Process Management Fees

Last Modified on 30/06/2026 10:52 am AEST

The instructions in this article relate to ***Process Management Fees.*** The icon may be located on your *StrataMax Desktop* from within GLMax or found using the *StrataMax Search* from within GLMax.

Be sure to check out the Management Fees & Disbursements video on our video page as well.

Process Management Fees

In ***Process Management Fees***, users can preview and process management fees that are set up in ***Management Fees Setup***. Configuration options allow management fees to process automatically and to file the invoice into ***DocMax*** and attach to the ***Creditor invoices*** in StrataMax.

Configuration

To set the required Configuration follow the steps:

1. Access ***GLMax***, and search or select ***Process Management Fees***.
2. Click the *Config* button.
3. Amend the details of each options below as required, then click *Save*.

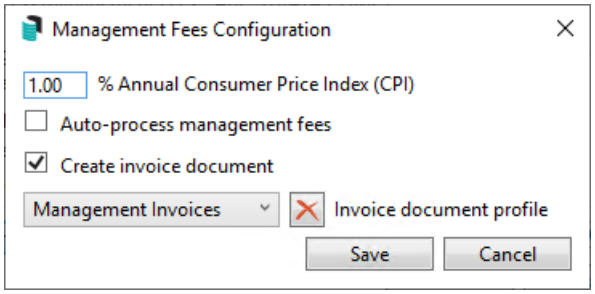
% Annual Consumer Price Index (CPI)
Set the appropriate CPI; the CPI will be used for any Buildings that have selected in ***Management Fee Setup*** to increase by 'CPI' or 'Highest of CPI or Percent' when the 'Next Increase Date' occurs. This value must be reviewed as updates to the CPI are released, this is particularly important if the Auto-Process Management Fees option below is set.

Auto-Process Management Fees
Tick to allow management fees to automatically process based on the *Next Charge Date* entered in the ***Management Fee Setup*** menu. ***GLMax*** must be rolled into the month of the invoices in order for the fees to process automatically.

Create Invoice Document
Tick to generate and save the invoice ***DocMax*** for each building separately, and attach to the ***Creditor Invoices*** in StrataMax automatically. The invoice will be based on a standard template and cannot be configured by the user.

Invoice Document Profile
This option is used if *Create Invoice Document* is ticked. Set the appropriate *DocMax Profile* so the invoice is filed with the required *Category* and *Status*.

> The profile will need to be set up in DocMax, but just make sure it's not configured in such a way that it will appear in the *Work Queue* for supplier invoices. We recommend calling the profile something like 'Management Fee Invoices'.



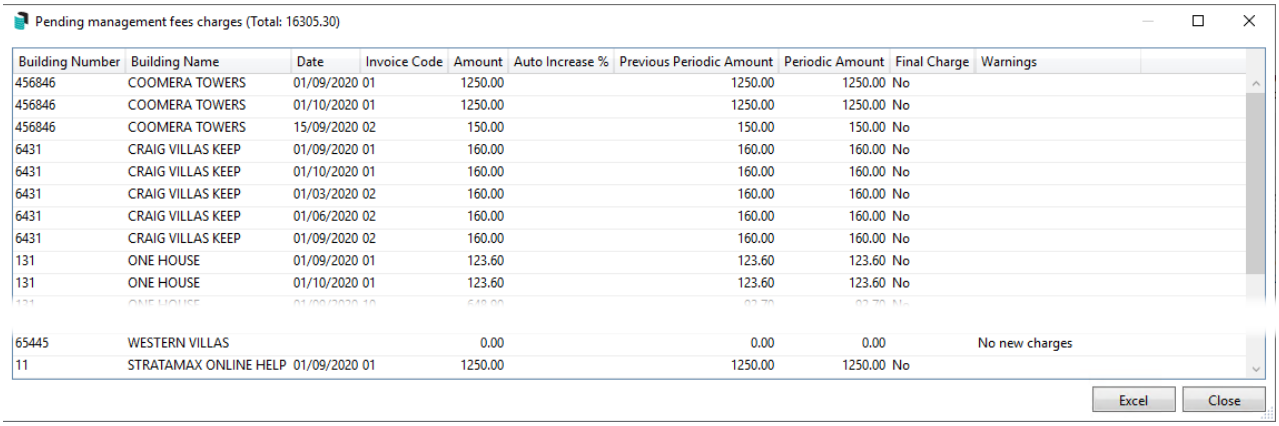
Preview

Click the *Preview* button to view the management fees that will be processed when the*Process Fees* button is next clicked. The *Create Invoices Up To* date field allows a future date to be entered so fees can be previewed and charged in advance; the future date cannot be more than two months in advance. (Note: The BCMax Building will need to be rolled into the month the fees relate to for the management fees to post).

