Contact Us Terms & Conditions

3. Amend or Cancel an existing Direct Debit Request online

Direct Debits can be amended or cancelled via our [Direct Debit](#) page. The owner simply enters their StrataPay reference number and then will be emailed a confirmation link to access the amendment form. If they did not provide or no longer have access to their email address used to setup the Direct Debit, they can answer some questions about their last payment. From there the owner will then be able to update their email address or payment method, or cancel their Direct Debit.

Amend Direct Debit

Your Details

StrataPay Reference 972023894 [Change](#)
Full Name Burns Development
Email Address
Phone Number

Payments drawn as advised by biller from 01 Apr 2022

Amendment Details

Please select amendment type

- Cancel Direct Debit
- Change Email Address
- Update Payment Method

[CONTINUE](#)
