Creditors Management

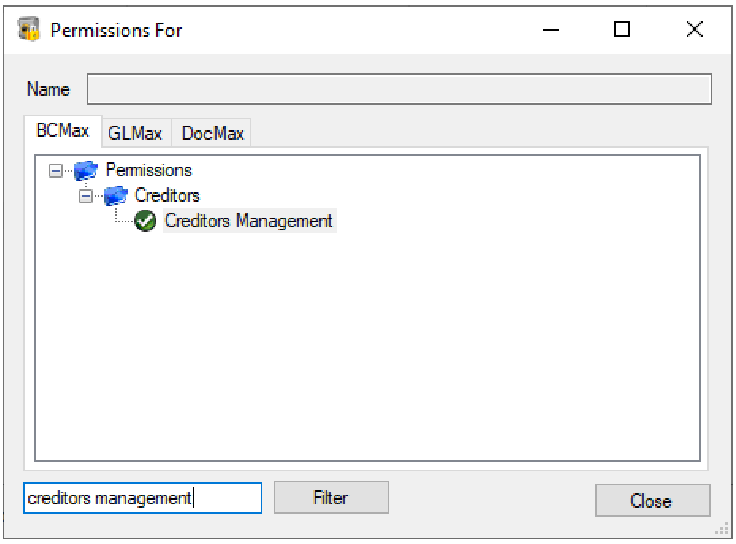
Last Modified on 30/07/2025 10:39 am AEST

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

The ***Creditors Management*** icon is for previewing Creditor Invoice details and will assist with checking important information such as the balance, invoice totals, any outstanding balances, credit notes, payment held status and BPay Reference information. There is also the option to include Master Chart Status to assist with Creditor account cleanup and checking if the Creditor account is in the Master Chart, or has a different account code to the Master Chart. Reports can also be produced to Excel on a global basis.

Creditors Management | Security Setup

To access ***Creditors Management*** screen, the user must have the permission set to 'Allow' for 'Creditors Management' under the 'Creditors' category in ***Security Setup.***



Creditors Management

On accessing the ***Creditors Management*** screen, default fields will be applied: Current Building, Master Chart Code, Creditor Name, Has Balance or Issues 'Yes' and Status to allow for quick searching of

Creditor Invoices. Regularly used searches can be saved for future use or saved as a ***Dashboard*** item for quick access. Each Creditor account listed in the results can be selected, and all the information available for the Creditor account will be displayed in the bottom grid allowing for BPay CRN details to be edited, any document attached to be viewed, and the *Creditor Invoice* to be placed on hold or removed from hold as well as being tagged as paid if appropriate. There is also the option to include Master Chart Status to assist with Creditor account cleanup and checking if the Creditor account is in the Master Chart, or has a different account code to the Master Chart.

1. Search or select ***Creditors Management***.
2. Use any of the 'Fields' to narrow down the results to what you would like displayed, then click the *Refresh* button to display the results.
    - The *Refresh* button needs to be clicked each time any of the 'Fields' are changed to display a new list of results.

Creditors Management | Edit BPay CRN Details

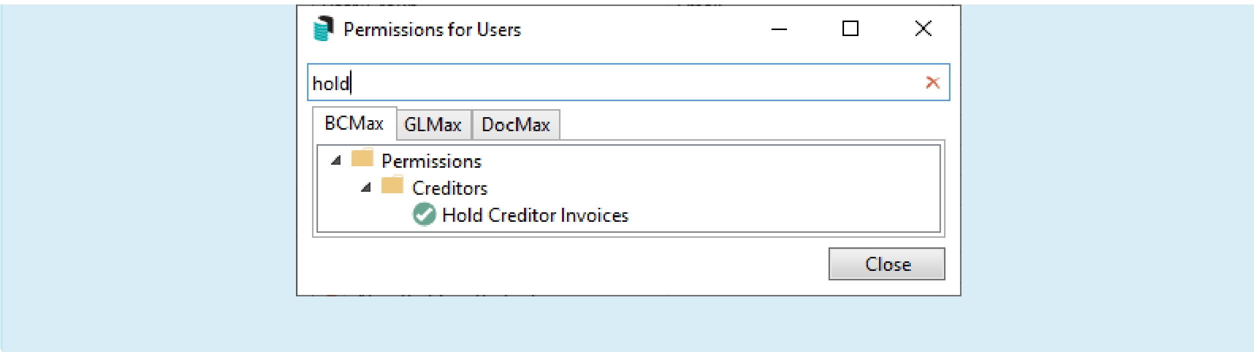
If a Creditor has a warning alert details can be viewed in the bottom grid once the Creditor account is selected. If it is noted that the BPay CRN is missing, you can click the pencil icon to edit the details or select from the dropdown to correct the issue prior to moving into the ***Payments*** icon.

1. Search or select ***Creditors Management***.
2. Use any of the 'Fields' to narrow down the results to what you would like displayed, then click the *Refresh* button to display the results.
    - The *Refresh* button needs to be clicked each time any of the 'Fields' are changed to display a new list of results.
3. Select the Creditor account with the warning alert and view the details in the bottom grid.
4. Click the pencil icon and adjust the BPay CRN as noted on the invoice from the supplier.

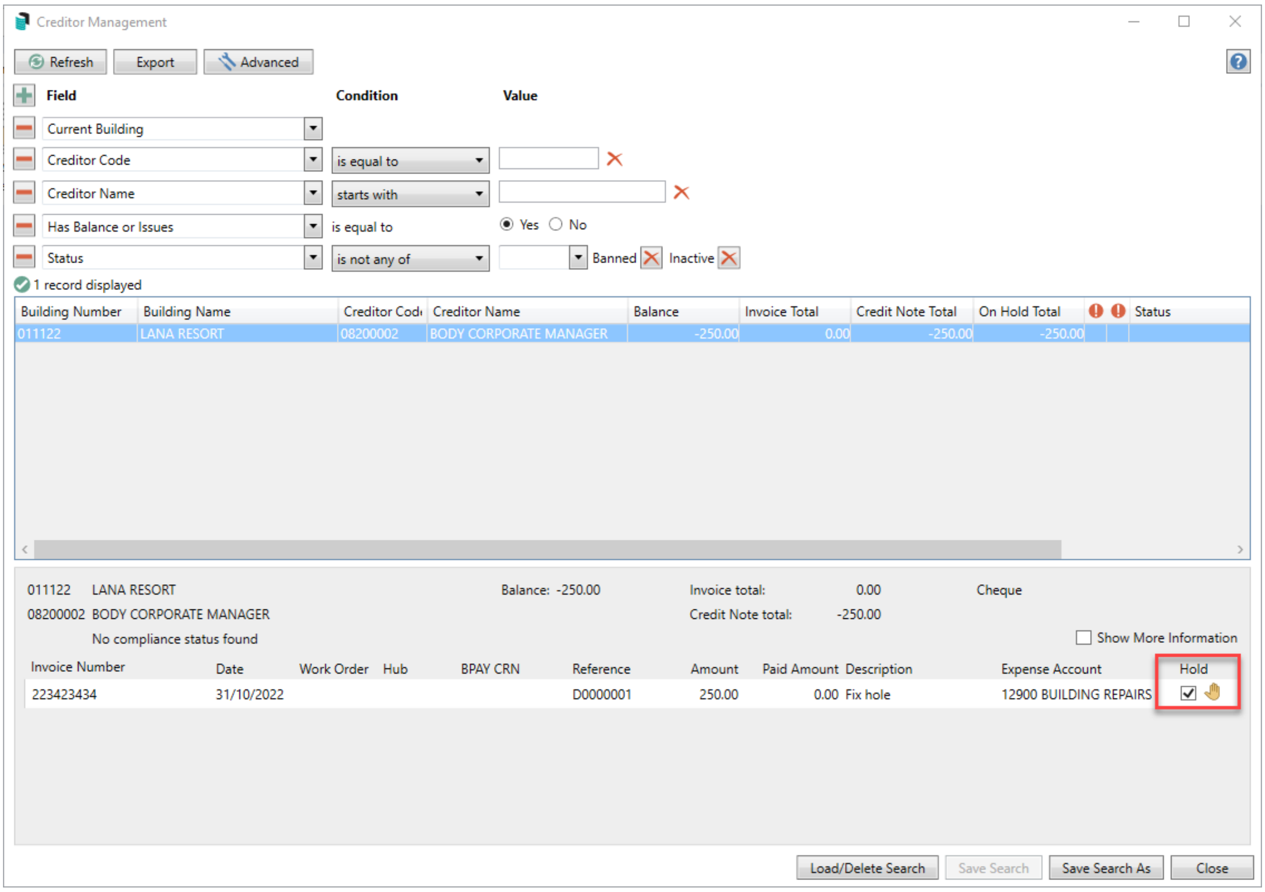
Creditors Management | Place Creditor Invoice on Hold

