

# Invoice Hub | Managing Invoices

Last Modified on 30/01/2026 10:25 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*.

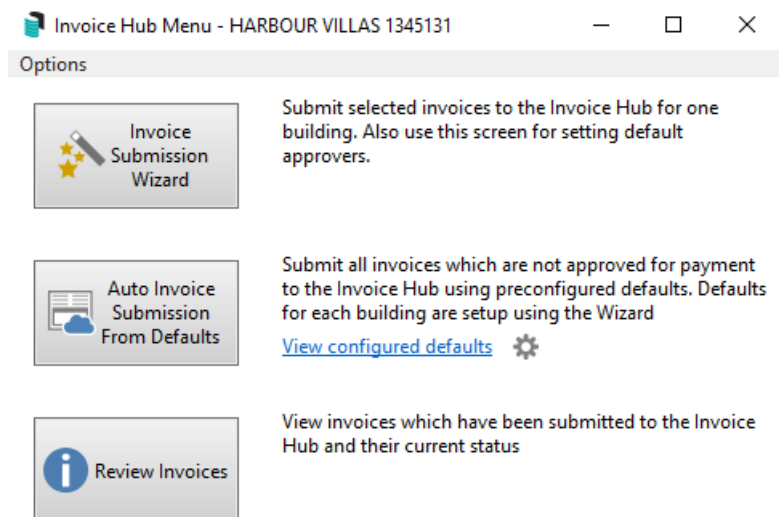
To set up the Invoice Hub, please review the following articles first:

- [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If there are any invoices that have been retracted or placed on hold, this will be displayed next to *Review Invoices*.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 several filter fields: 'Buildings:' with a dropdown menu (1), 'Status:' with a dropdown menu (2), and 'Date Range:' with two date input fields (3). To the right of these are 'Refresh' and 'Export' buttons (4 and 5). Below the filters is a table with columns: Building #, Building Name, Ent, Status, Notes, Creditor A/c, Creditor Name, Amount, Submitted, Approved, Invoice #, and On H. A dropdown menu is open over the 'Status' column, showing a list of status options with green checkmarks: Awaiting Approval, Part Approved, On Hold, Approved, Retracted, Office Bearer Resigned, Not Enough Approvers, and Invalid Approver Email Address. A 'Close' button is at the bottom of the dropdown.

- 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.
- 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.
- 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.
- 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.
- 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, Part Approved, On Hold, Approved, R4), 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, Building Name HARBOUR VILLAS, Entry Date 24/10/2024, Invoice Date 31/07/2024, Status Awaiting Approval, Notes 1 (last by MAXSOFT ACPT MAX017 on 24-Oct: Notes - do you display any different on Portal), Creditor A/c 08200011, Creditor Name DIY POOL CLEARING, Amount 330.00, Submitted 24/10/2024, Approved, Invoice # PP12345678, and On Hub Uploaded.

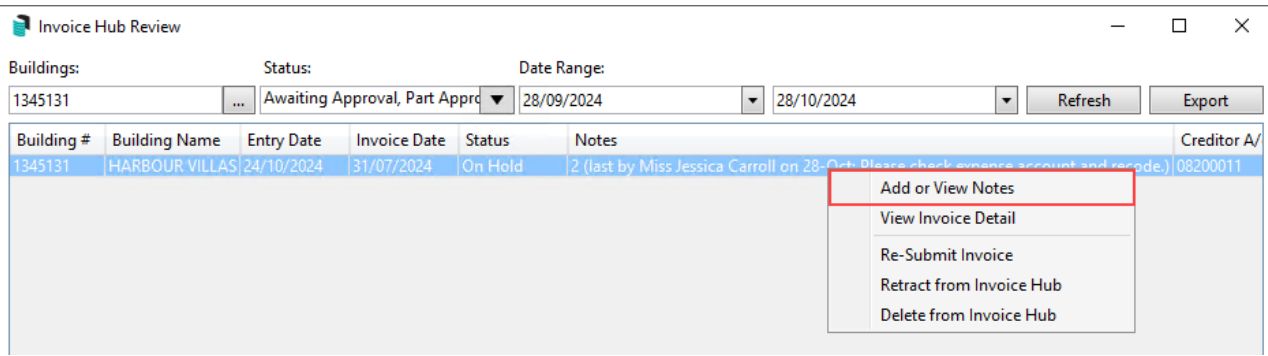
The Invoice Review window will display information pertaining to invoices that have been uploaded to the Invoice Hub and identify their status. A number of columns are self-explanatory; below are definitions of columns that may need some context.

