Macquarie Direct Debit

Summary

Strata Master Version 14 delivers integration with Macquarie's Direct Debit, allowing your lot owners the opportunity to opt into Direct Debit themselves from their nominated bank accounts.

Macquarie Direct Debit enables you to offer an additional service to your portfolio, as well as providing the following benefits to your agency:

- Reduced arrears: payers are charged as required directly from Strata Master
- Offers convenience and peace of mind: Where Owners may be overseas or just want the convenience of direct debit, levies, special levies, and invoices can be debited when they fall due directly from Strata Master
- Digital and efficient: Unlike typical paper-based direct debit authorities that need to be stored for 7 years, DEFT Biller initiated direct debit utilises a digital authority removing the need for paper forms and filing.
- Safe and secure: Strata Master does not store any bank account or credit card information, DEFT stores a digital wallet that owners can update when required.

Overview

The Following steps need to be undertaken to setup and use Direct Debit in Strata Master with Macquarie Bank.

- Prerequisites for Macquarie Direct Debit
- Direct Debit Configuration
- Direct Debit User Access Rights
- Send a Letter in Advance to Let Your Owners Know That Direct Debit Is Available
- Sending Direct Debit Invitation Emails
- Viewing Direct Debit Enabled Lots
- Viewing Invitations Sent
- Reviewing Changes Made to Direct Debit
- Checking the Direct Debit Status of a Lot
- Direct Debit Message on Notices and Invoices
- Processing a Change of Owner for a Lot that has Direct Debit enabled
- Changing the Levy Contact for a Lot Owner that has Direct Debit enabled
- Processing Direct Debit Requests
- Receipting Direct Debits

- Dishonoured Direct Debit
- Direct Debit Request Status
- Lot Owner Client Direct Debit Setup Steps

Prerequisites for Macquarie Direct Debit

1. You must have Strata Master Version 14 or higher, and bank with Macquarie to use the Direct Debit feature.

2. You will require your Biller ID from Macquarie Bank to activate this feature in Strata Master.

To obtain your Biller ID email business@macquarie.com and request your Biller ID for the purposes of activating DEFT biller initiated Direct Debit for Strata Master.

The following information must be included in the email:

- Business Name
- Customer number, Facility Number or Account number
- Contact email or phone number

Direct Debit Configuration

Direct Debit is enabled in Strata Master via the Third-Party Services screen.

To enable this feature, complete the following steps:

1. Navigate to Configure > Third Party Services

5	Third Party Services - Read Only Mode
EXIT	
	And Party Services

- 2. Select the *Edit* button
- 3. Select the Macquarie Direct Debit Configuration checkbox
- 4. Click Save
- 5. Double Click on Macquarie Direct Debit

8	Macquarie Direct Debit Configuration - Read Only Mode
EXIT	
This	s feature integrates with Macquarie Bank's DEFT Direct Debit System. Click <u>here</u> for more information on feature.
То	use Macquarie Direct Debit enable the field below.
V	Enable Macquarie Direct Debit
	Macquarie Biller ID

- 6. Select the *Edit* button
- 7. Select the Enable Direct Debit checkbox
- 8. Enter your Macquarie Biller ID provided by Macquarie
- 9. Click Save

Direct Debit User Access Rights

The new Direct Debit feature introduces a new Direct Debit screen to Strata Master requiring a new access right.

This will allow you to provide access to the Direct Debit Request screen to only certain users in your office.

To setup your team with the required access complete the following steps:

- 1. Navigate to Configure > Users
- 2. Select a user followed by the Access Rights tab
- 3. Double click on Accounting to expand to your options
- 4. Select the *Direct Debit Processing* option and provide the required access
- 5. Save

🖏 User Configuration - Record Loader	d Mode		×
	×I		
Name Login	Manager?	General Details	Access Rights
Clark Kent ck Gerald Manager GM Lex Luthor lex Meg Manager manager Pallavi pallavi. krishna Roy Reception Reception Sam Strata strata Trainee McTrainer training	Yes Yes Yes Yes Yes	Functions Pay Discounting Creditors Process Bulk BPAY Payments Credit Lot Cancel Direct Entry Payments File Process Debt Recovery Pending (Bulk Creditor Invoices Creditor Invoices GST Refund File Smart Creditor Invoices	Read Only
		Online Invoice Approvals Receipting - Multiple Lots Oringuration Batch Reporting File Utility Reporting Communicator	Direct Debit Processing Write Read None
 Display active users only 			

Send a letter in advance to let your Lot Owners know Direct Debit is available!

You may wish to send a letter to your lot owners to let them know that you are now able to offer Direct Debit as a payment method for levy payments.

Utilise the Mail Merge Wizard in Strata Master to create a new template and send out bulk communications via post and email to easily share this new exciting service with your portfolio!

The benefits to Owners/Payers are:

Convenience: 'Set and forget' leave the hassle of remembering payments to the biller

Peace of mind: No longer risk of falling into arrears (assuming sufficient funds are available in the account)

Safe and Secure: Your bank account and Credit card information is safely stored and secured in DEFT

Retain control: Payers can withdraw authorities anytime

Once Direct Debit has been enabled for your agency, owners will be able to log into their DEFT portal and sign up for the Direct Debit functionality immediately.

Sending Direct Debit Invitation Emails

The next step of the Direct Debit process is inviting your owners to sign up for Direct Debit.

As mentioned above, owners will be able to log into their DEFT portal to sign up for Direct Debit, or alternatively you can send them an invitation.

There are 3 different invitation options available in Strata Master:

- Send a Direct Debit Invitation to a Single Lot
- Send Direct Debit Invitations in bulk to a single Owners Corporation
- Send Direct Debit Invitations in bulk to all Owners Corporations in your portfolio

Note - Lot Owners require an <u>Australian contact phone number</u> to register with DEFT. If you have an overseas Lot Owner who does not have a contact number in Australia, call DEFT to discuss whether a local relatives number could be used or another alternative.

Sending a Direct Debit Invitation to a Single Lot

Note:

• You should obtain each contact's permission before sending a Direct Debit invitation as this will send their details directly to DEFT, where the invitation will be issued from.

You can send a Direct Debit invitation to a single lot by navigating to the Levies tab of an Owners Card.

Select the Send Direct Invitation button.

8	Lot Owner - B	oscaiola &	Company P	ty Ltd / L	ot 6, Unit	6, Strata Pla	ın 4444 -	Read Only M	ode	_ 0
• <u> </u>	🔳 🚺 🛗 🧧		\triangleright							
General	Agent/Tenant/Lease	\$	Levies		Notices	Ŷ	Mortgages	Del	bt Recovery	Linked Lots
Lot reference number Lot plan number Cheque drawer Branch Bank BSB number Printed receipt message Screen receipting message		C Use owne	r's address C	Use agent's Con Boss Chai Chai Chai Chai Chai Chai Chai Chai	address C L tact for levies act person: Ar act person: Ar	se tenant's add drew Garlic (Sa ny Ply Ltd t SW 2065 0900 11 @rockstar.com	ress C Diff	ferent contact for le	Levies de C Lev, C Lev, C Lev, Macquarie Dir Check Ste Send Direc	livery v issue print v issue email sct Debit tus st Debit Invitation
				Unpaid [Debits					
Date 01/04/20 01/07/20 01/10/20	Description Quarterly Admin/C Quarterly Admin/C Quarterly Admin/C	Admin Due \$599.80 \$599.80 \$599.80	Paid 1 \$0.00 : \$0.00 : \$0.00 :	Capital W \$310.30 \$310.30 \$310.30	Paid \$0.00 \$0.00 \$0.00	0ther Due \$0.00 \$0.00 \$0.00	Paid \$0.00 \$0.00 \$0.00	Outstanding \$910.10 \$910.10 \$910.10		

This will load the below screen:

Contact Type Owner Contact	Contact Boscaiola & Company Pty Ltd	Email Address doveofgarlic@rockstar.com.au	
Levy Contact	Boscaiola & Company Pty Ltd	cloveofgarlic@rockstar.com.au	
Agent Contact	Rockend Realty	support@rockend.com.au	
Tenant Contact	John Smith	john.smith@rockend.com	

You will have the option to send the invitation to the following contacts (including additional contacts) if they are recorded against the lot:

- Owner
- Levy Contact
- Agent
- Tenant

The recipient will default to the current owner contact, but you are able to select a different recipient if you wish.

