Creditor Invoices | FAQ

Last Modified on 20/04/2026 11:08 am AEST

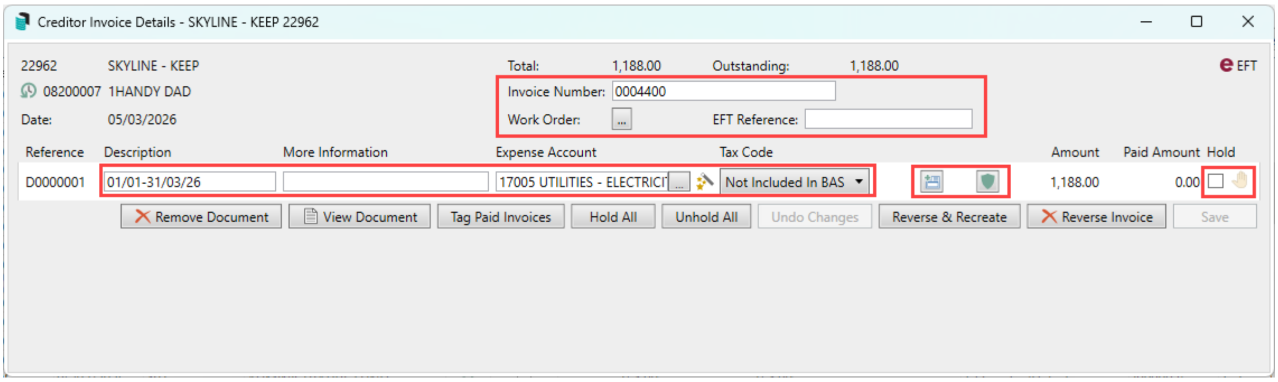
The page below includes some of the most frequently asked questions about Creditor Invoices.

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.

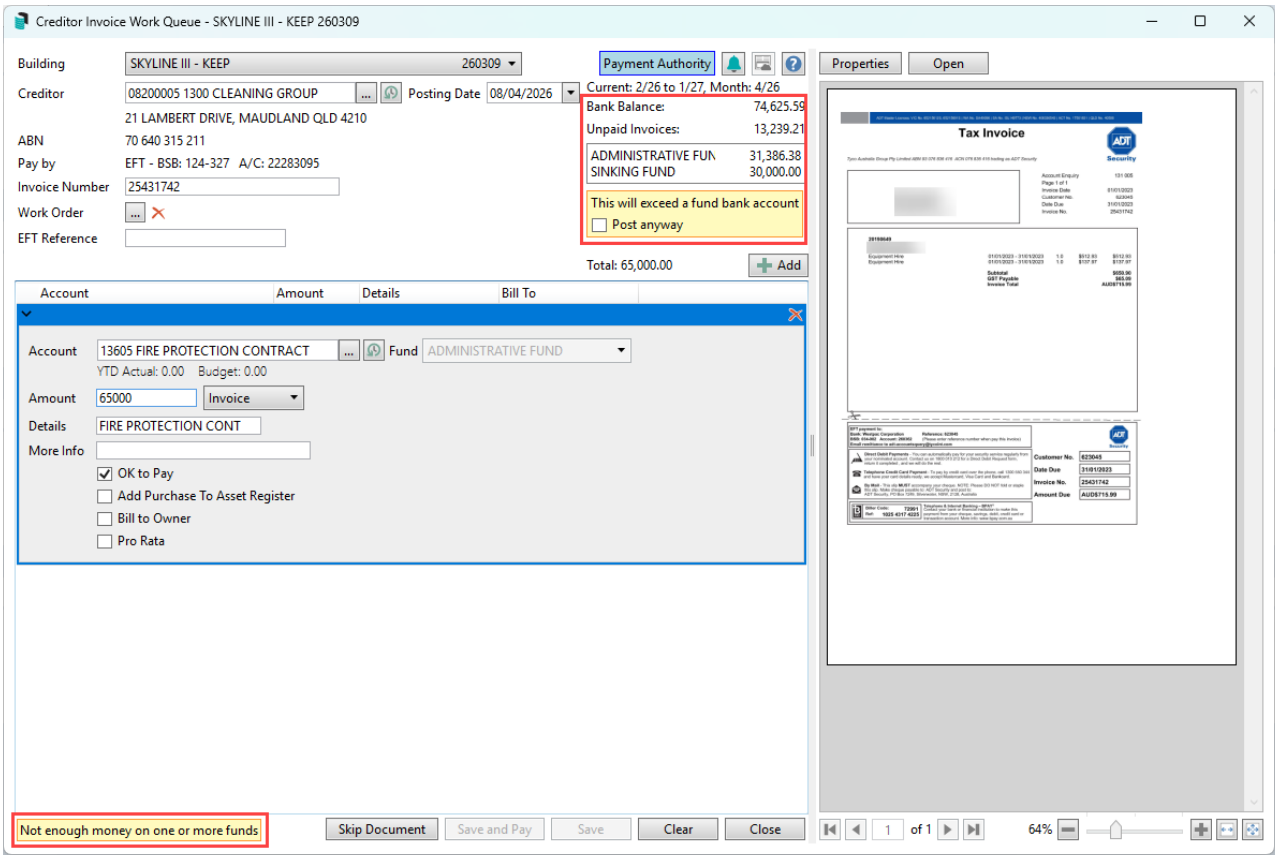
Q. How do I edit or reverse a creditor invoice?
A. From ***Search Creditor Invoice Items*** or ***Local Transactions***, using either the creditor or expense account, double-click or click details to see the extended information for the transaction. To edit the posting date, invoice number or update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



