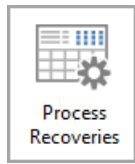


Process Recoveries

Last Modified on 20/07/2026 8:59 pm AEST



The instructions in this article relate to **Process Recoveries**, used to process and report on recoveries (also referred to as Additional Services) recorded in TRMax. The icon can only be accessed in **GLMax**, either on your **StrataMax Desktop** or found using the **StrataMax Search**.

Process Recoveries is only accessible in **GLMax**, and is used to process any recoveries from **TRMax** since the last time the processing of recoveries was done. Once the recoveries have been processed and posted in **GLMax**, standing journals are created in their respective buildings to pay the management company.

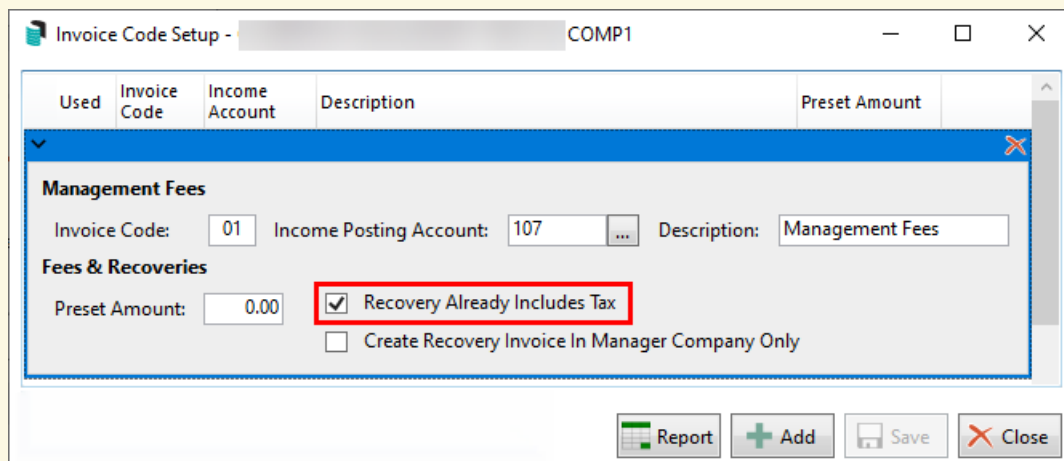
The processing of recoveries can be done as a stand-alone process, but is commonly done as part of the **End of Month Process**.

It's also possible to record recoveries, but not charge for them. Reports can then be produced to display all the additional services completed for any buildings, but not charged.

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

When **TRMax** charges are imported to **GLMax**, an additional 10% is added to the amount by default. During the initial installation of StrataMax, **GLMax** income codes would have been tagged to not add GST to imported **TRMax** entries.

If new income account codes are created in **GLMax** in the **Edit Invoice List** screen, these new codes may need to be configured to not add tax when importing charges from **TRMax**. For this purpose you must tick the 'Recovery Already Includes Tax' box.



The screenshot shows the 'Invoice Code Setup' window for 'COMP1'. It features a table with columns: 'Used', 'Invoice Code', 'Income Account', 'Description', and 'Preset Amount'. Below the table, there is a section titled 'Management Fees' with fields for 'Invoice Code' (01), 'Income Posting Account' (107), and 'Description' (Management Fees). Underneath, the 'Fees & Recoveries' section includes a 'Preset Amount' field (0.00) and two checkboxes: 'Recovery Already Includes Tax' (checked) and 'Create Recovery Invoice In Manager Company Only' (unchecked). The 'Recovery Already Includes Tax' checkbox is highlighted with a red box. At the bottom right, there are buttons for 'Report', 'Add', 'Save', and 'Close'.