Note:

- Any invalid email addresses will be displayed in red text
- You can only select one contact to send the invitation to

One you have chosen your selected contact select, the *Send Invite* button if the request is sent successfully the following message will appear:

Strata Master
Your request for the onboarding email to the DEFT portal has been sent.
ОК

This contact will then receive the Direct Debit invitation from DEFT, which includes a link to the DEFT website, where they can enable Direct Debit themselves.

A closed diary entry will be created in the Owners Corporation diary, detailing when and who the invitation was sent to, should you need to refer to this information later.

🛗 Diary for 6666 (Owners Corporatio	n) - Edit Mode						- 0	×
	V O							
Diary records for 6666 (Owners Corporati	on)				🗌 Show	open records only		
Reference	Subject		For Action By		Date Due	Closed		
✓ 6666 (Owners Corporation)	Lot 1 · Direct Debit Invitation		Pallavi		Completed 2020-12-2	1 Yes	Search	
✓ 6666 (Owners Corporation)	Clean windows at property		Pallavi		Completed 2019-02-1	9 Yes		
<							v Work order # v R & M # v Subject Search	
Diary Record	<u> </u>	Details				Reporting		
Subject Lot 1 - Direct Debit Invitat	ion	For action by Pallavi Action required	Due date 21/12/2020 Record closed 21/	₽ ▼ 12/2020	Reopen Di	ary Item		
Date entered Time entered Use	r Notes	Time s	oent Charge	Invoice	d? Work order #	W0 Status	Repai 👷	
2020-12-21 03:42 PM Palla	avi Direct Debit Invitation - A D	lirect Debit Invi	0	No				
							8	
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Sending Direct Debit Invitations in bulk to a Single Owners Corporation

Note:

• You should obtain each contact's permission before sending a Direct Debit invitation as this will send their details directly to DEFT, where the invitation will be issued from

You can send Direct Debit invitations to all lots in an Owners Corporation by navigating to the Lots tab of an Owners Corporation.

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GST unregistered own Enter Plan No. or Street Strata Plan 7777 Oscar Academy 1 Oscar Street ST LEONARDS NSV	ners corporation sel set Name or Body C W 2065	lected orporate Nar	ne.	Body corporate na Plan num Street num Town/Sub St	me The Owners Corp ber 7777 ber 1 wrb ST LEONARDS vate NSW	oration of SP 7 Building Osca Street Osca	r777 r Academy r Street Postoc	ode 2065	Manager Registered lots Total lots Financial year end In initial period	This plan is m Trainee McT 11 31/07/2020	anager rainer Prima Util	d ry lots 111 ty lots 0
General								🗖 Do not dis	play email addresse	is on the Strata	Roll	
	Lu su				Lo Lo	ls					_	Original Occurrent
Financial	Unit #	Lot #(s)	Uwner		Position	Addil Debtor	Lot Plan #	Address			-	Unginal Owners
	1	1	Johnny Depp		Member			Uscar Academy, 1 Uscar Street,	ST LEUNARDS N	SW 2065		
Structure	2	2	Urlando Bloom		Uhairman			Uscar Academy, 1 Uscar Street,	ST LEUNARDS N	SW 2065	- 1	Owner
	3	3	Charlize Theron					Uscar Academy, T Uscar Street,	ST LEUNARDS N	SW 2065	- 1	Uwriei
	4	4	Jude Law		Marchar			Uscar Academy, TUscar Street,	ST LEUNARDS IN:	SW 2060	- 1	Country Later
Insurance	6	6	Drew Barrymore		member			Oscar Academy, 1 Oscar Street,	ST LEONARDS N	SW 2003	- 1	Cleate Lots
	7	7	Flught Jackinan		Mamhor			Oscal Academy, 1 Oscal Street,	ST LEUNARDS N	SW 2065	- 1	
Bank Acct		0	Laneton Diaz		Genetary Treasures			Oscar Academy, 1 Oscar Street,	ST LEONARDS N	SW 2003	- 1	
	-	0	I obsetter Cust	ak	Secretary, measurer			Oscal Academy, 1 Oscal Street,	ST LEUNARDS N	SW 2065	- 1	22
Tradormon	10	10	Vigoo Morteoso					Orcar Academy, 1 Occar Street	ST LEONARDS N	DW 2005	- 1	
riddeanlen	11	11	Harry Kewell					Oscar Academy, 1 Oscar Street	ST LEONARDS N	SW 2065	-	
Lots Entitlements												
Committee Assets	4									_		Send Direct Debit Invitation

Select the Send Direct Debit Invitation button

This will load the below screen:

Plan #	Lot #	Unit #	Contact	Email Address	Select
7777	1	1	Mr Johnny Depp	amy.newmarch@rockend.com.au	
////	2	2	Mr Orlando Bloom	amy.newmarch@rockend.com.au	✓
////	3	3	Ms Charlize Theron	CTheron@monster.org	✓
////	4	4	Mr Jude Law	jude_law@coldmountain.net.au	✓
7777	5	5	Miss Drew Barrymore	amy.newmarch@rockend.com.au	
	•	•	Mir Hugh Sackhan	Jackolewolvenine.com	•

When sending via bulk, the invitation will be sent to the owner contact, additional contacts are excluded from this grid. [PK1][AN2]

Note:

Any invalid email addresses will be displayed in red text

You can only select one contact to send the invitation to

Once you have chosen your selected contacts, select the Send Email button.

If the request is sent successfully the following message will appear:

	Strata Master	X
You	ur bulk request for the onboarding emails to the DEFT portal has been sent.	
	ОК	

All contacts will then receive the Direct Debit Invitation from DEFT, which includes a link to the DEFT website, where they can enable Direct Debit themselves.

A closed diary entry will be created in the Owners Corporation diary, detailing when and who the invitation was sent to, should you need to refer to this information later.

	\bigcirc
Diary records for 6666 (Owners Corporation)	
Reference Subject For Action By Date Due Closed	
V 6666 (Owners Corporation) Lot 1 · Direct Debit Invitation Pallavi Completed 2020-12-21 Yes	earch
Version Corporation Clean windows at property Pallavi Completed 2019-02-19 Yes	
	Work order # R & M # Subject Search
Diary Record Details Reporting	
For action by Due date Subject Lot 1 - Direct Debit Invitation Falavi Image: Constraint of the second closed 21/12/2020 Reopen Diary Item	
Date entered Time entered User Notes Time spent Charge Invoiced? Work order # WO Status Rep	pai 👷
2020-12-21 03:42 PM Pallavi Direct Debit Invitation - A Direct Debit Invit 0 No	
	- 2
	TD I
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	>

Sending Direct Debit Invitations in bulk to your entire portfolio

Note:

• You should obtain each contact's permission before sending a Direct Debit invitation as this will send their details directly to DEFT, where the actual invitation will be issued.

A new wizard has been added to the Wizard Menu to allow Direct Debit invitations to be sent in bulk to all lots in your portfolio.

Navigate to the Wizards Menu and select Bulk Direct Debit Invitations

File View Manage	Accounting Reports	Wizards (Bulk E Bank 2 Chang Multij Comp	Configure Bank Recond Statement F ge Owner ple Proxy / I pliance Regi	Utility ciliation filing Nominee ster	Window	Help Ov	Clien	ntID: DEMO Quick Rpt) Form R
	Г	Agend Minut Bulk [da tes Direct Debit	Invitatio	ns				

This will load the below screen:

				- 1.11		_
Plan #	Lot #	Unit #	Contact	Email Address	Select	<u>^</u>
2222	2	2	Mr. Baul McCartney	John-and-yoko@abbeyroad.com	v 	
2222	2	2	Mr. Coordo Harrison	Coorgo@Eat Doppora com		
2222	4	4	Mr. Binge Starr	Binge@better.than.best.com	· ·	
2222	1	1	Mr. Cathy Freeman	pauline guzelian@rockend.com		
1444	14	1	Ms Cathy Freeman	pauline.guzelian@rockend.com		
4444	2	2	Mr. Gregory Tzatziki	shweta tuli@rockend.com au		≡
1444	3	3	Mrs. Japelle Linguini	ianelley@rockstar.com.au		
4444	4	4	Mrs Sarah Marinara	guesarabsarab@rockstar.com.au		
4444	5	5	Ms Rae Lasanna	supraes@rockstar.com.au		
4444	6	6	Boscaiola & Company Pty Ltd	cloveofoarlic@rockstar.com.au		
4444	7	7	Mr David Canelloni	davidocane@rockstar.com.au		
4444	8	8	Mr & Mrs David & Robyn Taglatelli	rohynabank@rockstar.com.au		
4444	9	9	Mr. Mark Mascaponi	mascapmark@rockstar.com.au		
4444	10	10	Mr Anthony Carbonara	Carbant@rockstar.com.au		
5666	1	1	Ms Cathy Freeman	pauline.guzelian@rockend.com	Image: Control of the second secon	
5666	2	2	Mr Levton Hewitt	pauline.guzelian@rockend.com	v	
5666	3	3	Mr Kimi Baikkonen	blossum08@hotmail.com	Image: Second	
5666	4	4	Mr Harry Kewel	harry@neverwalkalone.com		
5666	5	5	Miss Kim Cliisters	kimmv@idonotlooklikeshrek		
6666	6	6	Mr Troy Bayliss	trov@ducati.com	V	
	7	-	Mine Dabie Themas	hutter al. Gran welden and a series and		\sim

When sending via bulk, the invitation will be sent to the**owner** contact.

