

Setting up different Debt Recovery Templates for different states

Strata Master applies a preconfigured template when processing each stage of debt recovery. These templates can be added to the Server > Strata > Templates folder.

If you wish to use different templates for different states or legislation, you can do this by swapping the template being used prior to running debt recovery for the desired state.

To add a new template and use this template for debt recovery, please follow these steps:

- 1) Open Microsoft Word
- 2) Create your new template, enter your desired text.

3) Save this template as a 'Rich Text Format' document type and Save it into your C: Strata > Template folder.

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Insights	💼 Debt	Recovery Stage 3 VIC.rtf	05/01	/2022 12:17 PM	Rich Text Format	43 KB			
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To use this template in debt recovery:

- 1) Navigate to Configure > Debt Recovery
- 2) Select the stage of debt recovery
- 3) Go into Edit Mode
- 4) Edit the 'Template' to be the name of the desired Debt Recovery Template (ensure the extension is .rtf)

5) Save

6) Process debt recovery by navigating to Levy Wizard > Issue Debt Recovery

B Debt Recovery Configura	ation - Read Only Mode		X			
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Other arrears excluded front from the other invoices Submeter invoices	om min. amount overdue	SMS Configuration				
Debt recovery stages: Stage 1 Stage 2 Stage 3	Read Only Name Stage 2 Description Final notice for at least \$20 Order number 2 Min. days overdue 60 Min. amount overdue \$100.00 Fee DEBT2 Debt Recover Template Debt Recovery Stage 2 NS Include second page arrears table with final notion Exclude from applying debt recovery if stand Notify user in lot owner maintenance, status Image: Automatically clear debt recovery when owner	D and 64 days overdu ry Charge Stage 2 W.rtf ce template ard/special levy due i certificates and manu er settles debt and th	e Print Email n current month al receipting e balance is less than or equal to \$0.00			
	 Assign debt collector and record in diary for Send SMS when issuing debt recovery notic 	e	Edit SMS Template Edit Email Template			

Once the above steps are complete, you are able to process debt recovery using the new template. To switch between multiple templates, simply repeat the above steps to adjust the template being used before running debt recovery for each state.

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