

Arrears Process

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A Schedule of Arrears can be configured to automatically issue notices or letters based on an individual owner's circumstances. This process supports the billing of arrears fees at the time of generation, creating an efficient workflow and ensuring a clear audit trail through notations recorded directly on the owner's account.

Arrears schedules can be customised using parameters such as minimum arrears balances, levy period criteria, or total outstanding amounts. Different fees can be applied at each stage of the arrears process, along with the preferred delivery method for notices. Running arrears reports prior to generating notices is recommended, as this helps identify overdue owners and can be completed either globally or per building.

This article outlines how to run overdue arrears reports and complete the arrears process using global arrears processing in Report Distribution. Refer to our [Arrears Management](#) article for setup details.

How Does Arrears Work?

When an arrears letter or notice is produced, it states the total amount outstanding, including interest and arrears notice fees (if applicable). It also puts a 'flag' on the lot account to say, 'I have generated letter number X'.

If the owner pays and their balance either reaches \$0.00 or the balance threshold set in [Receipt Entry Configuration](#), then the arrears flag is 'reset'. So, when the lot account falls into arrears again, they will be sent the first letter or notice in the arrears schedule.

What often happens is that an owner will pay the amount of their levies but not necessarily pay the arrears fee and/or the outstanding interest, which is accruing daily, i.e. even if the owner pays the outstanding levy, the owner's account balance doesn't actually reach \$0.00 or the balance threshold set in [Receipt Entry Configuration](#), and subsequently does not reset their arrears flag.

The implications of this are that when the next levy period is generated and the owner doesn't pay and falls into arrears again; the system will not produce an arrears notice until the owner qualifies for the next notice or letter in the arrears schedule.

Before continuing with the arrears process you should be across the following configuration settings.

Receipt Entry Configuration

See [Receipt Entry Configuration](#) for more info.

1. Open the **Receipt Entry** menu.
2. Click *File > Configure*.

Clear Arrears Flag

If enabled, the owner's *arrears flag* will be cleared automatically when their payment is receipted and their account balance becomes zero, or below the pre-configured tolerance allowance (see below). This is a global setting and will affect all users.

Clear Arrears Flag Tolerance

This field is only available if the *Clear Arrears Flag* setting (above) is enabled. Type in the amount that an owner's balance needs to be reach in order to reset their *arrears flag*. For example, if you set this to 50, and an owner's payment leaves them with a balance of \$50.01, their *arrears flag* will not be reset.

Levy Arrears Process

This is the recommended process to complete a global arrears run across your portfolio.

1. Levy Arrears Pre-Issue Report

Prior to issuing Arrears Notices, produce a Global or per Building *Pre-Issue Report* to Excel which provides a report of owners currently overdue for the selected buildings, columns will display:

- Building Name and Number.
- Account Manager.
- The Lot Number and Unit Number.
- Arrears Notice Type to be issued.
- Days Overdue.
- Total amount of levy arrears Overdue.
- If the lot is set to Arrears Notice Disabled.
- Last Arrears Notice Date.
- Legal Action Date.
- Date of Acquisition.
- Committee Member.

1. Search or select **Levy Management**.
2. Select *Reports* and click *Levy Arrears Pre-Issue*.
3. Tag all or a subset of buildings then *Proceed*.
4. This report can then be checked before issuing the Arrears Notices.

Building Name	Building Number	Account Manager	Notice Type	Account Code	Account Name	Lot Number	Unit Number	Days Overdue	Total Amount Overdue	Arrears Disabled	Committee Member	Acquired Date	Last Arrears Notice Date	Last Arrears Letter Date	Legal Action Date
STRATAMAX ONLINE HELP	250925		1	02100002	Adrian Peter Egan	2	2	206	1124.00	No		21/04/2026	20/05/2026	20/05/2026	
STRATAMAX ONLINE HELP	250925		1	02100006	Blue Skies	6	6	206	1124.00	Disabled	Yes	1/02/2025	20/05/2026	30/04/2026	

2. Arrears Manager

After reviewing the *Levy Arrears Pre-Issue* report, set any lots to Disable, Clear or Delete arrears flags in *Arrears Manager* as required from Levy Arrears Manager.

1. Search or select **Levy Management**.
2. Select *Options/ Levy Arrears Manager*.
3. Highlight the lot to take the following action:
 - Disable/ Set No Arrears: Click on the Disable or Enable button to adjust.
 - Clear: Click on the history icon and highlight the previously issued notice line item and click *Clear*.
 - Delete: Click on the history icon and highlight the previously issued notice line item and click *Delete*.
 - Unclear: Click on the history icon and highlight the previously issued notice line item and click *Unclear*.

3. Global Levy Arrears Issuing

The issuing of arrears notices will follow the schedule configured in *Arrears Notice Setup*. This can be completed Globally for all buildings or exclude any buildings which may require a more hands on approach such as new developments, buildings soon to be lost, new buildings, contentious buildings.

1. Search or select **Levy Management**.
2. Select *Reports /Levy Arrears* to open the Report Distribution Levy Arrears Notice screen. Review cog wheel configuration and adjust if required.
3. From the Building section ..., tag all buildings (untag any buildings which may require a more hand on approach such as new developments, buildings soon to be lost, new buildings, contentious buildings).
4. Review Distribution Method, ensure *Save Report* is selected to store a copy of the Arrears Notice.
5. Click Report + to include any additional reports with the Arrears Notice distribution.
6. Click *Proceed*.
7. In the Report Publish window all the documents will start loading. When distributing to a large number of recipients, it can be useful to tick the *Auto Proceed on Load Complete* box, which automatically proceeds with the distribution once all documents have been processed and loaded in the Report Publish window. This tick box will remain on screen at the bottom in the green progress bar whilst documents are loading. Once they have all finished loading, the tick box will disappear automatically.