Note:

- Any invalid email addresses will be displayed in red text
- You can only select one contact to send the invitation to

Once you have chosen your selected contacts, select the *Send Email* button if the request is sent successfully the following message will appear:

Strata Master	X
Your bulk request for the onboarding emails to the DEFT portal h	as been sent.
	ОК

All contacts will then receive the Direct Debit invitation from DEFT, which includes a link to the DEFT website, where they can enable Direct Debit themselves.

A closed diary entry will be created in the Owners Corporation diary, detailing when and who the invitation was sent to, should you need to refer to this later.

Diary for 6666 (Owners Corporatio	n) - Edit Mode		Show open records poly	
Patrice and the constraint of	Subject Lot 1 - Direct Debit Invitation Lot 2 - Direct Debit Invitation Bulk Direct Debit Invitation Clean windows at property	For Action By Pallavi Pallavi Pallavi Pallavi	Date Due Closed Completed 2020-12-21 Yes Completed 2020-12-21 Yes Completed 2020-12-21 Yes Completed 2020-12-21 Yes Completed 2020-12-21 Yes	Search ✓ Work order # ✓ R & M # ✓ Subject Search
Diary Record Diary Percord Diary entry created by Pallavi on 21/1 Bulk Direct Debit Invitation - A Bulk D Lot 1, Junk Number, 1 Lot 3, Junk Number, 2 Lot 5, Junk Number, 5 Lot 6, Link Number, 5 Lot 8, Junk Number, 7 Lot 8, Junk Number, 8	2/2020 at 03:51 PM irect Debit Invitation was sent to the following recipients:	Details Charging Rate S Tota	Reporting	es increment (hhzmm)

Viewing Direct Debit Enabled Lots

Strata Master Users will have the ability to view lots within their portfolio that have enabled Direct Debit. Within the Bulk Direct Debit Invitations wizard, there is a tab to view all lots that have enabled direct debit. This will show for the whole portfolio.

Alternatively, Users can view which lots have enabled Direct Debit for a single plan, by navigating to the Corporation screen > Lots Tab > Send Direct Debit Invitations, and then clicking the 'Lots with Direct Debit Enabled' Tab.

	Se	nd Out Invitat	ions	Lots with Direct Debit Enabled
Plan #	Lot #	Unit #	Contact	
2222	1	1	Mr & Mrs John Lennon & Yoko Ono	
2222	2	2	Mr Paul McCartney	
2222	3	3	Mr George Harrison	
2222	4	4	Mr Ringo Starr	
3333	1	1	Mr Jeremy Bullfrog	
3333	2	2	Mr Peter Rabbit	
3333	3	3	Mr Donald Duck	
3333	4	4	Mr Donald Duck	
4444	1	1	Ms Linni Fettucini	
4444	2	2	Mr Gregory Tzatziki	
4444	3	3	Mrs Janelle Linguini	
4444	4	4	Ms Sarah Marinara	
4444	5	5	Ms Rae Lasagna	
4444	6	6	Boscaiola & Company Pty Ltd	
4444	7	7	Mrs Janelle Linguini	
				15 contacts have been ena

Viewing Invitations Sent

If you have sent Direct Debit invitations at a corporation or portfolio level, when you navigate to Quick Reports > Corporations there are two new columns available in your column configuration: DD Invite Sent Date: this field displays the date that a Bulk Direct Debit Invitation was initiated from either the Lots Tab of a Corp or the Direct Debit Invitation Wizard

DD Invite Sent Count: this field displays the number of Direct Debit invitations there were sent out.

Note:

The data displayed in the fields will always be the most recent data.

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Corporations	Lots Registers Insu	rance R & t	A Receip	ts Payments	: Contacts	Cr.Invoices	Creditors	Meetings
Owners Corpor	ration Details	Output C	Iptions		Relevant Dates			
Plan No.	Manager Select All	-			First AGM		To DD/M	MANNY A
Street No	Street		ow owners corporat	ions	The Bull			
Subscrite		C Sho	ow tradesmen prefe	rence	Year end date	DD/MM/YYYY	▼ To DD/M	1M/11111 🚔 🚽
Town	Postcode	C Sho	ow management fee	s	Tax year end	DD/MM/MMY	▼ To DD/M	1M////// 🗢 🗸
		C Sho	ow interim report set	tings	Lastless and a			
L		C sh	w bank accounts	2	Last levy notice			
Managed?	the Cithereneed days Cithe	\C 511	W Darik accounts		Valuation	DD/MM/MMY	▼ To DD/M	1M/11111 🚔 🚽
 Managed p 	plans O Unmanaged plans O All pl	ans C Cal	culate Mandatory A	udits for NSW				
Plan #	Body corporate name	Association type	DD Invite Sent	DD Invite Sent	1			
4444	The Owners Corporation of SP 4444	Community Title		0				
5555	The Owners Corporation of SP 5555	Strata Plan		Ő				
2222	The Owners Corporation of SP 2222	Strata Plan		0				
6666	The Owners Corporation of SP 6666	Owners Corpor	2020-12-21	7				
3333	The Owners Corporation of SP 3333	Strata Plan		0				
7777	The Owners Corporation of SP 7777	Strata Plan	2020-12-21	2				
8888	The Owners Corporation of Strata Plan 8	Strata Plan	2020-12-21	2				
	The Owners Corporation for SP 9999	BMC		0				
9999								
9999	·							
9999								
9999								
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If you have sent Direct Debit Invitations at a Lot level, when you navigate to Quick Reports > Lots there are three new columns available in your column configuration:

- DD Invite Recipient Type: Contact type who was sent the invitation
- DD Invite Name: Contact name
- DD Invite Date Sent: The date the invitation was sent

Note:

The data displayed in these fields will always be the most recent invitation data.

