eInvoicing

How to use eInvoicing to exchange invoices directly between suppliers' and buyers' software.

What is eInvoicing? ›

About eInvoicing and how your business can benefit from its use.

eInvoicing for businesses ›

How to get started with eInvoicing and work with your trading partners for a smooth transition.

eInvoicing for tax professionals and business advisers ›

How to support your clients in getting started with eInvoicing and enhancing your clients' digital capability.

eInvoicing for government ›

How all levels of government are adopting Peppol eInvoicing to help boost productivity across the economy.

Peppol ›

About the Peppol framework and how to identify Australian trade partners that are ready to receive eInvoices.

eInvoicing news and resources ›

Keep up to date with the latest eInvoicing information and resources.

QC 57981

What is eInvoicing?

About eInvoicing and how your business can benefit from its use.

Last updated 3 November 2022

eInvoicing is the digital exchange of standardised invoice information between suppliers' and buyers' software through the secure Peppol network.

eInvoicing is a more efficient, accurate and secure way, and is different to, sending and receiving invoices as PDFs and emails.

With eInvoicing:

- suppliers don't need to print, post or email paper-based or PDF invoices

- buyers don't need to manually enter or scan invoices into their software

- businesses can connect once and immediately transact with everyone on the same network, no matter what eInvoicing-enabled software they use.

Australia has adopted the [Peppol](#) framework as the common standard and network for eInvoicing.

The government nominated the ATO as [Australia's Peppol Authority](#) based on our experience with similar digital initiatives such as Single Touch Payroll.

Our role as the Australian Peppol Authority is to ensure the eInvoicing standard is implemented consistently by all digital service providers in the eInvoicing network.

We can't see your invoice information, and we don't receive a copy of this information. eInvoicing is not a compliance or revenue measure.

For more information about eInvoicing, see Benefits of eInvoicing.

Benefits of eInvoicing ＞

How your business can enjoy the benefits eInvoicing.

QC 70813

Benefits of eInvoicing

How your business can enjoy the benefits eInvoicing.

Last updated 3 November 2022

On this page

Save time and money

Reliable and secure

Reduce payment times

Better for the environment

Connect once, trade with many

Save time and money

eInvoicing reduces manual data entry and enables process automation. It can save you time and let you focus on running your business.

eInvoicing will also help reduce your administration costs. Paper and PDF invoices generally cost between $27 and $30 to process. eInvoicing can reduce this to less than $10 an invoice.

With eInvoicing, you:

- as a buyer, don't need to scan and manually enter invoices into your software

- as a supplier, don't need to create paper or PDF invoices and then print, post or email them

- can automate invoice processing through standardised, better-quality data

- reduce delays caused by invoice errors and invoices being misplaced, incorrectly addressed or going missing

- reduce the time spent following up late invoices.

While you still need to apply your internal checks and assurance processes before paying your invoices, you may see cost savings due to automation of manual administrative tasks and faster processing.

Reliable and secure

According to the Australian Competition and Consumer Commission, payment redirection and false billing scams were some of the most common scams reported. More than $227 million was lost to these scams in 2021.

eInvoicing can help make your business more secure in several ways:

- eInvoices are exchanged securely through the Peppol network by approved access points, using the buyer's and supplier's ABNs.

- The risks of fake or compromised invoices, email scams and ransomware attacks are lower compared with posted or emailed invoices.

- There is no risk of lost invoices.

- You keep control of invoice processing. This includes verifying and approving invoices.

- eInvoices can only be viewed by the supplier, buyer and digital software provider. eInvoices don't go through the ATO and we can't view them.

Reduce payment times

eInvoicing can improve your cashflow with faster processing and quicker payments.

Australian Government agencies are paying eInvoices in 5 days, where both the supplier and buyer use Peppol eInvoicing. For more information, see Australian Government Supplier Pay On-Time or Pay Interest Policy ⧉.

State governments are also encouraging eInvoicing. The NSW Government mandated eInvoicing for all government agencies from 1 January 2022. Other states are working on their approach.

Better for the environment

eInvoicing can help your business reduce the use of paper and other resources when managing invoices. eInvoicing also reduces energy consumption and greenhouse gas emissions, making it an environmentally friendly alternative to printing and posting paper invoices.

For companies who have environmental, social and governance targets, eInvoicing can help you achieve them.

Connect once, trade with many

Businesses only need to connect once to trade with anyone on the [Peppol network](#).

- Businesses can use eInvoicing regardless of their size or software they use.

- All that's needed is that both the supplier's and buyer's software are connected to the Peppol network.