Process Recoveries | Configuration

1. Access **GLMax**, and search or select **Process Recoveries**.
2. Click the *Config...* button.

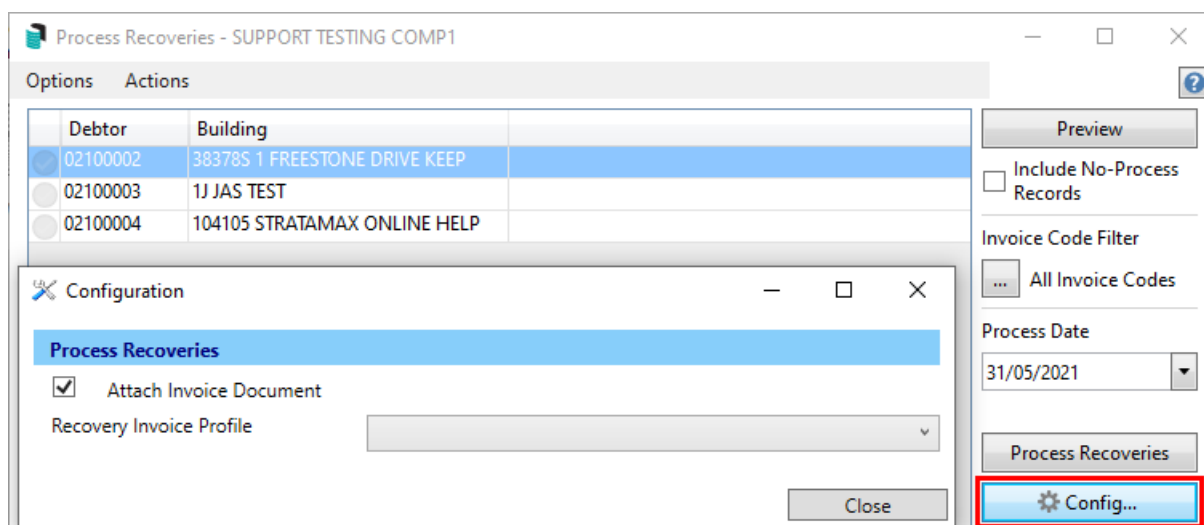
Attach Invoice Document

It is recommended to have this ticked, as it will create and save an invoice of the recoveries processed in DocMax for each building separately. These can then be located in **DocMax** afterwards, where they can be emailed or printed, etc.

Recovery Invoice Profile

This option is used if *Attach 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 take care to configure it in such a way that invoices do not go to the same **Work Queue** for supplier / creditor invoices. We recommend calling the profile something like 'Management Fee Invoices' or 'Recovery Invoices'.

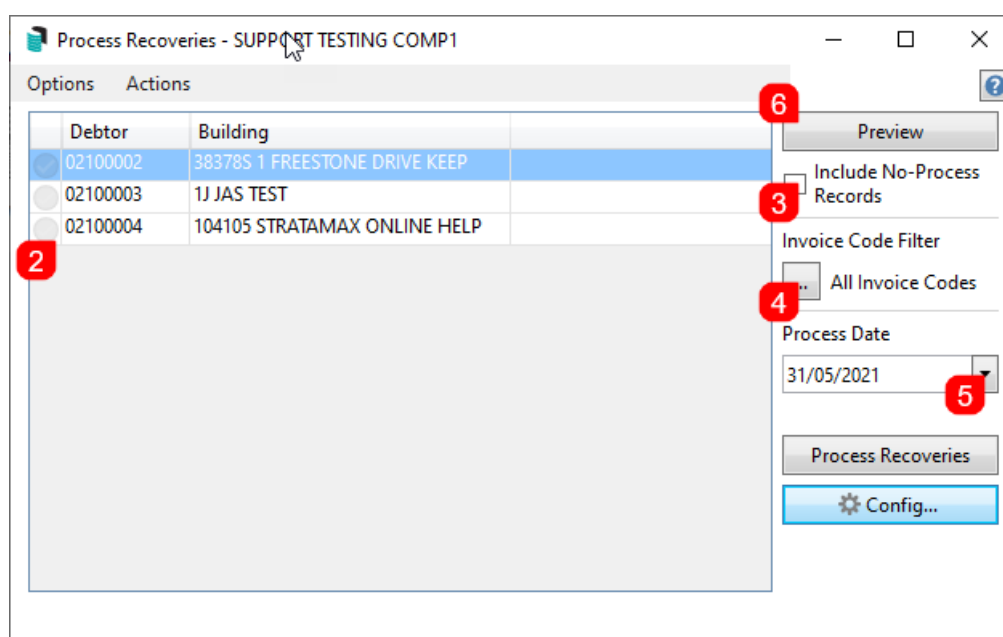


How to Process Recoveries

This section details the steps to process the recoveries, which have been entered in StrataMax since the last time the recoveries were processed. This process is typically done as part of the **End of Month** process, but can be done at any point in time if necessary.

1. Access **GLMax** and search or select **Process Recoveries**.
2. Tag the required buildings (use **Ctrl +A** to tag all buildings).