Creditor Invoices can be placed on *Hold* with a single button click from ***Creditors Management***. Placing a Creditor Invoice on Hold will withhold the balance from payment until released from *Hold*.

> Please note that the *Hold* tick box is controlled by a permission in ***Security Setup*** called 'Hold Creditor Invoices'.



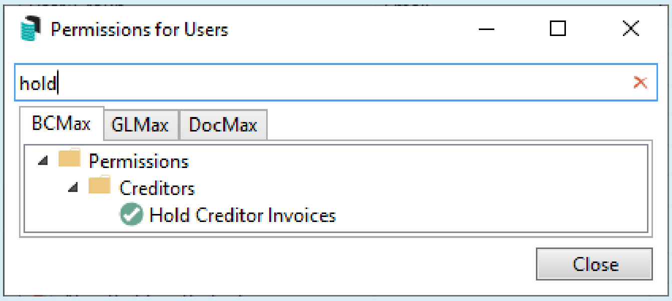
1. Search or select ***Creditors Management***.
2. Use any of the 'Fields' to narrow down the results to what you would like, then click the *Refresh* button to display the results.
   - The *Refresh* button needs to be clicked each time any of the 'Fields' are changed to display a new list of results.
3. Click on the Creditor record to list any *Creditor Invoices* for the building and creditor account in the lower half of the screen. Tick the 'Hold' box to place the creditor invoice on hold.
   - If you need all invoices for this particular Creditor in the building to be on Hold or off Hold, click on the '*Hold All* and '*UnHold All* to collectively set the status.
   - If the Building is configured for Invoice Hub approval, the *On Hold* will not be able to be adjusted until the Invoice has been approved via the Invoice Hub.



Creditors Management | Move Creditor Invoice off Hold / OK to Pay

Creditor Invoices can be removed from *Hold* and made available for payment with a single button click from ***Creditors Management***.

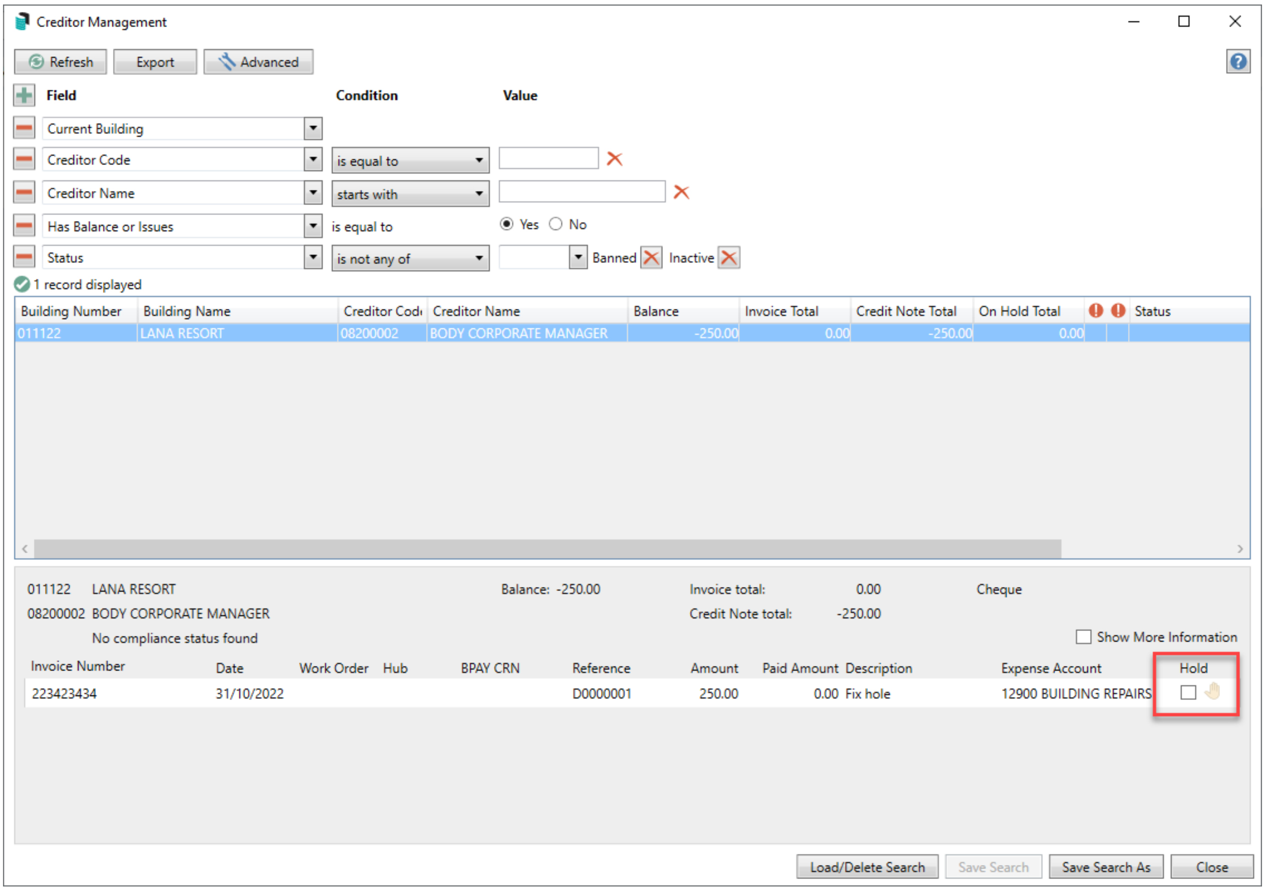
Please note that the *Hold* tick box is controlled by a permission in ***Security Setup*** called 'Hold Creditor Invoices'.



1. Search or select ***Creditors Management***.
2. Locate the Building / Creditor record by adjusting the Fields as required.

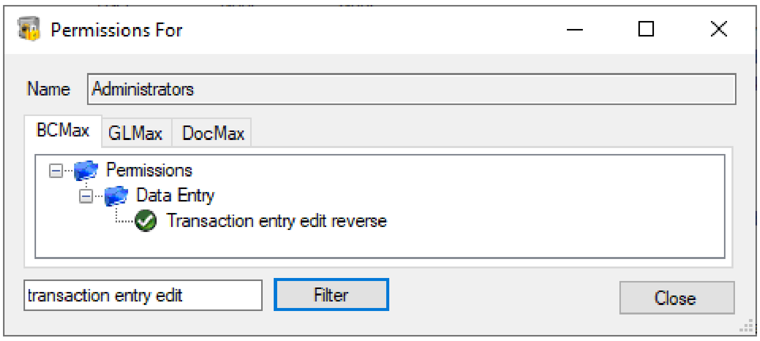
   Tip: Click *Refresh* if changes to Fields are made.
3. Click on the Creditor record to list any Creditor Invoices for the Building and Creditor Account in the lower half of the screen. Click '*Hold*' to remove the tick so that the *Creditor Invoice* is removed from *Hold* ready for the payment process.

