

# Invoice Hub Troubleshooting

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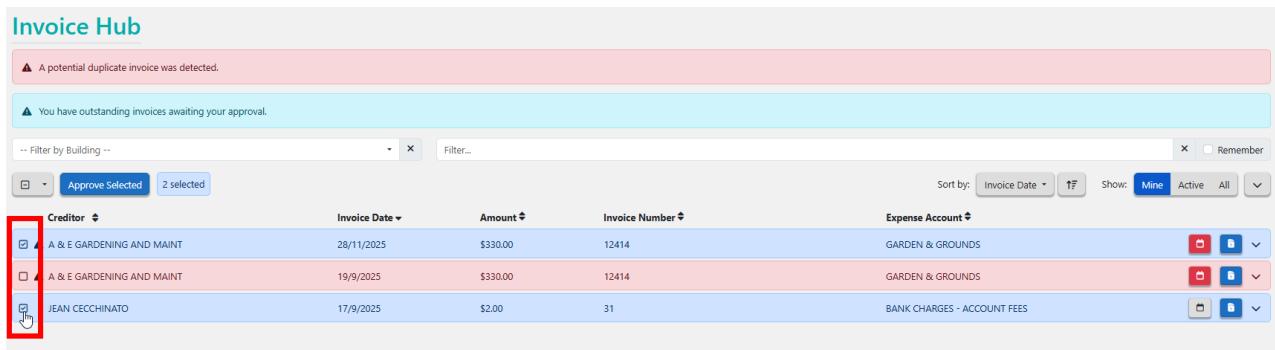
## Approving Invoices

### 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 notifications: a pink one about a potential duplicate invoice and a blue one about outstanding invoices awaiting approval. Below these are filter and sort options. A button labeled 'Approve Selected' with '2 selected' is visible. The main table lists three invoices. The first two invoices have selection checkboxes in the first column, which are highlighted with a red box. The third invoice does not have a checkbox. The 'Approve Selected' button is located at the top of the table area.

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

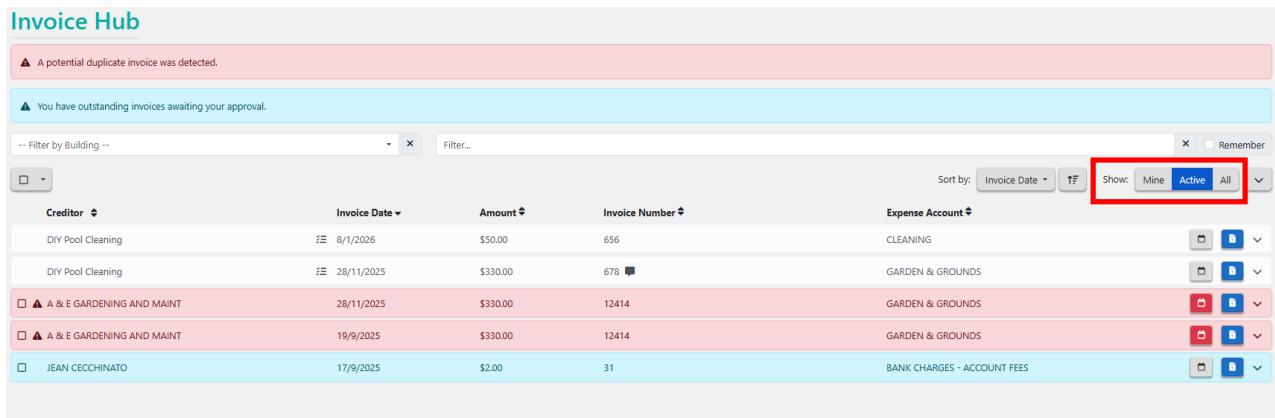
### Why do some invoices not have the selection box?

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.



The screenshot shows the 'Invoice Hub' interface with the 'Show' dropdown menu open. The 'Mine' button is highlighted with a red box. The table below lists the same three invoices as the previous screenshot, but the selection checkboxes are only present in the first two rows, indicating they are awaiting approval.

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
A & E GARDENING AND MAINT	28/11/2025	\$330.00	12414	GARDEN & GROUNDS
A & E GARDENING AND MAINT	19/9/2025	\$330.00	12414	GARDEN & GROUNDS
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.