		0	- I 🗐 🖻							
Corporations	Lots	Registers	Insurance	Ì R&M	Receipts	Payment	s Cont	acts Cr.Invoid	es Creditors	Meetings
- Owners Corporatio	n Details			Output Op	tions		Lot Search	Criteria		
Plan No.	Manager		Show	current owners		Regist	ered lots C Ad	ditional debtors (C All	
Street No Street				C Show	C Show linked owner contacts			ch Criteria		
Street No Street Town Postcode Managed? Managed plans C Managed plans C Unmanaged plans			C Show	I Drevious owners		Show	position			
			0.00			51000	- position	A		
			C Show	v residents		Levies	s in arrears	Age All arrears		
			Show motgages Show committee members Show current debt recovery Show debt recovery charges Show submeter lots			Additional Contact Details				
				C Show	status certificate hi	storv				
				C Show	v status certificate hi	story				
Plan #	Lot #	Unit #	Name on title	C Show	v status certificate hi	story >DD Invite Re	cipient Type	DD Invite Name	DD Invite Sent Date	
Plan # 6666	Lot #	Unit #	Name on title Cathy Freeman	C Show	v status certificate hi	story >DD Invite Re Owner Contac	cipient Type	DD Invite Name Ms Cathy Free	DD Invite Sent Date 2020-12-21	^
Plan #	Lot #	Unit # 1 2	Name on title Cathy Freeman Leyton Hewitt	C Show	v status certificate hi	story >DD Invite Re Owner Contac Levy Contact	cipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	^
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Plan # 6666 6666 2222 2222 2222	Lot #	Unit # 1 2 1 2	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Paul McCart	C Show	v status certificate hi	story >DD Invite Re Owner Contact Levy Contact	cipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222	Lot #	Unit # 1 2 1 2 3	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Paul McCart Mr George Harri Mr Biere Chr.	C Show	o status certificate hi	story >DD Invite Re Owner Contac Levy Contact	cipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222 2222 22	Lot #	Unit # 1 2 1 2 3 4	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Paul McCat Mr George Harri Mr Ringo Starr	C Show Print Print Print Email Print Print Print Print	y status certificate hi Levy delivery e pallavi.krishna	story >DD Invite Re Owner Contac Levy Contact	cipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
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Plan # 6666 6666 2222 2222 2222 23333 3333 333	Lot #	Unit # 1 2 1 2 3 4 1 2 2	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Baul McCart Mr Bingo Starr Jeremy Bullfrog Peter Rabbit Davald Durk	C Show	v status certificate hi Levy delivery e pallavi.krishna	story >DD Invite Re Owner Contact Levy Contact	ncipient Type tt	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222 3333 3333	Lot #	Unit # 1 2 1 2 3 4 1 2 3 4 1 2 3 4	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Beorge Harri Mr Bingo Starr Jeremy Bullfrog Peter Rabbit Donald Duck Donald Duck	C Show Print Print Print Email Print Print Print Print Print Print	v status certificate hi	story >DD Invite Re Owner Contac Levy Contact	rcipient Type t	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222 3333 3333 3333 3333 3333	Lot # 1 1 2 3 4 1 2 3 4 1 3 4	Unit # 1 2 1 2 3 4 1 2 3 4 1 2 3 4	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Paul McCart Mr Bringo Star Jeremy Bulltog Peter Rabbit Donald Duck Donald Duck Donald Duck	C Show Print Print Print Print Print Print Print Print Print Print Print	Levy delivery e pallavi krishna	Story	ccipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222 2222 2333 3333 3333 3333 3333 4444 444	Lot # 2 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2	Unit # 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Beage Hertar Mr Bingg Peter Jeremy Bulling Peter Rabbit Donald Duck Linni Fettucini Gregory Tathki	C Show Print Print Print Email Print Print Print Print Print Print Email Email	status certificate hi Levy delivery e pallavi krishna pallavi krishna	>DD Invite Re Owner Contac Levy Contact	rcipient Type t	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222 2222 22	Lot # 1 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 3	Unit # 1 2 3 4 1 2 3 3 4 1 2 3 3 4 1 2 2 3	Name on title Cattry Freeman Leyton Hewitt Mr John Lenno Mr Beorge Harti Mr Bingo Starr Jeremy Bulfrog Peter Rabbit Donald Duck Donald Duck Donald Duck Donald Duck Junni Fettucini Gregory Taztaki	C Show	status certificate hi Levy delivery e pallavi krishna pallavi krishna	Story	tcipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 2222 2222 22	Lot # 1 2 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 4 1 2 3 4 4 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4	Unit # 1 2 3 4 4 1 2 3 4 4 1 2 3 3 4 1 2 3 3 4 4 1 2 3 3 4 4 1 2 3 3 4 4 1 2 3 3 4 4 1 2 3 3 4 4 1 2 3 3 4 4 4 4 5 4 5 4 5 4 5 5 5 5 5 5 5 5	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Beorge Harri Mr Bingo Starr Jeremy Bullrog Peter Rabbit Donald Duck Donald Duck Linni Fettuaini Gregory Zataki Janelle Linguini	C Show Print	pallavi krishna pallavi krishna pallavi krishna	>DD Invite Re Owner Contac Levy Contact	rcipient Type t	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	^
Plan # 6666 6666 2222 2222 2222 2222 333 3333 3333 3333 3333 3333 3333 4444 4444 4444 4444	Lot # 1 1 2 1 2 3 4 4 1 2 3 4 1 2 3 4 5	Unit # 1 2 1 2 4 4 1 2 3 4 4 1 2 3 4 4 5 5	Name on title Catty Freeman Leyton Hewitt Mr John Lenno Mr Reau McCatt Mr Ringo Starr Jeremy Bulling Peter Rabbit Donald Duck Donald Duck Donald Duck Jonald Duck Janelle Linguini Sarah Marinara Bae Lesama	C Show Very delive Print	status cettificate hi Levy delivery e pallavi krishna pallavi krishna pallavi krishna	story >DD Invite Re Owner Contact Levy Contact	ccipient Type	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	
Plan # 6666 6666 2222 2222 2222 3333 3333 3333 3333 3333 3333 4444 4444 4444 4444 4444 4444	Lot # 1 2 2 3 4 1 2 3 4 1 2 3 4 5 6	Unit # 1 2 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 4 5 5	Name on title Cathy Freeman Leyton Hewitt Mr John Lenno Mr Beug McCatt Mr Biogo Stati Mr Biogo Stati Mr Bingo Stati Jeremg Bullfrog Peter Rabbit Donald Duck Linni Fettucini Gregory Tzataki Janelle Linguini Sarah Marimara Rae Lasagna Rae Lasagna	C Show Print	pallavi krishna pallavi krishna pallavi krishna pallavi krishna	>DD Invite Re Owner Contac Levy Contact	ccipient Type t	DD Invite Name Ms Cathy Free Innercity Mana	DD Invite Sent Date 2020-12-21 2020-12-21	

Reviewing Changes Made to Direct Debit

The Audit Trail Report will record the changes made by users regarding Direct Debit, for example when a user disables a Direct Debit.

	recker	nd		Audit Trail Start Date: 21/11/2020 End Date: 21/12/2020	
Action User	Date changed	Data item	Field name	Old value	New value
Update Pallavi	21/12/2020 8:42:56 AM	Lots	Levies delivery	Print	Email
Owner: Mr Paul McG	Cartney, Lot: 2, Unit: 2, Plan: 22	22			
Update Pallavi	21/12/2020 3:42:51 PM	Lots	MBL DD Invite Sent		Owner Contact : Ms Cathy Freeman
Owner: Ms Cathy Fr	eeman, Lot: 1, Unit: 1, Plan: 66	6			
Update Pallavi	21/12/2020 3:49:33 PM	Lots	MBL DD Invite Sept		Levy Contact : Innercity Management
Owner: Mr Leyton H	ewitt, Lot: 2, Unit: 2, Plan: 6666		oun		
Update Pallavi	21/12/2020 3:51:02 PM	Lots	MBL Bulk DD Owner Invite		Ms Cathy Freeman
Owner: Ms Cathy Fr	eeman, Lot: 1, Unit: 1, Plan: 66	6	Sen		
Update Pallavi	21/12/2020 3:51:02 PM	Lots	MBL Bulk DD Owner Invite		Mr Kimi Raikkonen
Owner: Mr Kimi Raik	konen, Lot: 3, Unit: 3, Plan: 666	6	Sent		
Update Pallavi	21/12/2020 3:51:02 PM	Lots	MBL Bulk DD Owner Invite		Mr Harry Kewell
Owner: Mr Harry Ke	well, Lot: 4, Unit: 4, Plan: 6666		Sent		
Update Pallavi	21/12/2020 3:51:02 PM	Lots	MBL Bulk DD Owner Invite		Miss Kim Clijsters
Owner: Miss Kim Cli	ijsters, Lot: 5, Unit: 5, Plan: 6666	1	Jun		
Update Pallavi	21/12/2020 3:51:02 PM	Lots	MBL Bulk DD Owner Invite Sent		MrTroy Bayliss
Owner: Mr Troy Bay	liss. Lot: 6. Unit: 6. Plan: 6666		- Cont		

The Audit Trail Report will also record the user, date, and time that a Direct Debit request was processed and is available in the *Direct Debit* section of the report.

Checking the Direct Debit Status of a Lot

You can check the Direct Debit Status of a Lot by navigating to the Levies Tab of the Lot Owner Card. Select the *Check Status* button.