   - If you need all invoices for this particular Creditor in the building to be on Hold or off Hold, click on the '*Hold All* and '*UnHold All* to collectively set the status.
   - If the Building is configured for Invoice Hub approval, the *On Hold* will not be able to be adjusted until the Invoice has been approved via the Invoice Hub. Refer to the Hub field.

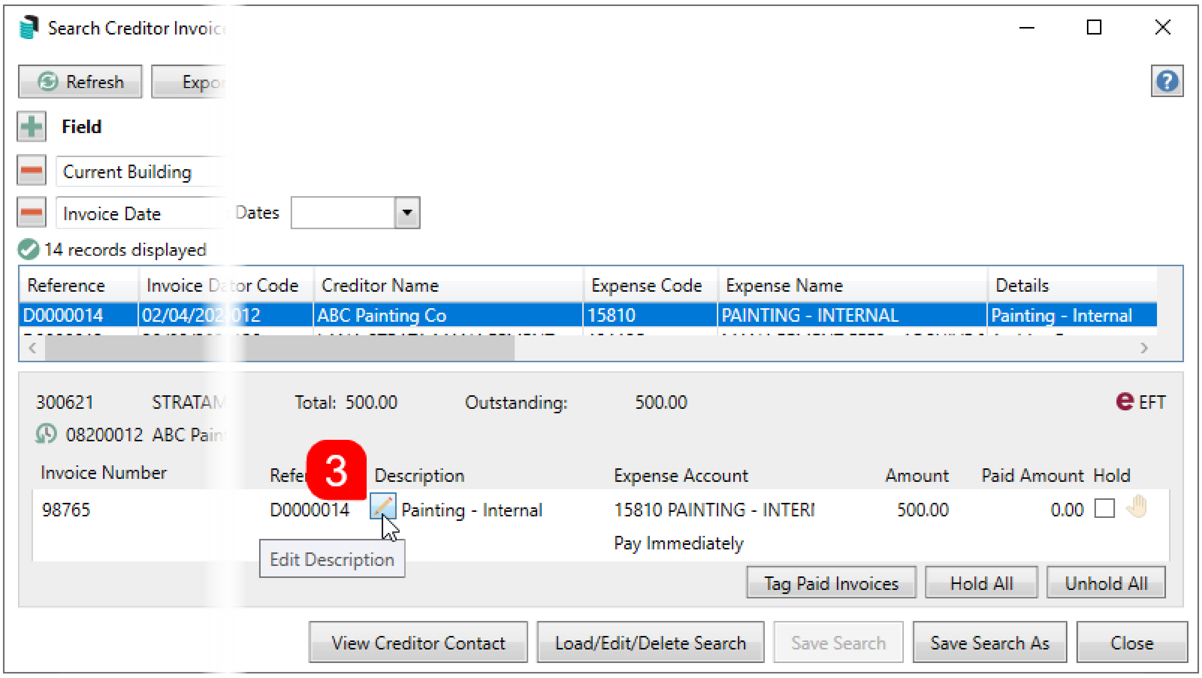


Creditors Management | Edit Description

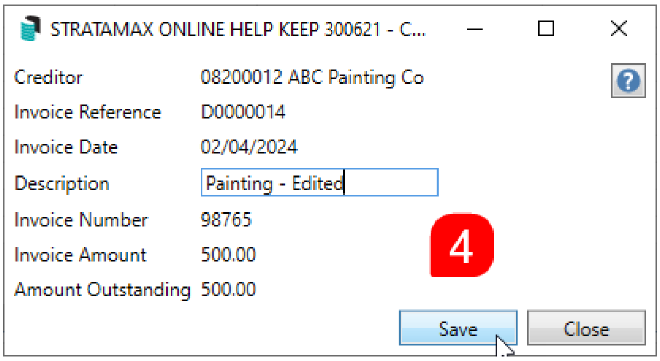
In order for this function to be available, the permission called 'Transaction entry edit reverse' under the 'Data Entry' category, must be set to 'Allow' in ***Security Setup***.



1. Search or select ***Creditors Management.***
2. Locate and select the creditor invoice by adjusting the fields as required, then clicking *Refresh.*
3. In the bottom section of the screen, click the *Edit Description* button (small pencil button under the 'Description' header).



4. The 'Change Description' window will appear, and the *Description* field can be edited. Click *Save* when done.
    - The 'Change Description' window will close, and the change can be observed immediately.



Creditors Management | Tag Paid Invoices

If there is an Invoice that is on Hold and not paid that matches a Credit Note entered, it can be tagged as paid. Once tagged as paid, the Creditor Invoices will no longer display in any Unpaid Invoice searches or reports.

Please note that the button

1. Search or select ***Creditors Management***.
2. Locate the Building/Creditor record by adjusting the Fields as required.

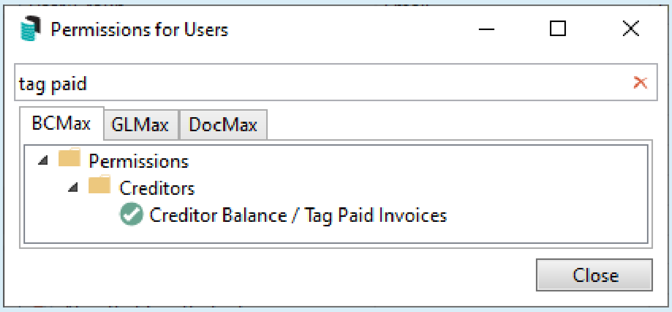
   Tip: Click *Refresh* if changes to Fields are made. Or use a Saved Search for On Hold .
3. Select the Creditor account and view the details in the grid in the lower half of the screen.

4. Untag as Hold any Creditor Invoice which matches the Credit Note balance.
5. Click *Tag Paid Invoices* to view all available unpaid Creditor Invoices for the selected Creditor account.
6. Tag/tick the Credit Note and Creditor Invoice, the *Difference* must equal 0.00 to be able to click *Save*.

