VCAT Notices in Strata Master

Summary

VCAT Notices are required to be attached to documents such as Levy Notices and Debt Recovery Notices for Strata Plans / Owners Corporations in Victoria.

This article will step through the set up of the VCAT document within Strata Master so that the document is printed and emailed with Notices.

Overview

There are 3 possible locations for a VCAT file to be stored, in order to attach on the rear of required documents -

- VCAT form in the Data folder as VCAT.rtf and primarily used when a duplex printer is selected.
- As a levynoticecomment.pdf in the Data folder and primarily when a non-duplex printer is selected.
- In the Template folder with a path set in the Association Types.

Note -The settings that works in your Agency is dependent on the printers that you have installed and the setup that you have configured. Configuration of printers includes whether the printers are duplex, non-duplex or mailroom along. Setup includes permissions (access), geographical locations of users and the complex server setups now in use. Your IT may be required to assist.

This article will also include troubleshooting suggestions.

The Document

The standard VCAT Notice itself is provided initially with your Victorian database and is saved in the \\Server\Strata$\Data folder. This was initially the designed process for VCAT forms.

The document can be edited, copied, moved and replaced by your Agency as required.

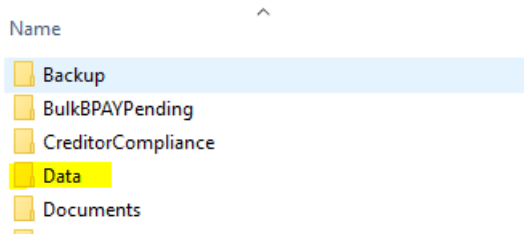
Updating the VCAT Form

Should there be Legislative Changes or other reasons to edit the VCAT form, this is done by the individual Agencies, as the VCAT form is assessable and editable. Both the VCAT form and the levynoticecomment will need to be updated. If the additional document method is used, then this needs to be updated.

VCAT Form in the Data Folder

1. In your File Explorer, browse to the Strata$ folder on the Strata Master server. If you have one standalone working server, it will be on your C drive.

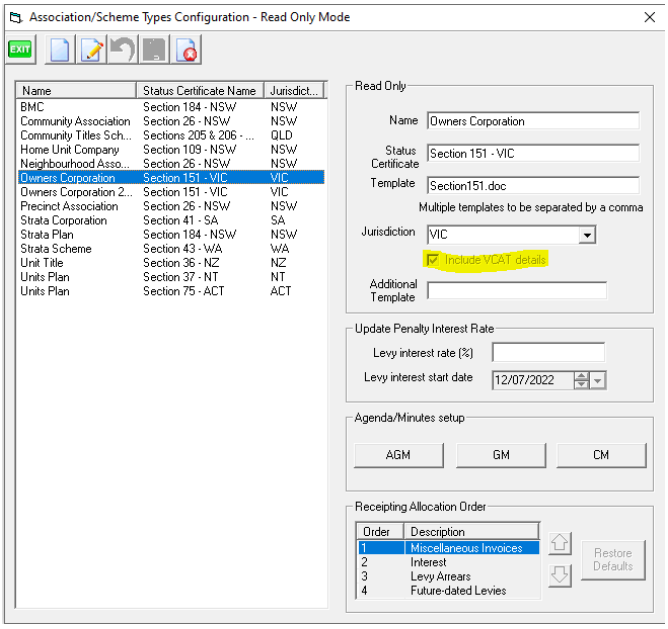
2. Select the Data folder



3. Ensure there is a VCAT document in the Data folder. Also ensure that it is a PDF (extension .pdf). It can be named VCAT, VCAT Template or similar for identification.



4. Then navigate to Configure > Association Types > Section 151 and ensure there is a tick beside "Include VCAT details".



5. Please refer to levy notice comment below for debt recovery as this may be required for Debt Recovery for your duplex printer.

Levy Notice Comment

It may be necessary to have alevy notice comment in place for the VCAT form. This is particularly used where there is a non-duplex printer being used. Mailroom is a non-duplexing printer. It is a method that is used as an alternative to the designed process of the VCAT form above.