8		Lot O	wner - Joh	hny Depp / L	ot 1, l	Jnit 1, Strata P	lan 7777 -	Read Onl	y Mode		— — ×
🏧 🗋 [1 🔂 🛗 🧧									\bigcirc
Gener	al	Agent/Tenant/Lease	:	Levies	γ	Notices	Υ	Mortgages	Del	bt Recovery	Linked Lots
Lot reference	e number 10	138	🕫 Use own	er's address 🔿 l	Jse ager	vîs address 🖸 Us	e tenant's add	iress C Differ	ent contact for le	vies — Levies de	liver
Lot pla	an number				E (Contact for levies				6 Lev	uiseue print
Cheq	ue drawer			-				W	16	Clau	uiseus email
	Branch				1	Nivate/Residential (Contact			1. 1.01	Pissue eniteri
	Bank			•		h Jahuan Dawa					
BS	8 number				Ő	Iscar Academy					
Printed receipt	t message 🗌				1	/1 Oscar Street T LEONARDS NS ¹	√ 2065				
Screen r	eceipting				E	mail: amy.newmarch	n@rockend.co	om.au			
	message										
Reject levy	receipts 🗖									Macquarie Dir	ect Debit
										Send Dife	A Debit mykauon
					Unpa	id Debits					
	Date	Description	Admin Due	Paid C	Capital W	Paid	Other Due	Paid	Outstanding		
	15/07/20	Levy for garage roof Urgent letterbox r	\$90.95	\$0.00 \$	90.95 636.40	\$0.00 \$0.00	\$0.00	\$0.00	\$181.90 \$636.40		_
	01/08/20	Standard Levy	\$227.30	\$0.00 \$	227.30	\$0.00	\$0.00	\$0.00	\$454.60		
	01/11/20	Standard Levy Standard Levy	\$227.30	\$0.00 \$	227.30	\$0.00	\$0.00	\$0.00	\$454.60		
	01/05/21	Standard Levy	\$227.30	\$0.00 \$	227.30	\$0.00	\$0.00	\$0.00	\$454.60		
	1										

If the Lot has Direct Debit enabled the following message will be displayed:



If the Lot does <u>not</u> have Direct Debit enabled the following message will be displayed:

Strata Master
Macquarie Direct Debit is not enabled for this lot.
ОК

If the Lot does <u>not</u> have Direct Debit enabled the following message will be displayed:

Direct Debit Message on Notices and Invoices

A new message will appear on all Levy Notices, Debt Recovery Notices and Invoices sent from Strata Master for Lots that have enabled Direct debit.

rec		e of Le	vies	Due	in Nov	ember	2020)	
			Та	x In	voice				
	Ms Linni Fettucini 76 Union Street MCMAHONS POIN	T NSW 20	065		Issue Repr The ABI Che 1 C ST ST forL	ed 08/12/20 inted 04/01 Owners C N 56003544 Indos Towe handos Str LEONARD I Unit 1 inni Fettuci	020 on be 1/2021 on orporation 4107 ers eet S NSW :	half of: behalf of: n of SP 4444 2085	
Due date	Details				Admin	Amou Fund Sinl	nts due (in king Fund	cluding GST) (\$)	Tot
01/11/2020	DD levy					0.05	0.05		0.1
	Total levies due in month					0.05	0.05		0.1
Arrears & Levy Payr Please note:	Interest due immedia nent due 01/11/2020 you have already established a 1	itely XEFT biller initiat	Che ed direct d	ques sho ebit, there	ould be made pay	vable to 'Roc quired to make	kend Strat	ta Management - General	Trusť
	e make payment separately by or DEFT	ne of the other av	PAY	FT páyme Bill	nt options. er code 96503	Contect your p from your ches DEFT referenc mobile banking	erticipating fina ue or savings a le number. To u g app. Niare info	ncial institution to make a BIPAY paym account. Enter the biller code and your se the GR code, use the reader within < www.bpay.com.au	ent your
"Registration is requ accounts. Please co www.deft.com.au or	uired for payments from cheque or savings omplete a registration form available at r call 1800 672 162. You do not need to				Pay over the internet b Online from your "pre-r bank account at www.d	y DEFT egistered eft.com.au		Pallavi Local A	gency er
peyment. Registerio	terrer, service if directly registered for prio on is not required for credit card payments		Ξ¢.		Payby DEFT Phoneps "pre-registered bank as	sy from your count.	Г	299331470 10019)
Vis Linni Fe	ettucini			:::	Cell 1300 301 000 or International +612 823	2 7395		Amount Due	
Community of 1	Titles Scheme 4444				Credit card payments o over the internet. Log o www.deft.com.au or ca	an be made nto I 1300-301	Г	\$4,197.11	
	Ont			8	000 and follow the instr surcharge will be applic use this option.	uctions. A able if you		Due Date	
					Pay by mailing this pay your cheque to:	ment slip with	Γ	01/11/2020	
				\mathbb{Z}	DEFT Payment System GPO Box 141, Brisban	5 E QLD 4001	_	Amount Paid	
	*442 2993314	70 10019		() POST bil pay	Pay in person at any pr cash, cheque or Efipos Payments made at Auc Incur a \$2.75 DEFT pro	at office by trails Past will cessing fee.	\$		
2993314	470 10019	<			01	041971	1<2+		

•	INAL NOTICE	
Ms Linni Fettucini 76 Union Street MCMAHONS POINT NSW 2 We recently sent you a Reminder Notice abo The Strata Schemes Management Act 1996 j owners corporation. The Act also provides for	Issued 04/01/202 The Owners Cor ABN 560035441 Chandos Towers 1 Chandos Stree ST LEONARDS for Lot 1 Unit 1 Linni Fettucir 2065 ut payment of your strata levies. provides for levies to be payable on the of r interest to be charged on unpaid levies	f on behalf of: poration of SP 4444 07 s at NSW 2065 ni due date determined by the at a rate of 10% per annum,
Currently the amount owing on your lot is \$4, recovery cost of \$0.00 for this Final Notice.	197.11. This includes interest calculated	to 31/12/2020, and a debt
If you fail to pay the full amount owing within solicitors who specialise in debt collection. Th and you will be liable to pay all of these exper If payment has been made within the last sev Yours faithfully,	14 days, this matter may be referred with e cost of referral to the solicitors and the nses. ren days, please accept our thanks and o	hout further notice to our eir expenses will be substantial, disregard this letter.
Pallavi Please note you have already established a DEFT biller ini debited your nominated account or credit card onby the occur please make payment separately by one of the othe	itiated direct debit, therefore you are not required to make De dafe of this Levy. Please note that payments made by r available DEFT payment options.	e payment for this levy. We will have direct debit may dishonour, should this
ODEFT	Biller code 96503 Biller code 96503 Context your peak of the thing point Context your peak of the thing your the transmitty Context the timestage of the of the thing your the transmitty Context the timestage of the context the timestage of the the timestage of the timestage of the timestage of the timestage of timestage of the timestage of timestage of	costoy frencei instruison to mese a BFAY payment or seving account. Enter the biler coste end your amere To use the direct coste and the meser within your p. More into: www.bogv.com.au Pallavi Local Agency DEFT Reference Number 299331470 10019 Amount Drine
Community Titles Scheme 4444 Lot 1 Unit 1	Credit card payments can be made over the interret. Log onto www.defc.mous or call 1303 031 000 and fallow the instructions. A surdrage use be placebie fryou use the option.	\$4,197.11 Due Date
	Pey by melling this payment slip with your cheque to: DEFT Payment Bystems GPD Bax 141. Bittems CLD 4001	31/12/2020 Amount Paid

This message will <u>not</u> show for lots that have<u>not</u> enabled Biller Initiated Direct Debit.

Processing a Change of Owner for a Lot that has Direct Debit enabled

When you create a new Owner for a Lot that has Direct Debit enabled via either:

- The Lot Owner card by selecting the **new** button
- The Change Owner Wizard

Upon saving, the Direct Debit will be automatically disabled, and the following message will be displayed:

Strata Master	×
The Direct Debit for this Lot has been disabled.	
ОК	

To prevent user error, an additional prompt has been added when you attempt to edit the Name on Title field on the Lot Owner Card.

When you are in edit mode and you navigate to the Name on Title filed, the following prompt will display:

Strata Master	\times							
To create a new owner contact, you must select the NEW button on the Lot Owner Card.								
Editing this field will only edit the Name on Title for the current owner.								
Do you wish to proceed?								
Yes No								

Selecting *Yes* will allow you to continue to edit the field.

Selecting *No* will return you to the Lot Owner Card with no changes made.

Changing the Levy Contact for a Lot Owner that has Direct Debit enabled

When you change the levy contact for a Lot that has Direct Debit enabled via the levies tab of the Lot, upon saving the following prompt will be displayed:

Strata Master	Х								
You are changing the levy contact for this lot, and Direct Debit is currently enabled for this lot with the details:									
Name: Pallavi Krishna Email: pallavi.krishna@rockend.com									
Do you want to disable this direct debit?									
Yes No Cancel									

Selecting *No* will not save the change to the Levy Contact and does <u>not</u> disable the Direct Debit

Selecting *Yes* will save the change to the levy contact and disable the Direct Debit followed by the following message:

Strata Master	Х
Don't forget to let the new levy contact know about Direct Debit!	
ОК	

Selecting *Cancel* cancels the attempted save and will return you to edit mode on the previous screen.