The preview will display what will be charged, auto increases that will occur, whether the invoice is a final charge, and any potential warnings explaining why a charge will not be able to process such as 'Building has not rolled over'.

Click the *Excel* button to export the results to Excel.

> When management fees are processed, any fees marked as Yes for Final Charge will be marked as Inactive in Management Fees Setup and therefore not charge again. Final Charge is based off the Termination Date entered in Management Fees Setup.



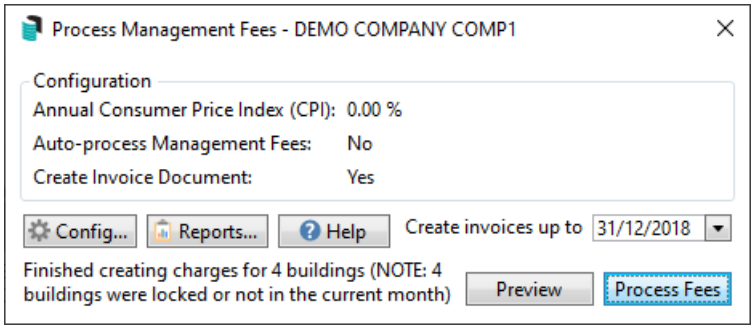
Processing Fees

To process fees follow the below steps; it is recommended to Preview Fees prior:

1. Access ***GLMax***, and search or select ***Process Management Fees***.
2. Check the *Configuration* options are set as required.
3. It is highly recommended to click the *Preview* button first in order to review the fees that will be charged.
4. Change the date in *Create Invoices Up To* if required.

> If the date is set to a future month, the invoices will be created in ***GLMax,*** however, the transactions will not be posted in BCMax until the building is rolled into that required month. So for example, if the current month was April, and the *Create Invoices Up To* field is set to a date in May, the fees will not be able to be created in ***Payments*** until the building is rolled into May. The fees will also have a 'Pending' status in the Charge History in ***Management Fees Setup***.

5. Click the *Process Fees* button.
    - Upon completion a message will display a confirmation that the process has finished.
    - Also note which buildings were locked or not in the current month.
6. Back in StrataMax/BCMax, the balance will be present for your Strata Management company (creditor code 08200002) in ***Payments***. From this point, simply follow the usual payments process for your creditor in all applicable buildings.
7. Click *Close* to exit.



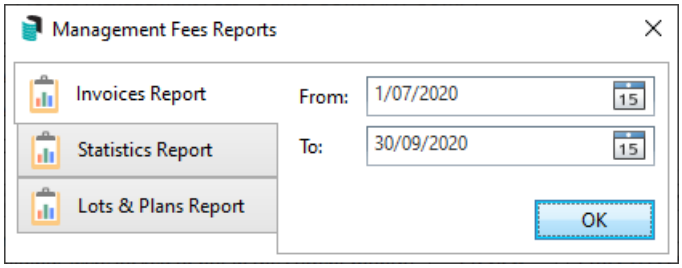
Printing Invoices from Management Fees

If the 'Create Invoice Document' box is ticked in the *Configuration* menu, then invoices will automatically be generated and saved in DocMax for each building separately. The invoice can be printed or emailed from there.

If the 'Attach Invoice Document' setting has not been ticked in the *Configuration* menu, then invoices can be printed or emailed from within ***Invoice Printing***.

Management Fees Reports

Management fees & recoveries charged can be exported to Excel using the *Reports* button. Reports observe the *From* and *To* dates entered and will include information for active & lost buildings.



