



Creditor Compliance by Agency in Strata Master

This article will assist when you are handling Creditor compliance for Licences and Insurances within your office.

When creditor compliance is managed by the agency, it means the agency staff are responsible for ensuring that relevant Licences and insurances are provided are provided by creditors, and suitable records are kept.

These records include noting the details in Strata Master to enable smooth processing of work orders and invoices.

[This article will assist those considering changing to Compliance by Agency or whose set up has been accidentally changed or where memory requires refreshing.](#)

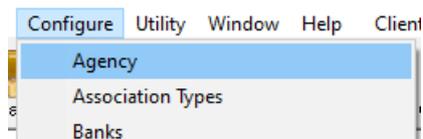
If considering a change, please read this article - <https://kb.rockend.com/help/changing-creditor-compliance-in-strata-master>

Note that if you are new to compliance, or transferring from another type of compliance, we recommend you contact our Education section for assistance to ensure you are aware of the full responsibilities of handling Compliance yourself and/or do not have any issues with invoices due to the change in system settings.

Their contact email is Education.APAC@mrisoftware.com

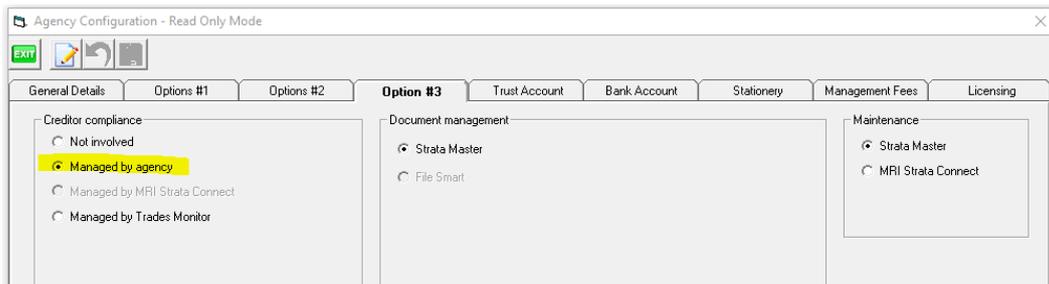
Set Up in Agency

1. Navigate through Configure in top toolbar > then select Agency > Option #3



2. In Options #3 tab, note the Creditor compliance section.

3. Click 'enter' and select 'Managed by agency'.

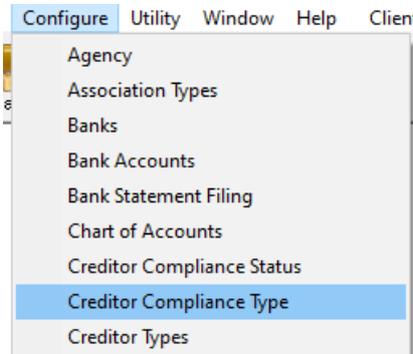


4. Click Exit.

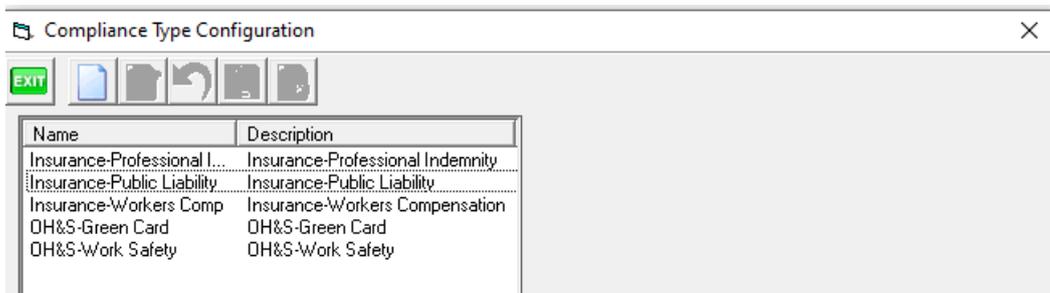
Compliance Types

It is necessary to set up a list of Licence and Insurance types that will need to be gathered from Creditors. This will vary depending on the type of works and qualifications required by the Creditors selected for any work order.

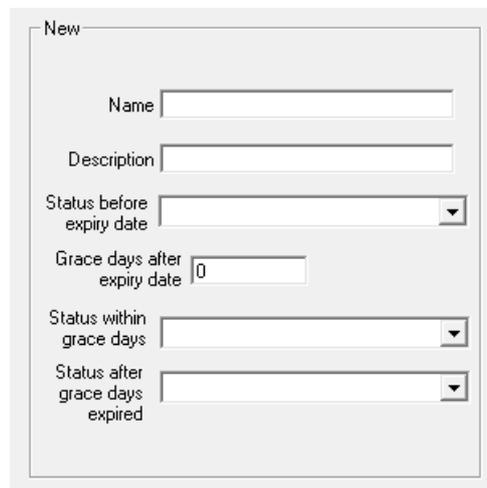
1. Navigate through Configure > Creditor compliance Type



2. Compliance types (Licences and Insurances) are added here to be selected on the individual creditor cards.



3. To add a new type, click edit and add details in this section -



A screenshot of a 'New' form for adding a compliance type. The form has the following fields:

- Name:
- Description:
- Status before expiry date:
- Grace days after expiry date:
- Status within grace days:
- Status after grace days expired:

