

Certificates & Disclosure Statements

Last Modified on 22/09/2020 1:43 pm AEST

This article covers how to request *Certificate* or *Disclosure Statements* through the StrataMax Portal.

This service is only available if a certificate has already been issued to you by the strata manager.

How it Works

After the initial certificate has been issued by the strata manager, any subsequent certificates or disclosure statements can be ordered online via the *StrataMax Portal* within 30 days of the original certificate date of issue. Payment via credit card may be required at the time of the request.

StrataMax manages the delivery of the certificate, and handles any enquires that relate to the non-delivery or unavailability of the certificate. For any other queries, please refer to your strata manager.

In order to use this service, an *Access ID* will be required. This *Access ID* should be in the cover letter, which was included with the initial certificate supplied by the strata manager.

Obtaining an Online Certificate

1. Open the *Online Certificates* page:
<https://www.stratamax.com.au/Portal/general/services/OnlineCertificates.aspx>
2. Enter the *Access ID* and the email address that the subsequent certificate will be sent to, then click the *Process Request* button.
3. There are three (3) outcomes that may occur at this point.
 - The certificate has expired (please contact the strata manager).
 - There is a problem with the reference, document, or setup (please contact the strata manager).
 - The certificate service is correctly set up, the report is available, and request is current.

Online Certificates Help

Online Certificate Service

The purpose of this service is to provide convenient access to updated information relating to a previously supplied certificate. The charge for this service is detailed in the letter accompanying the original certificate.

Please note the Access ID is not your StrataMax number. If you are an owner seeking to access a certificate please [click here to login](#) to StrataMax.

Enter the Access ID from the Certificate Cover Letter:

When the report is displayed you will receive an email copy. Please supply an email address for the copy:

PROCESS REQUEST

4. On the next page, check to ensure all details are correct, scroll down the page and click *Accept Charges*.
5. Complete the payment on the next screen, then click *Submit*.
6. On the next screen, check the transaction details, and click *Make Payment Now*.
7. Click the *Return to StrataMax* option. And an option to print a receipt will be visible, which will serve as a tax invoice.

Receipt

Document & Report Service
Strata Plan No. [REDACTED]
 ABN [REDACTED]
 Level 5
 175 George Street
 Sydney NSW 2000

ABN Number of the property is listed here

Tax Invoice 27 February, 2015

Item	GST	Price (inc GST)
Documents and Reports for Sales Certificate. anonymous level access.	\$9.00	\$99.00
Tax Invoice Total		\$99.00

StrataPay Online Transaction and Service Fee
StrataPay Pty Ltd
 ABN 52 097 607 451
 PO Box 7110, Gold Coast Mail Centre,
 Bundall Qld. 9726, Australia

Tax Invoice 27 February, 2015

Item	GST	Price (inc GST)
Transaction Fee	\$0.00	\$0.00
Service Fee	\$0.15	\$1.63
Tax Invoice Total		\$1.63

Payment Summary

Payment Reference Number [REDACTED]
 StrataPay Payment Reference [REDACTED]
Total Payment Amount (AUD) \$100.63

Payment Status
APPROVED

8. Click the *View Receipt* link to view the receipt, and also click the *View Report* link for a copy of the requested certificate.