

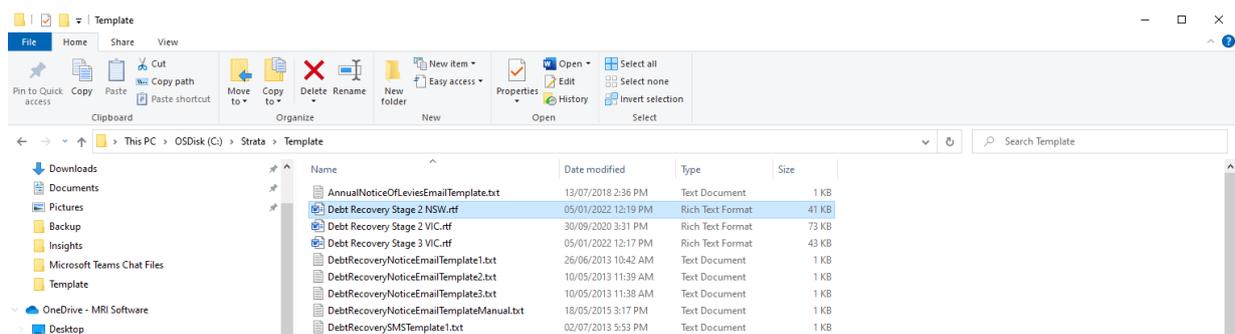
Setting up different Debt Recovery Templates for different states

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.



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

Debt Recovery Configuration - Read Only Mode

EXIT [Pencil] [Undo] [Save] [Print]

Other arrears excluded from min. amount overdue

Owner invoices

Submeter invoices

SMS Configuration

Send Debt Recovery SMS Messages To The Levy Contact

Debt recovery stages:

Stage 1

Stage 2

Stage 3

Read Only

Name: Stage 2

Description: Final notice for at least \$200 and 64 days overdue

Order number: 2

Min. days overdue: 60

Min. amount overdue: \$100.00

Fee: DEBT2 Debt Recovery Charge Stage 2

Template: Debt Recovery Stage 2 NSW.rtf

Include second page arrears table with final notice template

Print

Email

Exclude from applying debt recovery if standard/special levy due in current month

Notify user in lot owner maintenance, status certificates and manual receipting

Automatically clear debt recovery when owner settles debt and the balance is less than or equal to \$0.00

Assign debt collector and record in diary for owner

Send SMS when issuing debt recovery notice

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.

05/01/2022 2:11 pm AEDT