

Payments Management

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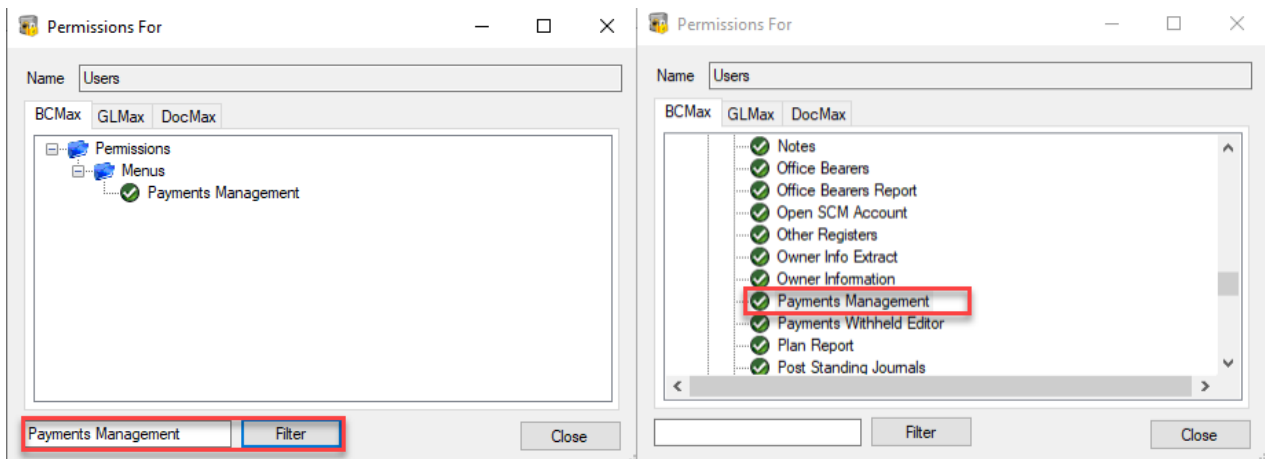
The instructions in this article relate to **Payments Management** located in StrataMax. The icon may be located on your *StrataMax Desktop* or found using the *StrataMax Search*.

Payments Management provides a single screen to both review, manage, as well as delete / reverse payments. The information can be produced into an Excel report and therefore can be used to generate reports for Creditor accounts and payments across the portfolio. Remittance Advice notes can be added and copies of Remittance Advice can be produced and sent. Be sure to watch our [Payments Management webinar](#) for additional guidance on **Payments Management**.

Security Access to Payments Management

To access the **Payments Management** screen, users will need to be granted the below permission in **Security Setup**. A demonstration on allowing access can also be viewed in the [Payments Management Video](#).

1. Search or select **Security Setup**.
2. Right-click the required *User* or *Group* and select *Edit Permissions*.
3. Navigate to *Menus > Payments Management* or type in 'Payments Management' and click *Filter*.
4. Right-click and select *Allow*.
5. Repeat steps for *Reverse Payments* if the user should also have access to the [Reverse Payment](#) functionality.
6. Click *Close* to exit.



Payments Management | Searching & Filtering

It is possible to search one property or multiple properties based on set filter settings and also select to view the attached document.

The screenshot shows the 'Payments Management' application window. On the left, there are search and filter controls: 'Building' (a), 'Creditor' (b), 'Date Range' (c, d), 'Payment Type' (e), and 'Filter' (f). A table lists 22 payments with columns for Building, Name, Date, Creditor, Name, Amount, Reference, Status, and EFT. A red box highlights a specific payment entry for 'ALL STAR ELECTRICAL' with amount \$185.55. Below the table, a detailed view of this payment is shown, including an invoice table with columns for Invoice Number, Date, Amount, Paid Amount, Description, and Expense Account. On the right, a preview of an invoice from 'Landscaping 133' is visible. Red callout letters (a-o) are placed around the interface to indicate key features: 'a' through 'd' point to search filters; 'e' points to payment type options; 'f' points to the search filter; 'g' points to the amount filter; 'h' points to the 'Auto Show Document' checkbox; 'i' points to the 'Export' button; 'j' points to document thumbnails; 'k' points to a document thumbnail; 'l' points to a document thumbnail; 'm' points to the 'Notes' field; 'n' points to the 'Print' button; 'o' points to the 'Reverse' button.

