



General Guide to Fixing or Correcting Transaction Errors in Strata Master

This is a general guide to assist in correcting errors. It will assist in guiding to a functionality that reverses, cancels or edits. It will assist in locating reports that assist in cancelling.

When calling or logging a case because a transaction shows on the detailed expenses report or balance sheet, it is helpful to check reports to see how that transaction or figure got there, before calling Support. Note that Support is essentially assisting with Software and not assisting with Accounting practices. Support can only 'suggest' ,based on Support's interpretation of information given, that a figure be reversed or moved.

Note screenshots are only to indicate appearance of the screen for your recognition.

The Correct Method to Correct Errors

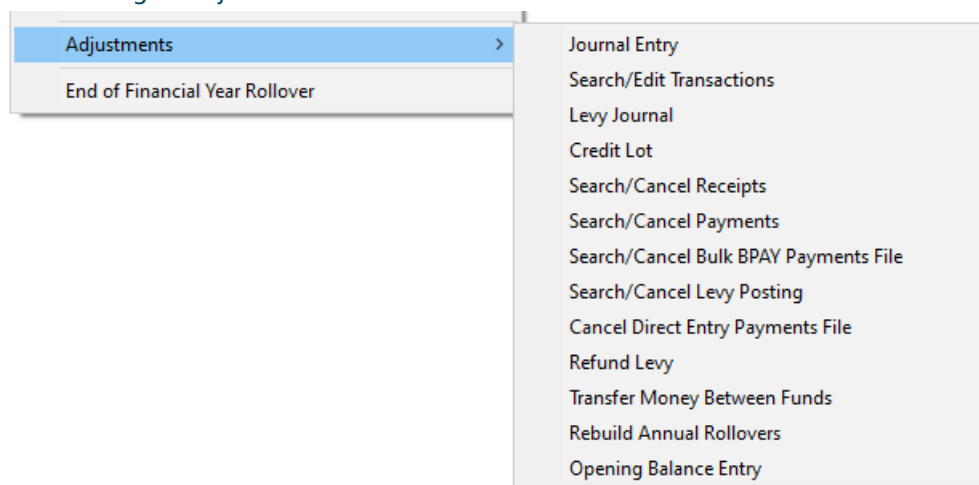
It is generally accepted in Accounting practice, that the correct method for correcting any errors is always to **reverse the error and then process the correct transaction.**

This is because, when checking for errors, it is easier to see the trail and tick transactions off from one report to another. As 'short cuts' reflect as poor accounting practice, it would not be recommended to use short cuts in Audited Trust Accounts. Short cuts would be, for example, entering a transaction for \$120, for 2 transactions of \$60 each.

The Functionalities Assisting Cancellation and Correction

Many corrections can be done through function options within Strata Master.

Through Accounting > adjustments -



Creditor Invoices can be cancelled in the Cr Invoice Screen



Highlight the invoice and clicking the cancel button

Tran. Date	Date Due	Account	Creditor	Description	Amount	Status	Group	Del
27/11/2020	27/11/2020	165806	Mant Bldg-Fire Protection-Other Equipme...	Sydney Fire Protection	220.00	Pay	Garage	27
27/11/2020	27/11/2020	126900	Mant Bldg-Security Keys-Admin	David Carr Locksmiths	230.00	Pay	Garage	27
27/11/2020	27/11/2020	273800	Mant Bldg-Signs & Notice Boards - Capital	Paint People	1,205.00	Pay	Cladding	27
27/01/2022	27/01/2022	154000	Admin-Management Fees-Standard - Admin	Rockend Strata Manage...	10.00	Pay	None	27
27/01/2022	27/01/2022	154000	Admin-Management Fees-Standard - Admin	Rockend Strata Manage...	50.00	Pay	None	27

Adm'n	Capital Works	Total
40,524.75	-10,298.80	30,224.95
1,470.00	1,205.00	2,675.00
39,054.75	-11,504.80	27,549.95

