Release Notes – Levy Arrears Report Distribution Preview

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

StrataMax StrataCash TRATAPAY

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1. Levy Arrears Report Distribution Preview

Release Version: Preview (Feature-flag enabled) V5.6.157

Release Type: Feature Enhancement / UI Refresh

Availability: Controlled rollout (via feature configuration enablement – contact support@stratamax.com)

Note: The current Arrears Notices module will continue to be available as it is independent of the Preview Feature setting,

1.1 Release Overview

This release introduces a refreshed Arrears Management experience within StrataMax, focusing on Report Distribution integration, improved usability, and streamlined configuration.

The update enhances how arrears notices and reports are generated, configured, and distributed, aligning them with modern Report Distribution workflows while maintaining current functionality.

2. Key Features and Enhancements

2.1 Levy Arrears Report Distribution Integration

- Arrears notices can now be generated, managed, and distributed via the Report Distribution interface.
    - Supports: Building-level and global processing.
    - Recipient selection and delivery preferences.
    - Distribution logs and re-distribution.

2.1.1 Arrears Notice Setup

- Simplified and modernised configuration interface
- Key improvements:
    - Easier selection and editing of notice templates.
    - Support for **merge templates and standard templates**
- Ability to:

    - Attach ledger cards – these will now show the arrears fee generated for the issued notice.
    - Add cover letters.
    - Include deposit slips.
- Support for:
    - Days overdue thresholds
    - Minimum arrears amounts
    - Fee assignment per notice type

2.1.2 Arrears Fee Setup

- New enhanced Fee Setup interface
- Key capabilities:
    - Configure global and building-level overrides.
    - Charge arrears fees:
    - To debtor accounts OR
    - To building only
- Integration with:
    - TRMax export
    - GLMax invoice codes
- Bulk management options:
    - Export fee configurations.
    - Copy setup across buildings.

2.1.3 New Levy Arrears Pre-Issue and Overdue Reports

Pre-Issue Report

- Exports to Excel
- Supports:
    - Single building
    - Global (multi-building) execution

Overdue Accounts Report

- Available in Report Distribution mode
- Configurable options:
    - Override days overdue.
    - Do not print blank report option
    - Include/exclude:

      Legal action accounts
      Payment plan accounts

Previously issued arrears.

- Minimum arrears threshold

2.1.4 New Message Maker

- New refreshed interface
- Manage Local and Global messages for:
  - Levy Management Notices (Report Distribution)
  - Levy Arrears (Report Distribution)

2.1.5 Arrears Manager

A new module for **arrears monitoring and management**:

Capabilities:

- View account status:
  - Overdue balances
  - Legal action indicators
  - Issues preventing notices being produced.
  - View Owners Ledger Card
- Manage notice delivery:
  - Enable/disable notices per account.
- Maintain logs:
  - View history of issued notices
  - Clear / unclear / delete notice flags.
- Centralised logging:
  - View issues preventing notice generation.
- Additional functions:
  - Bulk clear flags
  - Access arrears notes
  - Export Arrears Manager data to Excel for all lots

.

Note: We have endeavoured to provide new style templates that will emulate the templates currently in use. If there is no new style template that suits your purpose, please contact the Support Team - **support@stratamax.com.**

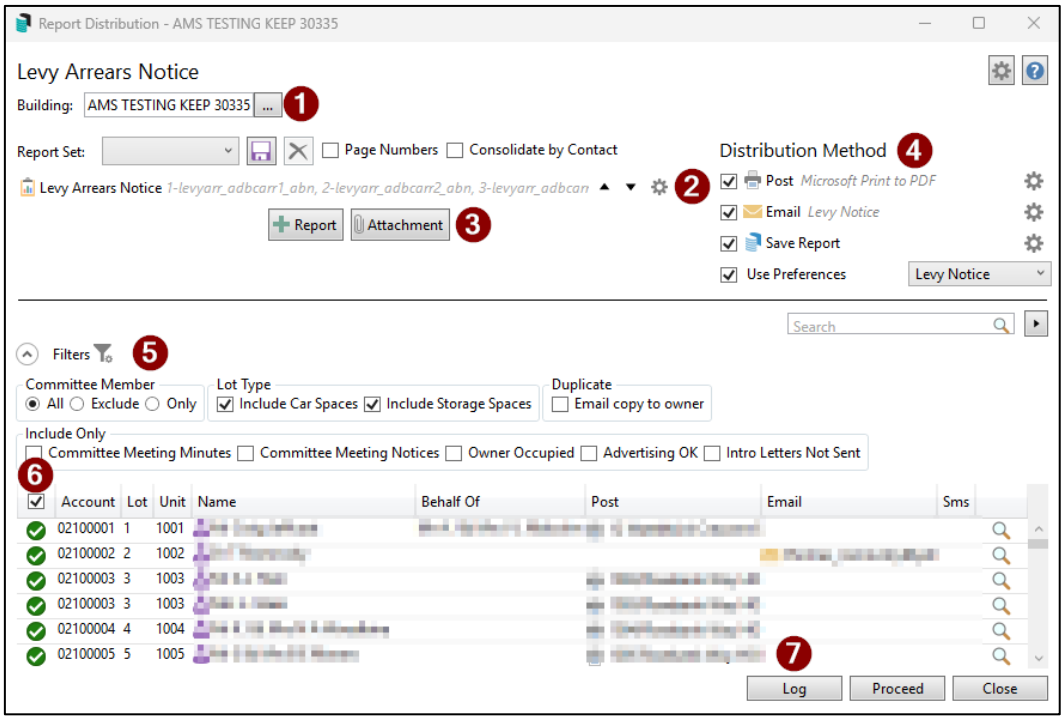
3. Levy Arrears Report Distribution

Clients with the Levy Arrears Report Distribution Preview Feature enabled can access the new Levy Arrears Report Distribution interface using the Levy

Management Menu. Navigate to Levy Management > Reports > Levy Arrears to access the new module.

This will open Levy Arrears in Report Distribution mode allowing notices to be generated and distributed using standard Report Distribution processes and delivery management.

1. Click the Building selector to select some or all buildings to run global Arrears.
2. Click the configuration cog to open Configuration settings for arrears processes and access Arrears Notice Setup and Arrears Fee Setup.
3. Add Reports and Attachments from DocMax or external sources.
4. Set Distribution Methods and preferences.
5. Filter distribution options.
6. Set Recipients.
7. View distribution logs and redistribute if required.



8. Proceed will generate notices to the preview screen and will only show accounts where a notice will be issued based on configurations.