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. How do I restrict the ability to edit the creditor fields in the search screens?

A. Using ***Security Setup***, the areas that will need to be reviewed include:

Creditor

Creditor Invoice - Edit Description

Creditor Invoice Edit/ Reverse

Data Entry

Transaction entry edit reverse

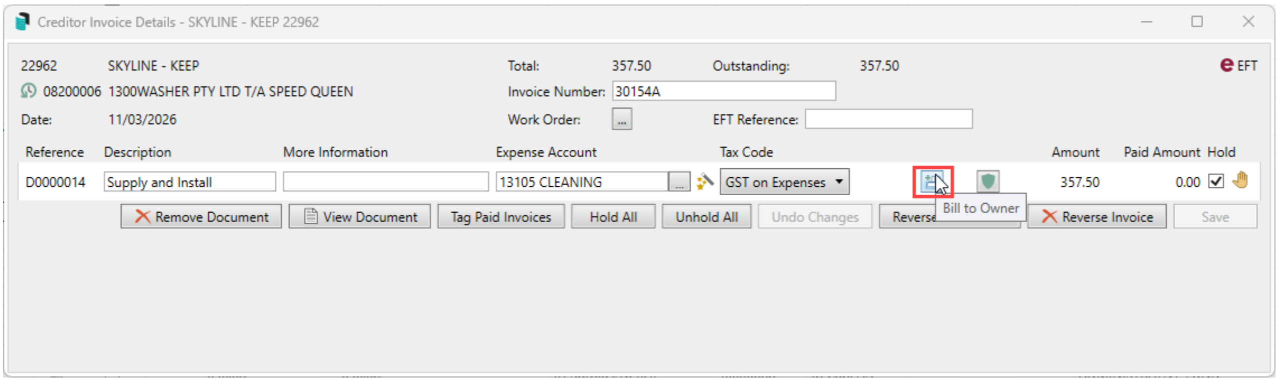
Further to that, to prevent changes occuring to the expense account:

Menu

Change Transaction Code

Q. An invoice was paid some time ago, and it now needs to be billed back to the owner. What is the best way to do this?

A. From ***Search Creditor Invoice Items*** or ***Local Transactions***, locate either the creditor or expense account that was used to pay the invoice. Double-click or click *Details.* Use the *Bill to Owner*icon, select the owner's account and invoice code and click *Save*. To print an itemised invoice for the owner, use ***Invoice Printing***.