- Large businesses can add [Peppol](#) to their trading networks to help their SME trading partners to exchange invoice data directly from their software and help them reduce admin costs.

QC 67571

eInvoicing for businesses

How to get started with eInvoicing and work with your trading partners for a smooth transition.

Last updated 8 April 2025

> ### On this page
>
> [Register for eInvoicing](#)
>
> [Plan for a smooth transition](#)

Register for eInvoicing

To start using eInvoicing, you need to register on the [Peppol](#) eInvoicing network.

There are different options to register on the Peppol network, including through either:

- your existing eInvoicing Ready software

- an eInvoicing service provider

- a free or low cost online solution – see eInvoicing Ready product register ☒.

Choose an option that best fits your business needs and plans. To get ready, you can:

- check the eInvoicing Ready product register ☒ to find out if your existing software is ready for eInvoicing

- check with your software provider to find out whether your existing software is or will be ready for eInvoicing

- talk to different eInvoicing service providers ☒ to find out how they can help you become ready for eInvoicing.

If you need help, talk to your business adviser about eInvoicing and how to get started.

The Peppol eInvoicing standard can be used to issue an invoice that complies with the requirements of a tax invoice.

For record keeping purposes, an eInvoice is no different to other digital records. Make sure you follow the digital record keeping rules for business.

The ATO and New Zealand Government have developed an eInvoicing guide to assist large businesses and government agencies starting an eInvoicing implementation. Download the A-NZ Peppol eInvoicing Business Guide from the 'Implementing eInvoicing' section of NZ's 'Advice for large businesses' ☒ webpage.

For more information about eInvoicing for your business, see:

- Getting started with eInvoicing for small business.

- Getting started with eInvoicing for medium and large businesses.

Plan for a smooth transition

To successfully transition to eInvoicing, review your business processes and requirements to understand your current state of invoicing. This includes:

- how many invoices you send and receive, and how often

- how you send, receive and process invoices and if you use purchase orders

- who your top suppliers and buyers are (by number of invoices)

- what changes are required in the current software and scanning tools that you use to manage your accounts payable and receivable.

To plan for a smooth transition to eInvoicing:

- understand and manage changes in business processes within your business
- communicate with your trading partners about upcoming changes
- make sure your customer records are up to date, including capturing their ABN
- encourage your trading partners to get ready and start using eInvoicing.

Onboard your trading partners

To successfully onboard your trading partners, you should:

- try eInvoicing with a small number of your trading partners
- progressively onboard more of your trading partners, focussing on those with most benefit to your organisation, for example high-volume suppliers, or those with a high error rate
- transition as many of your trade partners as possible to the eInvoicing channel to maximise your benefits.

For more information see, [Onboarding trading partners for large businesses](#).

Getting started with eInvoicing for small business ›

How small business can get started with eInvoicing to exchange invoices with trading partners through software.

Getting started with eInvoicing for medium and large businesses ›

Help for medium and large businesses with implementing Peppol eInvoicing and onboarding trading partners.

Onboarding trading partners for large businesses ›

Key principles and steps to onboard your trading partners to eInvoicing.

QC 57984

Getting started with eInvoicing for small business

How small business can get started with eInvoicing to exchange invoices with trading partners through software.

Last updated 3 June 2025

On this page

[How to start eInvoicing](#)

[Cost of eInvoicing](#)

[Other considerations](#)

[eInvoicing for small business video series](#)

How to start eInvoicing

eInvoicing will help your small business save time and simplify invoice management. It's a standardised and easy way to send and receive invoices between the buyer's and supplier's software through a secure network.

You and your trading partners can use any software to invoice. You can connect to the eInvoicing network called [Peppol](#). It's not mandatory to use, but there are many [benefits of Peppol eInvoicing](#) for suppliers and buyers.

If you're already using software to manage invoices

If your business management software is [eInvoicing-Ready](#) ↗, getting started is quick and easy. You just need to register your software to connect to the network. Check with your software provider and follow their instructions.

Once you've registered, you can send and receive eInvoices with any business or government entity registered on the network.

You will need your trading partners' Australian business number (ABN). Make sure their customer records are up to date in your software.

Ask your trading partners to register too. You will save more time and money as more of your trading partners switch to eInvoicing.

If your invoicing software doesn't have eInvoicing capability, consider using an eInvoicing plug-in or app that integrates with your software. Check with your software provider and follow their instructions.

For more information, see our factsheet eInvoicing – a better way to do business.

If you don't use software to manage invoices

If you don't use business management software, consider using an eInvoicing web portal. Many service providers offer this to support small businesses that send or receive few invoices.