3.1 Arrears Notice Configuration

The Configuration screen allows you to set configurations set out below:

Arrears Setup

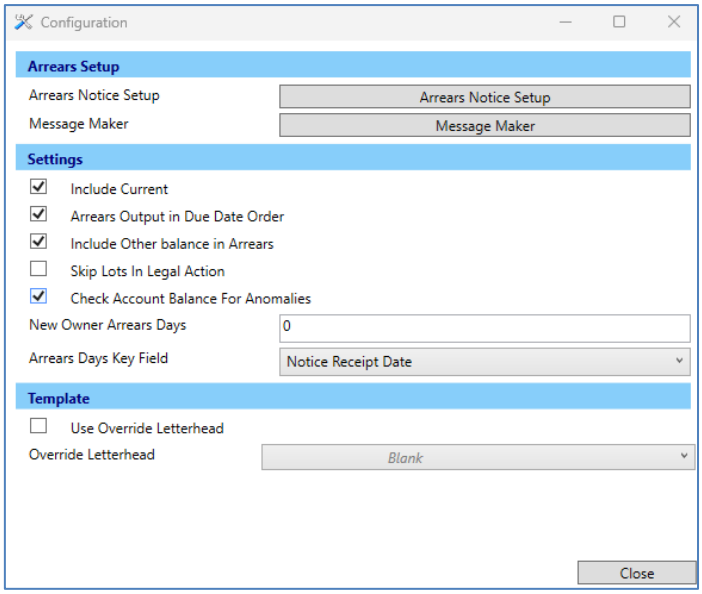
- Arrears Notice Setup button – See Section 4
- Message Maker setup button – See Section 6

Settings

- Include Current – Includes current levies not yet overdue.
- Arrears Output in Due Date Order – this setting outputs arrears in due date order when ticked and outputs fund order when not ticked,
- Include Other Balance arrears – Includes balances that are not levy arrears when ticked.
- Skip Lots in Legal Action – this setting will not include accounts in legal action when ticked.
- Check Account Balances for Anomalies – This setting will check for incorrect balances and log why a notice was not produced. When not set the notice will be produced regardless of account balance issues.
- New Owner Arrears Days – Set the number of days here to determine how many days after a change of ownership notices should be issued.
- Arrears Days Key Field – Used in conjunction with New Owner Arrears Days - Set Notice Receipt Date (Date change of ownership is recorded) as the date used for New Owner Arrears Days. Set Transfer Date (Acquired Date) as the date for New Owners Arrears Days.

Templates

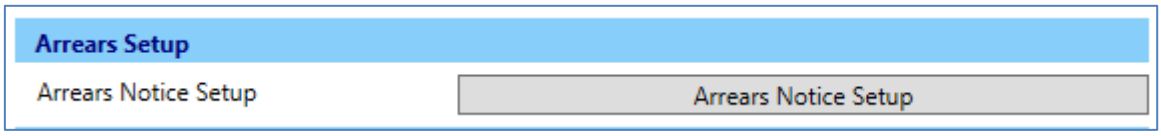
- Tick Override Letterhead to set a letterhead for the selected Building only.
- Click the Override Letterhead selector to select the local override letterhead.



4. Arrears Notice Setup

To access Arrears Notice Setup, click the configuration cog in the Levy Arrears Notice Distribution screen.

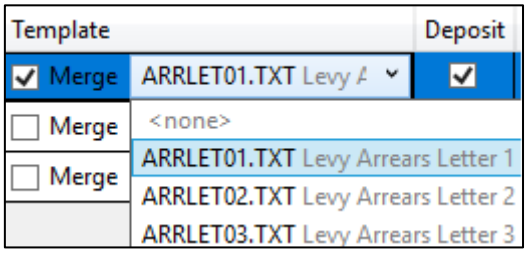
In this screen, click Arrears Notice Setup button.



The Arrears Notice Setup screen will open with the enhanced interface.

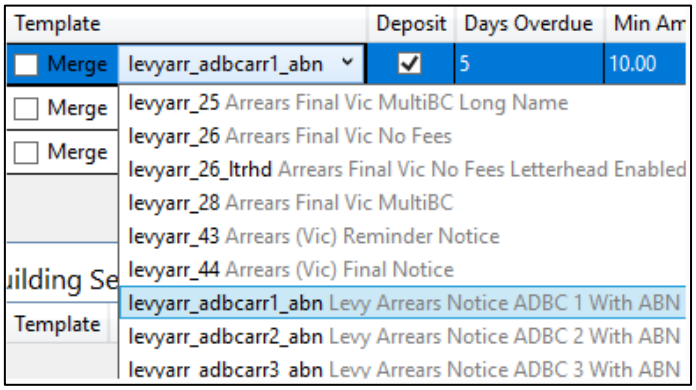
1. Fee Setup Button – This button opens the enhanced Fee setup screen – See Section 5
2. Click

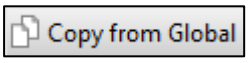
to add a template line item to the Global Notice setup.
3. Notice Type – This field will show the notice type that will be sent based on Days Overdue and Minimum Amount configuration and order of notices issued.
4. Template - Ticking the Merge box enables selection of Arrears Letter Templates.

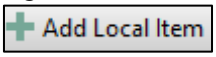


Leave unticked to select standard Arrears Notice templates.

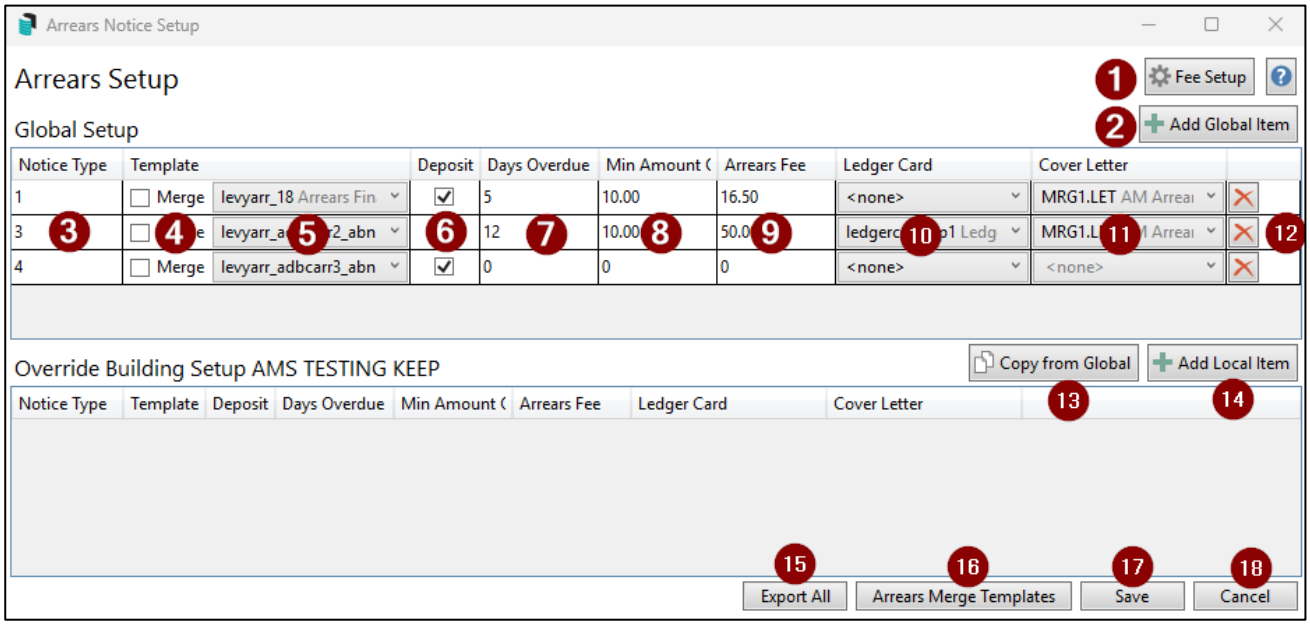
5. Template - Click the drop-down selector to select Arrears Letter or Standard Arrears Notice Templates.