4. An example of an entry is below.

The name refers to the type of Insurance or Licence

Description can be the same as the Name or additional explanation

New

Name

Description

Status before expiry date

Grace days after expiry date

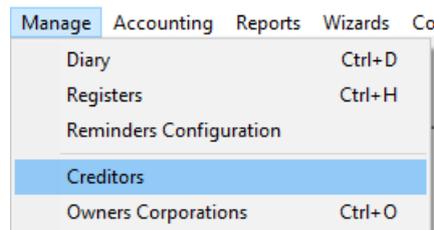
Status within grace days

Status after grace days expired

5. Once finished entering details, click Save.

The Creditor Card

1. Navigate through Manage in the top toolbar, then select Creditors.



2. Select a creditor and click on the Creditor Compliance tab. The example below shows a card with some details entered.

Creditor - Read Only Mode

Select creditor Include inactive creditors

General Details **Creditor Compliance** Outstanding Invoices CRN Barcode

Last used

Last manual status updated

System calculated compliance status

Manual compliance status

WHS compliance status

Type	Sum Insured	Expiry date	Comments	Status
Insurance-Public Liability	2,000,000	16/08/2023		Compliant
Insurance-Workers Comp	500,000	16/08/2023		Compliant

3. The example below shows a Creditor whose compliance is out of date. When a creditor is non-compliant, the agency should be following up to get copies of renewed policies or Licences.

Creditor - Read Only Mode

Select creditor: ACLA Action Lawns & Gardens Include inactive creditors

General Details | **Creditor Compliance** | Outstanding Invoices | CRN | Barcode

Last used: 05/04/2022 System calculated compliance status: Non-compliant

Last manual status updated: 23/09/2020 Manual compliance status: [] Code: []

WHS compliance status: Compliant

Type	Sum Insured	Expiry date	Comments	Status
Insurance-Public Liability	\$1,000,000	06/12/2022		Non-compliant

4. To add a compliance type, there is a drop down selection from those entries made in Configure Types section above.

Type	Sum Insured	Expiry date	Comments	Status
Insurance-Public Liability	2,000,000	16/08/2023		Compliant
Insurance-Workers Comp	500,000	16/08/2023		Compliant

Exempt Creditors and other Statuses

If a Supplier or Creditors is exempt from Creditor Compliance, you are able to select an Exempt status on the Creditor Card.

General Details | **Creditor Compliance** | Outstanding Invoices | CRN | Barcode

Last used: 05/04/2022 System calculated compliance status: []

Last manual status updated: 17/02/2023 Manual compliance status: Exempt Code: X

WHS compliance status: Compliant

You will find a list of other statuses in Configure > Creditor Compliance Status

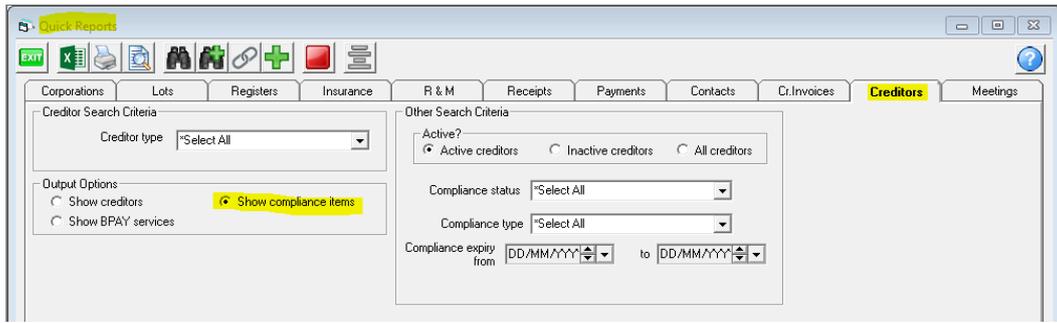
Compliance Status Configuration

Code	Name	Description
L	Lapsed	Unused for at least 18 months, no
N	Non-compliant	Not compliant-do not use
V	Validating	New supplier-overrides status of c
W	Waiting	In grace period for a compliance il
X	Exempt	Not monitored-overrides status of
Y	Compliant	Fully compliant and accredited,no
Z	Inactive	Inactive supplier, not monitored,ca

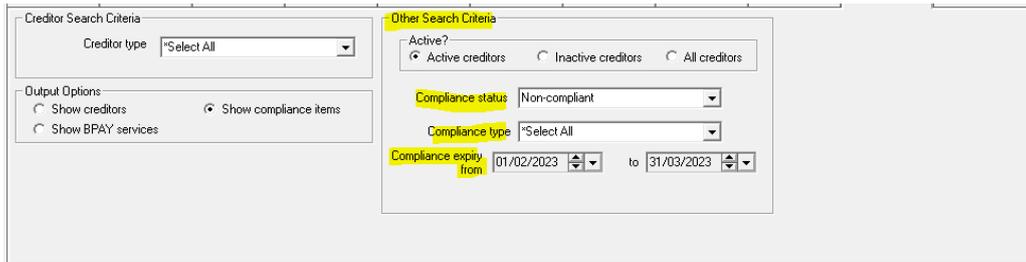
Expiring Compliance

1. Refer to Quick Reports > Creditors tab and select 'Show compliance Items'





2. Enter search criteria to suit.



3. Click the search binoculars to generate your list of compliance items to follow up on.

Creditor	Code	Compliance it...	Compliance ty...	Sum insured	<Expiry date	Phone
Cabana Wind...	CABANA	Non-compliant	Insurance-Pu...	\$1,000,000	2023-02-02	9999 9999
Strata Buildin...	STRBC	Non-compliant	Insurance-Wo...	\$100,000	2023-02-02	1300 11 222, ...
Joe's Handym...	JOES	Non-compliant	Insurance-Pu...	\$100,000	2023-02-08	0428 698 968
Sydney Water	SYDWA	Non-compliant	Insurance-Pu...	\$100,000	2023-02-12	131 222

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