Creditors Management | Tag Paid Invoices - Convert Journal Balances to Invoices

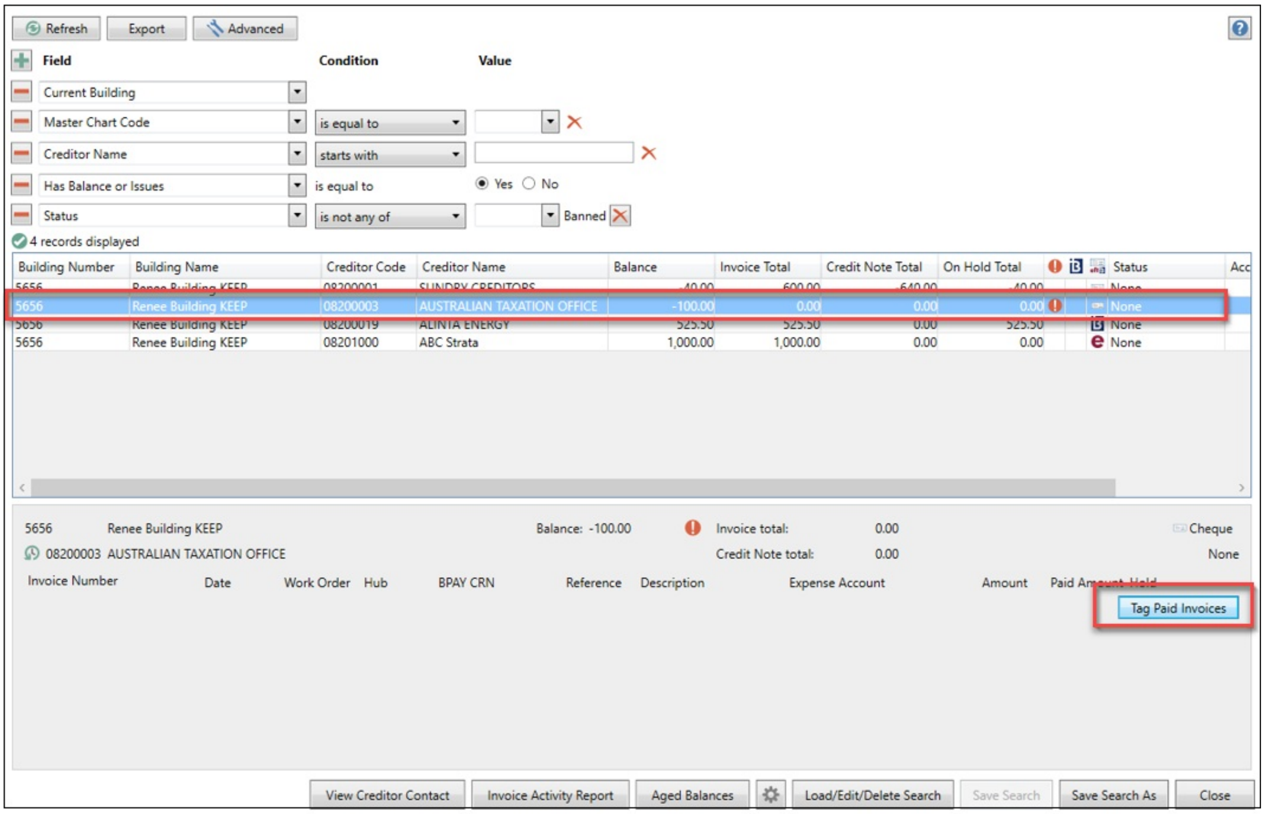
To draw a payment a Creditor Invoice is required. Use *Tag Paid Invoice* to correct Balances that have been journaled to Creditor accounts, this tool will convert a Journal to a Creditor account to a *Creditor Invoice*. A journal may have been entered to a Creditor account to adjust the balance, such as an ATO adjustment, however Creditor Invoices are required for any balance to a Creditor account, so this tool will assist with moving the journal and creating a Creditor Invoice.

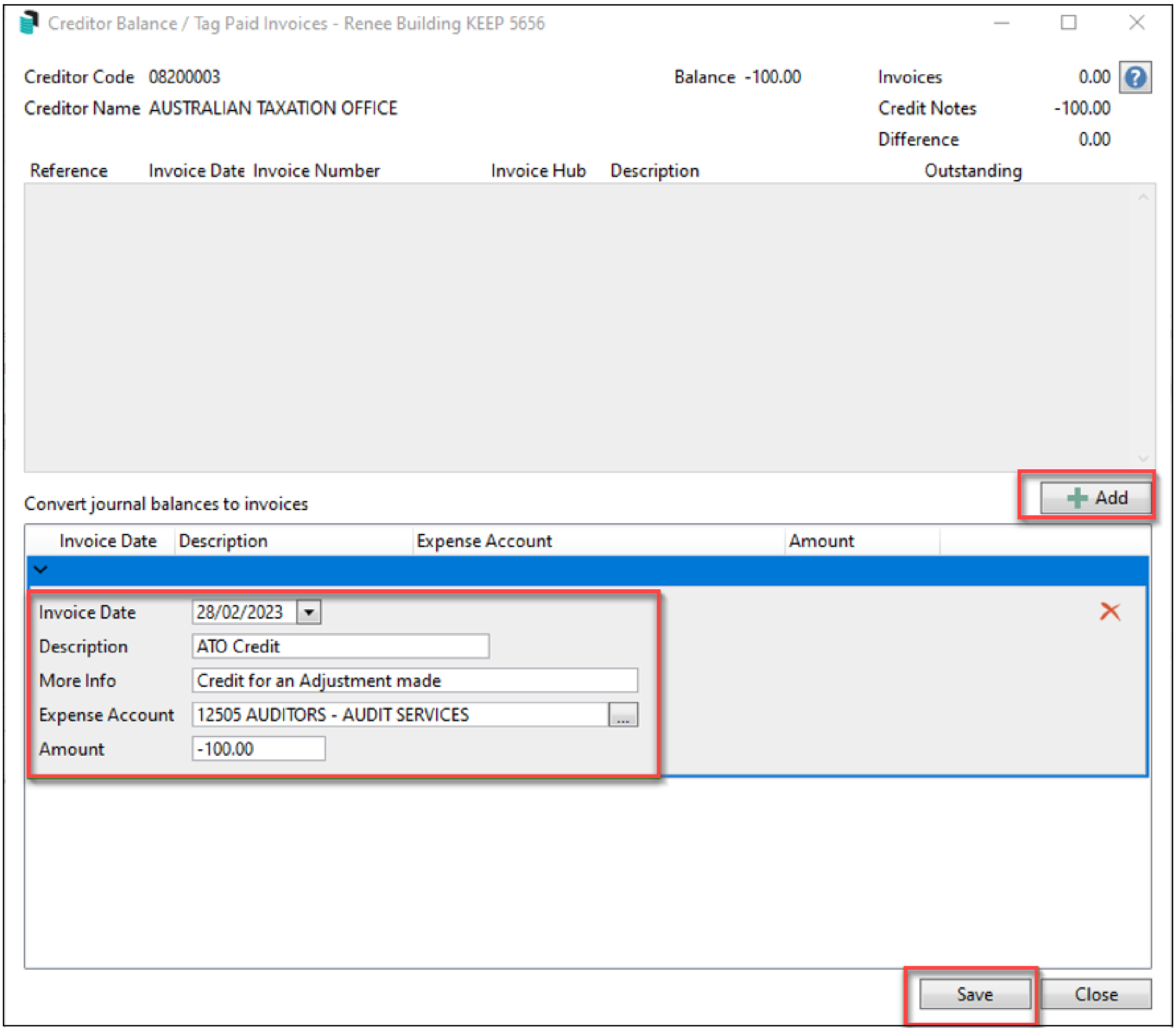
Please note that the button *Tag Paid Invoices* is controlled by a permission in ***Security Setup*** called 'Creditor Balance / Tag Paid Invoices'.