Journals

Ledge:

General Ledger

GL with auto reversal

Trust Ledger

Accounts:

Debit: _____

Credit: _____

Group: _____

Details:

Date: 08/03/2022

Amount: \$0.00

Description: _____

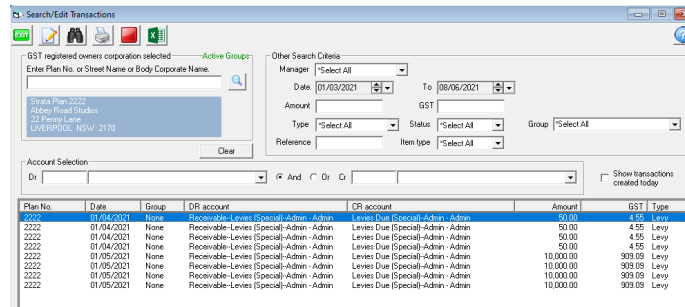
Journals can be processed to reverse and re-enter incorrect transactions where a function is not available and where the Lot Owner card is not involved. Note that journals are only available for General Ledger accounts of the Plan or Owners Corporation entity, not the individual Lots.

Journals require a debit and a credit account selection from the General Ledger.

Users who are unfamiliar with journals and/or untrained in double entry Accounting should not attempt a journal. We recommend training, please

- email education.apac@mrisoftware.com or
- view the training options available on our website through this link <https://www.mrisoftware.com/au/training-academy/>

Search/edit Transactions



Provides filtering to locate a transaction, where the details of the transaction can be viewed and some fields edited. Link here to further information about this function - <https://kb.rockend.com/help/search-for-a-transaction>

Cancelling Payments

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

Levy Journal

Date Due	Levy Type	Admin Debt	Admin Paid	Capital Works	Other Debt	Other Paid	Interest Paid	Interest Finalise
01/04/2015	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
01/07/2015	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
01/10/2015	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
01/01/2016	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
10/01/2016	Owner Invoice	1,108.32	1,108.32	NIL	NIL	NIL	NIL	True
10/01/2016	Owner Invoice	NIL	NIL	147.78	147.78	NIL	NIL	True
01/04/2016	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
01/07/2016	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
01/10/2016	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
01/01/2017	Standard	937.50	937.50	125.00	125.00	NIL	NIL	True
10/02/2017	Owner Invoice	732.28	732.28	NIL	NIL	NIL	NIL	True
10/02/2017	Owner Invoice	NIL	NIL	97.63	97.63	NIL	NIL	True

Levy details		Debt	Pad	GST debt	GST pad	Interest paid
Status	Normal	937.50	937.50	NIL	NIL	NIL
Date due	01/04/2015	125.00	125.00	NIL	NIL	NIL
Levy type	Standard	NIL	NIL	NIL	NIL	NIL
Levy frequency	Quarterly	Description: Quarterly Admin/Capital Works Levy				

For any Lot entered, all Owner invoices and Levies are viewed, shows whether paid, and a Levy description can be changed for that one Lot owner.

Levies can also be posted just for that one Lot owner. By clicking the 'final interest taken' box, interest no longer accrues on the relevant highlighted levy.

Invoices can be reprinted by highlighting the invoice and clicking the printer icon.

Credit Lot

Selected Lot 2 / Plan 3333 (GST registered)

Unit/Plan Lot/Plan Address Name Lot Ref
 Lot No. Plan No. Mr Peter Rabbit
 2/Horizon Place, 23 Victoria Street, POTTS POINT NSW, 2011

Account
 Expense Revenue Group

Credit details
 Total amount
 Description Lot 2 Credit adjustment DD/MM/YYYY

Date	Description	Admin due	Admin paid	Admin allocated	Capital W...	Capital W...	Capital Works all...	Outstanding	% Discount	Group
01/10/2018	Quarterly Admin C...	701.25	0.00	0.00	96.25	0.00	0.00	797.50	0.00	
01/01/2019	Quarterly Admin C...	701.25	0.00	0.00	96.25	0.00	0.00	797.50	0.00	

