TRMax Softlog Recording

Last Modified on 19/10/2026 10:10 am AEST

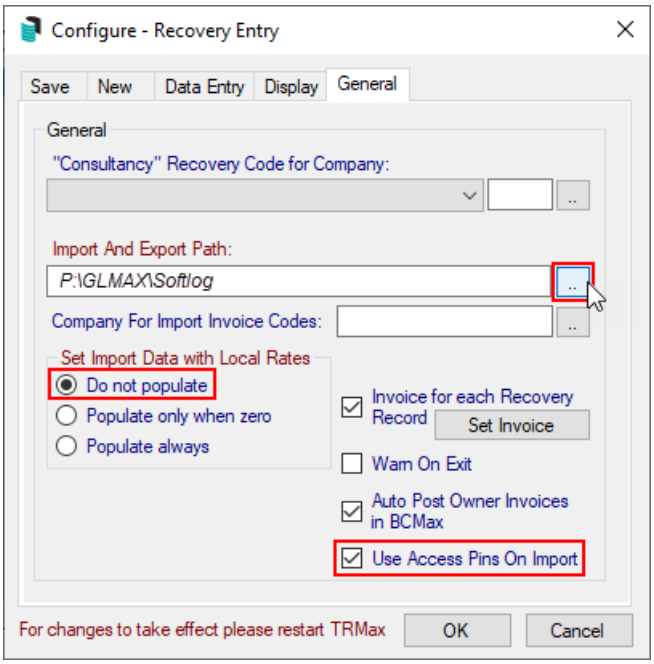


The instructions in this article relate to ***TRMax,*** and covers the setup, export, and import of data to and from Softlog recording software in ***TRMax.*** The icon may be located on your *StrataMax Desktop* or found using the *StrataMax Search*.

Softlog Data Folder Setup

Please follow the below steps to set up the Softlog data folders, which is required before exporting and importing Softlog files.

1. Search or select ***TRMax*** and click *File* > *Configure,* then select the *General* tab.
2. Click the ellipsis *[...]* button next to the *Import and Export Path* field.



3. Browse to and select the required folder to import data from or export data to.
    - In the above example, the path is *P:|GLMAX|Softlog.*
    - We recommend using the *GLMax|SoftLog* folder located inside the StrataMax installation folder on your server.

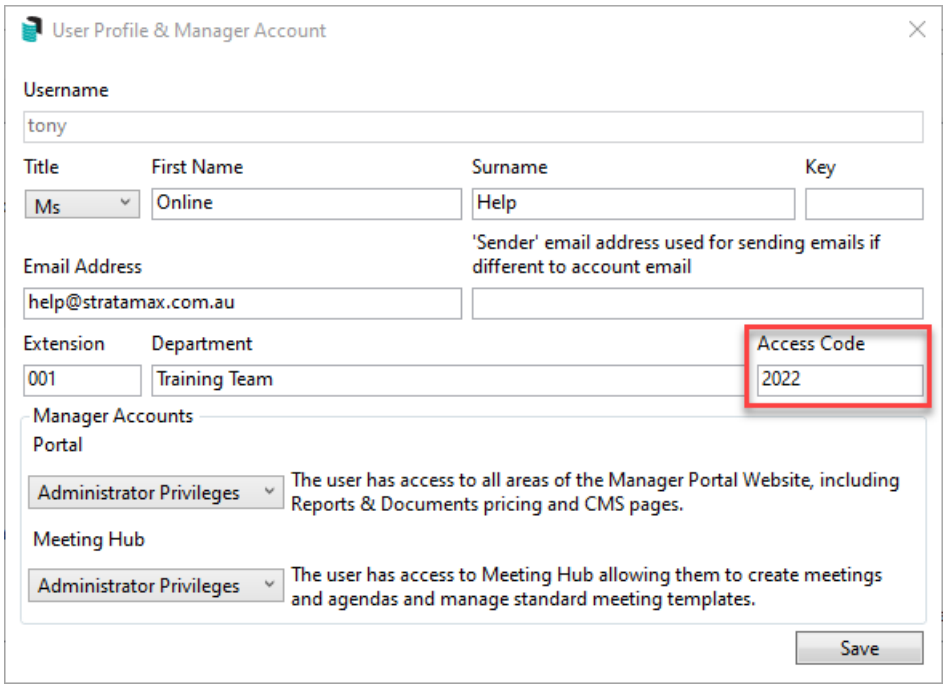
4. Set the rest of the settings/boxes as per the above screenshot or as required, then click *OK*.
    - Set Import Data with Local Rates:
        - *Do not populate* - recoveries will import based on the unit price set in in the import file.
        - *Populate only when zero* - recoveries with a $0 unit price in the import file will import using the Unit Price set in TRMax (if a building has a custom rate, this will be used rather than the default unit price)
        - *Populate always* - recoveries will import based on the default unit price set in ***TRMax*** regardless of what the unit price is in the import file (if a building has a custom rate, this will be used rather than the default unit price)

> Recoveries cannot be imported for a $0 value and will be excluded automatically.