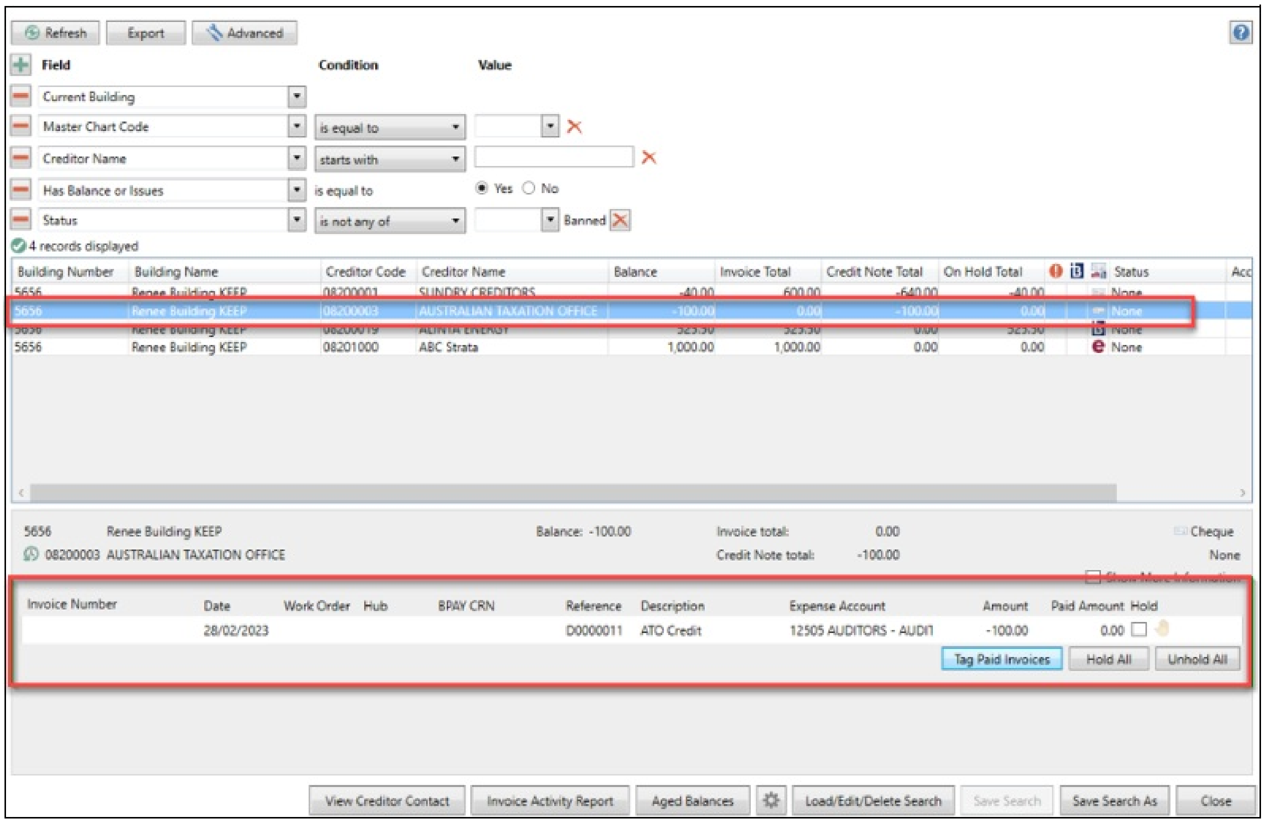


1. Search or select ***Search Creditor Invoice Items***.
2. Locate the Building/Creditor record by adjusting the Fields as required.
    - **Tip**: Click *Refresh* if changes to Fields are made. Or use a Saved Search for On Hold .
3. Select the Creditor account and view the details in the grid in the lower half of the screen.
4. Select *Tag Paid Invoices*.
5. 'Convert journal balances to invoices' will be available in the lower half of the screen.
6. Click *Add*.
7. Enter the details into the fields for the *Creditor Invoice* to be created.
8. Click *Save*.

Please see the example below of a balance on the Australian Taxation Office ATO Creditor account due to a Journal being entered to make an adjustment to the Creditor account balance. The *Convert Journal Balances to Invoice* tool will create a Creditor Invoice for the balance.


Refresh
Export
Advanced
Field
Condition
Value
Current Building
Master Chart Code
is equal to
Creditor Name
starts with
Has Balance or Issues
is equal to
Yes
No
Status
is not any of
Banned
4 records displayed
Building Number
Building Name
Creditor Code
Creditor Name
Balance
Invoice Total
Credit Note Total
On Hold Total
Status
5656
Renee Building KEEP
08200003
AUSTRALIAN TAXATION OFFICE
-100.00
0.00
None
5656 Renee Building KEEP 08200019 ALINTA ENERGY 525.50 525.50 0.00 525.50 None
5656 Renee Building KEEP 08201000 ABC Strata 1,000.00 1,000.00 0.00 0.00 None
5656
Renee Building KEEP
Balance: -100.00
Invoice total: 0.00
Cheque
08200003 AUSTRALIAN TAXATION OFFICE
Credit Note total: 0.00
None
Invoice Number
Date
Work Order
Hub
BPAY CRN
Reference
Description
Expense Account
Amount
Paid Amount
Hold
Tag Paid Invoices
View Creditor Contact
Invoice Activity Report
Aged Balances
Load/Edit/Delete Search
Save Search
Save Search As
Close


Creditor Balance / Tag Paid Invoices - Renee Building KEEP 5656
Creditor Code 08200003
Creditor Name AUSTRALIAN TAXATION OFFICE
Balance -100.00
Invoices 0.00
Credit Notes -100.00
Difference 0.00
Reference
Invoice Date
Invoice Number
Invoice Hub
Description
Outstanding
Convert journal balances to invoices
Add
Invoice Date
Description
Expense Account
Amount
Invoice Date 28/02/2023
Description ATO Credit
More Info Credit for an Adjustment made
Expense Account 12505 AUDITORS - AUDIT SERVICES
Amount -100.00
Save
Close

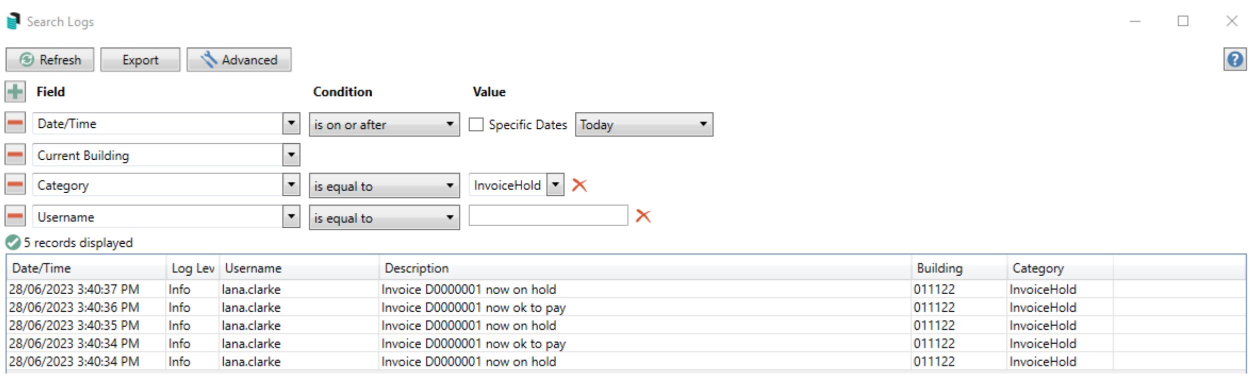


Journals can only be entered to a Creditor account from the Old Year, use Creditor Invoices and create a Creditor Note if required in the Current Year.

Creditors Management | Log

To check when a ***Creditor Invoice*** was moved to or from Hold, this can be viewed from the ***Log Viewer*** with a *Category* of 'InvoiceHold'.

1. Search or select ***Log Viewer***.
2. Adjust the *Category* field to *InvoiceHold*.
3. Click *Refresh*.



Creditor Invoice Activity Report

The *Creditor Invoice Activity Report* will display all invoices, paid or unpaid, for a specific period (using the Creditor Invoice date), based on the number of days set and is not limited to current and old year - the date range can be entered for historical year invoices also. This report can also be made available for viewing on the StrataMax Portal. There is a separate configuration for the Invoice Days for both the standard report and the StrataMax Portal version of the report.

1. Search or select ***Creditor Management***.
2. Click on the *Invoice Activity Report* button.
3. The Report Distribution screen will open with the Creditor Invoice Activity Report selected.
4. Check the Building and Distribution Method and click *Proceed*.

   The period date range is displayed in the top right hand corner and if the Creditor Invoice date falls in this range the invoice will report.

