

Arrears Notice Overview & Configuration

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The content in this article relate to **Arrears Notice**. The icon may be located on your [StrataMax Desktop](#) or found using the [StrataMax Search](#).

The arrears process in StrataMax is designed around an *arrears schedule* (configured in [Arrears Notice Setup](#)), which once configured, can issue different types of notices or letters based on a lot owner's balance, and the age of the a balance. For each arrears notice or letter, varying arrears fees can also be charged. Each arrears notice can have its own set of rules for the minimum arrears balance, and can be issued by levy period or on the total amount outstanding.

The **Arrears Notice** screen does not include Second Debtor accounts. Please refer to the [Second Debtors article](#) for more information.

How Arrears Notices Work in StrataMax

When an arrears notice/letter is printed/emailed, it states the total amount outstanding, including interest and arrears notice fees (if applicable). At this moment in time, StrataMax records that the lot has now been issued the *first letter* in the arrears schedule.

When the owner pays the amount and brings the lot balance to nil (or in credit), StrataMax then resets the schedule for this lot. The next time an arrears notice is processed for this lot, StrataMax will refer to the schedule again and recognise that the first notice/letter should be produced.

What often happens is that an owner will pay the amount of their *levies*, but not the arrears fee or the outstanding interest. This results in the lot balance not being brought back to nil (or in credit), and the arrears schedule not being reset for this lot.

Subsequently, the next time an arrears notice is processed for this lot, StrataMax will refer to the schedule again and recognise that the first notice/letter has already been issued, and the lot balance was not brought back to nil (or in credit), so the second letter in the arrears schedule should be produced.

Arrears Notice Configuration

This section covers the different settings that pertain to the **Arrears Notice** screen, which is accessed by clicking *File > Configure*. Only those settings that affects the arrears notices are highlighted and covered in this section. Some of the other settings are related to the Levy Notices, which are covered in the [Levy Notice/Reports](#) article.

Configuration

Levy Notice

Settings

- ☒ Always show last active global message (Levy Notice)
- ☐ Always show last active global message (Arrears Notice)
- ☐ Show Interest separately
- ☐ Show Other separately
- New Owner Arrears Days: 0
- Arrears Days Key Field: Notice Receipt Date
- ☐ Print Sample Levy Notice each time notices are printed
- ☒ Email Levy Notice and Correspondence to Global Agent/Mortgagee
- ☐ Email copy to owner when Notice Address is used by Global Agent/Mortgagee
- ☐ Clear all arrears log records upon levy generation
- Arrears Record Detail: Arrears Notice Fee
- ☒ Log Buildings With No Levies During Global Run
- ☒ Show Not Yet Due Levies as Normal Levies During Global Run
- ☐ Show Other Arrears Breakdown

Unit Number Style

- ☐ 'S' Prefix for Shop Number
- ☐ 'T' Prefix for Street Number

Close

Settings

Always show last active global message (Arrears Notice)

If ticked, the active message for this building will be displayed on Arrears Notices.

New Owner Arrears Days

If a change of ownership has occurred on a lot, this is the number of days before the lot is included in the arrears schedule. This will observe the next the option selected in *Arrears Days Key Field*.

Arrears Days Key Field

This setting is linked to the above setting, *New Owner Arrears Days*.

- *Transfer Date* will observe the date the [change of ownership](#) was completed in the [Roll](#).
- *Notice Receipt Date* will observe the [Date of Receipt of Notice](#) field in the [Roll](#).

Clear all arrears log records upon levy generation

This is recommended to be left unticked and should be used on advice by the Support Team. This setting will set the clear flag in the levy arrears log when a new levy is generated.

Arrears Record Detail

This is the wording for the arrears notice fee on the levy/arrears notice.

Show Other Arrears Breakdown

If ticked, will show a breakdown of 'Other' arrears.