Invoices Report

The report will export to Excel with multiple tabs (running along the bottom), and will report management fees and recoveries charged for Active and Lost Buildings. Each of the tabs are detailed below:

Management Fee Invoices
Each invoice reported line by line.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Company	CompanyYear	DebtorAccountCode	DebtorAccountBalance	BuildingNumber	BuildingName	AccountManager	ManagementOffice	TransactionDate	InvoiceCode	InvoiceDescription	FeeAmount	Details	Reference
2	COMP1	1/07/2020	02100002	8250.75	456846	COOMERA TOWERS	Craig Jeffcoat		31/07/2020	01	Management Fees	1250.00	Management Fees	M0000058
3	COMP1	1/07/2020	02100002	8250.75	456846	COOMERA TOWERS	Craig Jeffcoat		31/07/2020	02	BAS Preparation	150.00	BAS Preparation	M0000059
4	COMP1	1/07/2020	02100002	8250.75	456846	COOMERA TOWERS	Craig Jeffcoat		11/08/2020	01	Management Fees	1250.00	Management Fees	M0000067
5	COMP1	1/07/2020	02100003	1507.05	6431	CRAIG VILLAS KEEP	Bob Brown		31/07/2020	01	Management Fees	160.00	Management Fees	M0000060
6	COMP1	1/07/2020	02100003	1507.05	6431	CRAIG VILLAS KEEP	Bob Brown		31/07/2020	02	BAS Preparation	150.00	BAS Preparation	M0000061
7	COMP1	1/07/2020	02100003	1507.05	6431	CRAIG VILLAS KEEP	Bob Brown		11/08/2020	01	Management Fees	160.00	Management Fees	M0000068
8	COMP1	1/07/2020	02100004	1279.05	131	ONE HOUSE	Sarah Jones		31/07/2020	01	Management Fees	123.60	Management Fees	M0000062
9	COMP1	1/07/2020	02100004	1279.05	131	ONE HOUSE	Sarah Jones		11/08/2020	01	Management Fees	123.60	Management Fees	M0000069
10	COMP1	1/07/2020	02100005	2028.70	24323	WESTERN HEIGHTS	Sarah Jones		31/07/2020	01	Management Fees	329.60	Management Fees	M0000063
11	COMP1	1/07/2020	02100005	2028.70	24323	WESTERN HEIGHTS	Sarah Jones		11/08/2020	01	Management Fees	329.60	Management Fees	M0000070
12	COMP1	1/07/2020	02100007	6500.00	54651	LOGAN TOWERS	Sarah Jones		31/07/2020	01	Management Fees	1250.00	Management Fees	M0000064
13	COMP1	1/07/2020	02100007	6500.00	54651	LOGAN TOWERS	Sarah Jones		31/07/2020	10	Fixed Disbursments	2000.00	Fixed Disbursments	M0000065
14	COMP1	1/07/2020	02100010	334.60	11	STRATAMAX ONLINE HELP	Bob Brown		31/07/2020	03	Emails Sent	3.50	Emails Sent	M0000051
15	COMP1	1/07/2020	02100010	334.60	11	STRATAMAX ONLINE HELP	Bob Brown		31/07/2020	04	Printing	1.10	Printing	M0000053
16	COMP1	1/07/2020	02100010	334.60	11	STRATAMAX ONLINE HELP	Bob Brown		31/07/2020	06	Arrears Fees	330.00	Arrears Fees	M0000056
17	COMP1	1/07/2020	02100011	3901.05	022019	TRAINING LANA	Lana Clarke		31/07/2020	01	Management Fees	1250.00	Management Fees	M0000066
18	COMP1	1/07/2020	02100011	3901.05	022019	TRAINING LANA	Lana Clarke		31/07/2020	03	Emails Sent	0.25	Emails Sent	M0000052
19	COMP1	1/07/2020	02100011	3901.05	022019	TRAINING LANA	Lana Clarke		31/07/2020	04	Printing	0.50	Printing	M0000054
20	COMP1	1/07/2020	02100011	3901.05	022019	TRAINING LANA	Lana Clarke		31/07/2020	05	EFT Payment	0.30	EFT Payment	M0000055
21	COMP1	1/07/2020	02100011	3901.05	022019	TRAINING LANA	Lana Clarke		11/08/2020	01	Management Fees	1250.00	Management Fees	M0000071
22	COMP1	1/07/2020	02100011	3901.05	022019	TRAINING LANA	Lana Clarke		11/08/2020	02	BAS Preparation	150.00	BAS Preparation	M0000072
23	COMP1	1/07/2020	02100012	335.00	64132	SYDNEY TOWERS	Craig Jeffcoat		31/07/2020	20	Levy Notices	150.00	Levy Notices	M0000057
24	COMP1	1/07/2020	02100012	335.00	64132	SYDNEY TOWERS	Craig Jeffcoat		11/08/2020	01	Management Fees	185.00	Management Fees	M0000073
25	COMP1	1/07/2020	02100013	590.00	210119	TRAINING LANA MULTI OC	Lana Clarke		11/08/2020	01	Management Fees	120.00	Management Fees	M0000074
26	COMP1	1/07/2020	02100013	590.00	210119	TRAINING LANA MULTI OC	Lana Clarke		11/08/2020	01	Management Fees	120.00	Management Fees	M0000075
27	COMP1	1/07/2020	02100013	590.00	210119	TRAINING LANA MULTI OC	Lana Clarke		11/08/2020	01	Management Fees	100.00	Management Fees	M0000076
28	COMP1	1/07/2020	02100013	590.00	210119	TRAINING LANA MULTI OC	Lana Clarke		11/08/2020	01	Management Fees	100.00	Management Fees	M0000077
29	COMP1	1/07/2020	02100013	590.00	210119	TRAINING LANA MULTI OC	Lana Clarke		11/08/2020	02	BAS Preparation	150.00	BAS Preparation	M0000078
30	COMP1	1/07/2020	02100014	840.00	1345131	HARBOUR VILLAS	Lana Clarke		17/08/2020	01	Management Fees	840.00	Management Fees	M0000079

