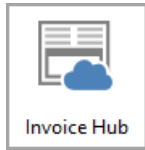


Invoice Hub | Managing Invoices

Last Modified on 17/12/2025 11:41 am AEST



The instructions in this article relate to **Invoice Hub**. The icon may be located on your *StrataMax Desktop* or found using the *StrataMax Search*.

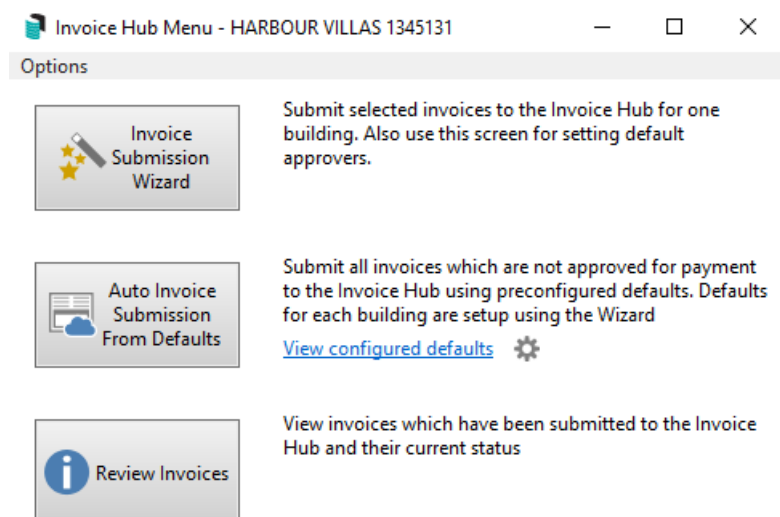
To set up the Invoice Hub, please review the following articles first:

- [Invoice Hub Introduction](#)
- [Building and Creditor Setup Requirements](#)
- [Approver Configuration](#)

Review Invoices

Invoices that have been submitted to the Invoice Hub can be reviewed in the 'Review Invoices' screen. Any invoices that have been queried will be placed on hold and must be reviewed before it can be approved.

If there are any invoices that have been retracted or placed on hold, this will be displayed next to *Review Invoices*.



1. Search or select **Invoice Hub**.
2. Click *Review Invoices*.
3. This will bring up the 'Invoice Review' window.

Invoice Hub Queries

The new version of the invoice hub to be released in January of 2026 allows queries to be raised between approvers and/or directly to the manager. For all queries, an email will be sent to the manager however these can be identified based on the subjects as per below.

Subject for queries directed to the manager (this includes queries to all):

"Invoice Hub Automated Notification: A Query has been raised on Invoice Number [InvoiceNumber] for Building: [BuildingName], Building Number: [BuildingNumber]"

Subject for queries raised between approvers (excluding the manager):

"Invoice Hub Automated Notification: A Note has been added to a queried invoice for [BuildingName]"

Invoice Hub Review Fields

The screenshot shows the 'Invoice Hub Review' window. At the top, there are five numbered callouts: 1 points to the 'Buildings' field containing '1345131'; 2 points to the 'Status' dropdown menu which is open, showing a list of statuses including 'Awaiting Approval', 'Part Approved', 'On Hold', 'Approved', 'Retracted', 'Office Bearer Resigned', 'Not Enough Approvers', and 'Invalid Approver Email Address'; 3 points to the 'Date Range' fields showing '23/09/2024' and '23/10/2024'; 4 points to the 'Refresh' button; and 5 points to the 'Export' button. Below these fields is a table with columns: Building #, Building Name, Ent, Status, Notes, Creditor A/c, Creditor Name, Amount, Submitted, Approved, Invoice #, and On H. The 'Status' column is currently filtered to show only 'Awaiting Approval'.

