

StrataPort v3.0 Complete Workflow Summary

30+ deterministic workflows across 11 operational domains. Every process executes exactly as designed — eliminating manual handling, enforcing compliance, and protecting margin.

24/7

AUTOMATED
OPERATIONS

11

OPERATIONAL
DOMAINS

30+

CORE
WORKFLOWS

0

ZERO-TOUCH
AGM SETUP

StrataPort v3.0 is a purpose-built operations and financial management platform for enterprise-scale strata. Every workflow described in this document is **deterministic** — rules-based, auditable, and repeatable. AI is reserved exclusively for correspondence drafting, where it is always presented for human review before release.

// WORKFLOW DOMAINS

01	Building Onboarding Automation	ONBOARDING
02	End-to-End AGM Orchestration	AGM_MGMT
03	Insurance Lifecycle Management	INSURANCE
04	Levies, Fees & Financial Automation	TRUST_ACCTG
05	Supplier Invoice & Payment Processing	SUPPLIER_PAY
06	Automated Bank Reconciliation	BANK_REC
07	OC Certificate Generation	OC_CERTS
08	Collections & Legal Escalation	COLLECTIONS
09	Work Order & Supplier Management	WORK_ORDERS
10	Integrated Communications Platform	COMMS
11	Contracts, Compliance & Offboarding	LIFECYCLE

01 // ONBOARDING

Building Onboarding Automation

When a new building enters the system, StrataPort executes a complete onboarding sequence — from financial setup to welcome pack delivery — with **validation gates** that prevent workflow errors before they propagate.

Onboarding Automation — What Fires at Go-Live

DEFAULTS

Financial settings, Chart of Accounts, budget uplift rules, activity charges, and building-type parameters (**AGM format, management contract version**) applied from pre-configured templates. Set once by the Principal; inherited by every new building.

Eliminates manual configuration risk at the point of highest vulnerability

FINANCIALS

Inaugural financial year workflows — **levy schedules, budget periods, and reporting cycles** — generated automatically from onboarding parameters.

Zero manual financial year configuration

LOT OWNERS

Lot owner accounts created (or linked across buildings). Each owner assigned a **unique electronic payment reference** — ensuring a valid, traceable payment path from the first levy.

Every owner has a payment path from minute one

WELCOME PACKS

Personalised welcome packs assembled for **single-click delivery** — welcome letter, contact details confirmation, Client Information Sheet, Model Rules, Insurance FSG, and platform introduction.

The owner's first impression is automated and professional

VALIDATION

All mandatory go-live parameters validated. Gaps — missing postal address, unconfirmed entitlement, missing payment reference — **must be resolved before live operations are permitted**.

The building cannot go live with incomplete data

LOCK

Once validated, parameters are **locked** to prevent accidental modification that could disrupt live workflows.

Parameter lock protects downstream automation integrity

Onboarding Sequence

01

Create Building & Assign Defaults

Financial settings and building-type parameters inherited from Principal templates

02

Retrieve Address via Google Maps API

Verified, geocoded location for all downstream workflows

03

Generate Financial Year Workflows

Levy schedules, budget periods, reporting cycles auto-generated

04

Validate Go-Live Parameters

Mandatory fields validated; gaps must be resolved before activation

05

Create Lot Owner Accounts & DEFT Refs

Owner accounts created/linked with unique payment references

06

Generate & Deliver Welcome Packs

Personalised documentation dispatched via preferred channel

07

Lock Parameters & Activate

Parameters locked; building enters live operation

End-to-End AGM Orchestration

From notice generation through to post-meeting automation, StrataPort manages the entire AGM lifecycle. Agenda packs, financial reports, budgets, and minutes are compiled, paginated, and delivered automatically.

What the AGM Engine Generates Automatically

FINANCIALS

Proposed Budget with building-specific uplift rules and graphic **year-on-year budget vs actual comparison**. Balance Sheet including bank balances. Comprehensive Income/Expense report.
Complete financial pack without manual calculation

COMPLIANCE

Checks building metrics: **Insurance Valuation** due/completed? **BHS audit** required/completed? Manager's report covering arrears, breach notices, maintenance events, insurance claims, and complaints.
Compliance status checked automatically at AGM trigger

THE PACK

Insurance Certificate, FSG, Model Rules, previous Minutes assembled. **Dynamic Index** generated, page numbering applied, merged into single branded PDF.
Zero-touch AGM pack – compiled, paginated, branded

During the Meeting — Smart Data Capture

Quorum calculated instantly based on lot entitlement liabilities including owner financial status. Electronic proxies tallied automatically. Adopting the budget **updates the levy schedule** for the next year.

