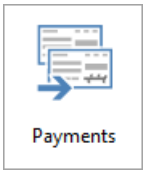
Payments

Last Modified on 30/07/2025 11:05 am AEST



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

The ***Payments*** icon is used to create payments that have been saved in the ***Creditor Invoices*** and ***Payment Entry*** menus, and create EFT, cheques and BPay payments. This screen provides a detailed overview of unpaid invoices and the tools to manage the payment of invoices, including marking invoices on or off hold, and part payment of invoices prior to uploading the payments to the bank via the ***EFT Manager*** icon. These instructions also apply for any Company's in GLMax.

View our webinar recording showcasing the *Payment Process*.

Payments | Security

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

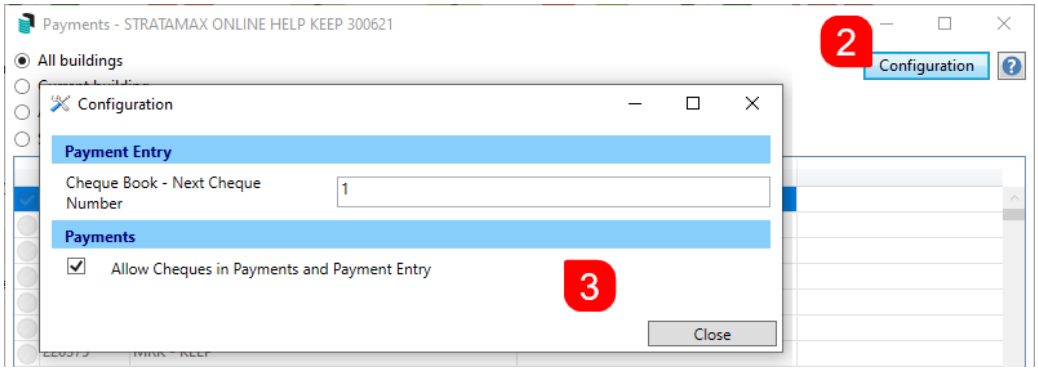
The *Hold* tick box is also controlled by a permission in ***Security Setup*** called 'Hold Creditor Invoices'.

Payments | Configuration

To access the 'Configuration' window, the user must have a permission called 'Edit the configuration of Payments' set to 'Allow' in ***Security Setup***. Note that the settings in this window also affect the ***Payment Entry*** screen.

1. Search or select ***Payments***.
2. Click the *Configuration* button in the top right of the ***Payments*** window.
3. In the 'Configuration' window there are two headers; 'Payment Entry' and 'Payments' - each for their respective screens.
    - *Cheque Book - Next Cheque Number:* Affects the 'Cheque Book' radio button in ***Payment Entry***, setting the next number in the 'Reference' field. See *Payment Entry | Cheque Book*.
    - *Allow Cheques in Payments and Payment Entry:* This setting is useful as it prevents cheques

from being used by mistake when the 'EFT' radio button has not been selected as the creditor's payment method in ***Creditor Maintenance***. *See Creditor Maintenance | Payments*. When not ticked, then the 'Pay by Cheque' and 'Cheque Book' radio buttons will both be inactive in the ***Payment Entry*** screen**.** In the ***Payments*** screen, there will be an on-screen notification saying 'Payment by cheque is disallowed by configuration'.