Page 1 — Invoice Activity Report — 09/09/2021 to 08/12/2021

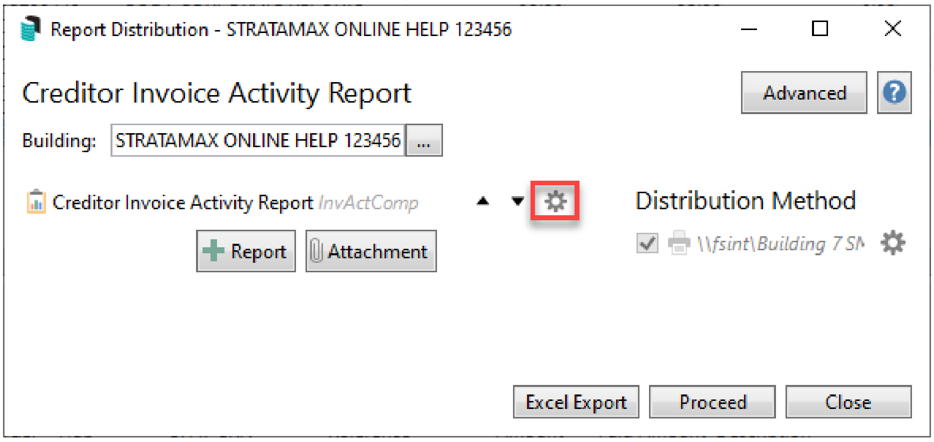
BUILDING FORMAT PLAN NO. 2021

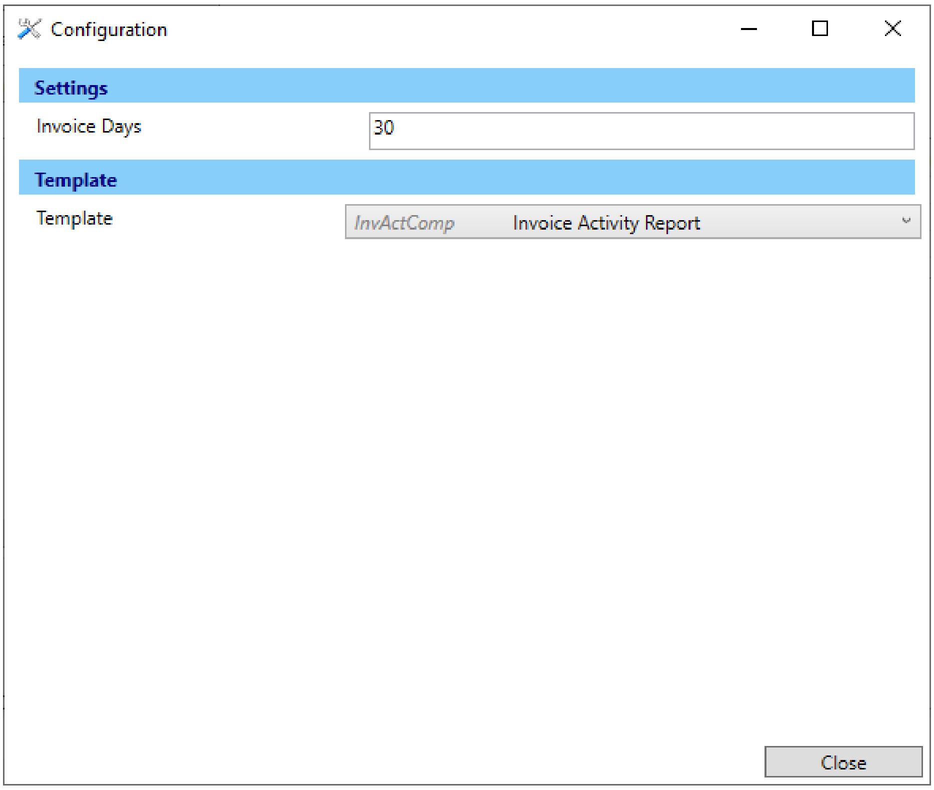
Date	Creditor A/c	Creditor Name	Amount	Expense A/c	Expense Name	Details	Ref Num	Invoice No	Paid?
		Invoices Processed and On Hold							
15/10/2021	08200358	Lana Maintenance	350.00	13010	Caretaker	June 2021	D0000006	454	On Hold
		Total Processed and On Hold	**350.00**						
		Invoices Processed and Paid							
26/10/2021	08202467	Lana Gardening	110.00	13905	Garden & Grounds	Garden & Grounds	D0000007	4578	Paid
		Total Processed and Paid	**110.00**						

Creditor Invoice Activity Report | Configuration

There is a separate configuration for the Invoice Days for both the standard report and the StrataMax Portal version of the report.

1. Search or select ***Creditors Management***.
2. Click on the *Invoice Activity Report* button.
3. The Report Distribution screen will open with the Creditor Invoice Activity Report selected.
4. Click on the cog wheel to access the *Configuration* menu.
5. Update the *Invoice Days* as required. Click *Close* to save and exit.

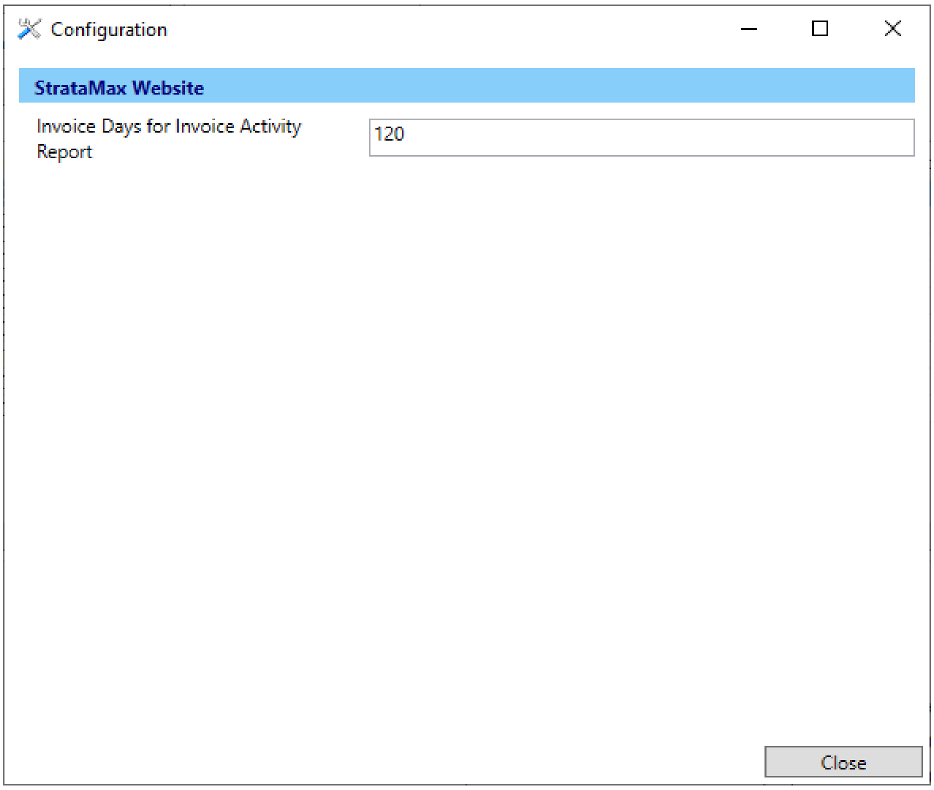




Creditor Invoice Activity Report - StrataMax Portal | Configuration

The Creditor Invoice Activity Report is available for upload to theStrataMax Portal. The configuration for the StrataMax Portal report days differs from the standard Creditor Invoice Activity Report.

1. Search or select ***Creditor Management***.
2. Click on the cog wheel at the bottom of the ***Creditor Management*** screen.
3. The *Invoice Days for Invoice Activity Report* can be set for the StrataMax Portal.
4. Click *Close* to save and exit.



Creditors Management | Report

A Creditors Management Report can be created into Excel from ***Creditors Management***. The current data displayed in the ***Creditors Management*** menu will be reported on, so if you require specific buildings or creditors you can adjust the *Fields* in ***Creditors Management***, such as removing 'Current Building' to report across the portfolio globally. Alternatively filters can be applied to Excel once the report has been produced.

1. Search or select ***Creditors Management***.
2. Adjust any fields as required or Load a Search.
3. Click *Export* to open an Excel report version of the ***Creditors Management*** information.

