

Why Can't I See the Invoice Hub?

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If you've been told you'll approve invoices in the StrataMax Portal but can't find the Invoice Hub, or it was there before and has disappeared, this article explains why, and what to check.

Two things must both be true for the Invoice Hub to appear

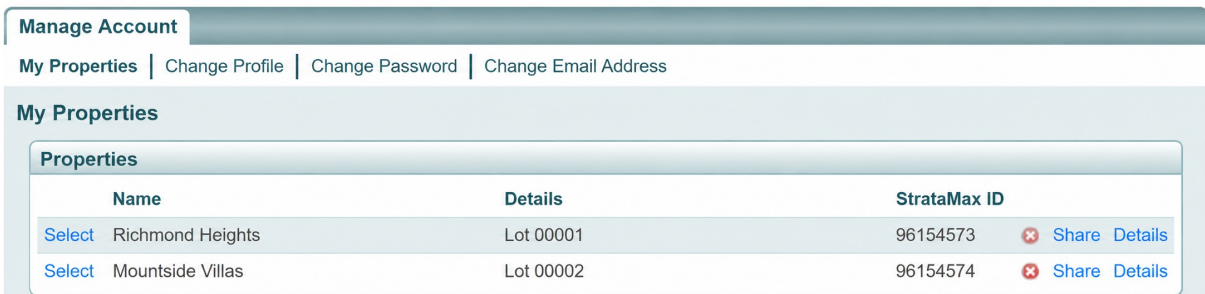
1. **Your strata manager has set you up as an approver.** Approvers are based on your building's Office Bearer records. Being an owner, committee member, or office bearer does not by itself make you an approver; your manager adds approvers specifically. Only they can do this.
2. **There is at least one invoice waiting for your approval.** The Invoice Hub only becomes visible once the first invoice has been submitted to you. If nothing is currently awaiting you, you won't see the hub even when you're set up correctly. This is normal.

If you can't see it

- **You've never approved here before:** you may be set up, but no invoice has been sent to you yet. The hub will appear when the first one arrives. You'll usually receive an email.
- **You used to see it, but now don't:** there may simply be no invoices awaiting you. Check again when you next receive an approval email. If you've recently changed your email address or committee role, see [Restoring Invoice Hub Access After an Email or Committee Change](#)

Check these first

- You're logged in to the **right Portal account**, the one associated with the email address your strata manager has on file for you. Approver access is tied to that exact email.



The screenshot shows the 'Manage Account' section of the StrataMax Portal. Under 'My Properties', there is a table titled 'Properties' with three columns: Name, Details, and StrataMax ID. Two properties are listed: Richmond Heights (Lot 00001, StrataMax ID 96154573) and Mountside Villas (Lot 00002, StrataMax ID 96154574). Each row has a 'Select' link on the left and 'Share' and 'Details' links on the right.

Properties		
Name	Details	StrataMax ID
Select Richmond Heights	Lot 00001	96154573 Share Details
Select Mountside Villas	Lot 00002	96154574 Share Details

- If the hub is open but looks empty, switch the view from *Mine* to *Active* or *All*. 'Mine' only lists invoices still awaiting your action.

Invoice Hub

▲ A potential duplicate invoice was detected.

▲ You have outstanding invoices awaiting your approval.

-- Filter by Building -- x Filter...

Sort by: Invoice Date ↑ Show: Mine Active All

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

Still can't see it?

Contact your strata manager (body corporate manager) and ask them to confirm you're set up as an Invoice Hub approver on the building, using your current email address. They can also confirm whether any invoices are currently awaiting your approval. See also [Invoice Hub Approver Instructions](#) and [Who Do I Contact?](#)

FAQ

I'm a committee member/treasurer, shouldn't I have it automatically?

No. Approvers are configured separately by your manager; ask them to add you.

It's set up but still empty.

There are probably no invoices awaiting you right now. The hub populates when an invoice is submitted to you.

I approve for several buildings - where are they?

The Invoice Hub shows all your properties together; each invoice line shows which building it's for.