1. **Buildings:** This field shows the currently selected building, which will default to the selected building when Invoice Hub is launched. Click into this field to tag one or more buildings as required. If this is changed, click on *Refresh List* to update the list.
2. **Status:** Provides an option to 'Filter by status' so that invoices can be filtered by a particular status. Click this field to open a list of invoice statuses to tag. If this is changed, click on *Refresh List* to update the list.
3. **Date Range:** Allows invoices for a date range to be viewed. This will default to one calendar month prior to today's date. If this is changed, click on *Refresh List* to update the list.
4. **Refresh List:** Used to refresh the list if any of the building or status filters, or the date range has been changed. It will populate the screen with the invoices included in the configured criteria.
5. **Export:** This will export the data currently displayed on the screen to Excel.

Invoice Hub Review

The screenshot shows the 'Invoice Hub Review' window. At the top, there are filters for 'Buildings' (1345131), 'Status' (Awaiting Approval), and 'Date Range' (24/09/2024 to 24/10/2024). Below these are 'Refresh' and 'Export' buttons. The main table has columns: Building #, Building Name, Entry Date, Invoice Date, Status, Notes, Creditor A/c, Creditor Name, Amount, Submitted, Approved, Invoice #, and On Hub. A single row is visible for building 1345131, showing an invoice for 'HARBOUR VILLAS' with a status of 'Awaiting Approval' and a note about a MAXSOFT ACPT MA'017 on 24-Oct.

Building #	Building Name	Entry Date	Invoice Date	Status	Notes	Creditor A/c	Creditor Name	Amount	Submitted	Approved	Invoice #	On Hub
1345131	HARBOUR VILLAS	24/10/2024	31/07/2024	Awaiting Approval	1 (last by MAXSOFT ACPT MA'017 on 24-Oct: Notes - do you display any different on Portal)	08200011	DIY POOL CLEARING	330.00	24/10/2024		PP12345678	Uploaded

The Invoice Review window will display information pertaining to invoices that have been uploaded to the Invoice Hub and identify their status. A number of columns are self-explanatory; below are definitions of columns that may need some context.

1. **Entry Date:** This is the date that the Creditor Invoice was created in StrataMax.
2. **Invoice Date:** This is the date that was entered on the Creditor Invoice entry.
3. **Status:** The current status of the invoice.
 - On Hold - the invoice has been queried, and waiting for a response.
 - Retracted - the invoice has been retracted.
 - Awaiting Approval - this invoice is awaiting approval from one or more approvers.
 - Approved - this invoice has been approved
4. **Notes:** Displays the last note added to the invoice and the person that added the note.
5. **Submission Date:** This is the date that the invoice was first submitted to the Invoice Hub for approval.
6. **Approved Date:** This is the date that the invoice status was updated to 'Approved', i.e. all required approvals are provided, and the invoice is 'OK to pay'.
7. **On Hub:** This identifies whether the invoice is currently appearing on the Invoice Hub.

Add or View Notes (Responding to a Query)

If an approver queries an invoice that has been uploaded to the Invoice Hub, an e-mail notification is sent to the Strata Manager, and a note is placed on the invoice. At that point, the invoice status will be updated to 'On Hold'. This query can be responded to via *Review Invoices* and then re-submitted to the Invoice Hub with an updated note.

1. Search or select **Invoice Hub**.
2. Click *Review Invoices*. This will bring up the 'Invoice Review' window.
3. Highlight the invoice and right-click. Select *Add or View Notes*.

Invoice Hub Review

Buildings:

Status:

Date Range:

1345131

...

Awaiting Approval, Part Appr

28/09/2024

28/10/2024

Refresh

Export

Building #	Building Name	Entry Date	Invoice Date	Status	Notes	Creditor A/
1345131	HARBOUR VILLAS	24/10/2024	31/07/2024	On Hold	2 (last by Miss Jessica Carroll on 28-Oct-2024. Please check expense account and recode.)	08200011

Add or View Notes

View Invoice Detail

Re-Submit Invoice

Retract from Invoice Hub

Delete from Invoice Hub

4. Enter the response, then click *Add Note*. The invoice will automatically upload with the note for the approver to view on the Invoice Hub.