Processing Direct Debit Requests

Note: You should process a Direct Debit request run every day just after you have processed your downloaded bank statement and dealt with any exceptions. This will ensure that when you process your Direct Debit requests, any contacts that have just signed up to the Direct Debit will be included, and any payments that have already been made are receipted in Strata Master.

To process a Direct Debit request run, navigate to Accounting and select*Direct Debit*. This will load the below screen

8 Direct Debit Processing		×
	Select the Owners Corporation	
	(• Individual owners corporation (Multiple owners corporations	
	GST unregistered owners corporation selected	
	Enter Plan No. or Street Name or Body Corporate Name.	
	Strata Plan 7777 Dscar Academy	
	1 Oscar Street ST LEONARDS NSV/ 2065	
		Close Next >

Levies due up to date: Today's date will be populated here by default, this means that all levies and invoices due up to today's date for lots that have enabled Direct Debit, will be included.

Note:

- You can change this to an earlier date, but you<u>cannot</u> process payment for levies or invoices that are due in the future.
- If there are multiple levies due, only the most recent will be displayed in the grid, with all outstanding levies totalled together in the 'Levies in Arrears' column.
- If a Lot has two levies due on the same day, these will be shown on separate lines, with any levies in arrears displayed on the oldest levy based on time of posting.

Include Levies in Arrears: This will be selected by default, but you have the option to un-select if required. When selected, any Levies in Arrears will be included in the Direct Debit Request.

Include Interest on Levies in Arrears: This will be selected by default, but you have the option to unselect if required. When selected, any interest that is due for Levies in Arrears will be included in the Direct Debit Request.

Interest/Discount as at date: Today's date will be populated here by default; this means that all interest or discounts applicable at this date will be included in the Direct Debit Request.

Note:

• You can change this to an earlier date, but you cannot apply interests or discounts for a future date.

When you have entered your search criteria, click on the *Search* button.

			Proc	essing						Search				
Discount, Arrears & Interest ↓ Indude Levies in Arrea Levies/Invoices due up to 19/05/2021 ↓ ↓ Interest/Discount as at due Interest/Discount as at due									ars					
							Int	erest/Discount as at d	ate 19/05/2021	♣ ▼			I▼ Se	elect All
Plan #	Unit #	Lot #	Owner Name	Due Date	Description	Admin	Capital Works	Discount Status	ate 19/05/2021	Interest Status	Unallocated	Invoices	▼ Se Total Due	elect All
Plan # 2222	Unit #	Lot #	Owner Name Mr & Mrs John Lennon &	Due Date 03/05/2021	Description Water Usage: 01/04/2021 to 3	Admin 0.00	Capital Works	Discount Status	ate 19/05/2021 Levies in Arrears 0.00	Interest Status	Unallocated	Invoices 0.05	I Se Total Due 0.05	elect All
Plan # 2222 2222	Unit #	Lot # 1 1	Owner Name Mr & Mrs John Lennon & Mr & Mrs John Lennon &	Due Date 03/05/2021 03/05/2021	Description Water Usage: 01/04/2021 to 3 Lot 1: misc	Admin 0.00 0.00	Capital Works	Discount Status 0.00 none 0.00 none	ate 19/05/2021 Levies in Arrears 0.00 0.20	Interest Status 0.00 none 0.10 applied	Unallocated 0.00 0.00	Invoices 0.05 0.10	▼ Se Total Due 0.05 0.40	elect All
Plan # 2222 2222 2222	Unit # 1 3	Lot # 1 1 3	Owner Name Mr & Mrs John Lennon & Mr & Mrs John Lennon & Mr George Harrison	Due Date 03/05/2021 03/05/2021 01/11/2020	Description Water Usage: 01/04/2021 to 3 Lot 1: misc DD levy	Admin 0.00 0.00 0.10	Capital Works 0.00 0.00 0.00	Discount Status 0.00 none 0.00 none 0.00 none	Levies in Arrears Levies in Arrears 0.00 0.20 0.10	Interest Status 0.00 none 0.10 appled 0.10 appled	Unallocated 0.00 0.00 0.05	Invoices 0.05 0.10 0.00	Total Due 0.05 0.40 0.30	elect All
Plan # 2222 2222 2222 2222 2222	Unit # 1 3 4	Lot # 1 1 3 4	Owner Name Mr & Mrs John Lennon & Mr George Harrison Mr Ringo Starr	Due Date 03/05/2021 03/05/2021 01/11/2020 03/05/2021	Description Water Usage: 01/04/2021 to 3 Lot 1: misc DD levy Water Usage: 01/04/2021 to 3	Admin 0.00 0.00 0.10 0.00	Capital Works 0.00 0.00 0.00 0.00	Discount Status 0.00 none 0.00 none 0.00 none	Levies in Arrears Levies in Arrears 0.00 0.20 0.10 0.00	Interest Status 0.00 none 0.10 appled 0.10 appled 0.00 none	Unallocated 0.00 0.05 0.00	Invoices 0.05 0.10 0.00 0.05	▼ Se Total Due 0.05 0.40 0.30 0.05	elect All

The grid will now be populated with the search results based on the criteria you have entered.

You can use the checkboxes on the far right-hand side of the grid to de-select any levies if required. By default, all levies will be selected.

You are also able to sort the results by a particular column, simply by clicking on the column heading.

Туре

The type column will convey a breakdown of each row, outlining what type of transactions are included in the Direct Debit. An 'L' will show for a Standard Levy, an 'S' for a Special Levy, and an 'l' for an Invoice. Rows consisting of multiple levies or invoices may show a combination of L, S, and I.

Discount

The Discount column will be populated with any discount associated with the most recent ley displayed in the grid and any levies in arrears.

The status column next to the discount column displays the status of the discount as it relates to the levy.

None = a levy discount was not added at the time the levy was struck

Applied = the date in the *Interest/Discount as at date* field was within the ley discount grace period and the levy discount has been applied

Expired = the date in the *Interest/Discount as at date* field was <u>not</u> within the levy discount grace period and the levy discount cannot be applied.

Interest

The interest column will be populated with any interest associated with the levy displayed in the grid and any levies in arrears when included.

The status column next to the interest column displays the status of interest as it relates to the levy.

Unallocated

The unallocated column will display any lot prepayments that have not yet been allocated to a levy, invoice, or interest. For lots with unallocated amounts, these will need to be allocated in the receipting screen by entering a Nil Receipt, prior to processing direct debit for that lot.

None = When Include Interest has been selected and no interest is due

Applied = When *Include Interest* has been selected and there is no interest due for the levy or any levies in arrears (when included)

Removed = When *Include Interest* has <u>not</u> been selected but interest was due for the levy or any levies in arrears (when included)

Once you have reviewed the information in the grid, and you are ready to submit the request click the *Preview button*.

Clicking the *Preview* button displays the following prompt:

STRATA Master
Please ensure you have processed your Downloaded Bank Statement before proceeding
OK Cancel

Selecting OK will generate a Direct Debit Request report preview which details all the Direct Debit requests you are sending to Macquarie.

		re	ckend	d	Direct	Debit Reques As At 11/05/2021 count Calculated As ies Due Up To 11/0 cludes Levies in Ar	st Report I At 11/05/2021 5/2021 rears					
Owner Name Plan	Lot	Unit	Due Date	Description Admin	Capital Works	Discount Status	Levies in Arrears	Interest Status	Unallocated	Invoices	Total Due	
Mr & Mrs John 2222 Mr & Mrs John	Lennon & Yo 1 Lennon & Yo	ko Ono 1 ko Ono	03/05/2021	Water Usage: 01/ 0.00	04/2021 to 30/ 0.00	04/2021 0.00 none	0.00	0.00 none	0.00	0.05	0.05	
2222 Mr Ringo Starr	1	1	03/05/2021	0.00 Water Usage: 01/	0.00 04/2021 to 30/	0.00 none 04/2021	0.20	0.10 applied	0.00	0.10	0.40	
2222 Mr Ringo Starr 2222	4	4	03/05/2021	0.00 Lot 4: misc 0.00	0.00	0.00 none	0.00	0.00 none 0.10 applied	0.00	0.05	0.05	
							Total Req	uests 4		Total Amount	0.89	
11/05/2021	16:52	TEST		Pallavi Ag	ency						Page 1	[PK12][GF13
ou have return	e not you t	proc o the	essed ye e previo	our banl us scree	< dowr en.	nload for t	he day (or dealt w	vith you	r except	ions, sele	ecting cancel

Note:

• You do <u>not</u> need to manually save this report it will be automatically saved at the time you process the Direct Debit requests.