3. Optionally, tick the *Include No-Process Records* box to include *Invoice Codes* and *buildings* that have been configured to either not charge or not be processed. See the [Set No Process Account section](#) and [Set No Process Recoveries by Account section](#) below.
4. Click the *All Invoice Codes* ellipsis [...] button to select / tag only certain invoice codes to process if required. If none are ticked, then all codes will be processed.
5. Change the *Process Date* to another date if required.
 - The date must be within the current **GLMax** month.
 - If buildings have been rolled into the next month before **GLMax**, then recoveries will only process into the current month of the building.
 - The process will not use the computer date; the recoveries will still process only on or after the *Process Date*, but not if the buildings have not yet been rolled into the month of the *Process Date*.
 - For example; if the **GLMax** month is September, but buildings are still in August, you must change the *Working Date* in **GLMax** as well as the *Process Date* to the last day in August. The recoveries will then be written to the general ledger in **GLMax** in August, and the processed recoveries in **TRMax** will also reflect the same date.
6. Click the *Preview* button to display the *Pending Recoveries* windows with a table of recoveries that will be processed.



7. Pay special attention to the *Warnings* column in case there are line items that need attention. The table can also be exported to *Excel*.

Number	Building Name	Warnings	Recovery Type	Description	Quantity	Amount	Company Account Code	Building Account Code
456846	COOMERA TOWERS	Not Charged				0.00		
6431	CRAIG VILLAS KEEP		03	Emails Sent	1	0.25	10430	15015
131	ONE HOUSE		20	Levy Notices	21	26.25	10445	15015
24323	WESTERN HEIGHTS	Building has not rolled over				0.00		
54651	LOGAN TOWERS	Not Charged				0.00		
65445	WESTERN VILLAS		03	Emails Sent	4	1.00	10430	15015
65445	WESTERN VILLAS		20	Levy Notices	1	1.25	10445	15015
11	STRATAMAX ONLINE HELP	Not Charged	03	Emails Sent	33	8.25	10430	15015
11	STRATAMAX ONLINE HELP	Not Charged	04	Printing	4	0.20	10480	15015
11	STRATAMAX ONLINE HELP	Not Charged	19	Work Order Issued 1		11.00	10450	15010
11	STRATAMAX ONLINE HELP	Not Charged	20	Levy Notices	48	60.00	10445	15015
210119	TRAINING LANA MULTI OC	Building has not rolled over	20	Levy Notices	15	18.75	10445	15015
1345131	HARBOUR VILLAS		05	EFT Payment	4	0.40	10405	15015
1345131	HARBOUR VILLAS		20	Levy Notices	7	8.75	10445	15015
53435	TRAINING BUILDING	Building has not rolled over				0.00		

Excel Close

- After closing the *Preview* window, click the *Process Recoveries* button.
- The green progress bar will briefly appear at the bottom of the window and once finished, it will display a message detailing how many buildings were processed and if any weren't.

Process Recoveries - ABC STRATA COMP1

Options Actions

Debtor	Building
☐ 02100002	456846 COOMERA TOWERS
☐ 02100003	6431 CRAIG VILLAS KEEP
☐ 02100004	131 ONE HOUSE
☐ 02100005	24323 WESTERN HEIGHTS
☐ 02100007	54651 LOGAN TOWERS
☐ 02100008	65445 WESTERN VILLAS
☒ 02100010	11 STRATAMAX ONLINE HELP

Preview

☐ Include No-Process Records

Process Recoveries

Finished creating charges for 1 building

- To check that the recoveries have processed correctly, check the [Processed Recoveries \(section below\)](#).

Once completed, a debit in the debtor account and a credit to the income code in **GLMax** will be created for each of the tagged buildings. It will also create standing journals in their respective buildings in StrataMax with a process date.

This date will determine when the standing journals will post. In BCMax, check **Standing Journals** for the date that the journals will be processed, as this may differ depending on whether the buildings in StrataMax needs to have a [month end rollover](#).

If processing recoveries is done as a standalone process and not incorporated into the [month end process](#), the next step will be to [Post Standing Journals](#) to post the journals globally.

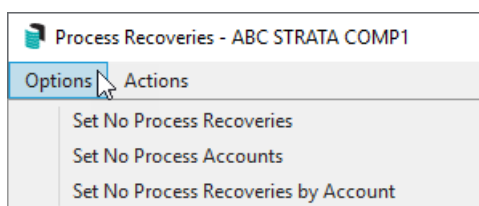
Printing Invoices from Recoveries

If the 'Attach Invoice Document' setting is ticked in the *Config...* menu, then invoices will automatically be generated and saved in **DocMax** for each building separately. The invoice can be printed or emailed from there, or set to upload to the [Invoice Hub](#). Review the [Process Recoveries | Config](#) section above.