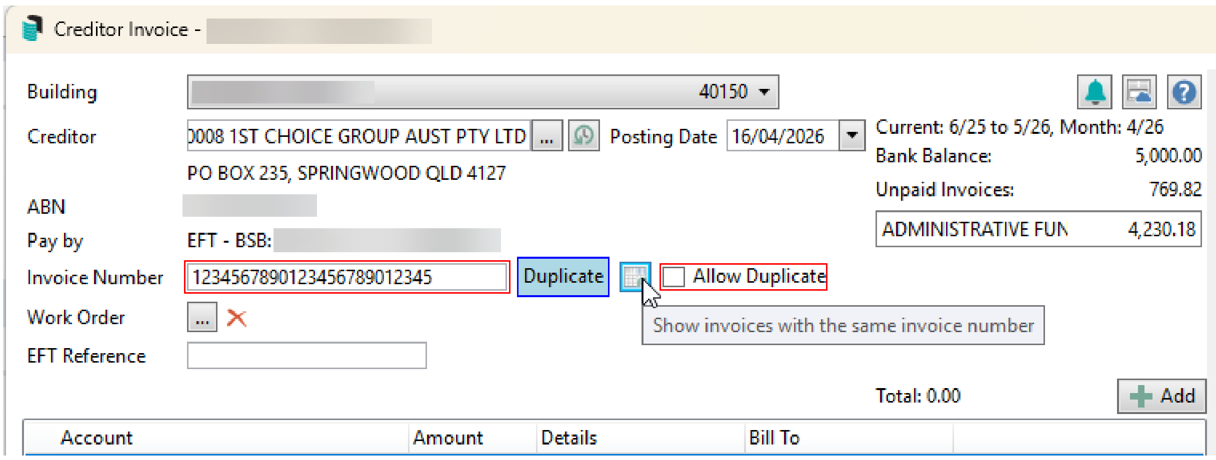
Q. Is there a way to edit the creditor whilst in either the ***Creditor Invoices (Preview)*** or the ***Creditor Invoices Work Queues*** area?

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

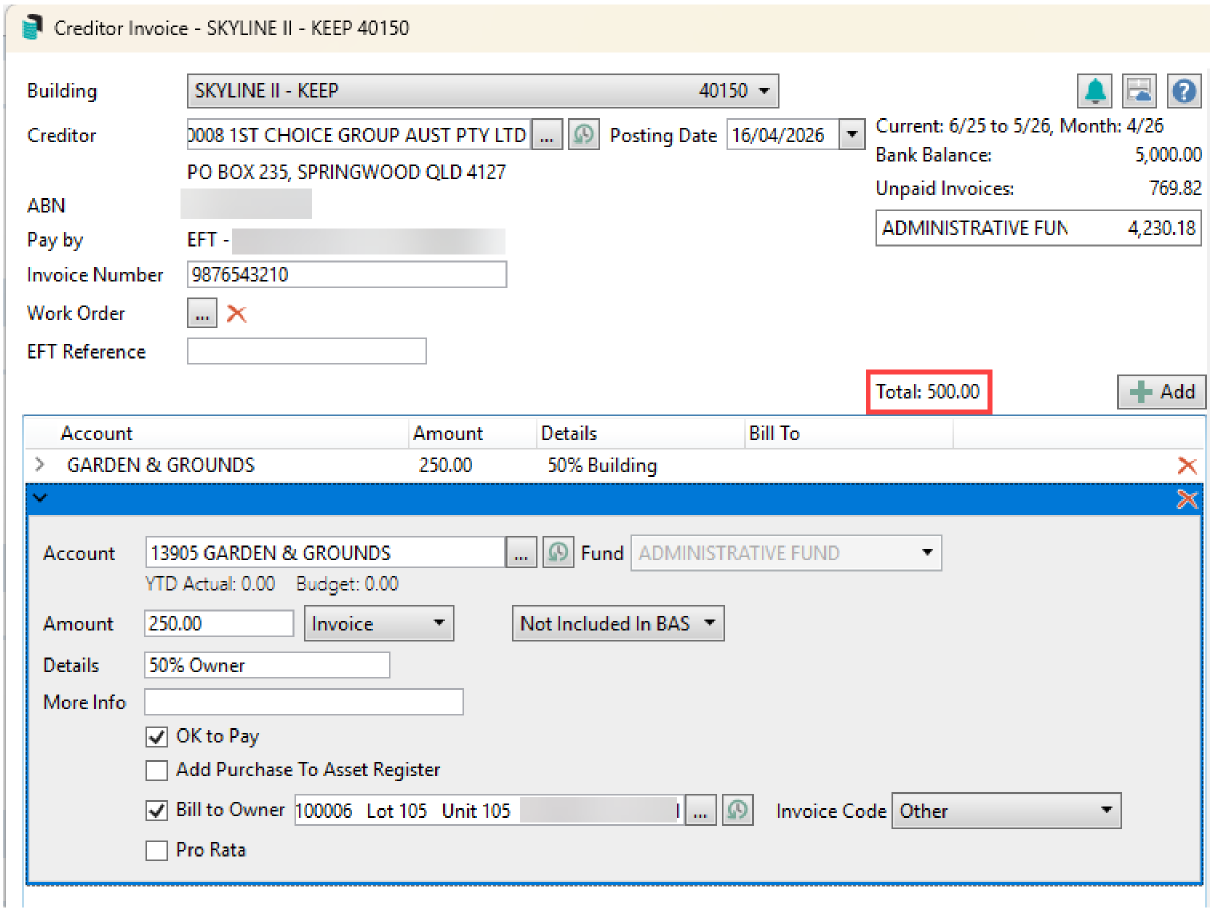
Q. Is the posting date the invoice date or the system entry date?
A. The posting date is the date the transaction is created. Depending on the office process, this is either the invoice date or today's date. If today's date is used, it can be automatically inserted using the user configuration *Auto 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 Financial Year Audit fields in ***Building Information*** control this in both scenarios. Marking the prior year as *Audit Done* prevents prior-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.



