ABN Group Invoicing Tips & Guide

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

February 2026

Quick reference guide | Warranty (VIC)

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 number** on the invoice. Note that only **one Purchase Order** per invoice is allowed. Progress invoices against a single purchase order is still acceptable.
- ✓ Ensure that the second character of the Purchase Order number is the **numeral "0" (zero)**, not the letter "O".
- ✓ Submit to the correct, new entity **email address.**
- ✓ 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. **Only submit one invoice per PDF file.** The system cannot process multiple invoices within a single PDF.

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.
- × Do not include **multiple invoices in a single PDF document.**
- × **List PO number / details across multiple lines or include extra words**.
- × Include **sensitive information**.

Remember

- ✓ Clear, typed format
- ✓ Include ABN, bank details, GST, totals
- ✓ Correct purchase order number starting with P0
- ✓ ABN Group contact person reference

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

TAX INVOICE

Bill to:

ABN Group (VIC) Pty Ltd
81 Lorimer Street
Docklands VIC 3008
ABN 82 130 382 188

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: 45 Smyth Street, Moorabbin 3189
Job Number: 12345

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 (InvoicesVic@abngroup.com.au)