Notes

Date	User	Note
28/11/2025 10:17:50 AM		[@Trevor Jones] Hi Trevor, we did not budget for this. Can y
28/11/2025 10:20:56 AM		[@Manager] Yes it is OK to approve.
28/11/2025 10:23:22 AM		[@Bob Bob] Yes ok to approve.
29/11/2025 6:48:01 PM	MAXSOFT BETA MAX01	Approved

Type a note here which will be displayed on the Invoice Hub website. Notification will be sent to any approver which has queried this invoice

Add Note

Close

Please note: Querying to Approvers and Managers will be released in January 2026.

If the query requires an action, such as changing the invoice details, or updating the expense code, refer to the instructions *Retracting an Invoice*, or *Change Transaction Code*.

View Invoice Detail

The 'Review Invoice' window displays details of the invoice, including a display of the document. This is also where you can view who has approved the invoice, when it was approved, etc.

1. Search or select **Invoice Hub**.
2. Click *Review Invoices*. This will bring up the 'Invoice Review' window.
3. Highlight the invoice and right-click. Select *View Invoice Details*.

The screenshot shows the 'Invoice Hub Item Details' window. On the left, there are input fields for invoice details:

- Invoice Number: PP12345678
- Creditor Code: 08200011
- Creditor Name: DIY POOL CLEARING
- Date: 31/07/2024
- Entry Date: 24/10/2024 10:14:41 AM
- Online Status: On Hold
- Approvers: Miss [redacted] (Queried)
- Expense: 12925 POOL SERVICE & REPAIRS 330.00

On the right, there is a preview of the invoice document titled 'DIY Pool Cleaning INVOICE'. The document includes the following information:

- Address: 12 Wynnum Rd, Wynnum 4032, QLD 580-223-1740
- Invoice # PP12345678, DATE: 26-JUL-2013
- TO: CTS 19318, 12 Sundell Rd, Sundell, 4112, Phone: 07 5521 6565 | Fax: 07 5521 6565 3
- SHIP TO: CTS 19318, 12 Sundell Rd, Sundell, 4112, Phone: 07 5521 6565 | Fax: 07 5521 6565 3
- SALESPERSON: John Rawluk
- JOB: LPS
- SHIPPING METHOD: UPS
- SHIPPING TERMS: Due on receipt
- DELIVERY DATE: 01/07/2010
- PAYMENT TERMS: by Credit Card
- DUE DATE: 12/31/2009
- Table with 5 columns: QTY, ITEM #, DESCRIPTION, UNIT PRICE, LINE TOTAL. Row 1: 1, LPS190-C, Pool Maintenance, \$300.00, \$300.00.

Retracting an Invoice

Invoices can be retracted from the Invoice Hub to allow for changes to be made and then resubmitted for approval. These changes can be to the amount, details, or Invoice Number in **Creditor Invoices**. Once the scenario is addressed, they can be resubmitted to the hub for approval. If an invoice needs to be removed to be paid immediately, it must be manually moved *off hold* in **Search Creditor Invoice Items**. Then, it can be paid via **Payments**, or the invoice can be reversed in **Creditor Invoices** as per the standard process.

If the only change required is to the expense code, this can be done via **Local Transactions**. Once the code has been changed, the invoice will be ready to load again from either the *Invoice Submission Wizard* or *Auto Submission from Defaults*.

1. Search or select **Invoice Hub**.
2. Click *Review Invoices* to display the 'Invoice Review' window.
3. Right-click the invoice line item and select *Retract from Invoice Hub*.

Resubmitting an Invoice

If an invoice has been retracted, it must be resubmitted after any changes (except changing the expense account) have been made to be approved.

1. Search or select **Invoice Hub**.
2. Click *Review Invoices*. This will bring up the 'Invoice Review' window.
3. Highlight the invoice and right-click. Select *Re-Submit Invoice*.

Deleting an Invoice

Invoices can be deleted from the Invoice Hub, which will also delete any historical record, including notes, from the Invoice Hub. If an invoice needs to be deleted to be paid immediately, it must be manually moved *off hold* in **Search Creditor Invoice Items**. Then, it can be paid via **Payments**, or the invoice can be reversed in **Creditor Invoices** as per the standard process.