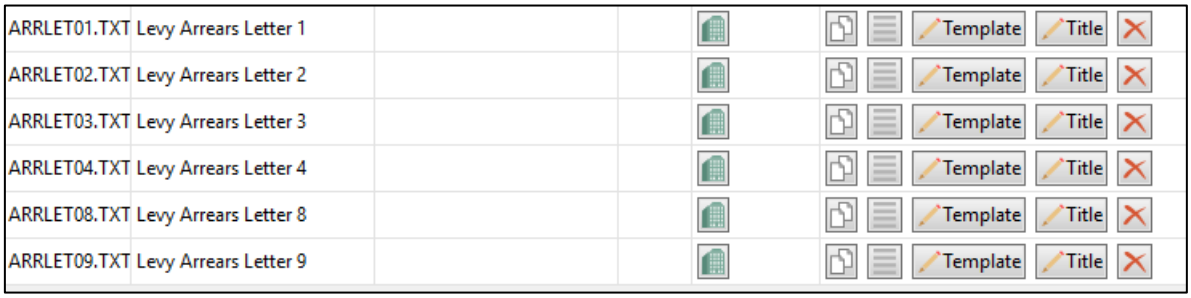
6. Deposit - When ticked. will produce a deposit slip with the Arrears Notice. If unticked, no Deposit slip will be included.
7. Days Overdue – Click into this field to add the number of days that should be observed for the notice.
8. Minimum Amount Overdue – Click into this field to add the minimum amount of arrears that should be observed for the notice.
9. Arrears Fee – Click into this field to add the Arrears Fee that should be charged for the notice type.
10. Ledger Card – Click the drop-down selector to select a ledger card for inclusion with the Arrears Notice distribution. Set 'None' if a ledger card should not be included.
11. Cover Letter – Click the drop-down selector to select a cover letter from Merge Letters for inclusion with the Arrears Notice distribution. Set 'None' if a cover letter should not be included.
12. Delete icon – Click to remove the notice setup line item.
13. Copy From Global icon – Click 

to copy the Global Setup to the Building Override Setup
14. Click 

to add a notice setup line item to the Building Override Setup



15. Click Export All to export the notice setup to excel. This will export the Global notice setup as well as the local setup for buildings where this has been configured.
16. Click Arrears Merge Templates to open Merge Letters and edit Arrears Letter Templates.



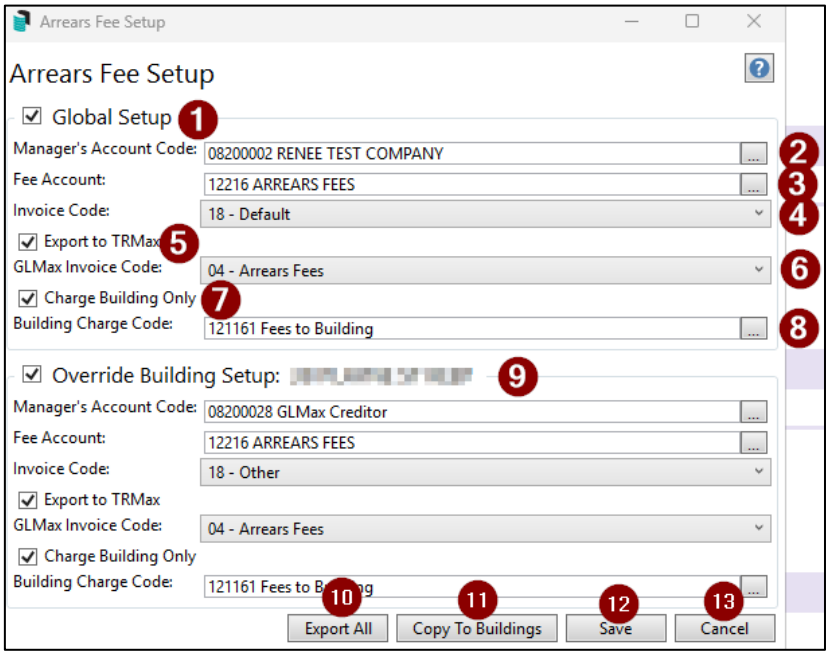
17. Click 'Save' to save the setup and close the setup screen.
18. Click 'Cancel' to close the screen without saving setup changes.

5. Fee Setup

To access the Fee Setup screen, click the Fee Setup button.

This will open the enhanced Fee Setup interface.

1. Global Setup - Tick Global Setup to enable Global Fee setup fields.
2. Manager's account Code - Click the Manager account Code to select a Manager code form the Master Chart
3. Fee Account – Click the Fee Account selector to select a Fee Account to charge to from the Master Chart
4. Invoice Code – This is the Levy Invoice code used for 'Other' Globally this will be defaulted to '18'.
5. Export to TRMax – When ticked this will enable selection of the GLMax invoice code and export fees to TRMax.
6. GLMax Invoice Code – Click the drop-down selector to select the GLMax Invoice code for recoveries.
7. Charge Building Only – Ticking this setting will enable selection of the building charge code. When configured, fees will be charged to the building only and fees will not be applied to debtor accounts.
8. Building Charge Code – Click the drop-down selector to set the code to apply fee charges to.
9. Override Building Setup – Tick this option to enable the local Building Override setup. Set options as per above. When enabled, the arrears process will apply the override setup for the selected building.
10. Export All - Click 'Export All' to export the Global and Override setup for all buildings to Excel.
11. Copy to Buildings – The Copy to Buildings button will open the Building selector. The Override Building setup can then be copied to tagged buildings.
12. Save – Click Save to save the configuration and close the screen.
13. Cancel – Click Cancel to close the screen without saving changes.



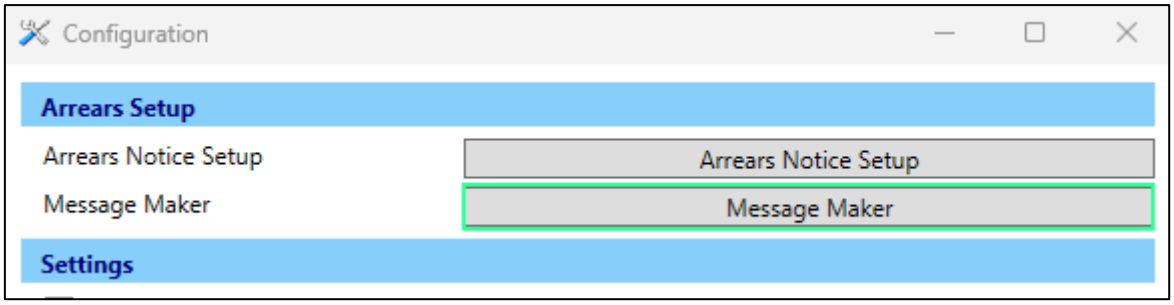
6. Report Distribution Message Maker

6.1 Overview

The Message Maker feature enables users to configure and manage Global and Local messages for Levy Arrears and Levy Management levy notices. These messages are used when issuing notices through Report Distribution.