Unit Number Style

'S' Prefix for Shop Number

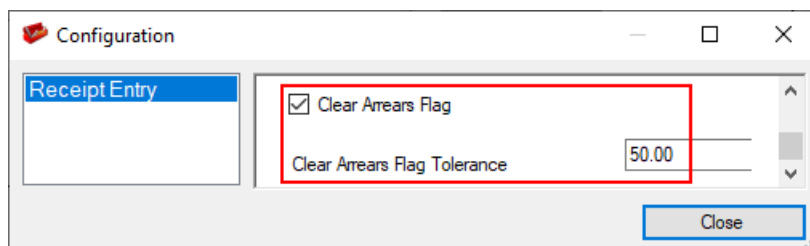
Using the field 'Unit No' in the roll you can add an 'S' to distinguish the lot is a shop and then add the shop number e.g. S4. On the levy and arrears notice the word 'Unit Number' will be replaced with 'Shop Number' but if you untick this option it will suppress the word 'Shop Number 4' and show 'Unit Number S4'.

'T' Prefix for Street Number

If you tick this setting it will add the word 'Street Number' where 'Unit Number' shows on the levy and arrears notice.

Receipt Arrears Flag Settings

In [Receipt Entry](#) menu there are settings that will clear the arrears flag when a lot's payment is receipted, and the balance due is cleared or places the lot's balance into credit. To access and change these settings open [Receipt Entry](#), click *File > Configure*.



Clear Arrears Flag

If enabled, the owner's [arrears flag](#) will be cleared automatically when their payment is receipted and their account balance becomes zero, or below the pre-configured tolerance allowance (see below). This is a global setting and will affect all users. When the arrears flag is cleared, it will also create an entry in the [Log Viewer](#), in the 'ArrNoticeClr' category.

Clear Arrears Flag Tolerance

This field is only available if the *Clear Arrears Flag* setting (above) is enabled. Type in the amount that an owner's balance needs to be reach in order to reset their [arrears flag](#). For example, if you set this to 50, and an owner's payment leaves them with a balance of \$50.01, their [arrears flag](#) will not be reset.

Levy Arrears Email Template Setup

Please refer to the [Email Template Manager](#) article to learn how to manage email templates.

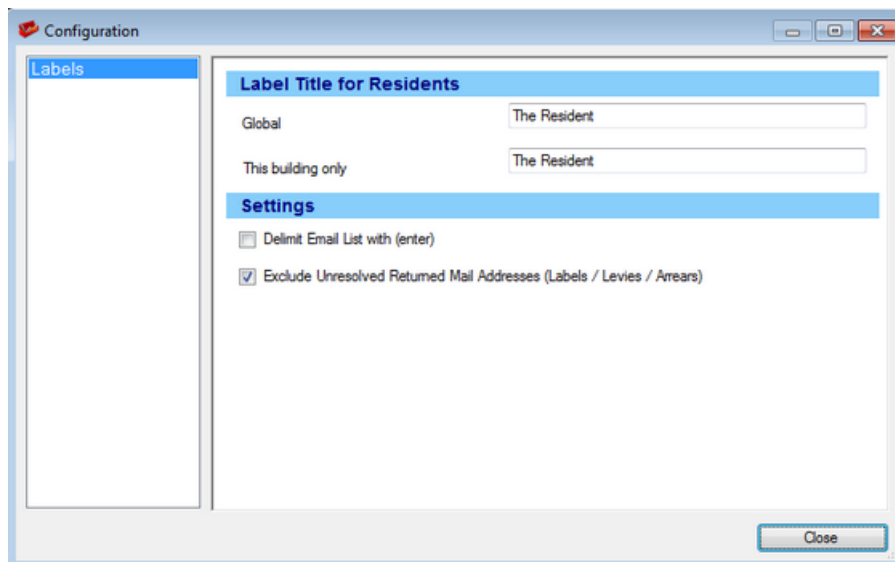
Levy Arrears Settings in the Roll Menu

There are also a setting in the [Roll](#), which relates to arrears notices, which should be checked.

1. Search or select **Roll**, and if the lot selection list appears, click *Cancel*.
2. Click *File > Configure*.
3. It's recommended to tick the box *Clear Arrears Notice on Transfer*, as this will reset the arrears notice schedule when there is a [change of ownership](#), resulting in the new owner receiving the first arrears notice/letter in the [arrears schedule](#).

Settings in Label Printing / Returned Mail Register

1. Search or select **Label Printing (Debtors)**.
2. Click *File > Configure*.
3. By ticking the box *Exclude Unresolved Returned Mail Addressed (Labels/Levies/Arrears)* arrears notices, levy notices or labels will not print from StrataMax for any owners who have been added to the [Returned Mail Register](#).



