

How do I set up a Direct Debit?

Follow the steps below to create a new Direct Debit Request:

1. Go to www.stratapay.com.au/directdebit
2. Enter your StrataPay reference number and select Continue.
3. Enter your personal or company details.
4. Select instalment plan – this will automatically set the direct debit up as per SLRS direct debit terms, equal monthly instalments debited 18th of each month, August to May each financial year.
5. You do not need to enter a payment end date; this will ensure your direct debit continues to roll over each financial year without further action required.
6. Select your preferred payment method, either Bank Account or Credit Card.
7. Enter payment details:
 - I. For bank accounts, the BSB, Account Number and Account Name are required
 - II. For credit cards, the Credit Card Type, Card Number, Name on the Card, Expiry Date and CVV number are required.
8. Select the check boxes to confirm that you are the account/card owner and that you accept the terms and conditions.
9. Select Create, this will trigger a confirmation email, please follow instructions to confirm the establishment, if this is not completed the Direct Debit will not be activated.

How do I cancel an existing Direct Debit?

1. Go to www.stratapay.com.au/directdebit
2. Enter your StrataPay reference number and select Continue.
3. You will be sent an email with a confirmation link to access the amendment form, alternatively you can confirm details of a recent payment. Once entered please select Verify.
4. Once verified you will be taken to the Manage Direct Debits page where you can select Cancel Direct Debit then click Continue.
5. You will then receive an email to confirm cancellation.

How do I update my email address?

1. Go to www.stratapay.com.au/directdebit
2. Enter your StrataPay reference number and select Continue.
3. You will be sent an email with a confirmation link to access the amendment form, alternatively you can confirm details of a recent payment. Once entered please select Verify.
4. Once verified you will be taken to the Manage Direct Debits page where you can choose Change Email Address.
5. Enter your new email address in the field provided then select Continue.
6. You will then receive an email to confirm the change.

How do I change my Credit Card or Bank Account details?

1. Go to www.stratapay.com.au/directdebit
2. Enter your StrataPay reference number and select Continue.
3. You will be sent an email with a confirmation link to access the amendment form, alternatively you can confirm details of a recent payment. Once entered please select Verify.
4. Once verified you will be taken to the Manage Direct Debits page where you can choose Update Payment Method.
5. Select either Credit Card or Bank Account and enter payment details.
 - i. For bank accounts, the BSB, Account Number and Account Name are required
 - ii. For credit cards, the Credit Card Type, Card Number, Name on the Card, Expiry Date and CVV number are required.
6. You will then receive an email to confirm the change.