Once you have reviewed the report, and you are happy for the requests to be sent to Macquarie click the *Process* button.[PK14]

<u>Please note, the payments received via Direct Debit will be allocated based on your current</u> <u>Receipt Allocation Order in Configure > Agency > Association Type.</u>

Strata Master	×
Please ensure you have processed you before proceeding	ur Downloaded Bank Statement
	OK Cancel

Selecting OK displays the Terms & Conditions

D,	Terms and Conditions	×
	By clicking OK, you, on behalf of the company under Whose account you are accessing this page ("Client"), authorize Rockend Technology Pty Ltd, a Management Reports International Pty Limited company, the right to provide access to the client data and confidential information contained within the system (including personal data) to the provider listed above, solely for the purposes of performing services related to the Client's business operations. You confirm that you all requisite rights to make such a grant. This grant shall continue until the earlier of: (i) the end of the governing agreement between Rockend and the Client, or (ii) until such grant is revoked. Rockend recognizes that the Client may have a separate services agreement with the provider governing the use of such client data and confidential information. In the event that the Client does not have a separate agreement with the above listed provider, that provider's use of the client data and confidential information shall be governed by the terms of the agreement between the Client and Rockend, whereby the provider shall have the same rights and obligations with respect to the client data and confidential information as Rockend has. By clicking OK, you also acknowledge and agree that you are authorized to speak on behalf of and legally bind the company under whose account you are accessing this page.	
	OK Cancel	

Selecting OK accepts the terms and conditions.

The next prompt displays the number of lots the Direct Debits will be processed for, and the total amounts.



Selecting Yes will send the Direct Debit requests to Macquarie.

You will then receive a confirmation that the processing has been successfully completed.

The *Direct Debit Request Report* will be automatically saved in the Direct Debit folder on your C: drive should you need to refer to this later.

Your contacts will receive an email from DEFT notifying them that the payment will be taken from their account soon.



Saving A Copy of The Direct Debit Report

As mentioned above, you do<u>not</u> need to manually save this report. It will be automatically saved at the time you process the Direct Debit requests. This is saved in the local app path on the local machine for the user and not the shared network for the user.

This means that reports will be stored on various machines that have been used for direct debit processing.

Receipting Direct Debits

Levy payments will appear in your TXN file the next day regardless of whether the contact has funds in their account.

<u>Please note, the payments received via Direct Debit will be allocated based on your current</u> <u>Receipt Allocation Order in Configure > Agency > Association Type.</u>

If an owner has insufficient funds in their bank account, the payment will be dishonored in a subsequent TXN file.

Dishonoured Direct Debit

Viewing the Dishonoured Record on the Download Report

When an owner has insufficient funds in their bank account, the dishonored payment will be included in the TXN file.

If Strata Master finds the matching transaction, the payment will be automatically dishonored and reversed and will display on your download statement. Example download statement:

reckend

Download Report C:\Strata\Download\20200721.txn

Date Account ne		Туре	Reference	Plan	Lot	Comments	Amount
21/07/2020	205661176	Balance				Unknown bank account	0.00
21/07/2020	233963305	Balance		2222			1.33
21/07/2020	233963305	Levy payment	1024	2222	3	Note: lot has outstanding amount of 3,602.73	0.10
21/07/2020	233963305	Levy payment	1024	2222	3	Note: lot has outstanding amount of 3,602.72	0.11
21/07/2020	233963305	Dishonoured levy payment	1025	2222	4	Dishonoured levy payment for 4/2222	0.11
21/07/2020	233963305	Dishonoured levy payment	1025	2222	4	Dishonoured levy payment for 4/2222	0.48
21/07/2020	241607506	Balance				Unknown bank account	0.00
21/07/2020	247303985	Balance				Unknown bank account	8.16
21/07/2020	295150304	Balance		3333			0.92
21/07/2020	295150304	Dishonoured levy payment	1063	3333	3	Dishonoured levy payment for 3/3333	0.40

If Strata Master cannot find a matching transaction for the dishonored payment, it will appear on your Exception Report and advise you that you will need to manually dishonor the payment.

Download Exception Report C:\Strata\Download\20200721.txn										
Date	Account no.	Туре	Reference	Plan	Lot	Comments	Amount			
21/07/2020	233963305	Dishonoured levy payment	1025	2222	4	Note: manually process this dishonour	0.11			
21/07/2020	233963305	Dishonoured levy payment	1025	2222	4	Note: manually process this dishonour	0.48			
21/07/2020	295150304	Dishonoured levy payment	1063	3333	3	Note: manually process this dishonour	0.40			
21/07/2020	299331470	Levy payment	1003	4444	3	Note: manually process this receipt	0.10			
21/07/2020	299331470	Dishonoured levy payment	1002	4444	2	Note: manually process this dishonour	0.21			

Your contact will receive an email advising them that their payment has been dishonored.



How to Reprocess a Dishonoured Direct Debit

If a Direct Debit has been dishonoured you can reprocess the Direct Debit request, provided there is still an amount owing for that levy.

Note:

• It is highly recommended that you reach out to the contact first to confirm they are ready for the

request to be taken again and that they haven't made payment by alternate means.

To reprocess a Direct Debit request, navigate to the Direct Debit screen and select the Search tab.

Enter the date period you wish to search for and click the Search button

8						Direct Debit Processing			×	
EXT										
				Processing			Search			
	From Date 20,08/2019 🔶 - Search To Date 20,08/2020 🔶 -				Search	Reprocess Direct Debit Request				
					,		L	Display only dishonoured Direct Debits		
Plan #	Unit #	Lot #	Owner N	lame	Due Date	Description	Total Requeste	d DD Request Status		
1010	2	2	John Jon	ners	01/08/20	Quarterly Admin/Capital Works Levy	253.7	0 CLEARED		
2020	1	1	test1		18/08/20	Quarterly Admin/Capital Works Levy	0.2	2 SUBMITTED		
2020	2	2	test2		18/08/20	Quarterly Admin/Capital Works Levy	0.2	2 SUBMITTED		
3333	2	2	Mr Devel	loper Pauline Guzeliar	01/05/20	Quarterly Admin/Capital Works Levy	nin/Capital Works Levy 0.54 CLEARED			
4444	5	5	test		01/07/20	Quarterly Admin/Capital Works Levy	1866.33 DISHONOURED			

To make dishonored requests easier to find, you can use the above filter.

Select the checkbox next to any requests you wish to reprocess, this will enable the 'Reprocess Direct Debit Request' button.

					Direct Debit Processing		
-			Processing			Search	
	From Da To Date	ite 20	/08/2019 🔷 🔻	Search	Reprocess Direct Debit Request		
						Display only dishonoured Direct Debits	
an #	Unit #	Lot #	Owner Name	Due Date	Description	Total Requested DD Request Status	
10	2	2	John Joners	01/08/20	Quarterly Admin/Capital Works Levy	253.70 CLEARED	
20	1	1	test1	18/08/20	Quarterly Admin/Capital Works Levy	0.22 SUBMITTED	
20	2	2	test2	18/08/20	Quarterly Admin/Capital Works Levy	0.22 SUBMITTED	
33	2	2	Mr Developer Pauline Gu	zeliar 01/05/20	Quarterly Admin/Capital Works Levy	0.54 CLEARED	
						1866.33 DISHONOURED	~
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Selecting the 'Reprocess Direct Debit Request' button will enable the selected levy to appear in the processing tab when it meets the search criteria entered.

Direct Debit Request Status

If you wish to know the status of a Direct Debit Request, navigate to the Search tab of the Direct Debit Screen.

8							Direct Debit Processing	ig				×
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17					Processing		Y			Search		
		From Di		20/08/2019		Sanda	Department Direct Dabit Depart					
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		To Date		20/08/2020	≑ -							
										E a 1 b 1		
										Display only dishonoure	ed Direct Debits	
	Plan #	Unit #	Lot #	Owner N	Name	Due Date	Description		Tota	Requested DD Request Status		
	1010	2	2	John Jor	ners	01/08/20	Quarterly Admin/Capital Works Levy			253.70 CLEARED		
	2020	2	2	test2		18/08/20	Quarterly Admin/Capital Works Levy			0.22 SUBMITTED		
	3333	2	2	Mr Deve	loper Pauline Guzeliar	01/05/20	Quarterly Admin/Capital Works Levy			0.54 CLEARED		
	4444	5	5	test		01/07/20	Quarterly Admin/Capital Works Levy			1866.33 DISHONOURED		
L			_									

If you wish to know the status of a Direct Debit Request, navigate to the Search tab of the Direct Debit Screen.