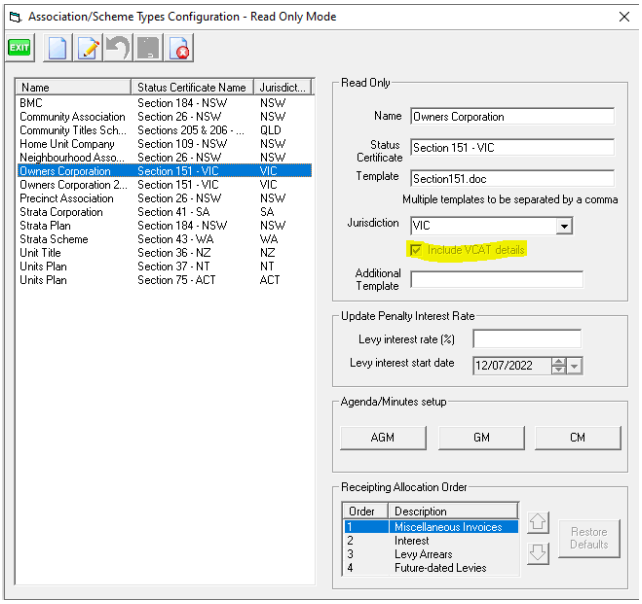
If you have some users who print to a duplex printer and some who print to a non-duplex printer, you may need to have both a VCAT_template.pdf and a levynoticecomment.pdf in place.

You will require a debtnoticecomment.pdf in place for Debt Recovery Notices.

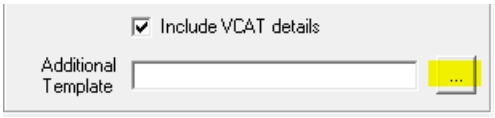
Levy Notice comments are not available for Owner Invoices or Owner statements.

Association Type Additional Template

1. Navigate to Configure > Association Type > Select the Victorian association type.



2. Click edit. Then click on the three dots beside "Additional Template" and browse to the location of the document in the Data folder.



3. Click Save



Testing

Once the VCAT form is in place, it is necessary to test a Levy Notice and a debt recovery notice to ensure the VCAT is produced on both.

Trouble Shooting

The VCAT form attaches on one workstation but not another

1. check that the location of the form is in a shared drive and that the workstations all have permissions set to access this location. You will need to have your IT check that the access is "modify" or "full" access.

2. One workstation may be using a duplex printer while another is selecting a non-duplex printer. This will affect the process. It is preferable, once setup, to process from a workstation with the same access and/or the same type of printer connected.

The VCAT form is only partially printed or cut off

There is one A4 page only allowed for the VCAT details. If cut off, review -

- your spacing, fonts, borders, or any other formatting that will be taking up space.
- your wording to eliminate repetition or informaiton that is not necessary and can be included in the

email copy itself.

Merge fields added to the document do not merge

Not all available merge fields will merge in the VCAT document. It is best to avoid adding any merge fields. Testing will indicate whether you need to remove the merge fields.

2 or more copies of VCAT are printing and/or emailing

1. Check your Data folder and ensure that there is only ONE VCAT document in the folder. If you have more copies, remove the superfluous copies to another folder. Only retain the VCAT Notice currently linked in the Association Type screen. Test by sending a Levy Notice email to yourself or printing a Levy Notice.

2. When there is only one VCAT Notice in the Data folder and there are still 2 copies emailing or printing, then move any 'levynoticecomments' that are VCAT notices out of the data folder, to another folder. Test by sending a Levy Notice email to yourself or printing a Levy Notice.

3. If still have more than one copy attaching to the Levy Notice, call Strata master Support on 1300 657 700 or log a case via your MyMRI portal login.

Useful Links

https://kb.rockend.com/help/mailroom-printing-strata

https://kb.rockend.com/help/duplex-printing-from-the-levy-wizard

https://kb.rockend.com/help/printer-or-print-preview-problems-in-strata-master

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