Post-Meeting Automation Cascade

01

Minutes Distribution

Generated and dispatched to all owners via preferred method

02

Work Order Triggers

Maintenance, Valuations, BHS Audits, Insurance auto-issued. Committee data and scheme parameters updated.

03

Levy Generation

New contributions struck incl. pre-issues to next AGM with automated budget fluctuation adjustments

04

Fee Adjustments

Management fee variations auto-calculated; adjustment invoices issued

03 // INSURANCE

Insurance Lifecycle Management

Complete insurance lifecycle — valuations, quotes, renewals, and endorsements — with integrated supplier work orders and optional real-time policy data via integration partners.



Insurance Automation — End to End

- VALUATIONS** Work orders **auto-generated** from AGM resolutions with supplier invoicing on completion.
AGM resolution to completed valuation – zero manual handoffs
- QUOTES** Quote slips **pre-populated** with full policy and claim history for insurers.
Insurers receive complete data – no back-and-forth
- RENEWALS *** Processed via **inbound email automation**. Policy numbers, cover amounts, expiry dates updated across the platform.
Renewal data flows in, not re-keyed in

* Requires third-party integration

04 // TRUST_ACCOUNTING

Levies, Fees & Financial Automation

Levies, management fees, disbursements, and late payment penalties generated and delivered automatically — with credit allocation, BAS reporting, and fee adjustment workflows.

Financial Automation Engine

- LEVIES** Auto-generated at AGM finalisation with pre-issue invoices for liquidity. Dynamic budgeting accepts rule-based inputs to auto-draft budgets.
Levy generation triggered by AGM close – not manual batch runs
- DAILY NOTICES** Fee, Arrears, and Final Notices **generated and dispatched every business day**. AM generation → vetting window → PM delivery and ledger update.
Daily rhythm replaces monthly panic of batch generation
- FEE AUTOMATION** Management fees with **automatic EOFY adjustment**. Budget-to-billed variance detected at rollover; adjustment invoice generated.
Fee drift eliminated – zero revenue leakage
- LATE PENALTIES** Monthly LPPs on **multiple parameters** with automatic exclusion of lots on Payment Plans or legal escalation. Agency invoice generated simultaneously.
Compliance task becomes zero-touch revenue line
- BAS REPORTING** Finalised in a **single click** with automated journal entries. GST totals validated; mismatches flagged.
One-click BAS – no spreadsheet reconciliation

05 // SUPPLIER_PAYMENTS

Supplier Invoice & Payment Processing

Invoices generated from work order completions, insurance renewals, API integrations, and activity charges. Approved invoices bundled into bank payment files for **single-click delivery** to Macquarie Bank.

Invoice Sources — Automated Generation

- WORK ORDERS
 Maintenance, BHS Reports, Valuations — when marked "**Complete**", the invoice auto-generates. Data is already known.
Three invoice sources from one automation engine

- INSURANCE
 Renewals and endorsements via **inbound email automation** pass invoice data to finance.
Insurance invoice data flows from email to ledger

- AUTO-GEN
Late Payment Penalties and **Management Fees** generate supplier invoices automatically.
Revenue events create invoices without human touch

TRADITIONAL

Email → Human opens → PDF read → Data keyed → GL coded manually → Approval routing

Cost: \$4.50-\$7.00 per invoice in labour

STRATAPORT

API/Work Order → Auto-extracted → GL coded from history → ABN verified → One-click approval

Cost: <\$1.00 per invoice

06 // BANK_RECONCILIATION

Automated Bank Reconciliation

Every business day, StrataPort imports TXN files from Macquarie Bank, updates all account balances, and reconciles matched transactions automatically.

Daily Reconciliation Sequence

- AM
Import TXN Files from Macquarie Bank
Daily transaction files ingested via direct bank feed

- 02
Update All Account Balances
Every trust account balance refreshed and validated

- 03
Match Transactions to References
Levy payments and Payment Plan instalments matched to unique DEFT references assigned at account creation

- 04
Allocate Overpayments to Credit
Overpayments auto-allocated — no manual journal entries

- 05
Queue Unreconciled for Review
Unmatched items flagged. Payment plan instalments auto-reconciled.