6.2 Feature Description

Users can access the Message Maker module by navigating to Levy Arrears > Configuration icon > Message Maker button.



Within this module, users can:

- Add, edit, or delete custom messages for Levy Arrears notices.
- Set a message as **Active** by selecting the Star icon next to the message.

- Deactivate a message by toggling off the Star icon.

6.3 Functionality

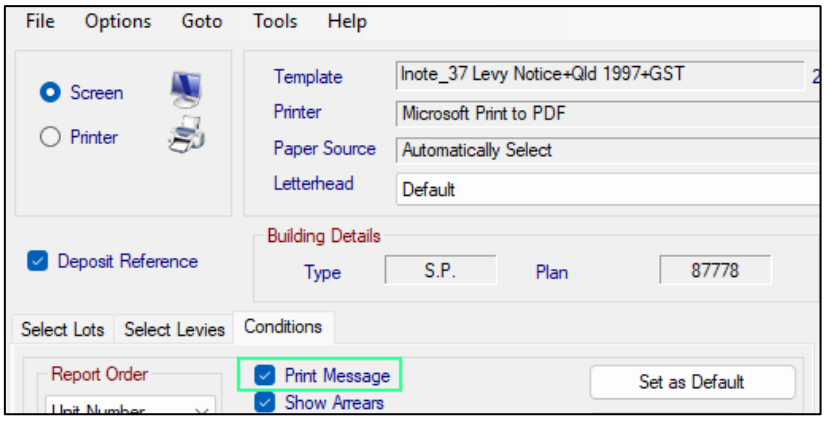
- Supports both **Global** and **Local** message configuration.
- Ensures only one active message is applied per context (via star selection)
- Messages will be included in generated notices when distributed through the Report Distribution process.

6.4 Migration Notes

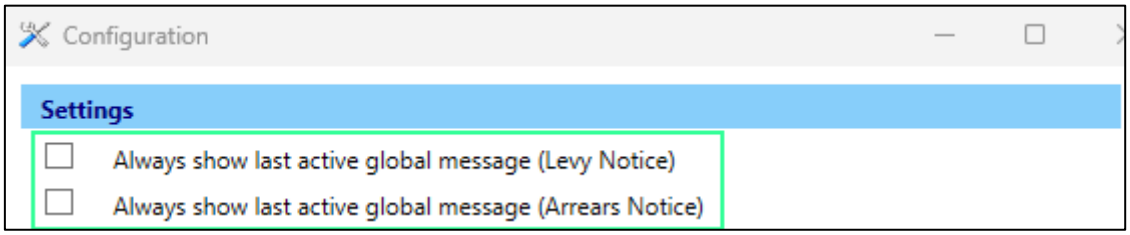
- Existing messages from Arrears Notices and Reports will be **automatically migrated** to Levy Management during upgrade to this version.
- Post-upgrade changes are not synchronised across modules:
  - Messages added, edited, or deleted in Levy Arrears and Levy Management after upgrade will not be added or updated in Levy Arrears and Levy Management.
  - Messages added, edited, or deleted in Levy Arrears and Levy Management after upgrade will not be added or updated in Arrears Notices and Levy Notices.

6.5 Configuration Dependency

- The Message Maker module observes the **"Print Message"** setting in Arrears Notices and Levy Notices and Reports.
- If "Print Message" is disabled (unticked):
  - Messages will not be printed, even if configured as active in Message Maker.



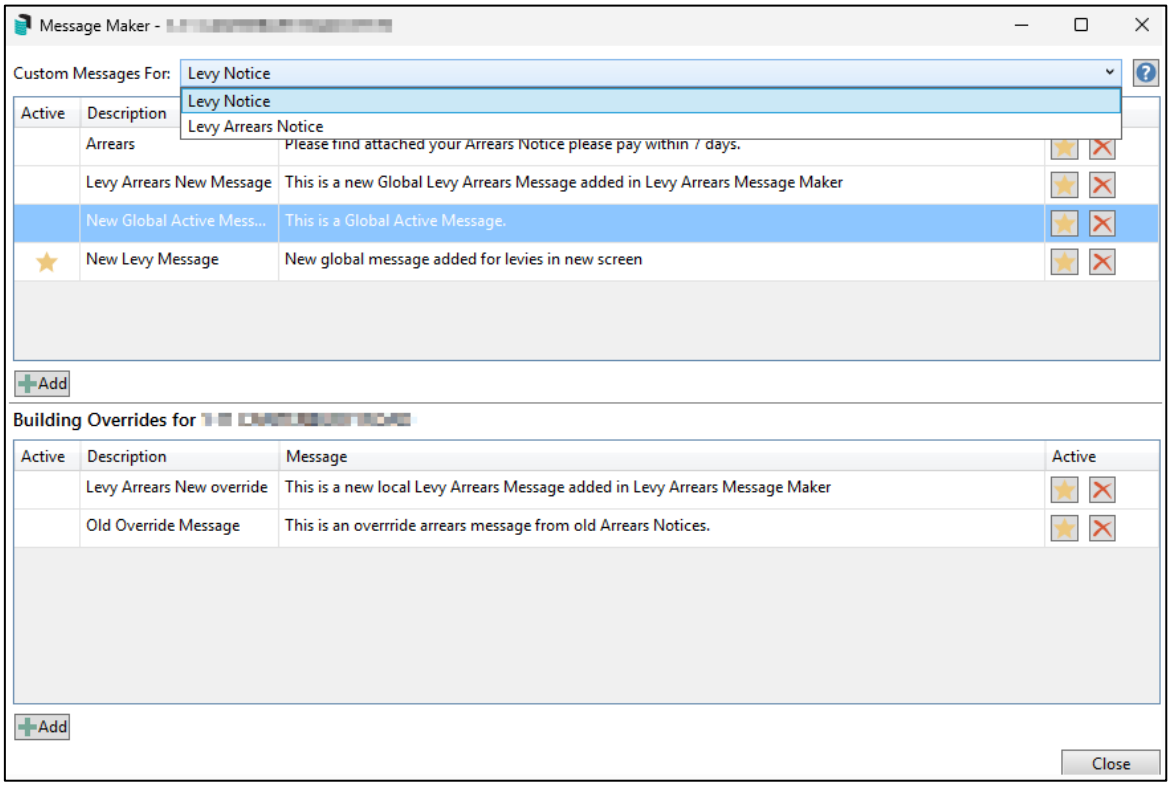
- Message Maker does not observe the following configuration items in Levy Notices and Reports and Arrears Notices.