By Building

A summary of Invoices by Building and Invoice Code.

	A	B	C	D	E	F	G
1	DebtorAccountCode	DebtorAccountBalance	BuildingNumber	BuildingName	InvoiceCode	InvoiceDescription	TotalFeeAmount
2	02100002	8250.75	456846	COOMERA TOWERS	01	Management Fees	2500.00
3	02100002	8250.75	456846	COOMERA TOWERS	02	BAS Preparation	150.00
4	02100003	1507.05	6431	CRAIG VILLAS KEEP	01	Management Fees	320.00
5	02100003	1507.05	6431	CRAIG VILLAS KEEP	02	BAS Preparation	150.00
6	02100004	1279.05	131	ONE HOUSE	01	Management Fees	247.20
7	02100005	2028.70	24323	WESTERN HEIGHTS	01	Management Fees	659.20
8	02100007	6500.00	54651	LOGAN TOWERS	01	Management Fees	1250.00
9	02100007	6500.00	54651	LOGAN TOWERS	10	Fixed Disbursments	2000.00
10	02100010	334.60	11	STRATAMAX ONLINE HELP	03	Emails Sent	3.50
11	02100010	334.60	11	STRATAMAX ONLINE HELP	04	Printing	1.10
12	02100010	334.60	11	STRATAMAX ONLINE HELP	06	Arrears Fees	330.00
13	02100011	3901.05	022019	TRAINING LANA	01	Management Fees	2500.00
14	02100011	3901.05	022019	TRAINING LANA	02	BAS Preparation	150.00
15	02100011	3901.05	022019	TRAINING LANA	03	Emails Sent	0.25
16	02100011	3901.05	022019	TRAINING LANA	04	Printing	0.50
17	02100011	3901.05	022019	TRAINING LANA	05	EFT Payment	0.30
18	02100012	335.00	64132	SYDNEY TOWERS	01	Management Fees	185.00
19	02100012	335.00	64132	SYDNEY TOWERS	20	Levy Notices	150.00
20	02100013	590.00	210119	TRAINING LANA MULTI OC	01	Management Fees	440.00
21	02100013	590.00	210119	TRAINING LANA MULTI OC	02	BAS Preparation	150.00
22	02100014	840.00	1345131	HARBOUR VILLAS	01	Management Fees	840.00

By Manager

A summary by Account Manager and Invoice Code.