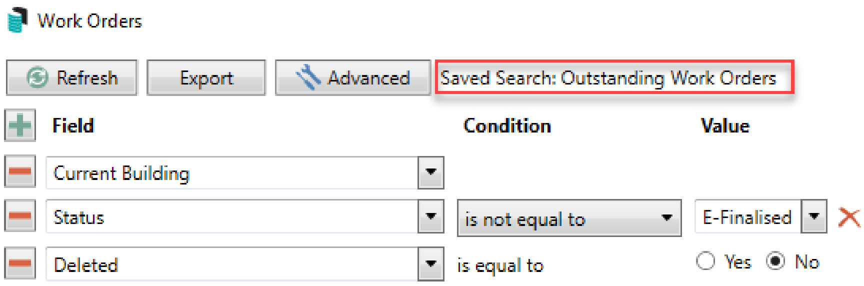
Creditors Management | Save Search As

'Saved Searches' are designed for convenience so that you can save a selection of fields, columns, and a specific sort order so that it can be loaded later. There is also a tool to assist with quick-finding fields of text information. Use the top right corner and enter text into this field to search. Click *Find First* or *Find Next* to locate results.

'Saved Searches' can also be set as the 'default' search for the selected screen. This means that the selection of fields, columns, and specific sort order will be the one chosen whenever the menu screen/icon is selected.

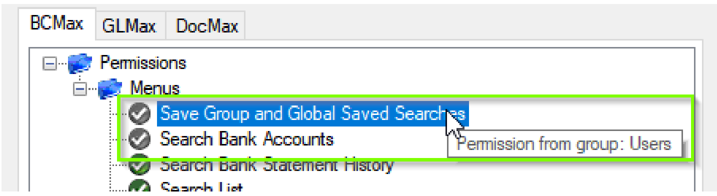
'Saved Searches' can be saved for the current user, globally (accessible to all users), or for a specific user group.

> If a Saved Search is loaded/opened this will be noted at the top of the search screen.

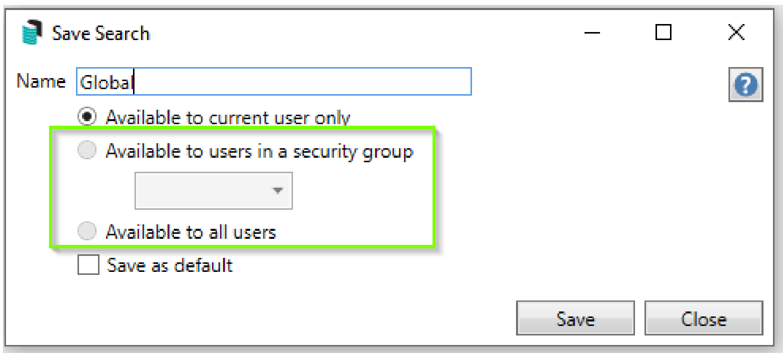


Saved Searches | Security Setup Permissions

A security permission will either allow or deny individual *Users* or *User Groups* access to create or delete a search. The permission is called ‘Save Group and Saved Searches’ under the 'Menus' category in ***Security Setup***. You can also type the word ‘Search’ into the filter field and click the *Filter* button to see the permission.



If the *User* or *User Group* do not have the permission set to 'Allow' then the ability to save a search for all users or a user group will be inactive.



Saved Searches | Set up a new Saved Search

1. Configure the required fields and click the *Refresh* button to display the required data.
   - Optionally click the *Advance* button to also configure the displayed columns, and specific sort order.

2. Click the *Refresh* button to display the data.
3. Click the *Save Search As* button, and the 'Save Search' window will appear.
4. Enter a 'Name'.
5. Select one of the three radio buttons, depending on your requirement:
    - *Available to current user only* will save the search for the current user only.
    - *Available to users in security group* will save the search for the *User Group* selected from the drop-down (this radio button is only available if you have the right permission, and the *User Groups* available in this list are limited to the *User Groups* that you are a member of).
    - *Available to all users* will save the search for all StrataMax users (this radio button is only available if you have the right permission).
6. Optionally tick the *Save as default* box to load this 'Saved Search' whenever the menu screen/icon is opened.

Saved Searches | Load or Delete a Saved Search

1. At the bottom of the screen, click the *Load/Delete Search* button.
2. In the 'Load Search' window, click the blue *Load* button to load the *Saved Search*, or click the red cross button to delete the *Saved Search*.
3. If you click the *Load* button, the 'Load Search' window will disappear, and the screen will refresh automatically and load the *Saved Search* data.
4. If you click the *Delete* button, a confirmation pop-up will appear; Click *Yes* to confirm the deletion.

When a Saved Search is loaded/opened, the Saved Search name will be noted at the top of the search screen.

Saved Searches | Edit a Saved Search

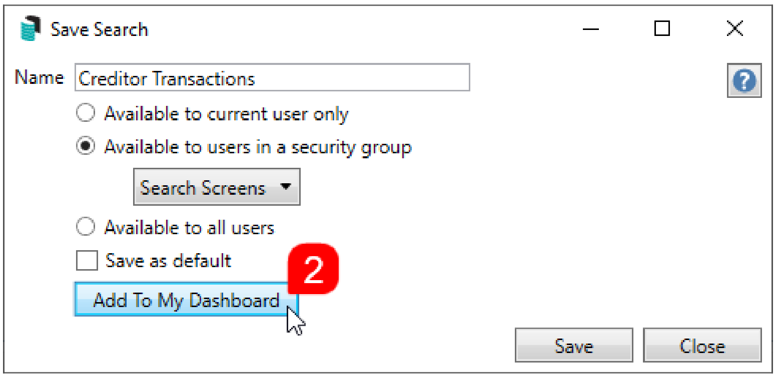
1. If the *Saved Search* you want to edit has been set as the default search, it should be on screen already, and you can proceed to the next step. Otherwise click the *Load/Delete Search* button.
2. In the 'Load Search' window, click the blue *Load* button.
3. Now make any changes required to the required fields, and optionally click the *Advance* button to also configure the displayed columns, and specific sort order.
4. Click the *Refresh* button to display and check the data.
5. Click the *Save Search* button to save the applied changes.

Saved Searches | Add To My Dashboard

There is the option to add certain searches to your own ***Dashboard***. This is limited to your own ***Dashboard*** only (you cannot add it to the ***Dashboard*** of another user or group), and only available in these specific 'Search' screens:

- ***Search Office Bearers***
- ***Search Bank Accounts***
- ***Search Creditor Invoice Items***
- ***Search Work Orders***
- ***Search Quotes***
- ***Search Building***
- ***Search Inspections***
- ***Search Levies***
- ***Management Fees Report***

1. Follow the steps to set up a new Saved Search, or edit a Saved Search (see the two relevant sections above).
2. In the 'Save Search' window, click the *Add To My Dashboard* button.