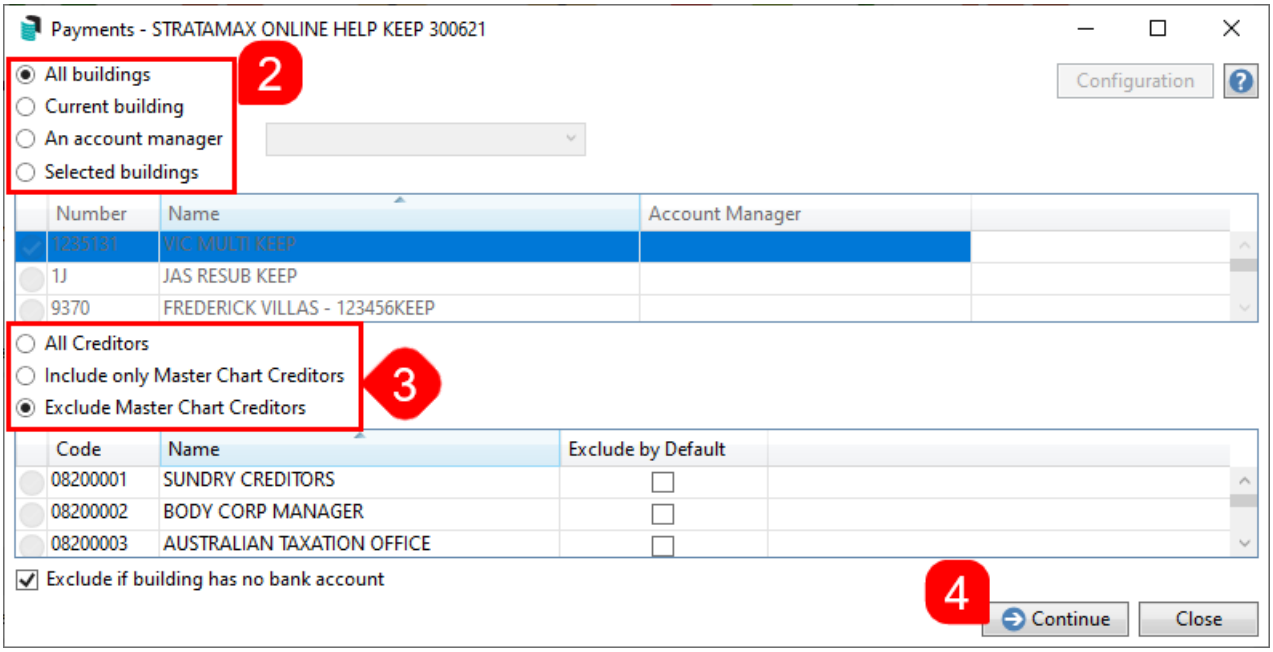


Payment Processing

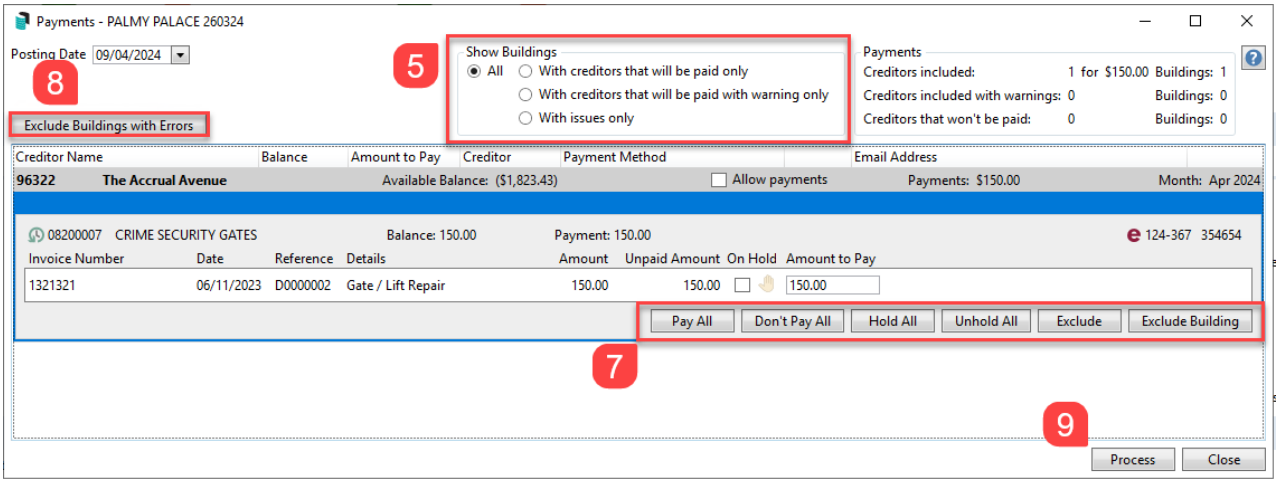
The Payments menu provides selection criteria to manage which payments to pay once invoices have been created via ***Creditor Invoices***, ***Payment Entry*** or Management Fees/Recoveries. All buildings and all creditors can be selected, or a subset for a particular Account Manager can be selected to create payments. The ***Payments*** menu provides functionality for Creditor Invoices to be marked either on or off hold, be excluded or amended for a part payment.

To make an *'Urgent Creditor Payment'*, please use ***Payment Entry***.

1. Search or select ***Payments***.
2. Select from building options:
    - *All buildings*: To create payments for the full StrataMax portfolio.
    - *Current building*: Ensures only the payments for the current selected building (noted at the top of the window) are processed.
    - *An account manager*: To select an individual Account Manager name and the properties they are listed for.
    - *Selected buildings*: To tag individual or a subset of buildings.
3. Select from the Creditors options:
    - *All Creditors:* Include all creditor accounts global or local with an invoice for payment.
    - *Include only Master Chart Creditors:* Will not include local creditors.
    - *Exclude Master Chart Creditors:* Local creditors will be included, plus creditors matching the master chart that have not been selected below to be excluded (tick any code to be excluded, set as default to retain setting).
4. Click *Continue.*



5. Review *Show Buildings* and select from the options / Click *All* (note options just changes what is displayed and does not change what payments will be processed. To exclude payments use the Exclude Buildings with Errors option or Exclude & Exclude Building buttons).
6. Review any errors or warnings (refer to Payments | Warning Messages below) and adjust or exclude as required (or alternatively click *Exclude Buildings with Errors* and attend to them afterwards).
7. From this screen you can adjust any Creditor Invoices to be Part Paid, placed On Hold, Unhold or Exclude payments as required. Refer to button explanations below.
    - The *On Hold* tick box controlled by a permission in ***Security Setup*** called 'Hold Creditor Invoices'.
8. Click *Exclude Buildings with Errors* to remove any payments requiring further investigation or action.
9. Click *Process*. The next screen displays the Number of Payments and Value of Payments. Click *Export* to view a report of the payments made in Excel.
10. Proceed to ***EFT Manager*** stage and ***Cheques Printing*** if there are Cheques included in the batch of payments.