	A	B	C	D
1	AccountManager	InvoiceCode	InvoiceDescription	TotalFeeAmount
2	Bob Brown	01	Management Fees	320.00
3	Bob Brown	02	BAS Preparation	150.00
4	Bob Brown	03	Emails Sent	3.50
5	Bob Brown	04	Printing	1.10
6	Bob Brown	06	Arrears Fees	330.00
7	Craig Jeffcoat	01	Management Fees	2685.00
8	Craig Jeffcoat	02	BAS Preparation	150.00
9	Craig Jeffcoat	20	Levy Notices	150.00
10	Lana Clarke	01	Management Fees	3780.00
11	Lana Clarke	02	BAS Preparation	300.00
12	Lana Clarke	03	Emails Sent	0.25
13	Lana Clarke	04	Printing	0.50
14	Lana Clarke	05	EFT Payment	0.30
15	Sarah Jones	01	Management Fees	2156.40
16	Sarah Jones	10	Fixed Disbursments	2000.00

By Office

A summary by Management Office and Invoice Code.

	A	B	C	D
1	ManagementOffice	InvoiceCode	InvoiceDescription	TotalFeeAmount
2	Gold Coast	01	Management Fees	8941.40
3	Gold Coast	02	BAS Preparation	600.00
4	Gold Coast	03	Emails Sent	3.75
5	Gold Coast	04	Printing	1.60
6	Gold Coast	05	EFT Payment	0.30
7	Gold Coast	06	Arrears Fees	330.00
8	Gold Coast	10	Fixed Disbursments	2000.00
9	Gold Coast	20	Levy Notices	150.00

By Description

A summary by Invoice Code.

	A	B	C
1	InvoiceCode	InvoiceDescription	TotalFeeAmount
2	01	Management Fees	8941.40
3	02	BAS Preparation	600.00
4	03	Emails Sent	3.75
5	04	Printing	1.60
6	05	EFT Payment	0.30
7	06	Arrears Fees	330.00
8	10	Fixed Disbursments	2000.00
9	20	Levy Notices	150.00

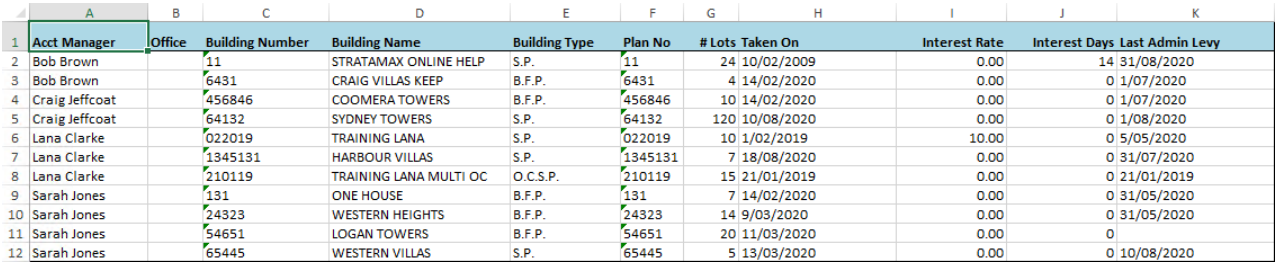
Statistics Report

The report will include a summary of management fees and recoveries charged by*Account Manager*, *Building,* and *Invoice Code Description for* Active and Lost Buildings.

	A	B	C	D	E	F	G	H	I
1	Acct Manager	Office	Debtor Code	Building Number	Recovery Code	Description	Amount	Default Rate	TRMax Rate
2	Bob Brown		02100003	6431	01	Management Fees	320.00	0.00	
3	Bob Brown		02100003	6431	02	BAS Preparation	150.00	0.00	
4	Bob Brown		02100010	11	03	Emails Sent	3.50	0.25	
5	Bob Brown		02100010	11	04	Printing	1.10	0.05	
6	Bob Brown		02100010	11	06	Arrears Fees	330.00	0.00	
7	Craig Jeffcoat		02100002	456846	01	Management Fees	2500.00	0.00	
8	Craig Jeffcoat		02100002	456846	02	BAS Preparation	150.00	0.00	
9	Craig Jeffcoat		02100012	64132	01	Management Fees	185.00	0.00	
10	Craig Jeffcoat		02100012	64132	20	Levy Notices	150.00	1.25	
11	Lana Clarke		02100011	022019	01	Management Fees	2500.00	0.00	
12	Lana Clarke		02100011	022019	02	BAS Preparation	150.00	0.00	
13	Lana Clarke		02100011	022019	03	Emails Sent	0.25	0.25	
14	Lana Clarke		02100011	022019	04	Printing	0.50	0.05	
15	Lana Clarke		02100011	022019	05	EFT Payment	0.30	0.10	
16	Lana Clarke		02100013	210119	01	Management Fees	440.00	0.00	
17	Lana Clarke		02100013	210119	02	BAS Preparation	150.00	0.00	
18	Lana Clarke		02100014	1345131	01	Management Fees	840.00	0.00	
19	Sarah Jones		02100004	131	01	Management Fees	247.20	0.00	
20	Sarah Jones		02100005	24323	01	Management Fees	659.20	0.00	
21	Sarah Jones		02100007	54651	01	Management Fees	1250.00	0.00	
22	Sarah Jones		02100007	54651	10	Fixed Disbursments	2000.00	0.00	