Arrears Manager

From within the *Arrears Manager*, check the amounts in each column for the particular lot and then review the amounts setup in arrears notices. The date of the *Last Arrears Notice* sent can be checked as

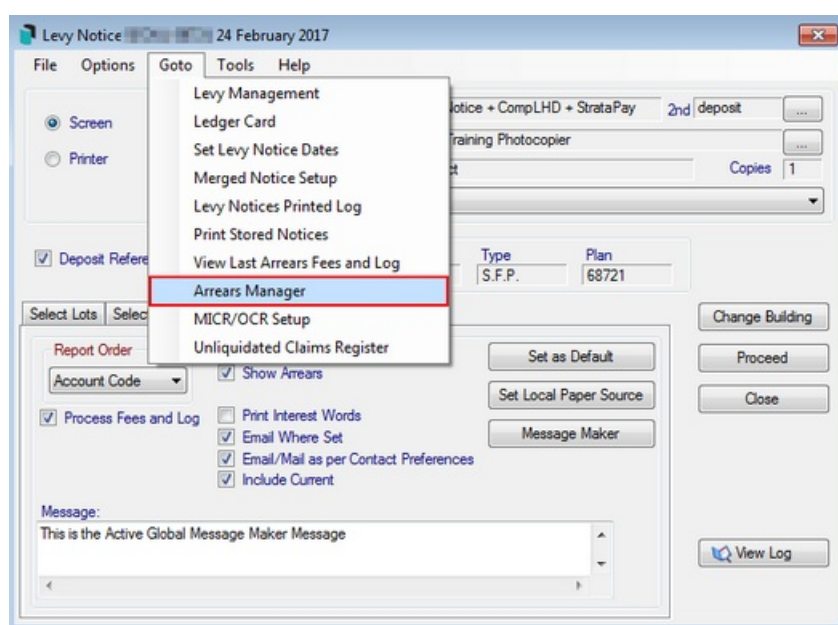
well, to ensure the lot meets the arrears criteria.

1. In the required building, search or select **Arrears Notice**.
2. Select *Tools > Arrears Notice Setup*.
3. Click *File > Arrears Manager*.

Do Not Send Arrears Notice to Owner

In some cases you may have been requested by your Committee / Strata Manager to exclude some owners from receiving arrears, whether that be a one off or for a period of time.

1. Search or select **Arrears Notice**.
2. Click *GoTo > Arrears Manager*.



3. Check and add or remove any options to the configuration settings before clicking *Close*.
4. In the table, select the owner.
5. Select *File > Set No Send Arrears Notice*

Arrears Manager TRAINING MANUAL 77889 Report Date: 14/01/15

File

Set No Send Arrears Notice

Close

		Balance	Current	30 Days	60 Days	90 Days	120+ Days
02100001	BELL R B	318.50	318.50	343.00	-343.00	0.00	0.00
02100002		637.00	318.50	343.00	-24.50	0.00	0.00
02100003	BELL R B	318.50	318.50	318.50	-318.50	0.00	0.00
02100004		318.50	318.50	318.50	-318.50	0.00	0.00
02100005		318.50	318.50	318.50	-318.50	0.00	0.00
02100006		318.50	318.50	318.50	-318.50	0.00	0.00
02100007		318.50	318.50	318.50	-318.50	0.00	0.00
02100008		318.50	318.50	318.50	-318.50	0.00	0.00
02100010		294.00	294.00	294.00	-294.00	0.00	0.00
02100012		318.50	318.50	318.50	-318.50	0.00	0.00
02100013		318.50	318.50	318.50	-318.50	0.00	0.00
02100014		2453.97	318.50	318.50	1816.97	0.00	0.00

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Arrears Notes Category
ARREARS

Change Building Owner Info Notes Show in Excel Close

Configure

- It is also recommend to add a note explaining the circumstances and reason to place this owner's arrears notices on hold, and for the period, so it can be referred back to.
- Once an owner has been 'Set No Send Arrears Notice' this will display in the arrears manager report and on the screen.