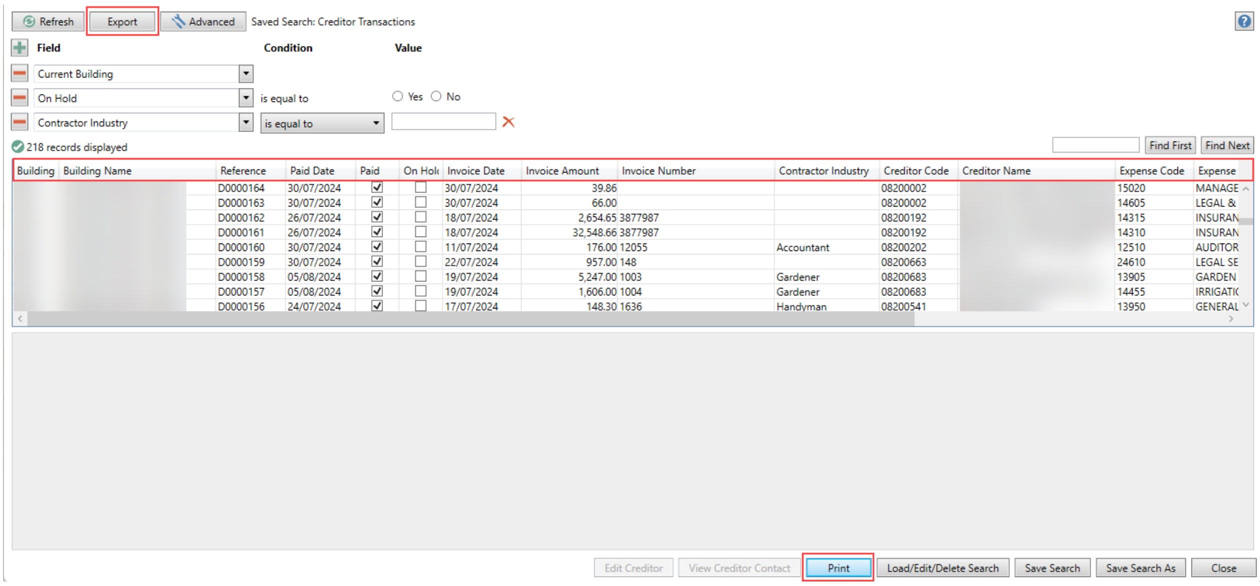


3. The 'Dashboard Configuration' window will then appear.
4. The *Report* drop-down menu cannot be changed from 'Saved Search'.
5. The *Display Title* can be changed to whatever is required.
6. Choose the *Display Type* that is preferred. See *Display Types* for more information.
7. Tick *Show On Desktop* if preferred.
8. Depending on which *Display Type* was chosen, the fields for the different number values will change. Observe the *Preview* to assist with picking the right number values suited to the *Display Type.*
9. Click the *Save* button.
10. Back in the 'Save Search' screen, there are now buttons to *Edit Dashboard* and *Delete Dashboard.*
11. Click the *Close* buttons on any remaining screens.

Export and Print

Each search can be exported to Excel or produced as a PDF-style report, and the column display for these reports will be included.

- *Export* - If there are more than 1000 results, Check the*Advanced* tab / Advanced area to report the maximum. Click Export for an Excel report.
- *Print* - Check the cogwheel from the Report Distribution screen to change fonts and set the letterhead style. This print style will produce the report based on the column width. Click Print for a PDF-style report.

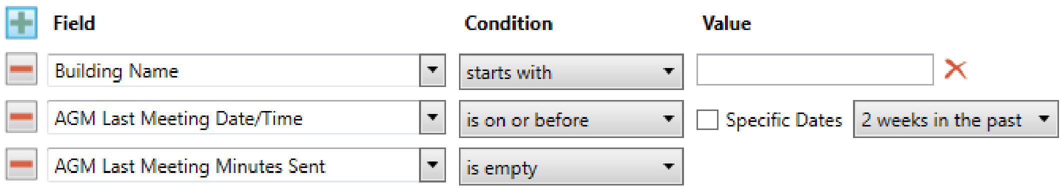


Examples of Searches for Dashboard

The below are some examples of saved searches that can be used as a dashboard to either prompt based on particular dates or to provide quick access to information & reporting. Examples are reliant on fields being populated with data and information as part of your processes and your particular setup of Restrict To, Display Columns and Sort Order may vary to suit your requirements.

Last AGM where minutes have not been sent (Search Buildings)

Restrict To:



Displayed Columns:

Displayed Columns

- Building Number
- Building Name
- Account Manager
- AGM Last Meeting Date/Time
- AGM Last Meeting Minutes Sent

Assigned Team Members (Search Buildings)

Restrict To: No requirements however you may filter by Account Manager for example

Displayed Columns:

Displayed Columns

- Building Number
- Building Name
- Account Manager
- Account Manager Assistant Name
- Strata Finance Manager Name
- Asset Manager Name

Term Deposits maturing in next 30 days where no instruction has been provided (Search Bank Accounts)

Restrict To:

Field	Condition	Value
Building Number	is equal to	
Status	is not equal to	Removed
Account Code	is not equal to	012 - CASH AT BANK
TD Maturity Date	is in the next 30 days	
TD Renewal Instruction	is empty	

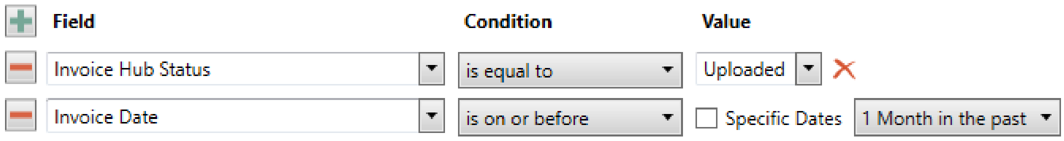
Displayed Columns:

Displayed Columns

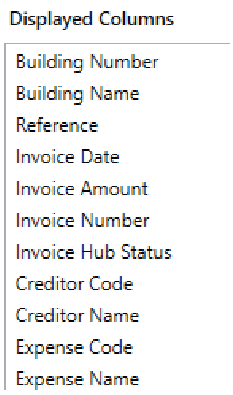
- Bank
- Account Number
- Building Number
- Building Name
- Account Manager
- Bank Account Name
- TD Maturity Date
- TD Interest Rate
- TD Start Date
- TD Renewal Instruction

Creditor Invoices Awaiting Invoice Hub Approval & dated more than 1 month in the past (Search Creditor Invoice Items)

Restrict To:

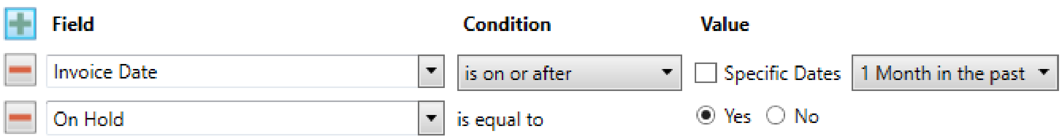


Displayed Columns:

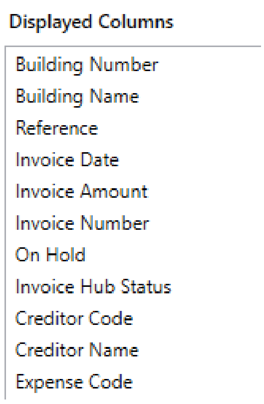


Creditor Invoices on hold & dated more than 1 month in the past (Search Creditor Invoice Items)

Restrict To:

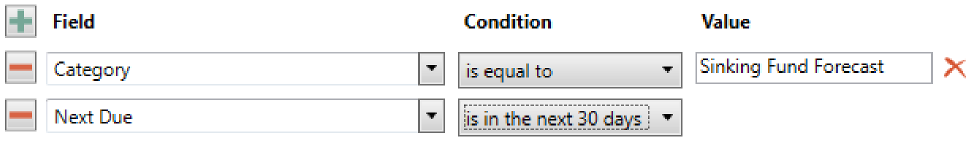


Displayed Columns:

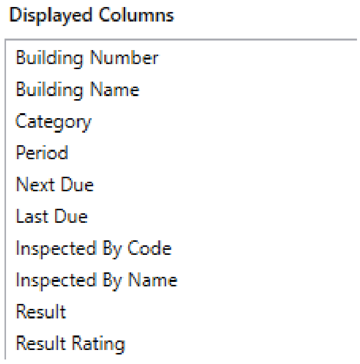


Inspections due in next 30 days (Search Inspections)

Restrict To: setting the category to specific values allows dashboards specific to inspection types.

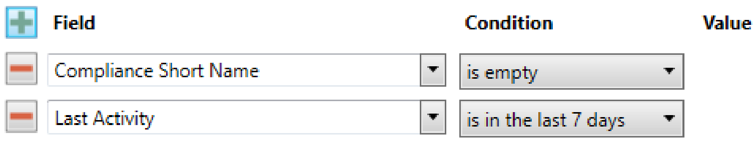


Displayed Columns:



Identify Creditors with no Compliance Code that have had recent activity

Restrict To:



Displayed Columns: