

# Creditor Invoices | FAQ

Last Modified on 09/06/2026 12:03 pm AEST

The page below includes some of the most frequently asked questions about Creditor Invoices.

**Q.** Can I toggle between the new Creditor Invoices version and the Legacy view?

**A.** Yes. You can use [Preview Features](#) to switch between versions. When *New Creditor Invoices* is enabled, StrataMax must be closed and reopened for the new windows to display.

**Q.** There are two creditor invoice screens. Which one should I use?

**A.** Use the **Creditor Invoices Work Queues** screen. It provides access to both the standard creditor invoice screen and the auto-load queue, and is the recommended screen for loading invoices. Select your preferred method from this screen.

**Q.** How do I edit or reverse (delete) a creditor invoice?

**A.** From **Search Creditor Invoice Items** or **Local Transactions**, using either the creditor or expense account, double-click or click details to see the extended information for the transaction. To edit the posting date, invoice number or update the amount, click *Reverse and Recreate*. Or to reverse and delete the Creditor Invoice transaction, click *Reverse Invoice*.

**Q.** Do I need to edit or reverse a creditor invoice for changing things like invoice number, description or the expense code?

**A.** You do not need to reverse & recreate or reverse the invoice. Using **Search Creditor Invoice Items** or **Local Transactions** will provide an extensive area for updating field information. Once any updates are applied, click *Save* to update the information.

The screenshot shows a window titled "Creditor Invoice Details - SKYLINE - KEEP 22962". At the top, it displays "22962 SKYLINE - KEEP" and "08200007 1HANDY DAD". The date is "05/03/2026". Summary statistics show "Total: 1,188.00" and "Outstanding: 1,188.00". There is an "EFT" icon in the top right. A red box highlights the "Invoice Number: 0004400" field, the "Work Order: ..." field, and the "EFT Reference: ..." field. Below this is a table with the following data:

Reference	Description	More Information	Expense Account	Tax Code	Amount	Paid Amount	Hold
D0000001	01/01-31/03/26		17005 UTILITIES - ELECTRICIT	Not Included In BAS	1,188.00	0.00	<input type="checkbox"/>

At the bottom, there are several buttons: "Remove Document", "View Document", "Tag Paid Invoices", "Hold All", "Unhold All", "Undo Changes", "Reverse & Recreate", "Reverse Invoice", and "Save". A red box highlights the "Hold" checkbox in the table row and the "Reverse Invoice" button.

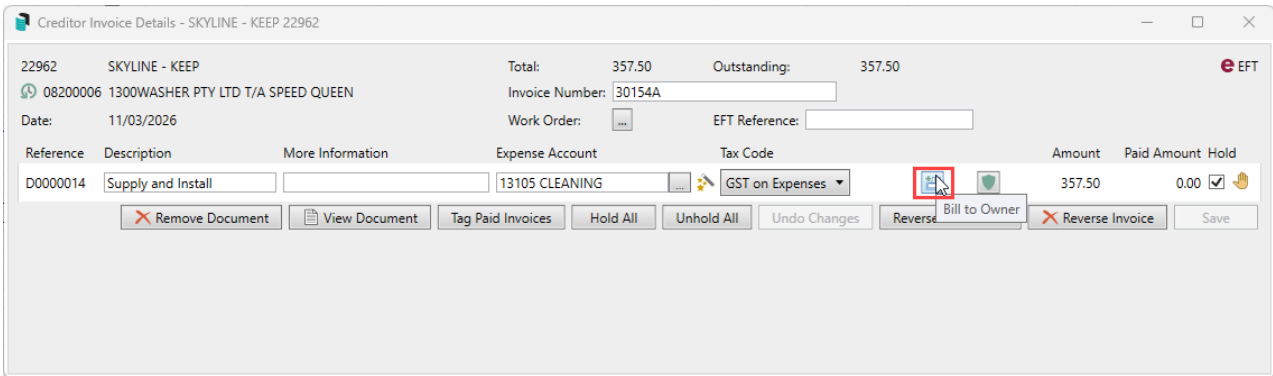
**Q.** Why does the **Creditor Invoices (Preview)** window not auto-load invoices, even toggling between the configurable *Automatically start work queue when Creditor Commitments is opened*.

**A.** **Creditor Invoices Work Queues** has been designed to load and change to the next invoice and is recommended to use to attach the invoice to each transaction. **Creditor Invoices (Preview)** is best used for one-off instances.

**Q.** We are trying to manage cash flow between funds, and when entering an invoice that may overdraw an account, will there be any prompts or information to check the split bank balances?

**A.** The available bank balance, including the split between funds and unpaid invoices, will be displayed in the top right corner. There will also be a yellow prompt in both corners of the window, with the tick option to *Post anyway*. The invoice will sit in **Payments** until there are sufficient funds to pay it.





**Q.** Is there a way to edit the creditor whilst in either the **Creditor Invoices (Preview)** or the **Creditor Invoices Work Queues** area?

**A.** To edit a creditor record, this can be done using **Search Creditor Invoice Items** or **Creditor Maintenance**.

**Q.** Is the posting date the invoice date or the system entry date?

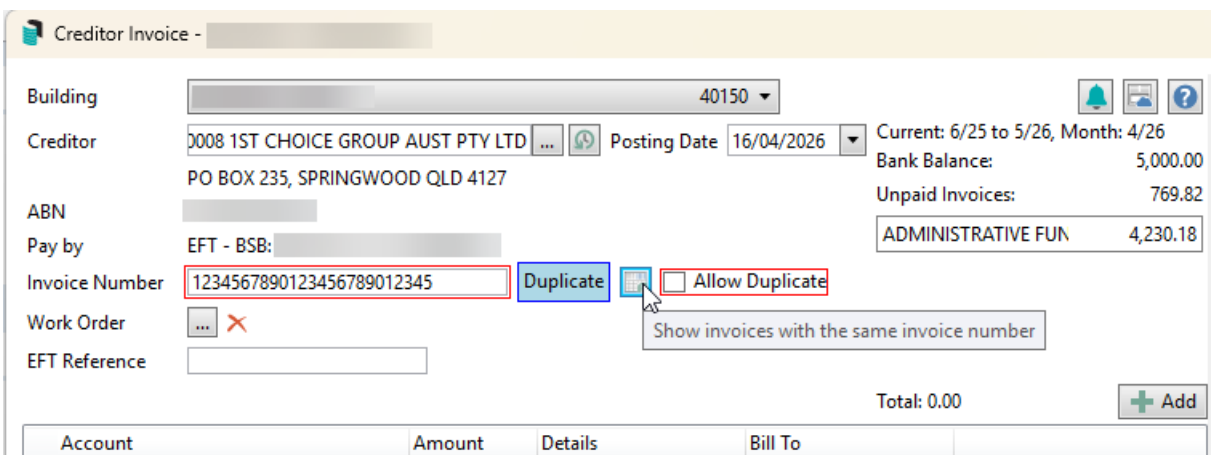
**A.** The posting date is the date the transaction is created. Depending on the office process, this is either the invoice date or today's date. If today's date is used, it can be automatically inserted using the user [configuration](#) *Auto Insert Today's Date*.

**Q.** Given that financials are produced through the AGM process regardless of audit status, is there a way to restrict postings to prior financial years via configuration?

**A.** The Lock Transactions field is available with the Financial Year Audit area in **Building Information**, which will offer control in both scenarios. Marking either field for the prior year prevents year dates from being used in **Creditor Invoices**. If an external audit has occurred, additional fields are available to record the auditor's name and audit date.

**Q.** What is the best way to see duplicate invoice numbers?

**A.** When an invoice has been entered in the same building, using the same creditor with an exact invoice number, there will be a flag to confirm that this is a duplicate invoice and an icon to select, which will display all duplicate invoice numbers. This will open **Search Creditor Invoice Items** and display the duplicate invoice numbers.



**Q.** Can part of an invoice be billed to the Owner?

**A.** Yes. When entering the creditor invoice, split the expense as required using multiple expense codes, and mark the applicable portion as Bill to Owner. Proceed to **Invoice Printing** if an itemised invoice needs to be provided back to Owner.