Arrears Manager TRAINING MANUAL 77889 Report Date: 14/01/15

File

Legal	Notes	Owner Ref Num	DDR	No Send Arrears Notice	Admin Fund	Admin Fund Sp
		00000001			234.00	
		00000049			468.00	
		00000050		Y	234.00	
		00000051			234.00	
		00000052			234.00	
		00000053			234.00	
		00000054			234.00	
		00000055			234.00	
		00000057			216.00	
		00000058			234.00	
		00000059			234.00	
		00000060			1731.21	

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Arrears Notes Category
ARREARS

Change Building Owner Info Notes Show in Excel Close

Configure

Tools Menu

□

Arrears Notice Setup

Please refer to our [Arrears notice Setup article](#) for a detailed guide on this menu.

Edit Arrears Due Date Words

These words will appear in the *Due Date* field on the deposit slip on the [Arrears Notice](#).

1. From the *Tools* menu select *Edit Arrears Due Date Words*.
2. Type in the required text (20 character limit) and click *OK*.

Credit Arrears Fees

If it has been determined that an Arrears Fee is to be credited or reversed, this can be completed using the Credit Arrears Fee function for any Current Year Arrears Fees. If the Arrears Fee exists in the now Old Year, a journal can be entered to cancel the original transactions. This process is applied on a per-lot, per-building situation and cannot be done globally to reverse arrears fees.

1. In the **Arrears Notice** menu click *Tools > Credit Arrears Fee*.
2. Highlight the Account / Owner to refund and click *OK*.

Code	Description	Lot Number	Unit Number	Plan No.	Committee Member (YN)
02100017		18	18	11	N
02100018		19	19	11	N
02100019		20	20	11	N
02100020	T A S COLLINS	21	21	11	N
02100021		22	22	11	N
02100022		23	23	11	N
02100023		24	24	11	Y
02100024		11	11	11	N

3. Select the Arrears Fee to refund and click the *Credit this fee record* button.

□

4. You will now be presented with three options as to how to leave the Arrears flag:

Arrears Log Action

Set Clear Flag in last arrears log record

Delete last arrears log record

Leave flag in it's present state

Close

- **Set Clear Flag in last arrears log record** resets the arrears flag by placing a 'Y' in the *Clear Flag* column in View Log so that the next arrears run will start at the first arrears notice.
- **Delete last arrears log record** deletes the last arrears flag so that the next arrears notice produced will be the same one that was just deleted - provided the lot still meets the arrears conditions.
- **Leave flag in its present state** will not change the arrears flag, and if the lot still meets the arrears conditions, the next arrears notice produced will be the next one in sequence.

Clicking *Close* without selecting any of the three options will cancel the credit process and **not** refund the lot.

6. After clicking one of the above options, it is recommended to close the **Arrears Notice** windows and check the lot balance in the [Transaction List](#) to ensure the credit has been applied, and that the lot balance is correct.

Arrears Notice Text Editor

This text appears between the message box and the deposit slip on the Arrears Notice. It has two parts; a title in **bold**, and the main text, which sits underneath. Bear in mind that this text field is only available on certain templates.

1. From the *Tools* menu select *Arrears Notice Text Editor*.
2. In the first window type in the title (100 character limit), then click *OK*.
3. Notepad will then open the file *ARRNOT.TXT*, where you can type the main body of text for the arrears notice.
 - Each line can contain about 120 characters, and the templates that include this text allow up to 5 lines.

Arrears Notice Signature Locator

If a signature has been configured for the Strata Manager, this menu is used to set its location on the page.

Clear Last Arrears Date

This will clear the last arrears date for selected lots, and regress the arrears schedule for it.

1. After clicking the option from the *Tools* menu,
2. Tag the required lot, whilst making a note of the *Last Arrears Notice Date* and *Last Arrears Letter Date*.
3. Click *OK*.

Tag Owners Accounts for Last Arrears Date removal

Clear Last Arrears Date

Tag	Account	Name	Last Arrears Notice Date	Last Arrears Letter Date
	02100015	HARVEY MEYER	17/01/20	
	02100016	P MCCORMICK	17/01/20	
	02100017	GALLAWAY Q	17/01/20	
	02100018	R BRERETON	17/01/20	
	02100019	JOHN BLANEY	17/01/20	
✓	02100020	T COLLINS	17/01/20	20/01/20
	02100021	U SMITH	17/01/20	
	02100022	V SHISHKINA	17/01/20	
	02100023	MARY CANDESSA	17/01/20	
	02100024	ALEX DAVIS	17/01/20	

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OK Cancel

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[Message Maker article](#)