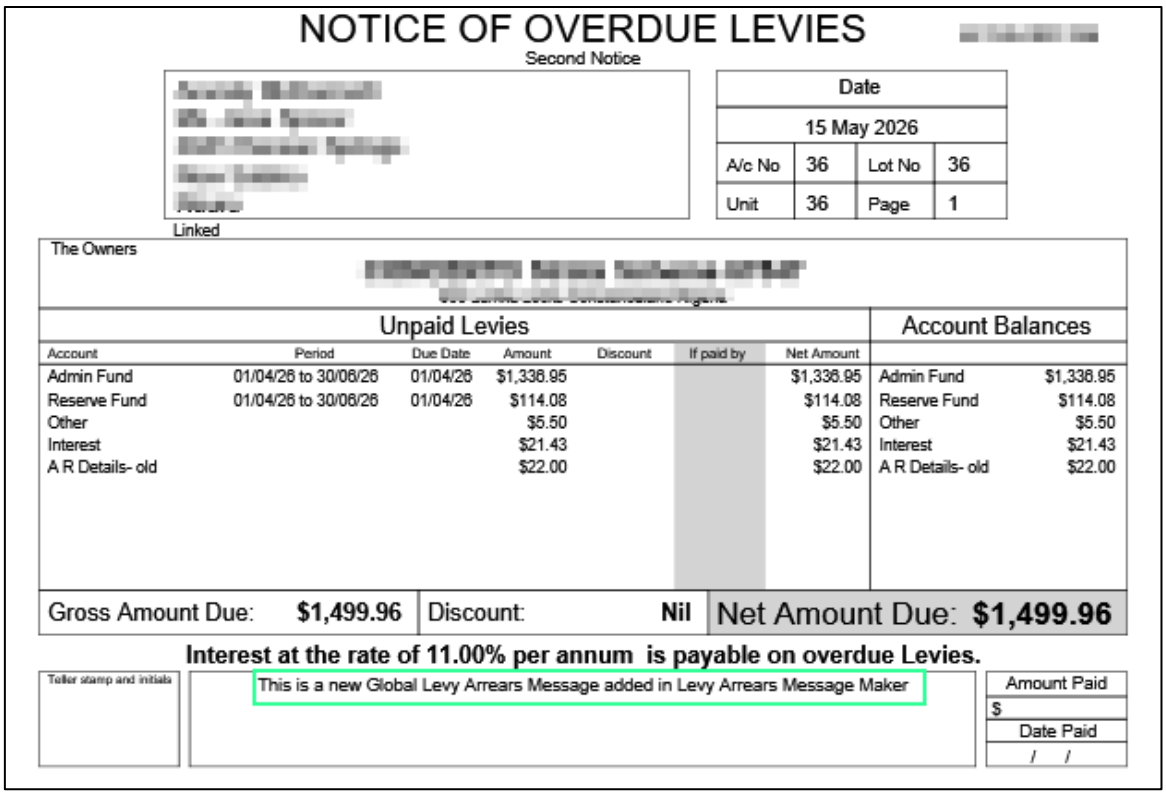
6.6 Using Levy Arrears Message Maker

Use the steps below to set up, edit or delete messages and set as active or inactive.

1. Navigate to Levy Management > Distribute > Configuration icon > Message Maker or Levy Arrears Configuration icon > Message Maker.
2. Click the drop-down arrow beside Custom Messages to select Levy Notices or Levy Arrears Notices.
3. Click the 'Add' button under Global or Building Override windows to add a new message line item.
4. Click onto the line item to highlight and activate.
5. Click into the Description field and click again to activate the cursor and add a Description for the note.
6. Click into the Message field and click again to activate the cursor and add the message.
7. Click the 'Save' icon to save the message.
8. Click the 'Star' icon to set the message as active. Toggling this icon will remove the Active status if required.
9. Click the delete icon to remove a message if required.
10. Close will close the screen.

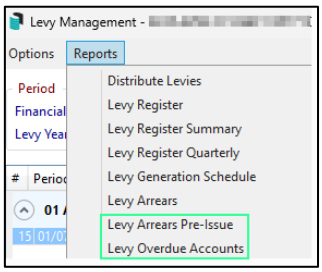


The active message will be produced on the notice.



7. Levy Arrears Pre-Issue and Overdue Reports

New style Pre-Issue and Overdue Reports are available and can be accessed by navigating to the Levy Management > Reports.



7.1 Levy Arrears Pre-Issue Report

When the Levy Arrears Pre-Issue menu item is selected, the building selector will open with the current building selected. Click Select to run the report for the selected building or select all or multiple buildings to generate a Global Pre-Issue report. The report will export to Excel and include the following columns:

- Building Name
- Building Number
- Account Manager
- Notice Type
- Account Name
- Lot Number
- Unit Number
- Days Overdue
- Total Amount Overdue
- Arrears Disabled
- Committee Member
- Acquired Date
- Last Arrears Notice Date
- Last Arrears Letter Date
- Legal Action Date

Building Name	Building Number	Account Manager	Notice Type	Account Code	Account Name	Lot Number	Unit Number	Days Overdue	Total Amount Overdue	Arrears Disabled	Committee Member	Acquired Date	Last Arrears Notice Date	Last Arrears Letter Date	Legal Action Date
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100003	Mr A L & Mrs L J Hain	3	1003	7	45.00		No	8/06/2023			
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100005	Mr G & Mrs B E Moraro	5	1005	7	90.00		No	25/08/2004	1/04/2026		
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100006	Mr M & Mrs R Wynne	6	1006	7	75.00		No	21/02/2020			
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100007	Mr C & Mrs S Morrice	7	1007	845	2519.58	Disabled	No	15/12/2021	14/03/2025	14/08/2025	
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100012	Ms L Pyke-Nott	12	1012	1119	7658.94		No	15/04/2016	14/03/2025	14/08/2025	
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100013	Mr M & Mrs C Reimnitz	13	1013	845	2569.58		No	15/10/1993	14/03/2025	18/03/2026	
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100016	Ms H M Souter	16	1016	845	1420.38		No	5/11/1992	14/03/2025	14/08/2025	
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100018	Hung-Ju Wang	18	1018	845	2509.58		No	13/09/2016	14/08/2025		
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100019	Mr E & Mrs J Kammerlocher	19	1019	845	2509.58		No	21/09/2015	14/08/2025		
AMS TESTING KEEP	30335	Anne-Maree Summerfield	1	02100020	Mr M D Dye	20	1020	845	2509.58		No	12/05/1993	14/08/2025		

7.2 Levy Overdue Accounts Report

Click the Levy Overdue Accounts menu item to open the Overdue Report in Report Distribution mode.

From this screen the report can be produced using standard Report Distribution options for the selected building or run as a global report using the building selector.

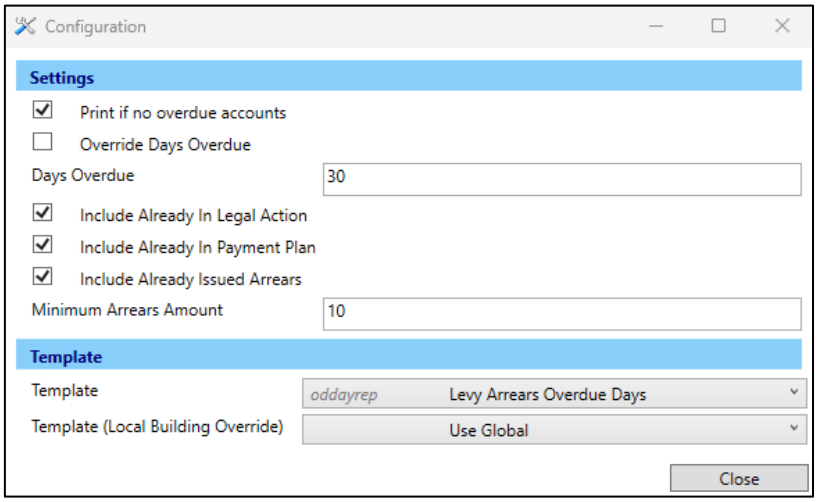
7.2.1 Overdue Report Configuration

In the Report Distribution screen, click the configuration cog to open the Overdue Report Configuration settings.