Softlog Operator PIN

The Softlog Operator Pins are set up in ***Security Setup***. The Access Code or Extension field is where data must be entered if using the exported ***TRMax*** Operator.txt file to pick up the User details.

1. Search or select ***Security Setup***.
2. Locate the Username of the staff member, right click and select *Edit User Profile & Manager Account* .
3. The Softlog Pin for each operator must be entered in the *Access Code* field and/or the Extension field and saved.



Export Recovery Data

Exporting recovery data is required to maintain up to date files relating to ***TRMax*** operators, invoice codes and buildings.

1. Search or select ***TRMax.***
2. Select *File* > *Export Recovery Data*.

Importing Recoveries

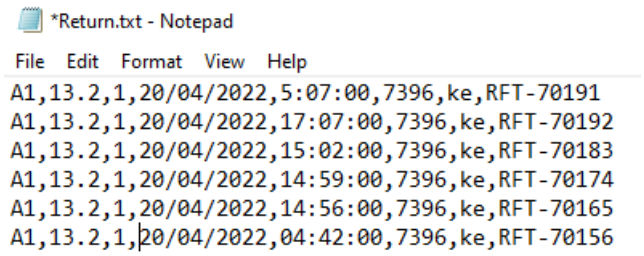
The below noted information is a guide to how much information can be captured for importing for recoveries and not all fields are mandatory. The highlighted fields below are required within the text file. It should be noted that the time should be included in a 24 hour format.

To import data follow the below steps:

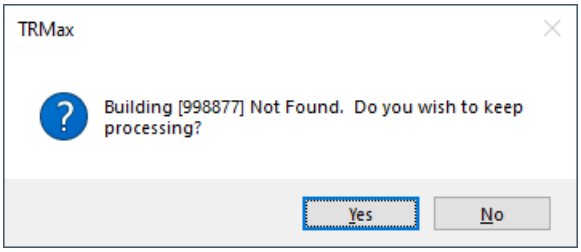
1. Create an Excel sheet and enter the required data, where each row is a recovery item and the columns are as follows:

Recovery Code	Unit Price	Number of Units	Date	Time	Building Number	Operator	Notes that will display in TRMax recovery

Example file including additional column references for time (24 hr format), operator and notes.



2. Save the Excel file as a comma delimited .csv file, then change the file to a .txt, naming it 'Return.txt', and place it in the folder which has been configured in ***TRMax*** > *File* > *Configure* > *General* (tab) > *Import and Export Path*.
3. Open the 'Return.txt' file and remove any blank paragraphs from the bottom of the list, which can sometimes appear from converting the file from .csv to .txt. Then close the file.
4. Search or select ***TRMax*** and click *File* > *Import Recovery Data*.
5. Select the "Softlog" option and click *OK*.
    - If the below message appears, click 'No' to cancel the import and check the 'Return.txt' file and make sure all building numbers are correct, and make sure there are no blank paragraphs at the bottom of the list. Then try to import again.

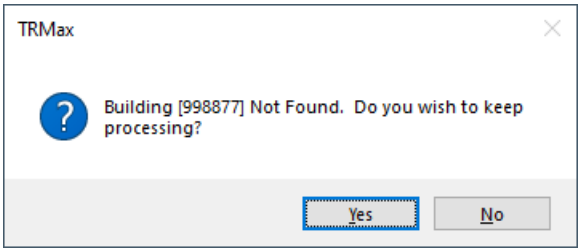


6. Once successful, a confirmation will appear with the dollar value that has imported.
7. Close ***TRMax*** and open it again to display the imported records.

Importing Softlog

Softlog will provide a file and this will be saved into the export path configured in***TRMax*** > *File* > *Configure* > *General* (tab) > *Import and Export Path*.

1. Search or select ***TRMax*** and click *File* > *Import Recovery Data*.
2. Select the "Softlog" option and click *OK*.
    - If the below message appears, click 'No' to cancel the import and check the 'Return.txt' file and make sure all building numbers are correct, and make sure there are no blank paragraphs at the bottom of the list. Then try to import again.



3. Once successful, a confirmation will appear with the dollar value that has imported.
4. Close ***TRMax*** and open it again to display the imported records.

Softlog Printers

The following printers must be excluded from Softlog:

- HP Max Software
- HP Maxsoft Color PS