Lots and Plans Report

The report will include a summary of active buildings.



	A	B	C	D	E	F	G	H	I	J	K
1	Acct Manager	Office	Building Number	Building Name	Building Type	Plan No	# Lots	Taken On	Interest Rate	Interest Days	Last Admin Levy
2	Bob Brown		11	STRATAMAX ONLINE HELP	S.P.	11	24	10/02/2009	0.00	14	31/08/2020
3	Bob Brown		6431	CRAIG VILLAS KEEP	B.F.P.	6431	4	14/02/2020	0.00	0	1/07/2020
4	Craig Jeffcoat		456846	COOMERA TOWERS	B.F.P.	456846	10	14/02/2020	0.00	0	1/07/2020
5	Craig Jeffcoat		64132	SYDNEY TOWERS	S.P.	64132	120	10/08/2020	0.00	0	1/08/2020
6	Lana Clarke		022019	TRAINING LANA	S.P.	022019	10	1/02/2019	10.00	0	5/05/2020
7	Lana Clarke		1345131	HARBOUR VILLAS	S.P.	1345131	7	18/08/2020	0.00	0	31/07/2020
8	Lana Clarke		210119	TRAINING LANA MULTI OC	O.C.S.P.	210119	15	21/01/2019	0.00	0	21/01/2019
9	Sarah Jones		131	ONE HOUSE	B.F.P.	131	7	14/02/2020	0.00	0	31/05/2020
10	Sarah Jones		24323	WESTERN HEIGHTS	B.F.P.	24323	14	9/03/2020	0.00	0	31/05/2020
11	Sarah Jones		54651	LOGAN TOWERS	B.F.P.	54651	20	11/03/2020	0.00	0	
12	Sarah Jones		65445	WESTERN VILLAS	S.P.	65445	5	13/03/2020	0.00	0	10/08/2020

Reverse Management Fees

In the event that management fees were processed incorrectly, they can be reversed. The steps to reverse these charges will vary depending on how far the fees have been progressed in the processing, invoicing, and paying of the fees. For example, if you have only processed the fees in ***Process Management Fees,*** there aren't as many steps required to reverse them versus if you have processed the fees in ***Process Management Fees,*** created the ***Payments,*** and finalised the batch in ***EFT Manager*** and authorised the payment on the SCM website.

If you have already gone beyond completing the ***Payments*** for the building, then you will first need to follow the process to *reverse the payment in* ***Payments Management****.*

1. Make sure that there is a balance on the company's creditor code (most likely 08200002) in the building in question.
    - Check this by running a ***Transaction List*** for the company's creditor code. If there isn't a balance, double-check that the transaction is not present in ***Payments Management***, and reverse it if it is.
2. Open the GLMax company and search or select ***Invoice Entry*** and enter a *New Entry* to credit the amount to reverse (minus sign).
3. Exiting GLMax, go back to the building in question, and search or select ***Financial Statements.***
4. Make sure the 'Only' and 'Post Standing Journals' boxes are ticked before clicking *Proceed.*
    - This will process the standing journal of the reversed or edited invoice from ***Invoice Entry*** in GLMax into the building and remove the balance from the company's creditor code.
        - Run another ***Transaction List*** for the company's creditor code to make sure that the balance from the management fees has gone.