Enter the date period you wish to search for and click the Search button.

This will display all requests for that period and their DD Request Status This is their status within Macquarie/DEFT, not Strata Master.

Submitted = The Direct Debit Request has been received by Macquarie

Cleared = The money has been cleared from the account[PK17]

Dishonoured = The contact has insufficient funds, and the payment has been dishonoured

Lot Owner Client Direct Debit Setup Steps

When you send a direct debit invitation e-mail, your client will receive an email containing a link to the DEFT site.

The email will look like the below:

<section-header> Getting started with DEFT Joar Mr George Harrison, Xur Strata Marager Palaxi Agency have asked us to contact your on training to your property below. Image: Contract Contract</section-header>							
Dear Mr George Harrison, Your Strata Manager Pallavi Agency have asked us to contact you in relation to setting up a direct debit facility with us for the payments of setting up a direct debit facility with us for the payments of setting up a direct debit facility with us for the payments of setting up a direct debit facility with us for the payments of setting up a direct debit facility with us for the payments of setting up a direct debit facility with us for the payments of setting with DEFT, you can authorise Pallavi Agency to setting with DEFT, you can authorise Pallavi Agency to discusse and take payments on your behalf when they're due from our nominated card or bark account. Image: Participa Control (Participa) Payment payments Payment payment payments Payment payments	Getting	started with DEFT					
Dear Mr George Harrison, Your Strata Manager Pallavi Agency have asked us to contact you in relation to setting up a direct debit facility with us for the payments relating to your property below. Image: Control of the payment of the payments of the payments of the payments of the payment of the payments of the payments of the payment of the payments of the payment of the payment of the payment of the payments of the payment of the payment of the payments of the payment of the payment of the payment of the payments of the payment o		~					
DEFT reference number (INNO) Payment type Property address 23398330510246 Standard or Special Laws, and Invoices The Owners Corporation of SP 222, Abby Raid Studies, 22 Amaging direct debit authorisations The Owners Corporation of SP 222, Abby Raid Studies, 22 Amaging direct debit authorisations Amaging direct debit authorise Pailavi Agency to calculate and take payments on your behalf when they're due from your nominated card or bank account. Image: Corporation of SP 2000 I. Register using your email address. Image: Corporation of SP 2000 I. Register using your email address. Image: Corporation of SP 2000 I. Register using your email address. Image: Corporation of SP 2000 I. Register using your email address. Image: Corporation of SP 2000 I. Register using your email address. Image: Corporation of SP 2000 I. Register using your uniter form 'DEF' Image: Corporation of SP 2000 I. Add the DRN(s) you witch to authorise for direct deals. Image: Corporation of SP 2000 Image: Corporation any time from 'DEF' Image: Corporation of SP 2000 Image: Corporation any time from 'DEF' Image: Corporation of SP 2000 Image: Corporation any time from 'DEF' Image: Corporation of SP 2000 Image: Corporation any time from 'DEF'	Dear Mr George Harrison, Your Strata Manager Pallavi Agency have asked us to contact you in relation to setting up a direct debit facility with us for the payments relating to your property below.						
23396330510246 Blandard or Special Levis The Owners Corporation of BP Party Lane, LIVERPCOL, 22 Party Lan	DEFT reference number (DRN)	Payment type Property address					
Managing direct debit authorisations After registering with DEFT, you can authorise Pallavi Agency to calculate and take payments on your behalf when they're due from your nominated card or bark account. Image: Comparison of the payments on your behalf when they're due from your nominated card or bark account. Image: Comparison of the payments on your behalf when they're due from your nominated card or bark account. Image: Comparison of the payments on your password and complete personal delats. Image: Comparison of the payment and your payments on your behalf when they the payment method. Image: Comparison of the payment payments on your behalf when they due presents on your behalf when they due payments on your due payments on your payments. Image: Comparison of the time payments on your payments. Image: Comparison the time pay due payments on your payments. Image: Comparison of the time pay due payments on your payments. Image: Comparison the time pay due payments. Image: Comparison of the time pay due payments. Image: Comparison the time pay due payments. Image: Comparison the time pay due payments on your the paym	23396330510246	Standard or Special Levies and Invoices The Owners Corporation of SP 2222, Abbey Road Studios, 22 Penny Lane, LIVERPOOL NSW 2170					
After registering with DEFT, you can authorise Pallavi Agency to calculate and take payments on your behalf when they're due from your nominated card or bark account. Image: Comparison of the payments on your behalf when they're due from your nominated card or bark account. Image: Comparison of the payments on your behalf when they're due from your nominated card or bark account. Image: Comparison of the payment with pathol and the payment method. Image: Comparison of the payment method. Image: Compayment method the method the payment method. <t< td=""><td>Managing direct d</td><td>ebit authorisations</td></t<>	Managing direct d	ebit authorisations					
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You can add, change or cancel this authorisation any time from 'DEF' reference numbers'. Managing your payments Once you've authorised Pallavi Agency, here's a few things to note: Image: the state of the stat	\oslash	Authorise your biller and select your payment method.					
Managing your payments Once you've authorised Pallavi Agency, here's a few things to note: Image: Comparison of the part of	You can add, change or reference numbers'.	cancel this authorisation any time from 'DEF'					
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Image: Strate	Once you've authorised	Pallavi Agency, here's a few things to note:					
Image: Second	<u>,''</u>	Once you've given Pallavi Agency authority, they'll start taking payments on your behalf when they're due, meaning you'll no longer need to worry about making payments.					
Image: Index Network State St	¥						
You'll be able to view all your payments in your transaction history whenever you login to DEFT. For more information, simply log in to DEFT to view our Frequently Asked Questions. Visit DEFT	¥ M	We'll let you know by email each time Pallavi Agency takes a payment from you.					
For more information, simply log in to DEFT to view our Frequently Asked Questions. Visit DEFT due Dissionant Element Privacy Policy Inconfeed intermation		We'll let you know by email each time Pallavi Agency takes a payment from you. You can get in touch with Pallavi Agency if you'd like more details about the timing of your payments.					
Visit DEFT		We'll let you know by email each time Palavi Agency takes a payment from you. You can get in touch with Palavi Agency if you'd like more details about the timing of your payments. You'll be able to view all your payments in your transaction history whenever you login to DEFT.					
duct Dissiosure Statement i Privacy Policy i important Information		We'll let you know by email each time Pallavi Agency takes a payment from you. You can get in touch with Pallavi Agency if yourd like more dealast about the timing of your payments. You'll be able to view all your payments in your transaction history whenever you login to DEFT. For more information, simply log in to DEFT to view our Frequently Asked Questions.					
		We'll let you know by email each time Pallur/ Agency takes a payment from you. You can get in stuch with Pallawi Agency if you'd like more details a about the birting of your payments. You'll be able to view all your payments in to bEFT. For more information, simply log in to DEFT to view our Frequently Asked Questions.					

If they have not previously registered for DEFT, they will need to register via the DEFT website.



Once registration is complete, they need to select "Add DEFT reference number"

DEFT	Γ		🚺 FAQs 👤 My a	account 🕞 Log out
n Home 🛞 M	fake a payment EScheduled payments	ers 🕞 My wallet		
1	My DEFT reference numbers		11	
	Add DEFT reference number	+	Make a payment >	N I
	Nothing here yet! Get started by selecting the 'Add DEFT reference number' buttor biller that you want to pay. The DEFT reference number (DRN) is a number containing up to provided to you by your biller. You can usually find it on the invoid letter from your biller.	h to add a o 20 digits ze, card or	FAQs Q1. How do I use this page? Q2. What is my DEFT reference number (DRN)? Q3. Will 1 still see my previous payments if I delete a DRN? Q4. What's the 'nickname' for? Q5. What's the phone security code? View all FAQs	n

- 1. DEFT number needs to be entered here (this was provided in their original invitation)
- 2. A nickname for the payment can be entered here
- 3. Tick Direct Debit Authorisation (biller initiated)
- 4. Add a payment method

Once a payment method is entered, the client's Direct Debit setup is complete.

Clients can change their Direct Debit preferences at any time from the DEFT site.



They also have the option to change the card/bank account they want the payment to come from.

If a client wishes to opt-out of Direct Debit altogether, they need to untick the authorisation.

10/04/2025 6:08 pm AEST