If the 'Attach Invoice Document' setting has not been ticked in the *Config...* menu, then invoices can be printed or emailed from within [Invoice Printing](#).

Process Recoveries Options Menu

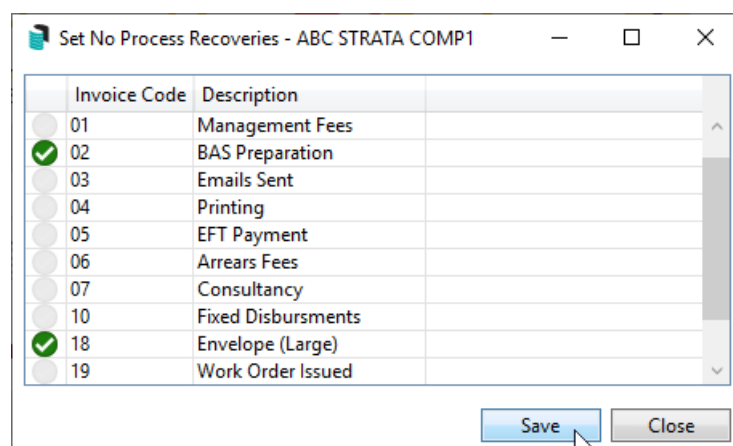
This section details the *Options* menu.



Set No Process Recoveries

Use this option to select *Invoice Codes* that should not be processed. In effect, none of the buildings will be charged for these items when the recoveries are processed.

1. Click *Options > Set No Process Recoveries*.
2. Tag each *Invoice Code* to not process, then click *Save*.



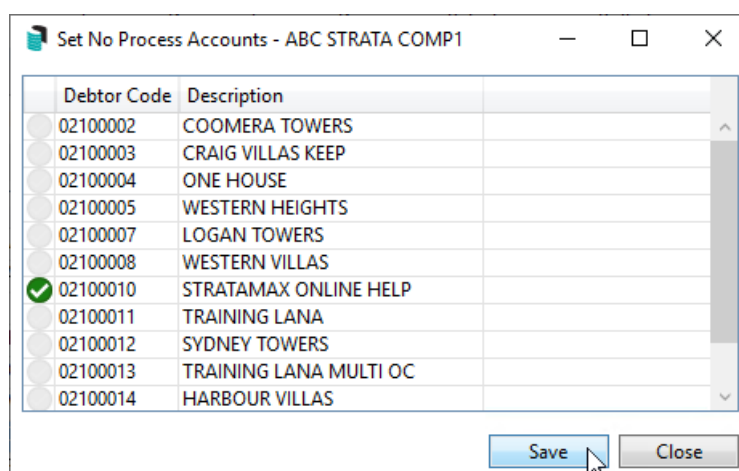
To allow the invoice codes to charge again, follow the above steps and remove the tags from the *Invoice Codes* and click *Save*.

Set No Process Accounts

Use this option to exclude certain buildings when processing recoveries. In effect, the building will not be charged for *any* recoveries.

Any buildings tagged will prevent the recoveries from charging to the building. For example, if set for the arrears fees, this item will continue to record transactions for the building.

1. Select the *Options* menu > *Set No Process Accounts*.
2. Tag each building to be excluded from processing the recoveries, then click *Save*, then *Close*.



Debtor Code	Description
☐ 02100002	COOMERA TOWERS
☐ 02100003	CRAIG VILLAS KEEP
☐ 02100004	ONE HOUSE
☐ 02100005	WESTERN HEIGHTS
☐ 02100007	LOGAN TOWERS
☐ 02100008	WESTERN VILLAS
☒ 02100010	STRATAMAX ONLINE HELP
☐ 02100011	TRAINING LANA
☐ 02100012	SYDNEY TOWERS
☐ 02100013	TRAINING LANA MULTI OC
☐ 02100014	HARBOUR VILLAS

To include the building again, follow the above steps and remove the tags from the building and click *Save*.

Set No Process Recoveries by Accounts

Select this option to exclude a recovery items in a specific building from the recovery process. The *Export* button can be used to report what is already configured.