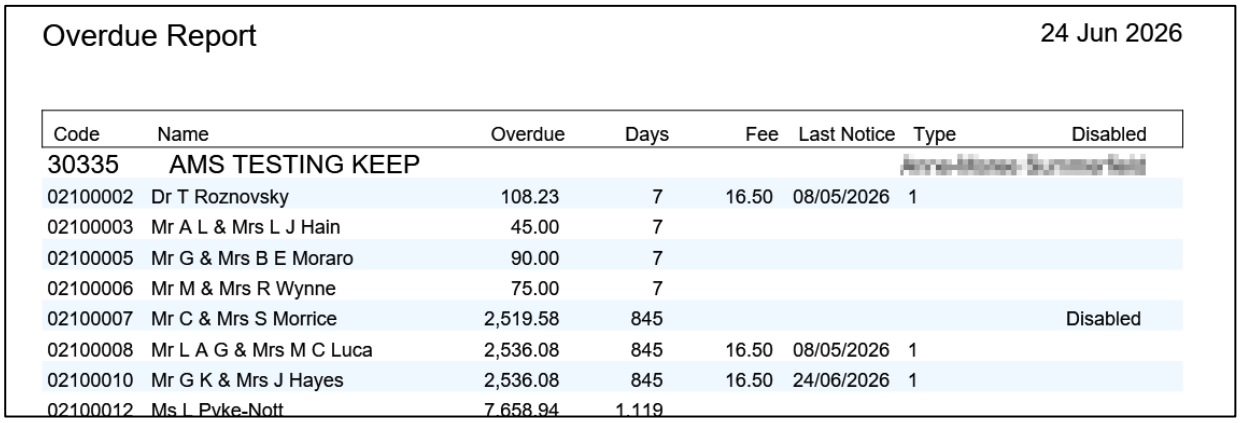
Set configurations in this screen based on report requirements.

Settings

- **Print if no overdue accounts**: Tick the 'Print if no overdue accounts' setting to prevent blank reports for selected buildings to be printed. This setting is off by default (meaning that blank reports will not be produced)
- **Override Days Overdue:** Tick this box, to enable the Days Overdue override and set the number of overdue days observed for the report. Setting this will override the days overdue set in Arrears Notice Setup.
- **Include Already in Legal Action:** Setting this will include accounts that have been added to Legal Action. Accounts in Legal Action will be excluded if this is unticked.
- **Include Already in Payment Plan:** Setting this will include accounts that have been added to a Payment Plan. Accounts in a Payment Plan will be excluded if this is unticked.
- **Include Already Issued Arrears:** Setting this option will include accounts that have already been issued with an Arrears Notice
- **Minimum Arrears Amount:** This is the amount that will be used to report overdue accounts and overrides minimum amount overdue fields in Arrears Notice Setup.



Once configured, click Proceed in the Report Distribution screen to generate the report to preview.



Overdue Report 24 Jun 2026

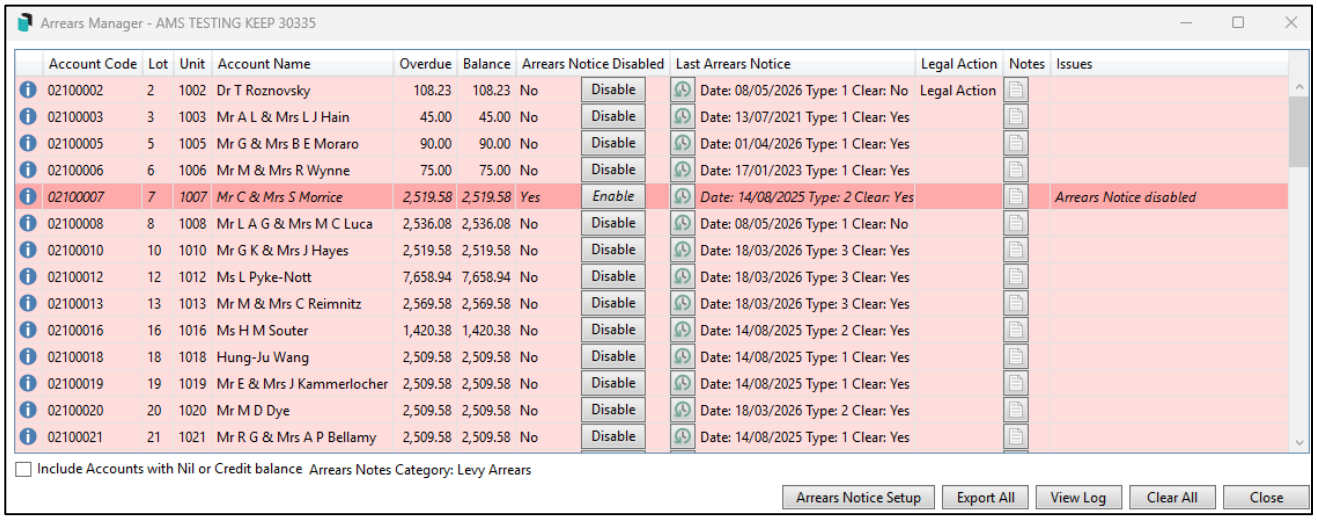
Code	Name	Overdue	Days	Fee	Last Notice	Type	Disabled
30335	AMS TESTING KEEP						
02100002	Dr T Roznovsky	108.23	7	16.50	08/05/2026	1	
02100003	Mr A L & Mrs L J Hain	45.00	7				
02100005	Mr G & Mrs B E Moraro	90.00	7				
02100006	Mr M & Mrs R Wynne	75.00	7				
02100007	Mr C & Mrs S Morrice	2,519.58	845				Disabled
02100008	Mr L A G & Mrs M C Luca	2,536.08	845	16.50	08/05/2026	1	
02100010	Mr G K & Mrs J Hayes	2,536.08	845	16.50	24/06/2026	1	
02100012	Ms L Pyke-Nott	7,658.94	1,119				

8. Levy Arrears Manager

A new Arrears Manager module has been created to manage logs and review issues, set clear flags, disable or enable arrears notices by account and manage Arrears notes.

Navigate to Levy Management > Options Menu > Levy Arrears Menager to access this Menu Item.

