



External Approver Process.

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**The
Knight**



External Approver Process.

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4. Process overview.

The Knight provides our clients with an integrated invoice approval system whereby Building Managers and/or an appointed Committee Member can review, approve or reject invoices online prior to payment, keeping you in control.

Figure 1 - Process Overview.

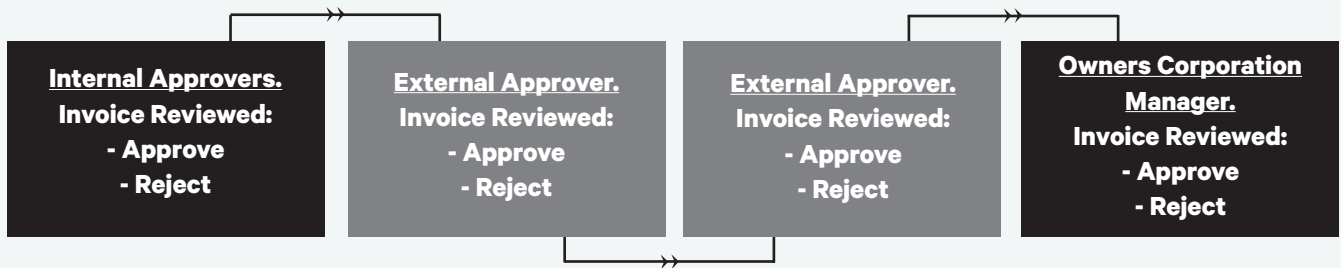
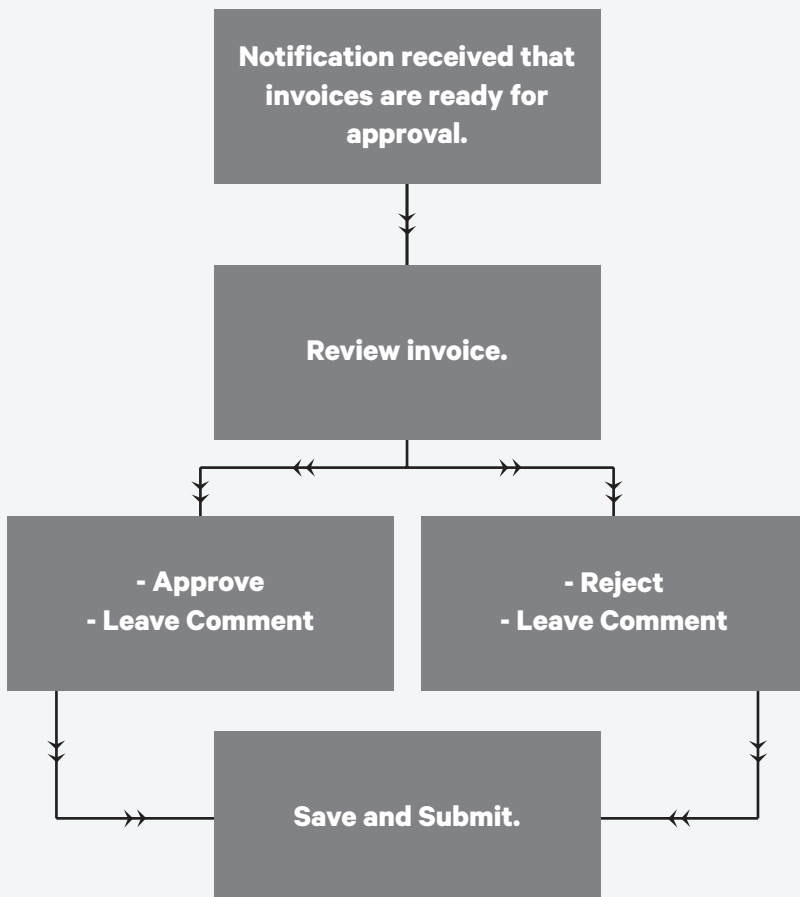


Figure 2 - External Approver process.



Role & responsibility of an External Approver.