- Using the appropriate radio button, the list of exiting items can be sorted by *Invoice Code* or *Building Debtor Code*.
- The two drop-down menus can be used to filter the list of existing items.
- The *Export* button is used to open the list in Excel. This will open an Excel workbook with the recovery settings, which can then be saved in the preferred format.
- Click the red X icon next to an item to remove it from this list, then *OK* when prompted to confirm. It will then charge any unprocessed recoveries for that item when you next process the recoveries.

Set No Process Recoveries by Account - SUPPORT TESTING COMP1

☒ Order By Invoice Code
☐ Order By Building Debtor Code

Invoice Code

Building

Invoice Code	Building	
☒ 14 A4 Dividers	02100002 383785	1 FREESTONE DRIVE KEEP
☒ 14 A4 Dividers	02100003 1J	JAS TEST
☒ 14 A4 Dividers	02100004 104105	STRATAMAX ONLINE HELP
☒ 15 Minute Book	02100002 383785	1 FREESTONE DRIVE KEEP
☒ 15 Minute Book	02100003 1J	JAS TEST
☒ 15 Minute Book	02100004 104105	STRATAMAX ONLINE HELP
☒ 16 Multi Tabs	02100002 383785	1 FREESTONE DRIVE KEEP
☒ 16 Multi Tabs	02100003 1J	JAS TEST
☒ 16 Multi Tabs	02100004 104105	STRATAMAX ONLINE HELP

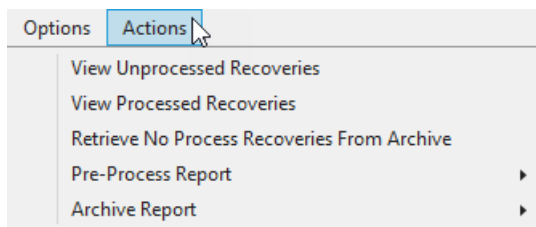
1. Select the *Options* menu > *Set No Process Recoveries by Account*.
2. Click the *Add* button.
3. Tag the *Invoice Codes* required.
4. Tag the *Buildings* required.
5. Click the *Save* button and a notification will appear to say the 'Save was successful'.
6. Click *Close*.

Add No Process Recoveries by Account - ABC STRATA COMP1

Invoice Code	Description	Debtor Code	Building Number	Description
☒ 00	Sundry	☐ 02100002	456846	COOMERA TOWERS
☐ 01	Management Fees	☐ 02100003	6431	CRAIG VILLAS KEEP
☐ 02	BAS Preparation	☒ 02100004	131	ONE HOUSE
☒ 03	Emails Sent	☐ 02100005	24323	WESTERN HEIGHTS
☒ 04	Printing	☐ 02100007	54651	LOGAN TOWERS
☒ 05	EFT Payment	☒ 02100010	1521	STRATAMAX ONLINE HELP
☐ 06	Arrears Fees	☐ 02100011	022019	TRAINING LANA
☐ 07	Consultancy	☐ 02100012	64132	SYDNEY TOWERS
☐ 10	Fixed Disbursements	☐ 02100013	210119	TRAINING LANA MULTI OC
☐ 18	Envelope (Large)	☐ 02100014	1345131	HARBOUR VILLAS
☐ 19	Work Order Issued	☐ 02100015	53435	TRAINING BUILDING
☐ 20	Levy Notices	☐ 02100008	65445	WESTERN VILLAS
☐ 21	Email Attachments	☐ 02100016	641351	BENOWA TOWERS
☐ 22	Quotes Requested	☐ 02100017	51351	YAMBA LANE
		☐ 02100018	651356	VICTORIA PALMS

Process Recoveries Actions Menu

This section details the *Action* menu.



View Unprocessed Recoveries

This option will display an extensive table of every unprocessed recovery item for each building.

1. Click *Actions > View Unprocessed Recoveries*.
2. Click *OK* or *Cancel* to close.

View Processed Recoveries

This option will display an extensive table of every processed recovery item for each building.

1. Select the *Actions > View Processed Recoveries*.
2. Click *OK* or *Cancel* to close.

Retrieve No Process Recoveries from Archive

This option allows Strata Manager to remove the *No Process* flag and *Process Date* on recovery items that were previously processed, but not charged to the building. By using this menu, these recovery items can now be selected to be included in the next processing of recoveries, and charged to the building just once. If the item needs to be charged to be building as a rule, then it needs to be removed from whichever of the *Set No Process* menus it is located, under the *Options* menu, mentioned in the previous section of this article.

Please use this option with care and if you are unsure please contact the [support team](#).

1. Select *Actions > Retrieve No Process Recoveries From Archive*.
2. Tag the required recovery items that need to be included in the next processing of recoveries, then click *OK*.