Clear allocation
 Admin balance 1,402.50
 Capital Works balance 192.50

Has an owner paid interest and you want to cancel that payment? Provide them with a credit instead. The credit reimburses the Lot Owners ledger. Link to the instruction is here - <https://kb.rockend.com/help/how-to-credit-a-lot-in-strata-master>

Search/Cancel Levy Posting

Search/Cancel Levy Posting

GST registered owners corporation selected Active Groups

Enter Plan No. or Street Name or Body Corporate Name
 Strata Plan 2222
 Abbey Road Studios
 22 Henry Lane
 LIVERPOOL, NSW 2170

Date posted from 08/03/2020 To 08/03/2022
 Show cancelled levy posting

Posting Date	Levy Due	Plan No.	Levy Type	Description	Total Amount	Status	No. of installment	Admin raised	Capital Woi
2021-04-28 11:57 AM	2021-04-01	2222	Special	Test once off 1 instalment	\$200.00	Normal	1	\$200.00	
2021-05-03 11:57 AM	2021-05-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2021-08-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2021-11-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2022-02-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2022-05-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2022-08-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2022-11-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	
2021-05-03 11:57 AM	2023-02-01	2222	Special	Quarterly Admin Levy	\$40,000.00	Normal	1	\$40,000.00	

Cancel a levy posting for all relevant Lots in one go.

Is there a Levy posted to Admin when it should be Capital Works? You will need to cancel the Admin levy and reprocess as Capital Works.

Ensure there are no future levies posted, as Strata Master will apply any funds paid against the cancelled Admin levy to the future levy.

Refund Levy

Refund Levy

Returning from bank account: Rockend Strata Management I/F SP 3333

Selected Lot 2 / Plan 3333 (GST registered)

Unit/Plan Lot/Plan Address Name Lot Ref
 Lot No. Plan No. Mr Peter Rabbit
 2/Horizon Place, 23 Victoria Street, POTTS POINT NSW, 2011

Payment Type
 Direct entry
 Cheque

Refund details
 Name: Mr Peter Rabbit
 Address: Horizon Place
 2/23 Victoria Street
 POTTS POINT NSW 2011

Account details
 Name: _____
 Number: _____
 BSB: _____

Total amount
 Description Levy refund

Date	Description	Admin due	Admin paid	Capital W...	Capital W...	Other due	Other paid	Total posted	Allocation
08/03	Unallocated money	\$1.00	\$1.00	\$1.00	\$1.00	\$0.00	\$500.00	\$500.00	\$0.00
		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	\$500.00	\$0.00

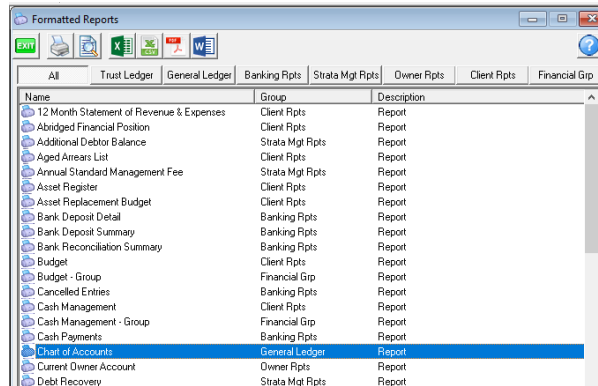
Recommended to cancel a receipt and receipt funds to unallocated funds, then you can process a refund levy for any amount (part or in full) held in unallocated funds

<https://kb.rockend.com/help/how-to-refund-a-levy-payment-to-an-owner-in-strata-master>

<https://kb.rockend.com/help/how-to-refund-levy-when-the-lot-is-not-prepaid-in-strata-master>

Reports and References Available

- Refer to the Chart of Accounts for a list of General Ledger Accounts available.