Report Distribution - STRATAMAX ONLINE HELP KEEP 250925

Levy Arrears Notice

Building: STRATAMAX ONLINE HELP KEEP 250925

Report Set: ☐ Page Numbers ☐ Consolidate by Contact

Levy Arrears Notice 1-levyarr_adbcanr1_ABN, 2-levyarr_adbcanr2_ABN, 3-levyarr_waarle

Distribution Method

- ☒ Post Stratamax
- ☒ Email Levy Notice
- ☒ Save Report Notice
- ☒ Use Preferences Levy Notice

Search

Filters

☒	Account	Lot	Unit	Name	Behalf Of	Post	Email	Sms
☒	02100001	1	1	Blue Skies			bskies@home.com.au	Search
☒	02100002	2	2	Adrian Peter Egan			adrian70@live.com.au	Search
☒	02100003	3	3	Jacinta C Healy			windsor4030@hotmail.com	Search
☒	02100004	4	4	Blue Skies			bskies@home.com.au	Search
☒	02100005	5	5	Danielle Louise Outram			danielle.outram@outlook.com	Search
☒	02100006	6	6	Blue Skies			bskies@home.com.au	Search
☒	02100007	7	7	Blue Skies			bskies@home.com.au	Search
☒	02100008	8	8	Blue Skies			bskies@home.com.au	Search

Log Proceed Close

Report Publish

Options: Save to DocMax enabled using Profile 'Levy Notices', Email enabled where email preference is for Levy Notice

Email To: email@abcletting.com
Subject: STRATAMAX ONLINE HELP KEEP | 300621 Lot | 22 | Merge Letter

Message:
Dear RecipientOwnersFullName,
Please find attached your latest correspondence relating to Lot 22 for STRATAMAX ONLINE HELP KEEP CTS 300621.

Merge Letter

Auto proceed on Load Complete

Preparing documents

Send to DocMax Cancel

4. Export All Report

Produce a report from [Export All](#) button in Levy Arrears Manager to identify any lot accounts with arrears-related issues, that may be preventing further arrears notices from being produced. If a lot account has reached the highest arrears notice level configured in your arrears schedule, the lot account may need to be reset or progressed to legal action to ensure further debt recovery action can occur.

This report could also be produced as part of step 1.

5. Review Log

On completion of issuing the Levy Arrears Notices, view the *log* for any issues or unexpected results. This log can also be checked to determine when a lot had the Arrears Notice flag set to Disabled.

1. Search or select **Levy Management**.
2. Select *Options/Levy Arrears Manager*.
3. Click on *View Log* and then *Refresh* button. This option will produce all arrears log data into *Log Viewer* for review and further searching and filtering if required.

Log Viewer - STRATAMAX ONLINE HELP KEEP 250925

Refresh

Export

Restrict To

Columns

Sort Order

Advanced

Field

Date/Time

Category

Username

Description

Condition

is greater than or equal to

is any of

is equal to

does not contain

Value

Specific Dates

Today

ARRCOND.LOG X ARREARS.LOG X ARRNOT.LOG X ArrNoticeClr X LevyArrears X

Date/Time is greater than or equal to Today, Category is any of ARREARS.LOG or LevyArrears or ARRNOT.LOG or ArrNoticeClr or ARRCOND.LOG, Description does not contain no unpaid, Sorted By Date/Time Newest First, Limited to 1,000 records

9 records displayed

Find First

Find Next

Date/Time	Log Level	Username	Description	Building	Category
12/05/2026 12:53:27 PM	Info	lana.clarke	Arrears Log Clear Flag for A/c:02100002 Switched 30/04/2026 to Clear	250925	ARREARS.LOG
12/05/2026 12:53:17 PM	Info	lana.clarke	No Send Arrears for A/c:02100007 set to Y (Arrears Disabled)	250925	ARREARS.LOG
12/05/2026 9:42:02 AM	Info	lana.clarke	02100008 Arrears Notice not sent because No Arrears Notice flag is set on the account	250925	ARRNOT.LOG
12/05/2026 9:42:00 AM	Info	lana.clarke	02100004 Arrears Notice not sent because No Arrears Notice flag is set on the account	250925	ARRNOT.LOG
12/05/2026 9:41:58 AM	Info	lana.clarke	02100001 Arrears Notice not sent because No Arrears Notice flag is set on the account	250925	ARRNOT.LOG
12/05/2026 9:41:50 AM	Info	lana.clarke	02100019 Arrears Notice not sent because days overdue 7 is less than 14	100866	ARRNOT.LOG
12/05/2026 9:41:49 AM	Info	lana.clarke	02100014 Arrears Notice not sent because days overdue 7 is less than 14	100866	ARRNOT.LOG
12/05/2026 9:41:49 AM	Info	lana.clarke	02100014 Arrears Notice not sent because days overdue 7 is less than 14	100866	ARRNOT.LOG
12/05/2026 9:41:48 AM	Info	lana.clarke	02100012 Arrears Notice not sent because no arrears setup found for next notice level 4	100866	ARRNOT.LOG

Print

Load/Edit/Delete Search

Save Search

Save Search As

Close