Records Selection

Search

Tag	Building Number	Building Name	Recovery Type Code	Recovery Type Name	Charge Date	Number of Units	Unit Price	Total Amount	Account Code
11		STRATAMAX ONLINE HELP 03		Emails Sent	1501	2020 1	0.25	0.25	Br
11		STRATAMAX ONLINE HELP 20		Levy Notices	1501	2020 16	1.25	20.00	Br
11		STRATAMAX ONLINE HELP 04		Printing	1501	2020 1	0.05	0.05	Br
11		STRATAMAX ONLINE HELP 03		Emails Sent	1501	2020 1	0.25	0.25	Br
11		STRATAMAX ONLINE HELP 03		Emails Sent	1501	2020 1	0.25	0.25	Br
11		STRATAMAX ONLINE HELP 03		Emails Sent	1501	2020 1	0.25	0.25	Br

OK

- Now tag the relevant building and click the *Preview* button to ensure that the recovery item is in the *Pending Recoveries* table, and subsequently will be included in the next processing of recoveries.

Process Recoveries - ABC STRATA COMP1

Options Actions

Debtor	Building
02100002	456846 COOMERA TOWERS
02100003	6431 CRAIG VILLAS KEEP
02100004	131 ONE HOUSE
02100005	24323 WESTERN HEIGHTS
02100007	54651 LOGAN TOWERS
02100010	11 STRATAMAX ONLINE HELP
02100011	022019 TRAINING LANA
02100012	64122 SYDNEY TOWERS

Preview

Include
☐ No-Process Records

Process Recoveries

Pending Recoveries (Total: 31.00)

Number	Building Name	Warnings	Recovery Type	Description	Quantity	Amount	Company Account Code	Building Account Code
11	STRATAMAX ONLINE HELP	20	Levy Notices	16	20.00	10445	15015	

Excel Close

Pre-Process Report

The *Pre-Process Report* can be reviewed prior to processing any recoveries. This will report on the totals of the charges done through *TRMax* and can be run by *Account Manager*, *Building Name*, or *Invoice Code*.

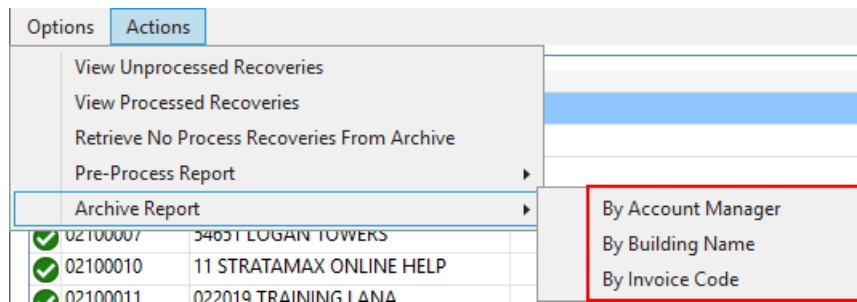
Options Actions

- View Unprocessed Recoveries
- View Processed Recoveries
- Retrieve No Process Recoveries From Archive
- Pre-Process Report
 - By Account Manager
 - By Building Name
 - By Invoice Code
- Archive Report

- In *Process Recoveries*, tag all buildings.
- Click *Actions* > *Pre-Process Report*, and click the required option; *Account Manager*, *Building Name*, or *Invoice Code*.
- The report will be displayed in the usual *StrataMaxPrint Preview* screen where it can be printed, emailed, saved to DocMax, etc.

Archive Report

This will produce a report for recoveries that have already been processed, and can be run by *Account Manager*, *Building Name*, or *Invoice Code*.



1. In **Process Recoveries**, tag all buildings.
2. Click *Actions > Archive Report*, and click the required option; *Account Manager*, *Building Name*, or *Invoice Code*.
3. In the *Select a date range pop-up*, use the drop-down menus to set a *Start* and *End* dates, then click *OK*.
4. The report will be displayed in the usual *StrataMaxPrint Preview* screen where it can be printed, emailed, saved to DocMax, etc.

Common Questions

How do I generate a report for Additional Services with details?

Additional services recorded as recoveries can be reported on for any building. Reports can be produced to display the additional services completed, including services that were recorded but not charged. Use the report options covered in the **Process Recoveries Options Menu** and **Process Recoveries Actions Menu** sections above, where a report can be filtered by Account Manager, Building Name, or Invoice Code and produced for a selected date range.