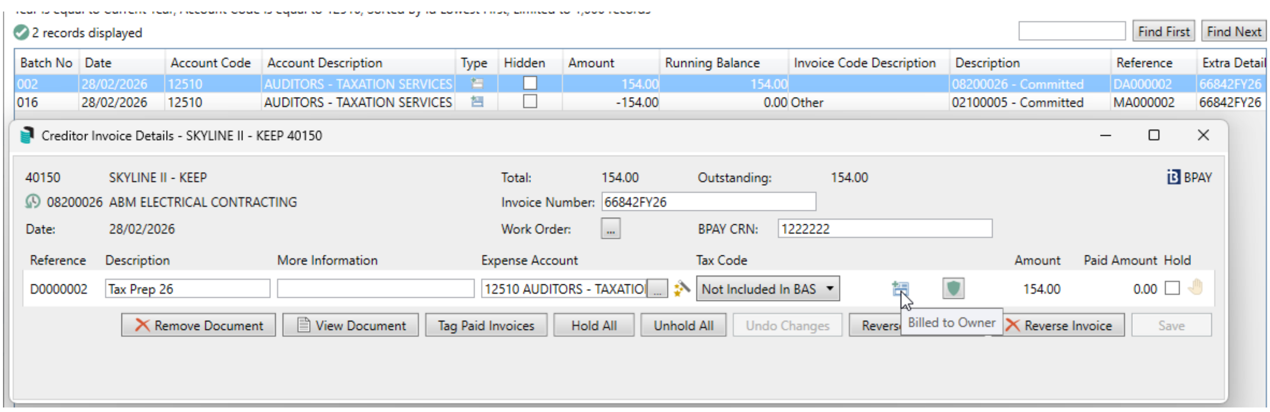
Q. Can part of an invoice be billed to the Owner?
A. Yes. When entering the creditor invoice, split the expense as required using multiple expense codes, and mark the applicable portion as Bill to Owner. Proceed to ***Invoice Printing*** if an itemised invoice needs to be provided back to Owner.



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 an owner, 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 invoice generated from this process will typically be coded as *Other.*



Q. Is it possible to edit invoice descriptions for owners 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. 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.