- Also of use in this list is the General Ledger. The General Ledger contains each account and each transaction in that account, and whether the transaction to that account was a debit or credit. You will then be able to work out whether you need a debit to that account to reverse the transaction, or a credit instead. You may be able to identify a duplication.

Date	Reference	Tran. type	Description	Tran. amount	GST	Debit	Credit	Balance
27/11/2020	000013	Payment	Standard Management Fee December 2017	100.00	0.00	100.00	0.00	0.00
27/11/2020	1267	Invoice	Garden Mulching and Trimming	650.00	0.00	0.00	650.00	-650.00
27/01/2022		Invoice	Archive Storage Fee December 2021	10.00	0.00	0.00	10.00	-660.00
27/01/2022		Invoice	Standard Management Fee December 2021	100.00	0.00	0.00	100.00	-760.00
31/01/2022		Invoice	Status Certificate Fee January 2022	240.00	0.00	0.00	240.00	-1,000.00
31/01/2022		Invoice	Archive Storage Fee January 2022	10.00	0.00	0.00	10.00	-1,010.00
31/01/2022		Invoice	Standard Management Fee January 2022	100.00	0.00	0.00	100.00	-1,110.00
136000 Prepaid Levies - Admin								
01/02/2018			Opening balance					0.00
28/08/2018	22	Levy Receipt	Pay Outstanding Misc Invoices for Interest	270.27	0.00	0.00	270.27	-270.27
28/08/2018	23	Levy Receipt	Pay Misc Invoices	1,000.00	0.00	0.00	1,000.00	-1,270.27
28/08/2018	23	Levy Receipt	Pay Misc Invoices	1,000.00	0.00	0.00	1,000.00	-2,270.27
01/10/2018	22	Levy Receipt	Advance adjustment for lot 4: Pay Outstanding Misc	270.27	0.00	270.27	0.00	-2,000.00
01/10/2018	23	Levy Receipt	Advance adjustment for lot 1: Pay Misc Invoices	1,000.00	0.00	1,000.00	0.00	-1,000.00
01/10/2019	23	Levy Receipt	Advance adjustment for lot 1: Pay Misc Invoices	1,000.00	0.00	1,000.00	0.00	0.00
142000 Insurance Claims								
01/02/2018			Opening balance					0.00
25/01/2022		Owner Invoice	Lot 2: Test	2.00	0.00	0.00	2.00	-2.00
142500 Interest on Arrears - Admin								
01/02/2018			Opening balance					-583.05
04/07/2018		Owner Invoice	Lot 4: Interest on arrears to 04/07/2018	32.88	0.00	0.00	32.88	-615.93

Useful Links

<https://kb.rockend.com/help/search-for-a-transaction>

<https://kb.rockend.com/help/cancel-a-lot-owner-receipt>

<https://kb.rockend.com/help/cancel-a-credit-to-a-lot>

<https://kb.rockend.com/help/cancelling-levy-by-owner>

<https://kb.rockend.com/help/cancel-or-reprint-debt-recovery-notices>

<https://kb.rockend.com/help/reversing-a-status-report-fee-receipt>

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

<https://kb.rockend.com/help/cancelling-a-levy-discount-receipt-on-an-strata-master-ledger>

<https://kb.rockend.com/help/reverse-or-cancel-investment-interest-entered-in-strata-master>

<https://kb.rockend.com/help/reversing-a-receipt-allocated-to-old-bank-account-after-bank-change>

<https://kb.rockend.com/help/how-to-process-a-dishonoured-receipt-in-strata-master>

<https://kb.rockend.com/help/how-to-create-or-enter-a-journal>

More Help ?

If you would like further assistance in correcting errors, particularly those that are complex and/or time consuming, please contact one of our qualified and experienced Consultants from our [Consultant list](#).

We also highly recommend Training in Accounting for Strata Managers. Contact our Education Team on education.apac@mrisoftware.com.

11/10/2023 5:47 pm AEDT