1. Search or select **Invoice Hub**.
2. Click *Review Invoices*. This will bring up the 'Invoice Review' window.
3. Highlight the invoice and right-click. Select *Delete from Invoice Hub*.

If the invoice is not available in the initial view, use the calendar to adjust the dates to ensure that all information is displayed as needed.

Change Transaction Code

If an invoice is queried and needs to be coded to a different expense code, use **Local Transactions** to amend it. The first step to achieve this action will be to *retract* the uploaded invoice. Once the expense account has been amended, it will be available to load again from the *Invoice Submission Wizard* or *Auto Submission from Defaults*. If 2-layer approval is required, both layers must re-approve the change. Review the *approval overrides* area if you would like to bypass one of these approvers.

Invoice Hub Reporting

Invoices approved via the Invoice Hub can be placed on hold using **Search Creditor Invoice Items** as normal. However, they cannot be uploaded again for approval, and will show as 'Approved' in the 'On Hub' column in the 'Review Invoices' screen. Below are a few examples that will assist in reporting different statuses using the **Invoice Hub** and the legacy report.

Approved Invoice on Hold Report

This report will identify any buildings with invoices approved via the Invoice Hub but then placed on hold using **Search Creditor Invoice Items**. This is an older-style report, and it is recommended to use the search function to provide the same results and be more flexible in what columns of data can be offered.

1. Search or select **Invoice Hub**.
2. Select the *Options* menu > *Report*.
3. Select *Approved Invoices On Hold*.

Examples of Search Creditor Invoice Items fields of restriction:

[Refresh](#)
[Export](#)
[Advanced](#)

Field	Condition	Value
On Hold	is equal to	<input checked="" type="radio"/> Yes <input type="radio"/> No
Invoice Hub Status	is equal to	Approved ✗

0 records displayed

This search will report all invoices that have been approved and are on hold across all buildings.

[Refresh](#)
[Export](#)
[Advanced](#)
 Saved Search: Inv. Hub more than 1 month

Field	Condition	Value
Invoice Date	is on or before	<input type="checkbox"/> Specific Dates 1 Month in the past
Invoice Hub Status	is equal to	Uploaded ✗

16 records displayed

This search will report all invoices that are uploaded for 1 month in the past across all buildings.

[Refresh](#)
[Export](#)
[Advanced](#)
 Saved Search: Inv Hub approved last 30 days

Field	Condition	Value
Invoice Date	is on or before	<input type="checkbox"/> Specific Dates 1 Month in the past
Invoice Hub Status	is equal to	Approved ✗

13 records displayed

This search will report all invoices that have been approved in a one month period.


View Configuration Defaults for Approvers

Click the blue link 'View configured defaults' to produce a *global* report that displays the approver defaults for each building in your portfolio. Just be aware that you may be prompted for an Administrator

password if the security has been enabled for this report.


Invoice Hub Menu - HARBOUR VILLAS 1345131

Options





Invoice Submission Wizard

Submit selected invoices to the Invoice Hub for one building. Also use this screen for setting default approvers.



Auto Invoice Submission From Defaults

Submit all invoices which are not approved for payment to the Invoice Hub using preconfigured defaults. Defaults for each building are setup using the Wizard
[View configured defaults](#) 



Review Invoices

View invoices which have been submitted to the Invoice Hub and their current status

The report contains columns for the *Office Bearer*, how many approval layers are set up, Which Limit, the *Approval Limit*, and the Minimum number of approvers required to approve the invoices.

Page: 1

Support 5.6 Testing Version					
Invoice Hub Approval Configuration					
Office Bearer	Layer	Which Limit	Approval Limit	Min # Authorisors	
104105	STRATAMAX ONLINE HELP				
	DAVE DANGER	1	At or below	500	1
	GREG GORDON	2	At or below	500	1
	CHARLIE CHIPS	1	Above	500	1
	EDWARD EGGS	2	Above	500	1
230321	JESS WOLVERINE KEEP				
				500	
27745					
29391					
34934					
37629					
38378S					
99167A					