

Invoice Hub Troubleshooting

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Approving Invoices

If I only want to see invoices awaiting my approval what should I click on?

It is recommended to click the option 'Mine' and the page will refresh and only show invoices awaiting your approval. If you navigate away from the invoice hub by default next time you access the invoice hub you will be returned to the same view.

How do I approve an invoice?

After selecting the invoices to approve by either ticking the checkbox or clicking anywhere on an invoice line; click on the Approve Selected button.

The screenshot shows the 'Invoice Hub' interface. At the top, there are two notification banners: a red one for a potential duplicate invoice and a blue one for outstanding invoices. Below these are filter and sorting options. A table of invoices is displayed with columns for Creditor, Invoice Date, Amount, Invoice Number, and Expense Account. The first two rows are highlighted in red, and their selection checkboxes are enclosed in a red box. The 'Approve Selected' button shows '2 selected'.

Creditor	Invoice Date	Amount	Invoice Number	Expense Account
<input checked="" type="checkbox"/> A & E GARDENING AND MAINT	28/11/2025	\$330.00	12414	GARDEN & GROUNDS
<input checked="" type="checkbox"/> A & E GARDENING AND MAINT	19/9/2025	\$330.00	12414	GARDEN & GROUNDS
<input type="checkbox"/> JEAN CECCHINATO	17/9/2025	\$2.00	31	BANK CHARGES - ACCOUNT FEES

Why do some invoices not have the selection box?

Invoices that are displayed are based on the selected setting as identified below. Invoices you have already approved cannot be re selected therefore the selection box does not appear.

Mine: Invoices waiting for your approval.

Active: All invoices currently uploaded awaiting approval (as an approver you may have already approved these).

All: All invoices uploaded for approval in the last 2 financial years.

This screenshot shows the 'Invoice Hub' interface with the 'Show' dropdown menu open. The 'Active' option is selected and highlighted with a red box. The table below shows a mix of invoice statuses: some are greyed out (already approved), some are red (awaiting approval), and one is blue (all invoices).

Creditor	Invoice Date	Amount	Invoice Number	Expense Account
DIY Pool Cleaning	8/1/2026	\$50.00	656	CLEANING
DIY Pool Cleaning	28/11/2025	\$330.00	678	GARDEN & GROUNDS
<input type="checkbox"/> A & E GARDENING AND MAINT	28/11/2025	\$330.00	12414	GARDEN & GROUNDS
<input type="checkbox"/> A & E GARDENING AND MAINT	19/9/2025	\$330.00	12414	GARDEN & GROUNDS
<input type="checkbox"/> JEAN CECCHINATO	17/9/2025	\$2.00	31	BANK CHARGES - ACCOUNT FEES

Approved Invoices

How long are approved invoices available for on the Invoice Hub?

Invoices for a buildings current and previous financial year will be available on the invoice hub providing the invoice hub was used during that time.

I am a new invoice hub approver; do I get access to previously approved invoices?

Yes the new enhancements introduced includes the ability for the new approvers to see previous history.

If a Building moves from one manager to another and they both use the StrataMax Invoice Hub; will the previously approved invoices still be available to the invoice hub approvers?

Yes the new enhancements introduced includes the ability for invoice hub history to be retained.

Browser Compatability

Some of our approvers are getting error pages when trying to access the invoice hub; why would this be the case for only some? Examples include messages stating 'This connection is not private'.

This is commonly due to the approvers operating system &/or browser being an outdated version. Below are common steps to checking your browser is up to date.

Modern websites use updated security certificates to prove they're safe. Your computer stores a list of trusted authorities, but if the system is no longer receiving updates, it doesn't recognize the newer certificates.

1. Open your browser.
2. Click the Menu icon (three dots or lines) in the top-right corner.
3. Navigate to Help (or Settings/About on some browsers).
4. Select About [Browser Name].
5. Your browser will automatically check for updates and show if you're up-to-date, often with a Relaunch button to finish installing.