An External Approver plays a vital role forming part of the accounts payable process for your Owners Corporation. It ensures that the Owners Corporation's funds are protected whilst providing transparency, simplifies auditing and ensuring works are completed satisfactorily (if applicable) prior to releasing payment to the creditor.

It is essential that an External Approver is committed to frequently reviewing invoices for approval and rejection as delays may have a negative impact resulting in disgruntled creditors due to late payments or loss of early payment discounts with utility providers. Payment cannot be made to a creditor unless approved by the relevant External Approver/s.

It is the responsibility of the External Approver to notify The Knight if they are unable to fulfill their External Approver duties for a period.

6. Setting up an External Approver

Simply head to the [External Approver page on our website](#), and submit the set up form.

Please enter your details carefully, and consider which type of invoices you would like to be involved in approving.

Some Owners Corporations can receive up to 25 invoices a week, so you may only wish to review certain expense types.

Once the External Approver is set up, they will receive an email with their External Approver login details.

External Approver Set Up >

Guidelines.

- Maximum of 2 representatives to be set up as an External Approver
- To view our Chart of Accounts, please request a copy from your Owners Corporation Manager

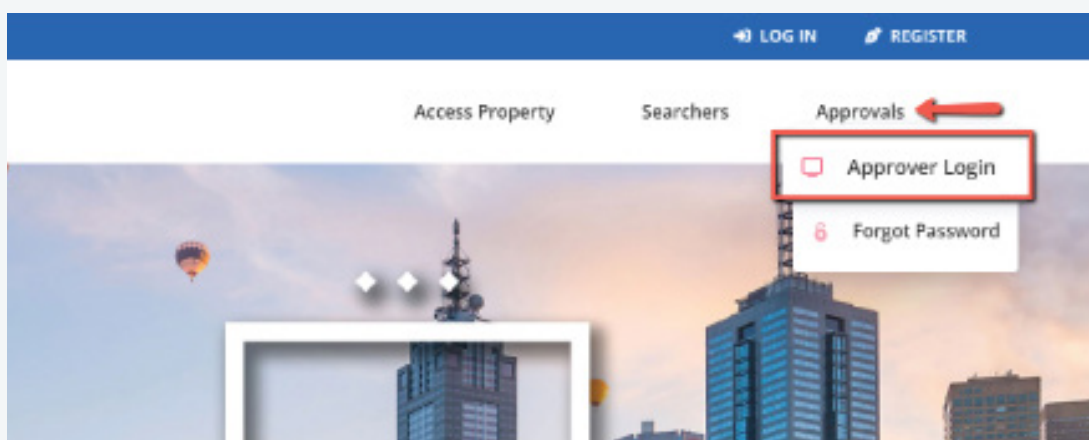
How to log in & change your password.

How to log in.

You will be sent an email daily when there are invoices ready for your approval.

The email will contain a link which takes you to the My Property portal.

1. Click on 'Approvals'
2. Select 'Approver Login'
3. Enter your username and password and click 'Login'



Changing your password.

When logged into the Approvals screen, in the top far right corner click on your username and choose 'Reset Password'

It will prompt you to 'Enter your Current Password' and then to 'Enter your New Password'

It will request you to 'Confirm your New Password'

Click 'Reset'

If both passwords match, your Password will be updated.

8. Review invoice.

The details on the creditor invoice and/or work order should match the details entered for payment.

Comments

The Manager's Assistant may leave a comment for the External Approver to view.

Plan

Your Owners Corporation Plan Number

Payee

Creditor's (Contractor) Company Name

Inv No

The invoice number noted on the Creditor's (Contractor) Invoice. If the invoice relates to a utility provider, the Inv. No will reflect the account number.

Split

If the invoice is split across two account codes, it will be displayed as two line items.

Account

The chart of account expense code. This account code should match your budget account codes (where applicable)

Inv Date

The Invoice date

Expense \$

The Invoice amount ex GST (if applicable)

GST \$

The Invoice GST portion (if applicable)

The GST portion is applicable if the Owners Corporation ABN is registered for GST.

Total \$

The Invoice Total amount payable including GST

Comment

The Invoice Description of Works

View Invoice

To view the creditor invoice (PDF) click on 'VIEW INVOICE'

View Work Order

To view the payment work order (PDF) click on 'VIEW WORK ORDER'

Note: If the file is large, it may take some time to load.