Creditor Invoice - SKYLINE II - KEEP 40150

Building: SKYLINE II - KEEP 40150

Creditor: 0008 1ST CHOICE GROUP AUST PTY LTD ... Posting Date: 16/04/2026

ABN: [Redacted]

Pay by: EFT - [Redacted]

Invoice Number: 9876543210

Work Order: [Redacted]

EFT Reference: [Redacted]

Current: 6/25 to 5/26, Month: 4/26

Bank Balance: 5,000.00

Unpaid Invoices: 769.82

ADMINISTRATIVE FUN 4,230.18

Total: 500.00

Account	Amount	Details	Bill To
> GARDEN & GROUNDS	250.00	50% Building	

Account: 13905 GARDEN & GROUNDS Fund: ADMINISTRATIVE FUND

YTD Actual: 0.00 Budget: 0.00

Amount: 250.00 Invoice Not Included In BAS

Details: 50% Owner

More Info: [Redacted]

OK to Pay

Add Purchase To Asset Register

Bill to Owner 100006 Lot 105 Unit 105 Invoice Code: Other

Pro Rata

Q. If an invoice has been loaded using an incorrect creditor, what can be done to correct this?

A. If the invoice loaded was for an incorrect creditor, this will need to be reversed and re-entered using the correct creditor record.

Q. Is the **Payments Management** module going to be replaced with **Payments Management (Preview)**?

A. Yes, the preview version will replace the existing module in a future version. This preview version can be set to include all the same restriction filters, and when saving the search, it can be set to *Save as default*. This will ensure that each time the window opens, the default fields appear.

Q. When an expense is on-charged to a debtor, how is it reported and which invoice code is used?

A. When an expense is on-charged, the system posts the original transaction to the expense account and then creates a credit to that expense, reallocating the cost to the owner. The owner's invoice generated from this process will typically be coded as *Other*.

2 records displayed

Batch No	Date	Account Code	Account Description	Type	Hidden	Amount	Running Balance	Invoice Code	Description	Reference	Extra Detail
002	28/02/2026	12510	AUDITORS - TAXATION SERVICES			154.00	154.00		08200026 - Committed	DA000002	66842FY26
016	28/02/2026	12510	AUDITORS - TAXATION SERVICES			-154.00	0.00	Other	02100005 - Committed	MA000002	66842FY26

Creditor Invoice Details - SKYLINE II - KEEP 40150

40150 SKYLINE II - KEEP Total: 154.00 Outstanding: 154.00

08200026 ABM ELECTRICAL CONTRACTING Invoice Number: 66842FY26

Date: 28/02/2026 Work Order: [Redacted] BPAY CRN: 1222222

Reference	Description	More Information	Expense Account	Tax Code	Amount	Paid Amount	Hold
D0000002	Tax Prep 26		12510 AUDITORS - TAXATIO	Not Included In BAS	154.00	0.00	<input type="checkbox"/>

Remove Document View Document Tag Paid Invoices Hold All Unhold All Undo Changes Revers Billed to Owner Reverse Invoice Save

**Q.** Is it possible to edit invoice descriptions for debtors or change the income code used?

**A.** Yes. Using **Local Transactions**, you can edit the description and amend the code for both the original expense and the related owner-side transaction.

**Q.** Can the Bill to Owner function be used to bill Second Debtors (non-owners)?

**A.** Yes. The Bill to Owner function includes both Owner and Second Debtor contacts, so either type can be on-charged. This can be done in both the **DocMax Invoice Details** area and the **Creditor Invoices** Bill to Owner area.

**Q.** When removing a document from a creditor invoice, can the document be split if more than one invoice has been attached in error?**A.** Yes. The document can be viewed and split before being re-attached.

You can access the document from Local Transactions, Search Creditor Invoice Items, Interactive Reports, or the Invoice Details area in DocMax.

When viewing the document, split it as required, then select Save and Close.

Return to the invoice, click Remove Document, then select Select Document to open a new Select Document window and attach the newly split document.

