



How to Search/Cancel Payments in STRATA Master

Summary

This article will assist you to search for payments to note status and cancel the payment.

When a Creditor Payment is cancelled, it is returned to the Creditor Invoice screen, and then need to be cancelled or edited in that screen.

Searching for a Payment

Within STRATA Master, you can access **Search/Cancel Payments** via Accounting > Adjustments

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NOTE: Only payments with the Unpresented status, **where the file has not yet been uploaded to the bank**, can be cancelled via Search/Cancel Payments.

The **Search/Cancel Payments** form has the following search options available:

- Bank Account
- Owners Corporation (Plan no; Manager; Street no; Street; Town; Postcode)
- Other search criteria (Payee {Creditor Payee}; Payment date; Payment type; Payment no.)

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Once you have entered your search criteria, click the **Search** icon to display a list of payments that satisfy the search criteria.

Cancelling a Payment

- Search for the payment by following the above step
- Select the payment you wish to cancel from the list of payments
- Click the **Cancel** Payment icon
- STRATA Master will ask you to show the following pop up where it is recommended that a reason is input

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- Click **OK** and the payment will be removed from the list of payments

Useful links

<https://kb.rockend.com/help/steps-to-reversing-creditor-payments-strata>

To see details about Rejected BPAY File see this document "How to Correct a Rejected BPAY File - Incorrect CRN - Macquarie Bank"

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