a. Building

Click the ellipsis button to select a single or multiple buildings to display. Clicking the green circles with white ticks will tag all buildings.

b. Creditor

Click the ellipsis button to select a single creditor.

c. Date Range

Select a date range (Today, This Week, This Month, This Month and Last, 2 & 3 Months Ago, All Available, Custom Range).

d. Custom Range

Select dates to report if using Custom Range.

e. Payment Type

Select to filter payment type and if not printed or not presented.

f. Filter

Type free text to search for a particular name or detail.

g. Amount

Enter any minimum or maximum amounts to filter.

h. Auto Show Document

Automatically view the attached invoice document in the right hand window. By selecting the DocMax Icon highlighted in the lower right hand corner of the above screen shot the invoice details can be previewed in full.

i. Refresh

Refresh search parameters.

j. Help

Open StrataMax Online Help in browser.

k. Status column

If the 'Printer icon' is displayed, this indicates the Payment has completed the *Email Remittance Advice* process. If the 'Bank/Building icon' is displayed, this indicates the Payment has been Presented at the bank and therefore cannot be reversed.

l. EFT column

If an e icon is displayed indicates an EFT Payment type.
If a B icon is displayed this indicates a BPAY Payment type.
DD indicates Direct Debit type.

m. Notes & Remittance

Click to add any Internal Notes (will not be displayed on the Remittance Advice) or select Remittance to add notes to be displayed and printed onto the Remittance Advice for the Creditor. Security permission *Edit Remittance Advice Notes* needs to be set to 'Allow'.

n. Print

To produce the Remittance Advice to Screen, Printer or Email. (Select 'Screen' to receive a preview prior to Emailing or Printing). Any Remittance notes added will be printed on the Remittance Advice.

o. Reverse

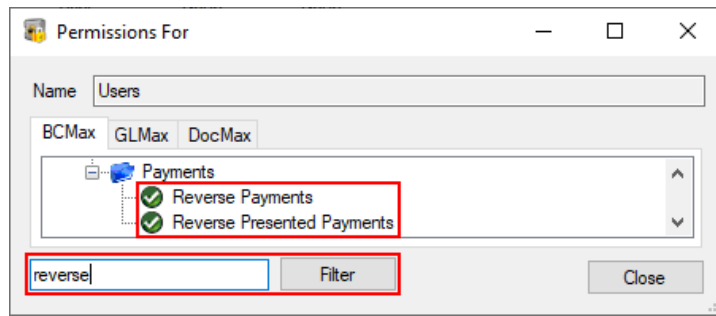
Click *Reverse* to cancel/reverse the selected payment. Review the Reverse a Payment section.

p. Export

To produce a report into Excel of payments created for a particular Creditor account or date range.

Reverse a Payment

Access to the *Reverse Payments* button, including *presented* payments, users will need to be granted permission by their StrataMax Administrator in [Security Setup](#).

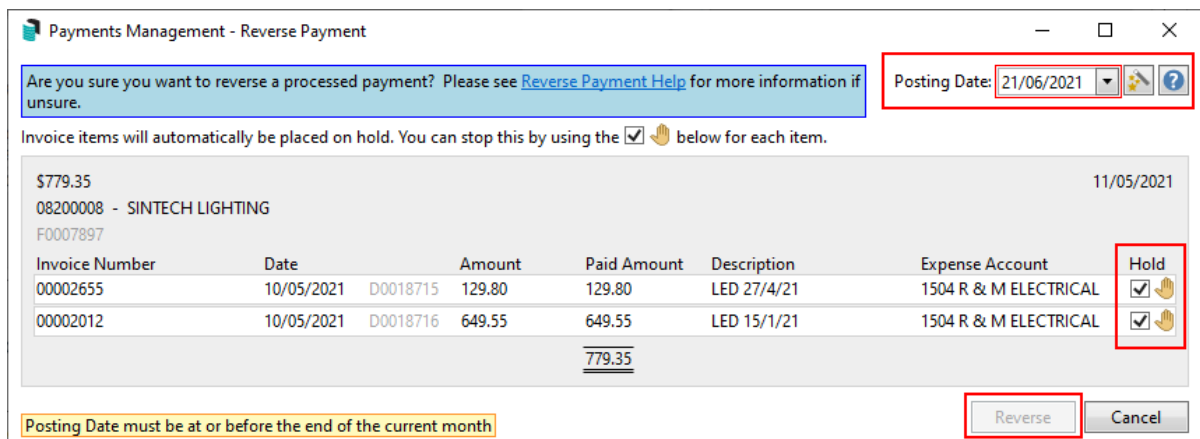


Payments Management provides the ability to reverse Cheques, BPay, and EFT payments. Once a payment has been reversed, the creditor invoice can be edited or reversed in [Creditor Invoices](#), or it can be created again in **Payments**.

