



ABN Group Invoicing Tips & Guide

Do's & don'ts, entity names, invoice inboxes, and invoice example.

November 2025

Quick reference guide

Submitting invoices to ABN Group

We want to make sure your invoices are processed quickly and accurately. To help us help you, please follow these guidelines when sending invoices.

Why this matters

Following these guidelines ensures:



Faster processing of your invoice.



Less back-and-forth with Accounts Payable



Timely payments to nominated account

Things to do

- ✓ Clearly state your **trading name and ABN**.
- ✓ Invoice details: Include **the invoice date** and a **unique invoice number**.
- ✓ Reference a **valid purchase order (PO) number** on the invoice. Note that only **one PO** per invoice is allowed. Progress invoices against a single purchase order is still acceptable.
- ✓ Provide a **detailed description** of the goods/services, including **quantity, unit of measure** and **price**. Quantities and prices must not exceed those on the PO.
- ✓ Clearly state the **GST, subtotal and total amount** clearly. Outline payment terms, including **due date** and **payment methods**.
- ✓ Include our **trading name and ABN details** per the PO.
- ✓ Submit invoices in **PDF format**, typed and legible.
- ✓ Submit to the correct, new entity **email address**.

What not to do

- ✗ **Send handwritten invoices** – these cannot be processed in our new system.
- ✗ **Send a single invoice with multiple purchase order numbers** – your invoice will be rejected.
- ✗ **Use a different format every time you invoice us** – stick to one compliant template.
- ✗ **Attach invoices in editable format** (e.g., Word, Excel, Images) – PDF format required.
- ✗ **List PO number / details across multiple lines or include extra words**.
- ✗ Include **sensitive information**.

Remember

- ✓ Clear, typed format
- ✓ Correct purchase order (PO) number
- ✓ Include ABN, bank details, GST, totals
- ✓ ABN Group contact person reference

If you need further support or clarity around invoicing, please contact us through our Support inbox:

Financesupport@abngroup.com.au

New Accounts Payable email inboxes

From 1 October, invoices must be submitted to the correct designated invoice inbox. Refer to our guide below.

Please note that **statement and invoice inboxes will not be monitored**. It is critical that any questions or issues are sent to the query inbox to avoid delays. Queries or concerns must be directed to the query inbox for each relevant entity. This will ensure your emails reach the right team straight away.

Current brand / entity	New Legal Entity	New Emails
Boutique Homes Homebuyers Centre Victoria	ABN Group (VIC) Pty Ltd ABN 82 130 382 188	InvoicesVic@abngroup.com.au StatementsVic@abngroup.com.au QueriesVic@abngroup.com.au

Your guide to ABN Group invoice requirements

Please note, this is an example ONLY

TrueFlow Plumbing and Gas Pty Ltd

Clearly state your business name

ABN 99 000 123 123

Ensure you include your ABN number

Bill to:

ABN Group (VIC) Pty Ltd

81 Lorimer St

Docklands VIC 3008

ABN 82 130 382 188

Ensure you reference the correct **ABN Group entity** you're invoicing and include their ABN number

TAX INVOICE

Invoice No.: INV-1234

Invoice Date: 1/12/2025

Reference: John Smith

Purchase Order No.: P012345678910

Job address: 45 Smyth Street, Moorabbin VIC 3189

Job number: 12345

Include the Purchase Order reference in the format you've been provided. If the Purchase Order number is in the new format starting with 'P', ensure the second character is **'0' (zero the number) not 'O' (alphabet letter)**. The Purchase Order number will appear in one of the following formats:

- P[12-digit number] e.g. P012345678910
- [5-digit number]-[4-digit number] e.g. 12345-1234
- [6-digit number]-[4-digit number] e.g. 123456-1234

Item description	Quantity	Unit Price	GST	Amount
Item description	1.00	1,000.00	10%	\$1,000.00
Item description	1.00	2,000.00	10%	\$2,000.00
			Subtotal	\$3,000.00
			TOTAL GST	\$300.00
			TOTAL AUD	\$3,300.00

Payment to be made to:

BSB: 123-456

Account No.: 98765432

Payment due by 8/12/2025

Include your business bank account details and payment terms.

GST must be clearly stated in **dollars**, not a percentage.

When complete, please **save as a PDF** and submit to the correct designated ABN Group Accounts Payable invoice inbox. See page 2 of the Vendor Reference Guide for inbox details. www.abngroup.com.au/wp-content/uploads/2025/10/Vendor-Reference-Guide.pdf