

Online Invoice Approval System FAQ



What is the Online Invoice Approval System?

Community Hub's Online Invoice Approval (OIA) system is an invoice management and processing solution run by an electronic workflow, which replaces manual handling and paper-based invoice approval. OIA workflow allows for the easy storage, tracking, editing and approval of all invoices in a single web interface.

How does it work?

Steps in the process:

- Invoices are scanned and saved into an electronic data storage system.
- The OIA system generates an individual workflow for each invoice.
- Your strata manager process the invoice by keying the creditor code, invoice reference, invoice date, payment due date, invoice amount, payment method and expense details into the computer system.
- The strata manager reviews the processed invoice.
- Subject to the committee requirements, the invoice is routed to the strata plan nominee via Community Hub for review.
- Subject to the nominee's approval (or otherwise), the invoice will either be paid and posted to the strata plan's financial accounts, or returned to the strata manager with instructions regarding further action.

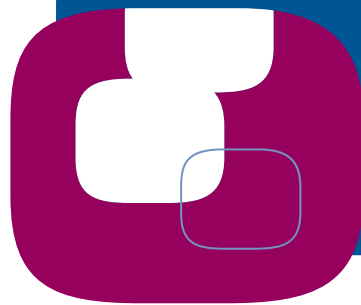
What does the committee need to do?

- The committee is required to nominate a person (or persons) to review invoices on behalf of the strata plan.
- The person(s) needs to register with Community Hub, where they will receive login and password to access the Online Invoice Approval screen.
- From the Online Invoice Approval screen, the authorised nominee(s) can review and approve or reject the strata plan's invoices.

What are the benefits?

- Control – the strata plan has complete control of invoice payments.
- Transparency – an electronic record of every invoice paid, who approved payment and when it was approved is maintained.
- Timely payment – an electronic approval and payment process allows for the timely payment of creditors.

For further questions please contact your Community Hub team on 1300 889 227 or communityhub@communitye.com.au



Your guide to using Online Invoice Approval System

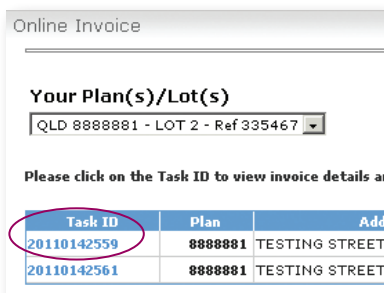
To use the system, simply follow the steps below.

1. Log into Community Hub

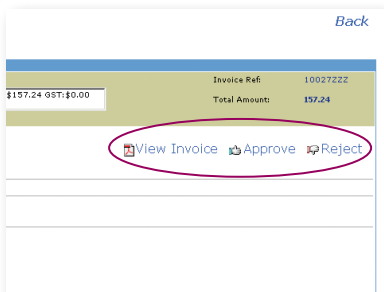
Go to communitye.com.au → Select Community Hub → Log In or Register for Community Hub if First Time User

2. Selecting an Invoice

Select invoice to review from the list provided on the web page.

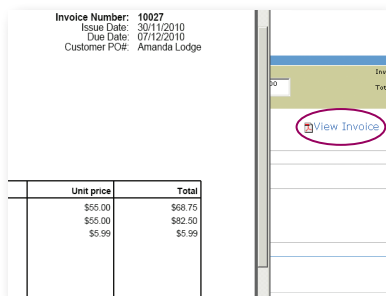


Invoice details will be displayed with the option to View, Approve or Reject the invoice.



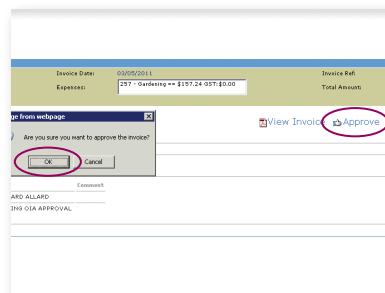
3. View your Invoice

To view the invoice, click on 'View Invoice' and a PDF will be displayed.

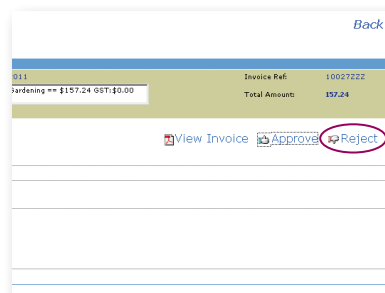


4. Approve or Reject your Invoice

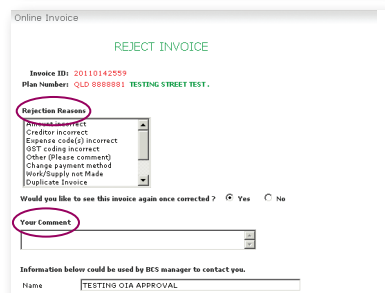
To Approve
To approve an invoice, click on 'Approve' then 'OK' to confirm. The screen will return to the invoice list.



To Reject
To reject an invoice, click on 'Reject'. The following screen will request a reason for the rejection.



Select the reason for the invoice rejection. Free text can be entered into the 'Your Comment' box. These details will be displayed to your Strata Manager with the rejected invoice.



Click on 'Reject' then 'OK' to confirm. The screen will return to the invoice list.