Approving & rejecting an invoice.

To leave comments.

Enter your comment in the 'Your Comments' field and then click on either 'APPROVE' or 'DECLINE' to save your comments.

Approving an invoice.

Once you have reviewed the invoice and wish to approve the invoice for payment click on 'APPROVE' and you may wish to leave a comment under 'Your Comments'

Guidelines.

- Your comments will be displayed to your Manager with the approved invoice.
- If the invoice is approved and you are leaving a comment, you must ensure that you have clicked 'APPROVE' in order for the Assistant and/or Manager to view your comments.

Rejecting an invoice.

Once you have reviewed the invoice and wish to reject the invoice for payment, enter the reason in 'Your Comments' and click on 'DECLINE'.

Guidelines.

- Your comments will be displayed to your Assistant with the rejected invoice.
- You **must** leave a comment under 'Your Comments' to decline an invoice.

Viewing approval history.

When logged into the Approvals screen, in the left menu bar click on 'Approvals' to expand the menu. Then click on 'View History'.

You can now select the date period you wish to view

10. **FAQs.**

1. I'm going on holidays and won't have access to my emails.

In the event an External Approver is unable to attend to their approvals, please notify your Management Team so we can remove you from the queue for an interim period to ensure that invoices are still paid in a timely manner.

2. The OC should not be paying for the invoice as it needs to be charged to a Lot or 3rd Party?

The tax invoice is addressed to the legal entity of the OC, therefore it is the OC's responsibility to make payment to the invoice. The original invoice from the creditor will be allocated to account code '872 – Other Debtor.' The OC will then recover payment from a Lot or 3rd party accordingly.

To ensure this occurs, please click on 'APPROVE' invoice and leave a comment stating which Lot or 3rd party needs to be invoiced.

If you forget to leave a comment of which Lot or 3rd party is to be charged, please contact your Management Team.

The Management Team will then issue an invoice to the Lot or 3rd party to recover the full cost of the original invoice.

3. The same invoice has been entered in multiple times.

There could be 1 of 2 reasons why the same invoice has been entered into the system multiple times:

1. The invoice needs to be split between more than one account code
2. The invoice needs to be split between multiple Owners Corporations (if applicable)

3.1. Multiple Account Codes

A creditor may provide an invoice for various items such as regular maintenance and ad-hoc maintenance. To ensure that the Revenue & Expense statements are accurate, a creditor invoice which has multiple items may be split across multiple account codes.

If the 'split' column reflects 'Yes', an invoice has been split in order to allocate to multiple account codes. You may have two or more entries with the same 'Inv No.'

When reviewing the invoice, check the following:

- total amount of the actual invoice; and
- review the multiple entries in the approvals screen with the same invoice no. to make sure the totals match up to the total of the actual invoice

3.2. Multiple Owners Corporation (if applicable)

A creditor may provide one invoice for regular maintenance across numerous common areas which needs to be split to multiple Owners Corporations.

To ensure that the correct Owners Corporation is paying the invoice, a creditor invoice which relates to multiple common areas may be split for payment by multiple Owners Corporations.

If the 'invoice no.' is entered numerous times, it has been split across multiple Owners Corporations.

When reviewing the invoice, check the following:

- total amount of the actual invoice; and
- review the multiple entries in the approvals screen with the same invoice no. to make sure the totals match up to the total of the actual invoice

4. I've already approved this invoice for payment, however I have to approve again?

Although you've approved the invoice, it may not be final. The Manager will be last in queue and until 'Approved' by the Manager, the invoice has not hit the payment run.

4.1. Manager 'Rejected' Invoice

This can lead to the Manager 'Rejecting' the invoice due to a change required and if this occurs, it will go through the External Approver process again as if it is a new invoice received.

4.2. Manager changed the Owners Corporation paying the invoice

The invoice may have been allocated to the incorrect Multiple Owners Corporation paying the invoice therefore the Manager has made a change and the invoice will go through the External Approver process again as if it is a new invoice received.



Contact us.

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