07 // OC_CERTIFICATES

OC Certificate Generation

Lot Owners and public visitors order OC Certificates online with **real-time credit card payment**. Certificates compiled from live system data and delivered with a single click.

Certificate Components — Auto-Populated from Live Data

OC CERTIFICATE Insurance, financial, and time-aware building data	FINANCIAL LEDGER Per-lot records from live trust accounting	AGM MINUTES Most recent meeting minutes
MODEL RULES Building-specific rules	INSURANCE COC Current Certificate of Currency	COVER PAGE Personalised, branded cover

08 // COLLECTIONS

Collections & Legal Escalation

Overdue levies trigger a **six-stage collections workflow** from notifications through to legal letter. Events auto-close on payment. Escalated cases generate comprehensive VCAT legal packs.

Six-Stage Collection Escalation

C1 Notification SMS & Email	C2 Notification SMS & Email	C3 Notification SMS & Email	C4 Arrears Notice	C5 Final Notice	C6 Legal Letter (Post)
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AUTO-CLOSE Full communications history recorded. Events **auto-close when debt is paid**.
Debt resolved = event closed, automatically

LEGAL PACK Escalated cases generate **VCAT legal packs** — transaction summary, correspondence history, delegation documents — ready for handoff.
From arrears to legal pack – assembled, not hand-compiled

09 // WORK_ORDERS

Work Order & Supplier Management

One-time work orders, repeating schedules, and multi-supplier quote requests. Supplier responses, committee approvals, invoice generation, and **UpTick integration** for BHS report processing.

Work Order Lifecycle

- 01 Create Quote Request or Work Order**
One-time maintenance, repeating schedules, or multi-supplier quotes
- 02 Issue to Supplier(s)**
Dispatched with response tracking and automated reminders
- 03 Track Responses & Reminders**
Supplier mapping shows distance to building with mobile directions
- 04 Approval (Manager / Chairperson)**
Quote selection routed per delegation rules
- 05 Supplier Completes Work**
UpTick BHS integration triggers automatic hazard rectification orders
- 06 Auto-Generate Invoice**
Invoice from work order data — no re-entry of amounts, ABNs, or GL codes

10 // COMMUNICATIONS

Integrated Communications Platform

Every communication — levy notices, meeting packs, welcome letters, breach notices, collection letters — dispatched via the owner's **preferred medium** with automatic postal failover. All correspondence filed with full audit trail.

Communication Channels & Automation

- EMAIL** **Primary channel.** Co-owner copies dispatched automatically.
Primary channel with co-owner automation
- POST** **Automatic postal failover** where email is unavailable or delivery fails.
No owner falls through the cracks
- SMS** **Alerts and reminders** for payment plans and overdue instalments.
Time-sensitive alerts via SMS
- PORTAL** **Owner self-service** — document access, full transaction history, full financial and meeting notice history.
Self-service reduces inbound enquiries

Contracts, Compliance & Offboarding

Management contracts auto-generated from expiry triggers with building-specific overrides. Supplier compliance via **CertTracker API**. Offboarding generates a complete handover pack.

Lifecycle Automation

- CONTRACTS** Auto-generation with **default values and per-building overrides**. Portfolio-wide disbursement rate updates in one click.
Portfolio-wide contract updates in one click
- COMPLIANCE** Supplier compliance via **CertTracker API**. Insurance obligations tracked & managed automatically.
Compliance status sourced, not chased
- OFFBOARDING** One-click **.zip generation** — building data, financials, insurance, lot owners, comms, invoices. Disables levies, invoices, reconciliation; updates metrics.
Complete handover pack – one click, full compliance

Offboarding Pack Contents

- BUILDING OVERVIEW**
Full profile and configuration
- FINANCIAL RECORDS**
Chart of Accounts, settings, history
- INSURANCE**
Policy cover and claims history
- LOT DATA**
Owner records, balances, entitlements
- COMMUNICATIONS**
All lot owner financial notices
- INVOICES**
Supplier and debtor records

The firms that scale without breaking aren't the ones that process fastest — they're the ones that process cleanest.

StrataPort v3.0 delivers every workflow and automation capability outlined above.