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 marked as 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.

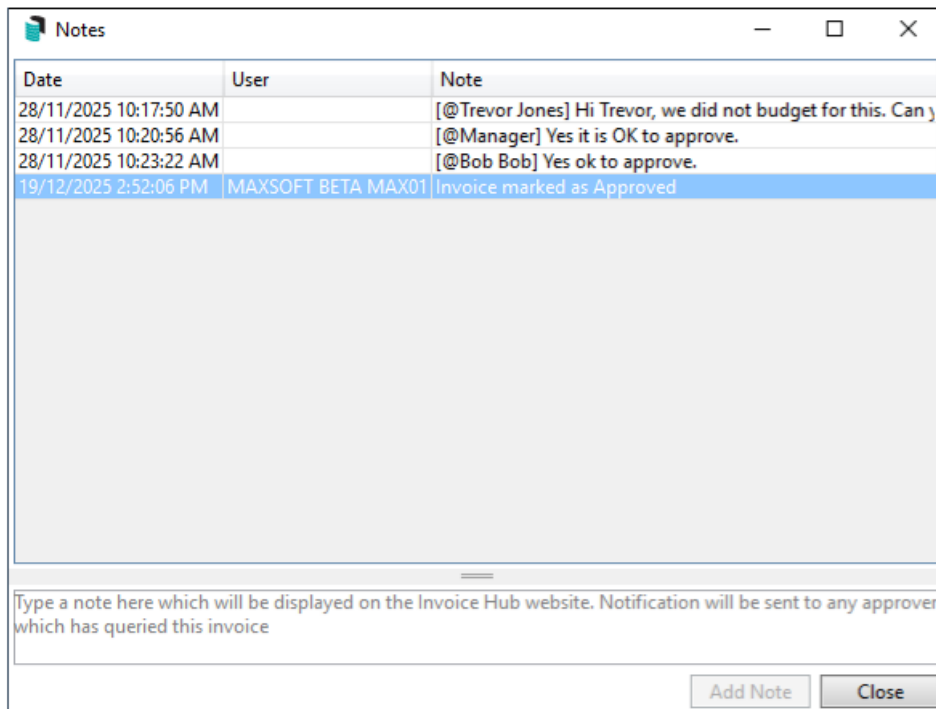
## Add or View Notes (Responding to a Query)

If an approver queries an invoice that has been uploaded to the Invoice Hub, an email 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*.



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.



**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 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), and Approvers (Miss [redacted] (Queried)). Below these is an 'Expense' table with one row: 12925 POOL SERVICE & REPAIRS 330.00.

The main area displays a preview of a 'DIY Pool Cleaning' invoice. The invoice header includes the company name 'DIY Pool Cleaning', address '12 Wynnum Rd, Wynnum 4032, QLD', phone '580-223-1740', and invoice details 'INVOICE # PP12345678 DATE: 26-JUL-2013'. It lists 'TO' and 'SHIP TO' addresses for CTS 19318. Below this is a table with columns: SALESPERSON, JOB, SHIPPING METHOD, SHIPPING TERMS, DELIVERY DATE, PAYMENT TERMS, and DUE DATE. The data row shows: John Rawluk, [blank], UPS, Due on receipt, 01/07/2010, by Credit Card, 12/31/2009. At the bottom is a table with columns: QTY, ITEM #, DESCRIPTION, UNIT PRICE, and LINE TOTAL. The data row shows: 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

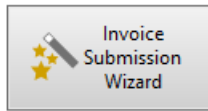
13 records displayed

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

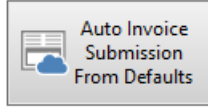
## View Configuration Defaults for Approvers

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.

Options

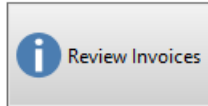


Submit selected invoices to the Invoice Hub for one building. Also use this screen for setting default approvers.



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](#)



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.

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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	[REDACTED]				
29391	[REDACTED]				
34934	[REDACTED]				
37629	[REDACTED]				
38378S	[REDACTED]				
99167A	[REDACTED]				