Arrears Manager

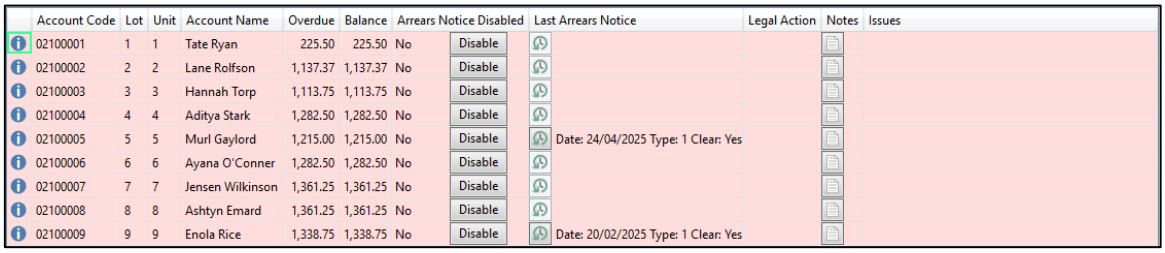


The Levy Arrears Manager has the following features:

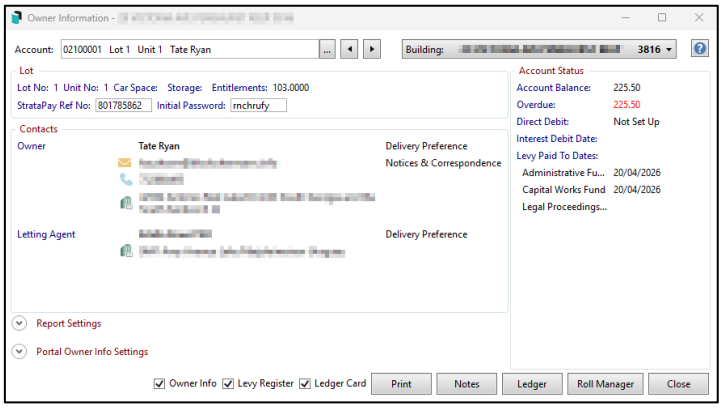
- Gives an overview of Account Code, Account Lot / Unit number and Account Name
- Ability to view the owners Ledger Card in Owners Information
- Colour coded to show overdue accounts in pink and disabled accounts in red.
- Shows Overdue amounts and current account balances.
- Allows notices to be disabled / enabled for an account.
- View and clear issued notice flags for a single account
- Clear All last issues notice flags option to clear all accounts.
- Shows when last arrears were issued and if the last arrears flag has been cleared.
- Shows if an account is in legal action.
- Allows access to Arrears notes.
- Displays any issues preventing notices from being issued.
- View logs
- Access Arrears Notice Setup shortcut.
- Export All option to export Arrears Manager data to Excel

8.1 View the Owner Information Ledger Card

Click the ⓘ icon to open Owners Information and view the ledger card for the selected account.

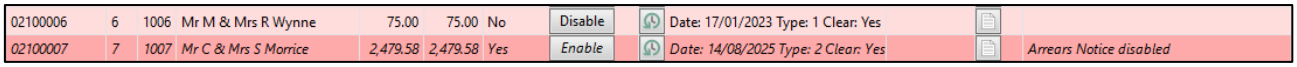


	Account Code	Lot	Unit	Account Name	Overdue	Balance	Arrears Notice Disabled		Last Arrears Notice	Legal Action	Notes	Issues
	02100001	1	1	Tate Ryan	225.50	225.50	No	Disable				
	02100002	2	2	Lane Rolfson	1,137.37	1,137.37	No	Disable				
	02100003	3	3	Hannah Torp	1,113.75	1,113.75	No	Disable				
	02100004	4	4	Aditya Stark	1,282.50	1,282.50	No	Disable				
	02100005	5	5	Murl Gaylord	1,215.00	1,215.00	No	Disable	Date: 24/04/2025 Type: 1 Clear: Yes			
	02100006	6	6	Ayana O'Conner	1,282.50	1,282.50	No	Disable				
	02100007	7	7	Jensen Wilkinson	1,361.25	1,361.25	No	Disable				
	02100008	8	8	Ashtyn Emard	1,361.25	1,361.25	No	Disable				
	02100009	9	9	Enola Rice	1,338.75	1,338.75	No	Disable	Date: 20/02/2025 Type: 1 Clear: Yes			



8.2 Disable / Enable Arrears Notice for an Account

Click the 'Disable' button to set the account to not receive Arrears Notice, The button will change to 'Enable' and the 'Issues' column will show that notices have been disabled for the Account.

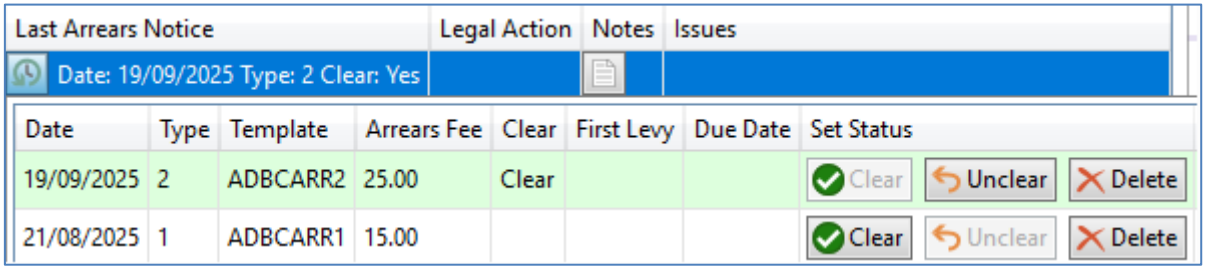


02100006	6	1006	Mr M & Mrs R Wynne	75.00	75.00	No	Disable	Date: 17/01/2023 Type: 1 Clear: Yes			
02100007	*7*	*1007*	*Mr C & Mrs S Morrice*	*2,479.58*	*2,479.58*	*Yes*	*Enable*	*Date: 14/08/2025 Type: 2 Clear: Yes*			*Arrears Notice disabled*

Click 'Enable' to remove the restriction and reactivate arrears notices for the account.

8.3 Last Arrears Notice - View Arrears Notices log and set clear flags

Click the icon in the Last Arrears Notice column to open a list of notices issued for the account and set clear flags.

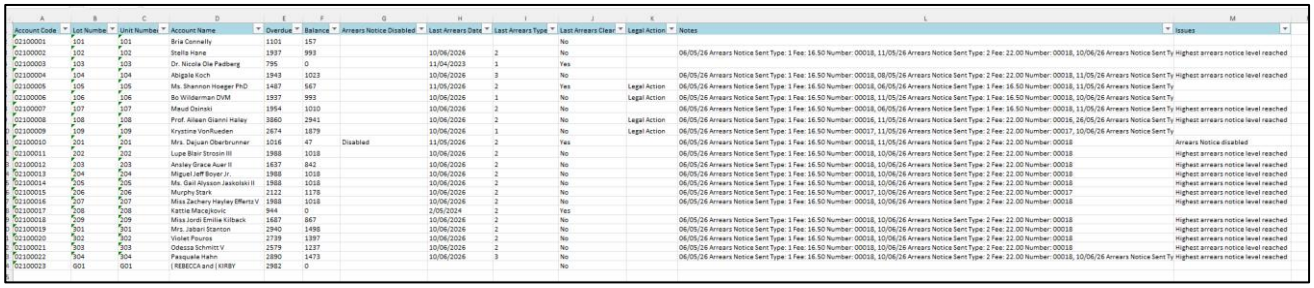


The View Arrears Notices log:

- Shows the details of the notice sent.
- Allows the tatus of notices to be managed.
    - Clear – Clears the issued flag for the selected notice.
    - Unclear – Reverses the clear flag for the selected notice
    - Delete – Delete the record for the selected notice.

