Card Payments and the 1 October 2026 Changes

Last Modified on 04/09/2026 10:03 am AEST

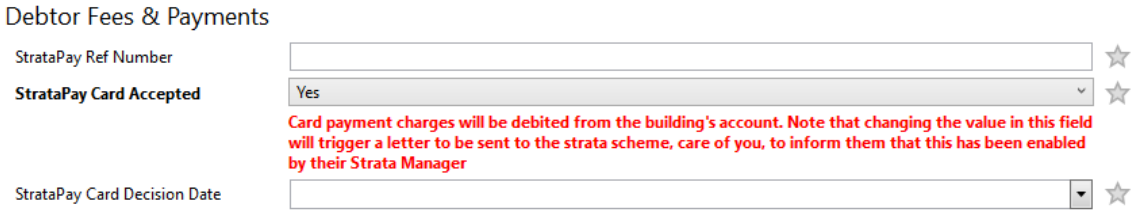
Security Setup

Access this menu in ***Security Setup*** under the *Surcharge Credit Card Fees to Building & StrataPay Card Accepted* from the *Building* category.

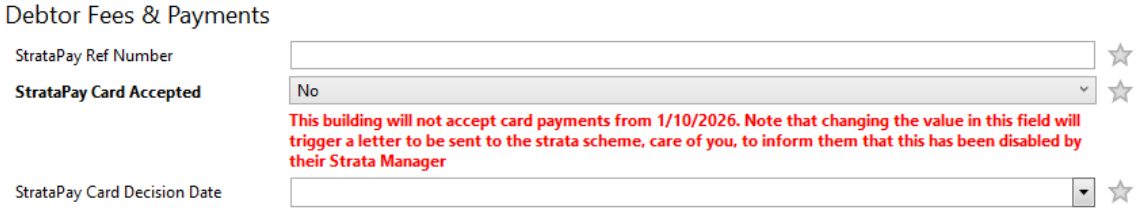
If your business uses StrataPay

The **StrataPay Card Accepted** and **StrataPay Card Decision Date** fields are available in ***Building Information,*** which will set whether a building accepts card payments and allows for the date that this was agreed to to be entered and recorded. The StrataPay slip follows the **StrataPay Card Accepted** field recorded for each building. Any sub groups will follow the building's main setting.

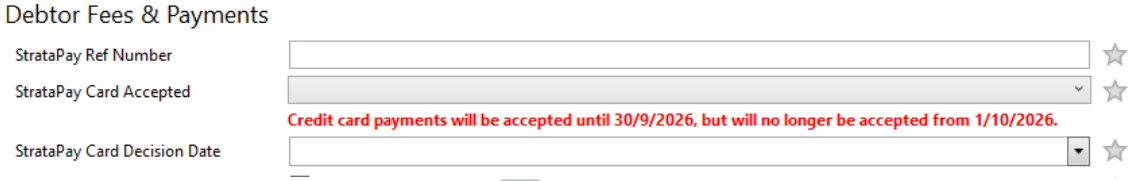
1. Search or select ***Building Information***.
2. Locate the **StrataPay Card Accepted** field, and based on the building's decision:
    - **Yes**. Card payments continue from 1 October 2026, and card payment options continue to appear on the slip.



    - **No**. Card payments are not accepted from 1 October 2026, and card payment options are removed from the slip.



    - **Nothing recorded**. Card payments will still appear on the slip and be accepted until 1 October 2026, after this card payment options will be removed.



3. To copy the field value to other buildings, click and tag required buildings and click *Select*.

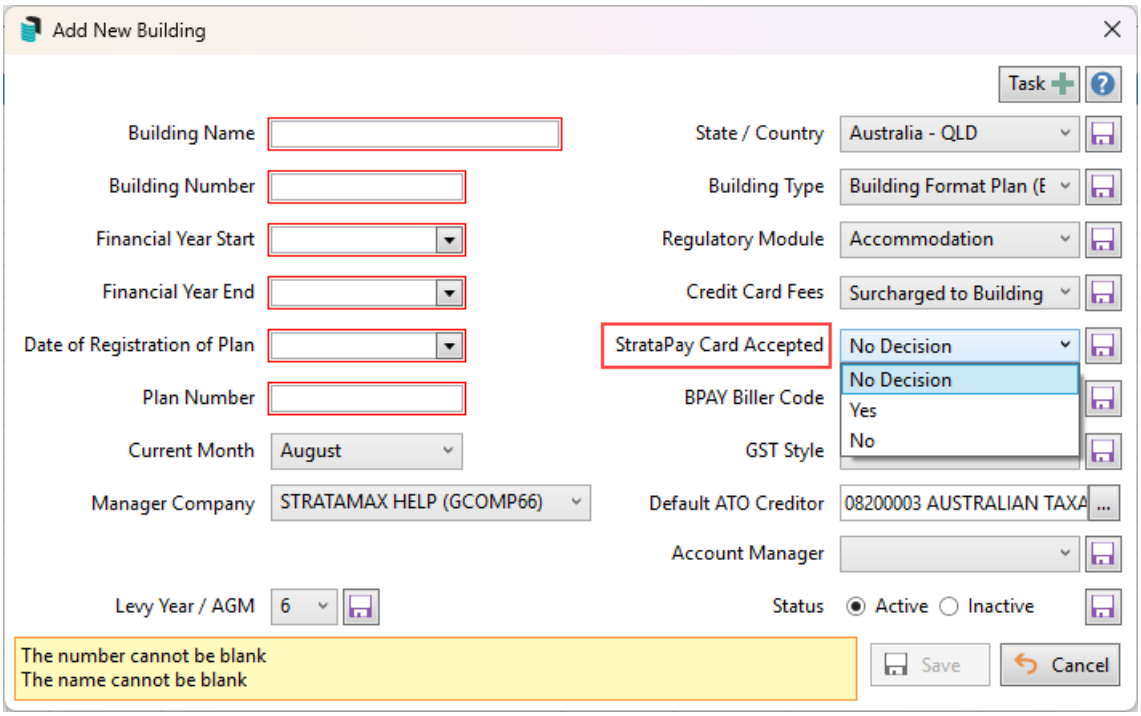
Where nothing is recorded, an owner who attempts a card payment from 1 October 2026, will be advised