The following options are available for each Creditor Invoice;

***Pay All**:* Select to create a payment of the full Unpaid Amount, removing any amounts On Hold, unless they are on the Invoice Hub awaiting approval.

***Don't Pay All**:* Excludes this creditor from the current payment batch, does not place Creditor Invoice on hold.

Hold All**:* Will place all creditor invoices on hold for the selected creditor. This is controlled by a permission in ***Security Setup called 'Hold Creditor Invoices'.

Unhold All: Removes On Hold flag for this creditor. This is controlled by a permission in***Security Setup*** called 'Hold Creditor Invoices'.

Exclude: Exclude this payment from this run. These invoices will be included in the next run.

Exclude Building: Exclude this entire building. These invoices will be included in the next run.

Payments | Warning Messages

When processing payments from the ***Payments*** icon, if a warning message is noted, there is the option to *Exclude Buildings with Errors*, or review each warning and action as required. There is also the option to tick 'Allow payment'.

1. Search or select ***Payments***.
2. Select from building options:

   All buildings: To create payments for the full StrataMax portfolio.

   An account manager: To select an individual Account Manager name and the properties they are listed for.

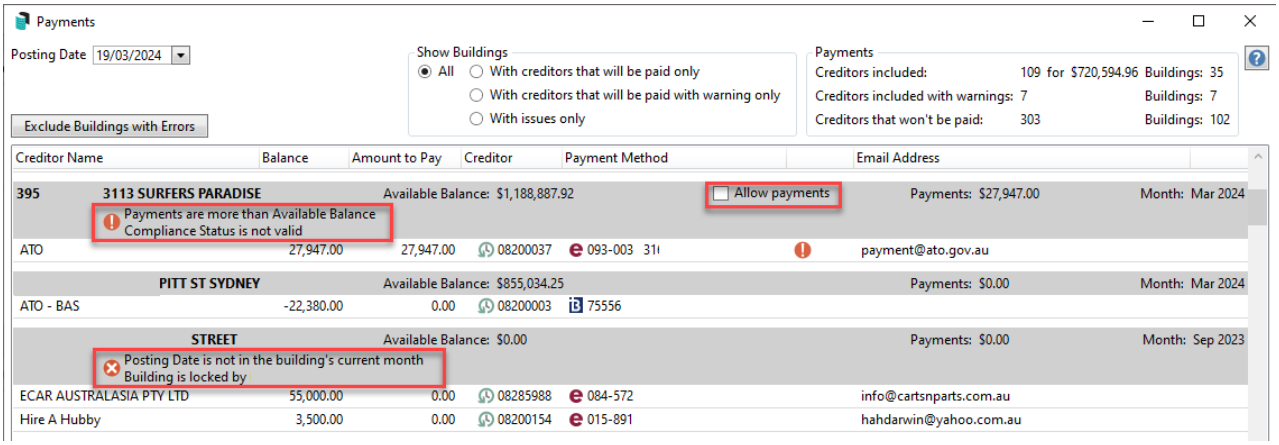
   Selected buildings: To tag individual or a subset of buildings.
3. Select from the Creditors options:

   All Creditors: Include all Creditor accounts global or local with an invoice for payment.

   Include only Master Chart Creditors: Will not include local creditors.

Exclude Master Chart Creditors: Local creditors will be included, plus creditors matching the master chart that have not been selected below to be excluded (tick any Code to be excluded, set as Default to retain setting).

4. Click *Continue*.
5. Review Payments screen for warnings and action.
6. Click *Process*.



Allow payments: Tick this option to allow the payment to proceed to EFT Manager, ignoring any warnings.

Posting Date is not in the building's current month: Complete a ***Month End Rollover*** to bring the building up to the correct Current Month in line with the Working Date to be able to create any payments.

Compliance Status is not valid: Review the ***Compliance*** Status set for the Creditor account. Tick 'Allow payments' if payment can proceed.

Compliance Status must be verified: Review the ***Compliance*** Status set for the Creditor account. Tick 'Allow payments' if payment can proceed.

Building is locked by 'username': This building is currently locked. Refer to the username noted, payments cannot be created while the building is locked.

Payments are more than Available Balance: The total payments are more than the Available Balance for the building. The available balance is made up of the bank balance less unpresented payments.