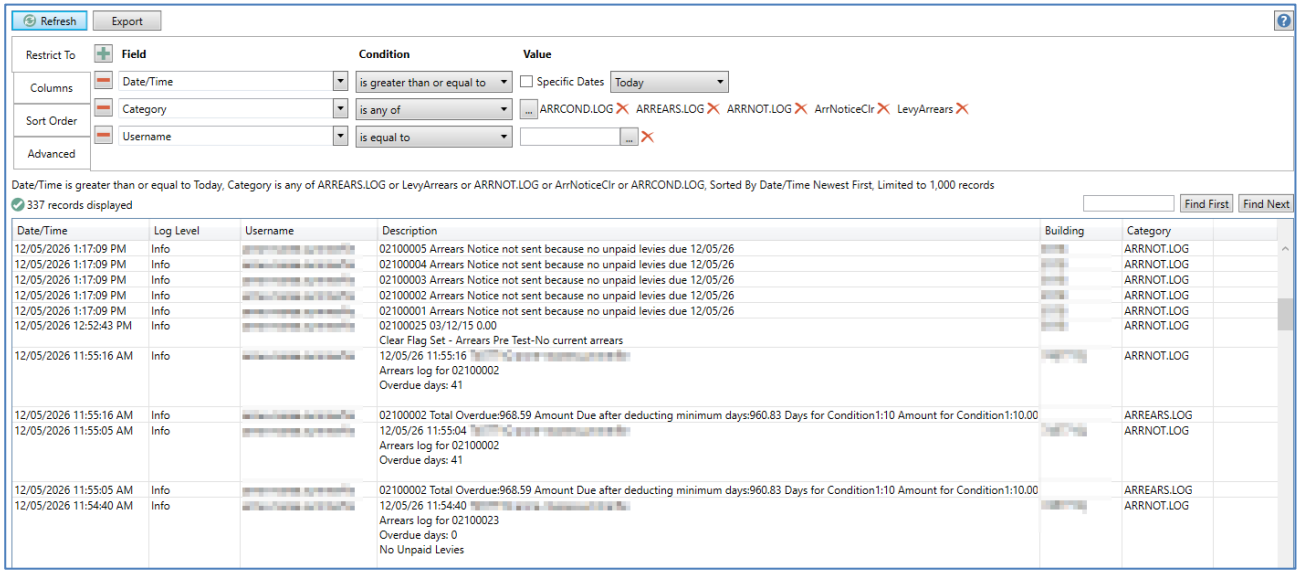
8.4 Export All

Click the Export All button to export the data from Arrears Manager to Excel.



8.5 View Log

The View Log button opens the log viewer which will has a preset search incorporating all Arrear logs. This brings logging for all arrears processes into one screen where any conditions affecting issue of notices are recorded and can be reviewed.



9. Settings that have been removed

9.1 Process Fees and Logs

- The **Process fees and logs** setting has been removed in the new Levy Arrears configuration. Fees and logs will be processed automatically when arrears notices are produced.

Note: If Arrrears have been run where Fees and Logs were not processed, Process Fees and Logs will need to be run manually in Arrears Notices and Reports before arrears can be generated in the new Levy Arrears module. For example if Process Fees and logs was not set in the old Arrears Notices screen for the last arrears run or if there was an error processing fees in the new Levy Arrears module.

9.2 Use earliest due date for overdue days calculation

- The **Use earliest due date for overdue days calculation (default is latest due date)** setting has been removed in the new Arrears Notice Setup configuration. Earliest due date will now be observed automatically in the new Levy Arrears module.

10. Settings that are still managed in Arrears Notices

The following tools and settings will continue to be managed through the Arrears Notices screen.

10.1 Tools

- Edit GST Wording
- Edit Interest Wording
- Edit Arrears Wording
- Edit Advanced Wording
- Edit Other Wording
- Edit Payment Instructions
- Edit Direct Debit Instructions
- Edit Arrears Due Date Words
- Edit Levy Notice Words
- Edit Prior Debt Words
- Edit Prior Credit Words
- Edit Unpaid Invoices Words

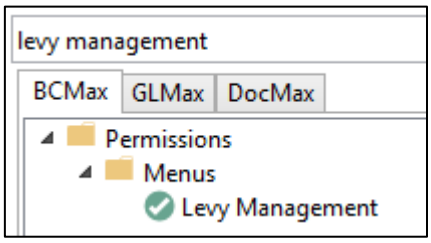
10.2 Arrears Notice Setup Settings

- Include Journal Arrears in not due calculation.
- Include Other Balances in Arrears (Changing this setting will update the setting in the new Arrears configuration screen and changing the setting in the new screen updates the setting in the old configuration screen.
- Print Notices only if there are Levy Arrears
- Default Overdue Days (Used for Other)

11. Security Permission Considerations

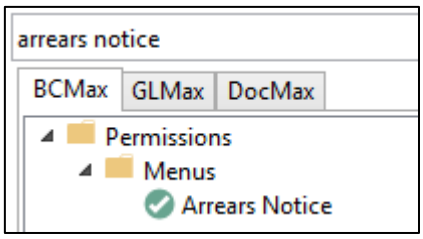
11.1 Access to Levy Arrears, Levy Arrears Reports and Arrears Manager

Access to Levy Arrears, Levy Arrears Reports and Arrears Manager will be limited to users who have access to Levy Management in Security Setup until the old Arrears Notices module is removed.



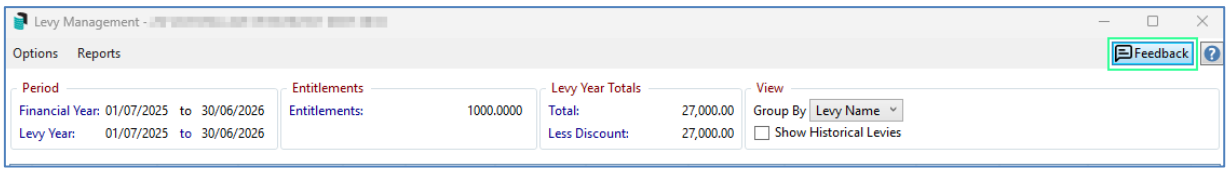
11.2 Levy Arrears configuration

The Arrears Notice permission will control access to the Arrears configuration screen. If this is set to Deny, settings in the configuration screen will be disabled and users will not have the ability to issue notices or run the Overdue Report.



12. Feedback

To provide feedback for this preview feature please use the 'Feedback' button in the Levy Management screen.



To review new Arrears Help articles, please use the following links.

https://smhelp.stratamax.com/help/arrears-process-new

Arrears Process - New | Online Help

https://smhelp.stratamax.com/help/arrears-management-new

Arrears Management - New | Online Help