# StrataCash Hub

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This article provides all the relevant information for ***StrataCash Hub***. The icon may be located on the right-had side of the *StrataMax Desktop* or found using the *StrataMax Search*. To access this screen, users must have permission to 'StrataCash Management Hub' in ***Security Setup***.

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## Account Closure Request | Operating

1. Search or select ***StrataCash Hub.***
2. Select *Account Closure Request - Operating* and click *Select.*
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if not, select it from the drop-down list.
4. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, type their details in the *Name, Phone Number,* and *Email Address* fields.
5. Type in any additional *Comments* if required.
6. Click the *Send* button.

## Certificate of Balance Request

Sometimes a *Certificate of Balance* may be required for audit purposes, and StrataCash can obtain one from the bank upon request.

> An additional charge may apply. Please refer to the 'Terms and Conditions' of the account with StrataCash.

1. Search or select ***StrataCash Hub.***
2. Select *Certificate of Balance Request* and click *Select.*
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if not, select it from the drop-down list.
4. Enter the *Date* from the drop-down menu*.*
5. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, you will need to manually type their details in the *Name, Phone Number,* and

*Email Address* fields.

6. Type in any additional *Comments* if required.
7. Click the *Send* button.

# New Account Request | Operating

A StrataCash operating account can be requested either before or after the building has been imported/set up in StrataMax. Before a StrataCash account can be opened, once the building has been created in StrataMax, it's important that the ABN (Australian Business Number) is entered in ***Building Information***.

1. Search or select ***StrataCash Hub.***
2. Select *New Account Requests - Operating* and click *Select.*
3. The request form window will open where you must fill in as much details as possible. Note that some of the fields are *possibly* already populated.
4. **Account Details**
   - Existing Building: Select the building from the drop-down list.
   - New Building: Enter the *Name.*
   - Body Corp Mgr Signing Auth: Select from the drop-down list.
5. **Building Identification**
   - State: Select the required state from the drop-down.
   - Strata Corp. Type: Select the required type from the drop-down.
   - Category of Use: Select the required use from the drop-down.
   - Number of Lots: If the building has already been created and the number of lots is reported in ***Building Information*** **-** this is populated automatically. If the building doesn't exist in StrataMax yet, then you will need to type in the number of lots manually.
6. **Documents**
   - Management Instrument: Hover your mouse blue 'i' info icon for more information. Select a file from *DocMax* or *Windows*. Once the Management Instrument has been selected, select from the Certifiers list or click on the green + symbol and add the certifiers first name, last name and email address.
   - ABN: This will be populated automatically if it has already been entered in ***Building Information***. Should be entered in order to avoid tax being withheld on the account.
   - Tax File Number: This will be populated automatically if it has already been entered in ***Building Information***. Should be entered in order to avoid tax being withheld on the account.
7. **Executive Committee Names (only for QLD, VIC and ACT)**
   - Chairperson, Secretary and Treasurer: Enter details if available. If not, select from the *Reason if any are blank* options in the drop down.
8. **Account Details**

- Account Type: This should be populated automatically with the correct account type.
- Contact Details for Account Opening: This is the person to whom we will direct the 'New Account Authority' form and any queries. Select from the drop-down list, or enter a new contact manually using the *Name, Phone Number,* and *Email Address* fields.

9. **Executive Committee Names (only for QLD, VIC and ACT)**
   - Chairperson, Secretary and Treasurer: Enter details if available. If not, select from the *Reason if any are blank* options in the drop down.
10. **Account Specific Signatories**
    - Select the appropriate radio button for account specific signatories that can be filled in on the 'Account Opening' form.
      - No Account Specific Signatories...
      - Add additional signatories to those specified...
      - Replace...
    - Reasons why...: Type in your reason as to why you're not able to complete the form.
    - Comments: Any additional comments you wish to send to StrataCash Management.
11. Click *Send* once all details have been entered.
    - A message will then appear confirming that the request has been sent to StrataCash. This is sent via ***Communication***, and can be checked in the log.
    - The StrataCash team will email the *New Account Authority* form and *Direct Debit Service Agreement* to the contact email address. These forms must be completed, and signed by the account signatories. The minutes of appointment or a management agreement will also be required. All documents will need to be scanned and emailed back to the StrataCash team. Please contact the StrataCash team for detailed requirements.
    - Once the StrataCash team have received the email with the scans, and the appropriate minute or management agreement it will be forwarded to the bank who will will process the opening of the account.

# New Account Request | Term Deposit

A StrataCash term deposit account can be requested either before or after the building has been imported/set up in StrataMax. Before a StrataCash account can be opened, once the building has been created in StrataMax, it's important that the ABN (Australian Business Number) is entered in ***Building Information***.

1. Search or select ***StrataCash Hub.***
2. Select *New Account Requests - Operating* and click *Select.*
3. The request form window will open where you must fill in as much details as possible. Note that some of the fields are *possibly* already populated.
4. **Account Details**

- Existing Building: Select the building from the drop-down list.
- New Building: Enter the *Name.*
- Body Corp Mgr Signing Auth: Select from the drop-down list.

