ABN Group Invoicing Tips & Guide

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

November 2025

Quick reference guide | Home Assist

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 **work order number** on the invoice. Note that only one **work order number** 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 work order.
- ✓ Include our **trading name and ABN details**.
- ✓ Clearly state the **GST (in dollars), subtotal** and **total amount** clearly.Outline payment terms, including **due date** and **payment methods**.
- ✓ Submit invoices in **PDF format**, typed and legible.
- ✓ **Only submit one invoice per PDF file.** The system cannot process multiple invoices within a single PDF.
- ✓ Submit to the correct, new entity **email address.** Home Assist's new entity name is ABN Residential WA Pty Ltd and you can submit emails to Invoicesresidential@abngroup.com.au

What not to do

- × **Send handwritten invoices –** any handwritten invoices (PDF) will need to be clear and neat to avoid delays in payment.
- × **Send a single invoice with multiple work 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 work order details across multiple lines or include extra words**.
- × Include **sensitive information**.

Remember

- ✓ Clear, typed format
- ✓ Correct work order number
- ✓ Include ABN, bank details, GST, totals
- ✓ ABN Group contact person reference

If you need further support, please contact your Service Manager. They will assist you and can direct your question to the appropriate person at ABN Group.

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
Boeing Plumbing Ceiling Solutions The Maker ABN Contracting	**ABN Construction Services Pty Ltd** ABN 55 068 687 294	InvoicesCS@abngroup.com.au StatementsCS@abngroup.com.au QueriesCS@abngroup.com.au
Celebration Homes Dale Alcock Homes Homebuyers Centre Webb & Brown-Neaves Homes Dale Alcock Homes South West Dale Alcock Projects **Home Assist**	**ABN Residential WA Pty Ltd** ABN 11 008 871 761	Invoicesresidential@abngroup.com.au Statementsresidential@abngroup.com.au Queriesresidential@abngroup.com.au
ABN Management Services	**ABN Management Services Pty Ltd** ABN 78 605 291 683	InvoicesMS@abngroup.com.au StatementsMS@abngroup.com.au QueriesMS@abngroup.com.au
ABN Group Resolve Finance	**As per your purchase order**	InvoicesOther@abngroup.com.au StatementsOther@abngroup.com.au QueriesOther@abngroup.com.au
Parcel Property/Parcel Realty*	**As per your purchase order**	accounts@parcelproperty.com.au
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

**There is no change to current process for Parcel Property managed syndicates.*

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

TAX INVOICE

Bill to:

ABN Residential WA Pty Ltd
301 Vincent Street
Leederville WA 6007
ABN 11 008 871 761

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

Invoice No.: INV-1234
Invoice Date: 1/12/2025
Reference: John Smith
Reference No.: DAH-DAH-32039-021-1100-110

Include the **work order reference** in the format you've been provided. This number is made up of:
Brand/Division/Job Number/Task Number/Type Number/Category Number

Job Address: 54 Jarrah Street, Subiaco 6008
Job Number: 32039

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

EXAMPLE ONLY

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

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.

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