Reversed payments will automatically place the invoices on hold in [Search Creditor Invoice Items](#). During the reversal process, remove the tick in the *Hold* tick box to prevent this, so that the balance is visible in **Payments**.

Owner refunds and reimbursements, when reversed, will remove the payment and be ready for re-entry via [Payment Entry](#) where required. A common area for checking first includes any completed batches created in [EFT Manager](#) to confirm that the original payment was uploaded.

1. Search or select **Payments Management**.
2. Adjust the *Date Range* if needed and select *Any* for all payment types (if not presented in the list).
3. Click the *Reverse* button, either on the same line as the payment, or the button at the bottom part of the screen.
4. Check the *Posting Date* and remove the tick in the '*Hold*' box for the creditor to be placed back in **Payments**.
5. Click the *Reverse* button.
6. Once a payment has been reversed, the creditor invoice then can either be *reversed* in [Creditor Invoices](#), or it can be processed in **Payments** (if the *Hold* box was unticked as per step 4 above).



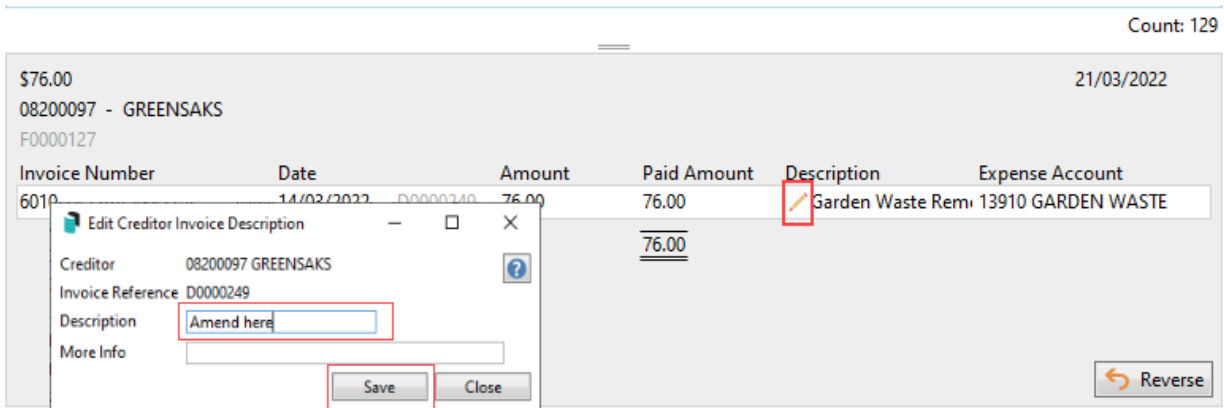
Each scenario can be different on how to manage a payment reversal depending on where the process has reached in its lifespan. Please see this [article](#) to review how to review and process these.

Edit Description &/or More Info of a Paid Invoice

To amend a description of a paid invoice, which is printed on the transaction list and other reporting areas please use the below method.