5. **Building Identification**
   - State: Select the required state from the drop-down.
   - Strata Corp. Type: Select the required type from the drop-down.
   - Category of Use: Select the required use from the drop-down.
   - Number of Lots: If the building has already been created and the number of lots has been entered into the Roll, then this should be populated automatically. If the building doesn't exist in StrataMax yet, then you will need to type in the number of lots manually.
6. **Documents**
   - Management Instrument: Hover your mouse blue 'i' info icon for more information. Select a file from *DocMax* or *Windows*. Once the Management Instrument has been selected, select from the Certifiers list or click on the green + symbol and add the certifiers first name, last name and email address.
   - ABN: This will be populated automatically if it has already been entered in***Building Information***. Should be entered in order to avoid tax being withheld on the account.
   - Tax File Number: This will be populated automatically if it has already been entered in***Building Information*** . Should be entered in order to avoid tax being withheld on the account.
7. **Executive Committee Names (only for QLD, VIC and ACT)**
   - Chairperson, Secretary and Treasurer: Enter details if available. If not, select from the*Reason if any are blank* options in the drop down.
8. **Account Details**
   - Account Type: This should be populated automatically with the correct account type.
   - Amount: Enter the amount in numbers only.
   - Term in months: Enter the number of months.
   - Select the required radio button:
     - BOQ to transfer the money...
     - Body Corporate Manager to transfer the money...
   - Contact Details for Account Opening: This is the person to whom we will direct the 'New Account Authority' form and any queries. Select from the drop-down list, or enter a new contact manually using the *Name, Phone Number,* and *Email Address* fields.
9. **Account Specific Signatories**
   - Select the appropriate radio button for signatories on the 'Account Opening' form
     - No Account Specific Signatories...
     - Add additional signatories to those specified...
     - Replace...
   - Reasons why...: Type in your reason as to why you're not able to complete the form.
   - Comments: Any additional comments you wish to send to StrataCash Management.

10. Click *Send* once all details have been entered.
    - A message will then appear confirming that the request has been sent to StrataCash. This is sent via ***Communication***, and can be checked in the log.
    - The StrataCash team will email the *New Account Authority* form and *Direct Debit Service Agreement* to the contact email address. These forms must be completed, and signed by the account signatories. The minutes of appointment or a management agreement will also be required. All documents will need to be scanned and emailed back to the StrataCash team. Please contact the StrataCash team for detailed requirements.
    - Once the StrataCash team have received the email with the scans, and the appropriate minute or management agreement it will be forwarded to the bank who will will process the opening of the account.

# Notice of Withdrawal | Term Deposit

For use during investment period to break term deposit before maturity date. Not to be used during any grace period.

1. Search or select ***StrataCash Requests***.
2. Select *Notice of Withdrawal - Term Deposit*and click *Select*.
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if not, type in the number.
4. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, type their details in the *Name, Phone Number,* and *Email Address* fields.
5. Type in any additional *Comments* if required.
6. Click the *Send* button.

# Periodic Payments

Please see the *StrataCash Periodic Payments* article for more info.

# Recall Requests

1. Search or select ***StrataCash Hub.***
2. Select *Recall Request* and click *Select.*
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if

not, select it from the drop-down list.
4. Enter the *Date* from the drop-down menu.
5. Type in the transaction *Amount* (numbers only).
6. You can also type in an optional *Reference* if it will assist the team in identifying the transaction.
7. Enter the *Transaction Description.*
8. Enter the *Recall Reason.*
9. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, type their details in the *Name, Phone Number,* and *Email Address* fields.
10. Type in any additional *Comments* if required.
11. Click the *Send* button.

# Request Statement

On occasion, a current statement that is outside the normal half- yearly cycle, or a copy of previously delivered statements, may be required.

> Please note that a bank charge will apply to this request. Please refer to the 'Terms and Conditions' of the account with StrataCash.

1. Search or select ***StrataCash Hub*** .
2. Select *Request Statement* and click S*elect*.
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if not, select it from the drop-down list.
4. Enter the *Start Date* and *End Date* from the drop-down menus.
5. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, type their details in the *Name, Phone Number,* and *Email Address* fields.
6. Type in any additional *Comments* if required.
7. Click the *Send* button.

# Stop Cheque

From time to time a cheque payment may need to be stopped. Using the current method, cancellation of the cheque in StrataMax is performed prior to re-issuing the payment. A stop payment notice is then prepared and sent to the bank. There is no documentation required to stop a cheque with StrataCash, the request can then be made through StrataMax.

Please note that a bank charge will apply to this request. Please refer to the 'Terms and Conditions' of the account with StrataCash.

1. Search or select ***StrataCash Hub*** .
2. Select *Stop Cheque* and click S*elect*.
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if not, select it from the drop-down list.
4. Select the relevant cheque you wish to cancel in the *Cheque* drop-down menu.
5. Type in any additional *Comments* if required.
6. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, type their details in the *Name, Phone Number,* and *Email Address* fields.
7. Once you have been notified that the cheque has been stopped, you should reverse the cheque payment in ***Payments Management***.

# StrataCash Management Website

This will open the StrataCash login page. See the *StrataCash Website* article for more info.

# Trace Request

On occasion you may need to request a trace on a cheque. The need for such a request can arise for a number of reasons. The most common is unidentified deposits, i.e. a transaction will appear on your StrataCash account on the ***Building Information***, and you don't know what it is for or where to post this to.

Please note that a bank charge will apply to this request. Please refer to the 'Terms and Conditions' of the account with StrataCash.

1. Search or select ***StrataCash Hub*** .
2. Select *Trace Request* and click S*elect*.
3. Ensure the selected *Building* is correct and the *Bank Account* should automatically be populated - if not, select it from the drop-down list.
4. Enter the *Date* from the drop-down menu*.*
5. Type in the transaction *Amount* (numbers only).
6. You can also type in an optional *Reference* if it will assist the team in identifying the transaction.

7. Enter the *Transaction Description.*
8. Enter the *Trace Reason.*
9. In the *Contact Details for request* drop-down, select the required individual. However if there are no contacts in the list, type their details in the *Name, Phone Number,* and *Email Address* fields.
10. Type in any additional *Comments* if required.
11. Click the *Send* button.