at that point that card payments are not available for their strata scheme and asked to use another payment method.

New Building Setup

The StrataPay Card Accepted field is available in the *Add New Building* screen and can be set as a default. When you add a new building to StrataMax, this field will populate in ***Building Information***.

1. Search or select ***New Building***.
2. StrataPay Card Accepted field: adjust this to match the agreed arrangement for card payments. If this is to be the default for any new building, click 



Communicating with Owners

If you would like to advise owners when they receive their levy notice and attempt a payment, there are two options:

- ***Message Maker*** places a message on the levy notice itself, above the payment slip. This reaches owners who receive notices by post and email.
- ***Email Template Manager*** places a message in the body of the levy notice email. You can set templates globally across your portfolio or locally for a single property.

Suggested wording

StrataPay Clients: *From 1 October 2026, card payments may not be available for your strata scheme. If*

you cannot pay by card, please use another payment method shown on this notice.

When you have received more of your portfolio's decisions, you may choose to adjust or remove the wording on a building-by-building basis.
(Note: the Message Maker will display the same message regardless of the setting in StrataPay Card Accepted).

Non-StrataPay Clients: *From 1 October 2026, card payments are not available for your strata scheme. Please use another payment method shown on this notice.*

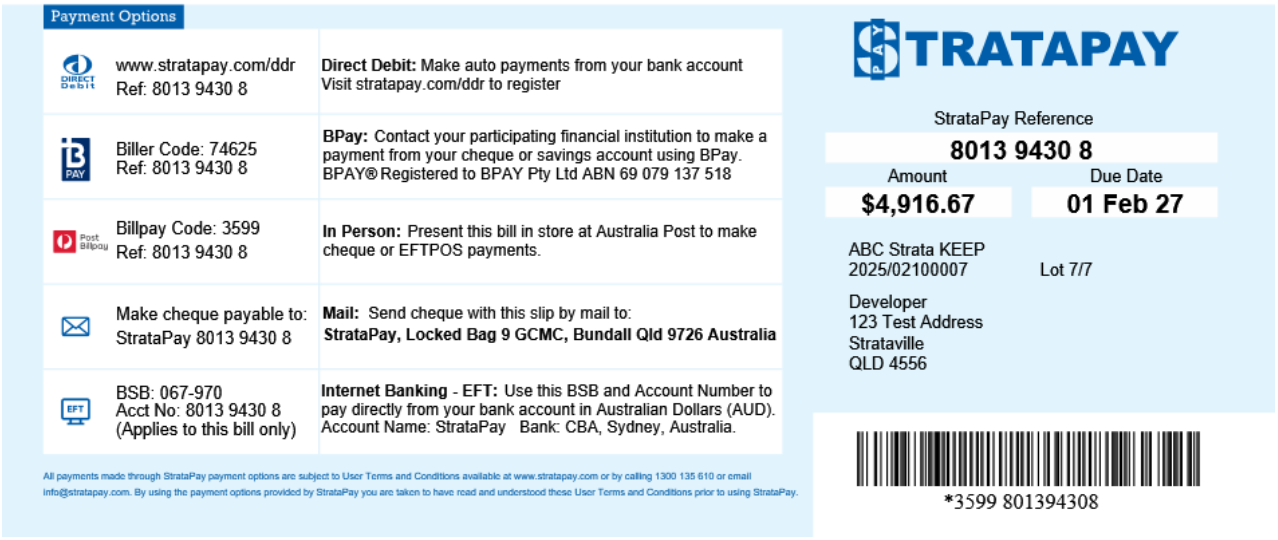
This wording is safe to use across your whole portfolio, including buildings that will continue accepting card payments. If you use ***Message Maker***, preview a levy notice before distributing to confirm there is room for the message.

StrataPay Slip Templates

Example: StrataPay Card Accepted - **Yes**



Example: StrataPay Card Accepted - **No**



What happens after 1st October 2026

After 1st October 2026, if no decision is set in **StrataPay Card Accepted** from ***Building Information***, when a payment is attempted using the card method, they will be advised that card payment is not accepted for their strata scheme and asked to use another payment method.

Letters to the strata scheme are triggered when these fields were originally set. Any changes to these fields will trigger a letter to be sent to the strata scheme, care of the strata manager, informing them of the change to accepting card payments. Sample letters are available here:

- StrataPay Card Accepted - Yes
- StrataPay Card Accepted - No

Payment methods not funded by a card are not affected. Direct debit arrangements funded from a bank account will continue as originally set.

If your business uses DEFT

The new DEFT slip does not include card payment options. The change applies immediately to every DEFT slip, with no variation by building or by scheme, and nothing needs to be updated in StrataMax.