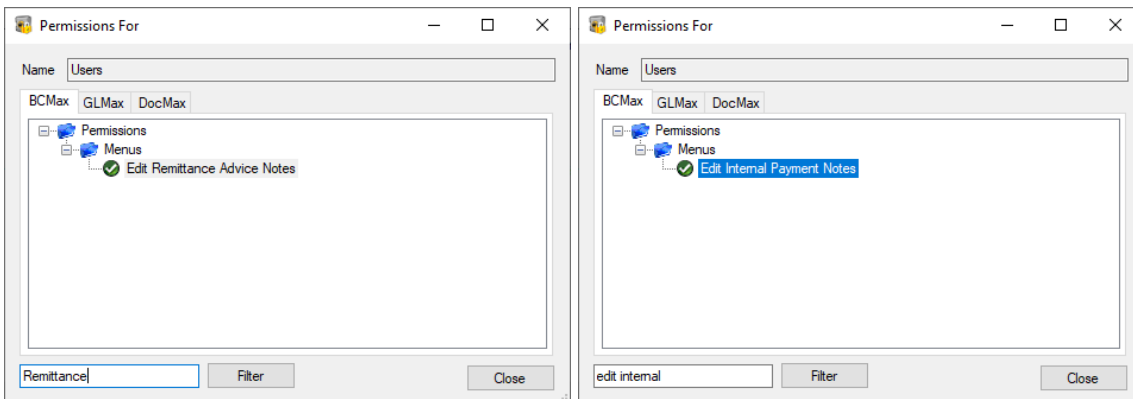
Users must be granted permission in **Security Setup** to access the **Creditor Invoices** screen.

1. Search or select **Payments Management**.
2. Adjust the *Date Range* if needed and select *Any* for all payment types (if not presented in the list).
3. Find the creditor record, and use the *Filter* area if needed.
4. At the bottom of the screen, click the *Pencil* icon and amend the description as needed. Click *Save*.



Remittance Advice | Internal & External Notes

To edit the Remittance Advice Internal & External notes, users will need to be granted permission to 'Edit Remittance Advice Notes' and 'Edit Internal Payment Notes' by their StrataMax Administrator in **Security Setup**.



Internal Notes can be added to a payment for viewing from **Payments Management**. External Notes can be included on the Remittance Advice and printed for the contractor to receive.

1. Search or select **Payments Management**.
2. Adjust any filters at the top of the screen to find the payment required; *Building, Creditor, Date Range*, and select *Any* for all payment types.
3. Find and select the payment in the list.
4. At the bottom of the screen, click the *Notes* button to add an internal note, and/or the *Remittance* button to add a note for the remittance advice.
 - o If the icon on the button looks like a sheet of paper, then you don't have security permission to add or edit the notes - only view.

The screenshot shows the 'Payments Management' interface. At the top, there are filter fields for Building (STRATAMAX ONLINE HEI 300621), Creditor, Date Range (All Available), and Amount. There are also radio buttons for Cheques, EFTs, and Any, and checkboxes for Not Printed and Not Presented. A red box labeled '2' highlights the filter and radio button area. Below the filters is a table with columns: Building, Name, Date, Creditor, Name, Amount, Reference, Status, and Payment Method. A red box labeled '3' highlights the first row of the table. Below the table is a detailed view of the selected payment, showing the amount (\$500.00), creditor (D Smith), and date (30/06/2022). There are buttons for 'Notes' and 'Remittance' with a red box labeled '4' around them. The 'Remittance' button has a document icon. Below the detailed view is a table with columns: Invoice Number, Date, Amount, Paid Amount, Description, and Expense Account. The table shows one row with Invoice Number 12454, Date 30/06/2022, Amount 500.00, Paid Amount 500.00, Description Reimbursement, and Expense Account 13905 GARDEN & GROU. There are 'Print' and 'Reverse' buttons at the bottom right.

5. Type the required notes in the window, then click *Save*.
 - o A blue and white 'i' will display if there is a note added.

Remittance Advice | Print or Resend

To produce a copy of the Remittance Advice, reprint a Remittance Advice or once Remittance Advice notes have been added, the Remittance Advice can be brought to screen to be viewed or emailed/ printed.

1. Search or select **Payments Management**.
2. Adjust any filters at the top of the screen to find the payment required; *Building, Creditor, Date Range*, and select *Any* for all payment types.
3. Find and select the payment in the list.
4. At the bottom of the screen, review any Remittance Advice notes if there is an 'i' button next to

Remittance.

5. Click the *Print* button and select *Screen* to preview the Remittance Advice prior to Emailing or Printing. Any Remittance Advice notes added will be included on the Remittance Advice. The Remittance Advice also includes a Payment Date and Remittance Advice Date to differentiate between the two dates if the Remittance Advice is sent at a later date or reprinted.

Please note: The [Email Remittance Advice](#) step is actioned from *EFT Manager* during the Payment process. Any contractors / creditors without an email address recorded in their Contact, who require a Remittance Advice to be printed, can be printed individually per payment using the steps above in *Payments Management*.