Cost of eInvoicing

For software users, the cost will depend on your software product. eInvoicing may be included in your subscription or be available as a plug-in or app that integrates with your software.

For non-software users, there are free and low-cost web portal solutions available depending on your business needs.

Talk to your preferred software or service provider to find out more.

Other considerations

- How you receive invoices will change as they will appear in your software, so you must know where to find them.

- Think about other changes to your processes, including checking and approving eInvoices.

- Talk to your employees and trading partners about these changes.

- Check the eInvoicing-Ready product register ☐ to see if your software can eInvoice or find a web portal solution. Alternatively, talk to your software provider.

- If you need help getting started with eInvoicing, talk to your adviser. Different business management software providers may offer different eInvoicing packages, so it's important you choose the one that is right for you.

eInvoicing for small business video series

Watch our series of videos about eInvoicing for small business.

What is eInvoicing?

ATO's role as Australian Peppol Authority

eInvoicing Saving time and money

eInvoicing A safer way to do business

How to get started with eInvoicing

QC 70126

Getting started with eInvoicing for medium and large businesses

Help for medium and large businesses with implementing Peppol eInvoicing and onboarding trading partners.

Last updated 3 November 2022

On this page

[Develop a business case for eInvoicing](#)

[Scope and implementation approach](#)

[Cost for medium and large businesses](#)

[Become eInvoice-enabled](#)

[Business change considerations](#)

Develop a business case for eInvoicing

Every business is unique. Not everything here will apply to you or there may be other things you need to consider.

This guidance assumes that your business has experience or access to project and change management capabilities, and you'll get advice on these aspects of your eInvoicing project through these channels.

When developing your business case, consider the costs and benefits of each implementation option. Consider your business's current invoice management practices to determine how Peppol eInvoicing may benefit your organisation.

- Prioritise current state

- Benefits assessment

Prioritise current state

Identify and prioritise your eInvoicing implementation scope, such as:

- focus on sending eInvoices or receiving eInvoices, or both

- consider whether your trading partners use additional documents, for example purchase orders.

Knowing these details will help you adopt eInvoicing and prioritise effort and expenditure against other business priorities.

Consider the following:

- How many invoices do you send and receive, and how often?

- How do you send and receive invoices (through what channels and in what formats)?

- What is the effort to onboard suppliers and customers currently?

- What information do you and your suppliers and buyers need on an invoice?

- Do you use purchase orders (PO)? Do you provide the PO number to your suppliers?

- How do you process invoices? Do you use 2 or 3-way cross-referencing of your purchase orders, goods receipt notes and supplier invoices, exception handling, workflows and approvals?

- What approval mechanisms, systems, tools or applications do you use?

- How do you pay invoices (what enterprise resource planning (ERP) and financial management information systems do you use)?

- Who are your top suppliers and buyers based on invoice volume?

- What are your customer and supplier expectations for transacting digitally through the Peppol network?

To help assess your current operations and determine the eInvoicing value case for your business, complete the eInvoicing value assessment questionnaire.

To get an overview, read the costs and benefits for business case development associated with Peppol eInvoicing.

Benefits assessment

Use the information from your current state assessment to consider how eInvoicing may help you address any gaps or pain points.

eInvoicing may help:

- achieve further efficiencies by transitioning all suppliers to a digital channel

- consolidate your less-efficient electronic channels by shifting to Peppol

- reduce onboarding effort and cost, and residual manual intervention. For example, transition webforms to Peppol

- enable your SME trading partners to exchange invoice data directly from their software and help them reduce admin costs

- remove friction points and improve your relationships with suppliers and customers.

Scope and implementation approach

The effort required to adopt eInvoicing may vary depending on the current state of your invoice management.

You may already have software, systems and processes that need little work to connect to the [Peppol network](#). Or you may need to redesign your business processes and invest in new systems or tools to streamline your processing.

You can choose to adopt eInvoicing at a pace that suits your business and your business partners.

Key considerations

Start with a few trading partners who have straightforward invoicing requirements and large invoice volumes, and then onboard trading partners with more complex requirements.

Identify what technical infrastructure and software systems capability your business currently has for eInvoicing. Determine if you need to address any gaps for your business to enable eInvoicing.

Business requirements

When assessing potential software solutions, consider what your business requirements are for:

- sending and receiving eInvoices

- invoice processing procedures and workflows, including matching or verification, approving and paying

- storage and archiving

- reporting

- disaster recovery and business continuity.

Note: The Australian business number (ABN) is the business identifier that is commonly used to route eInvoices in Australia. When sending eInvoices, your system should include your ABN and your receiver's ABN. If your current system does not include your ABN, your Peppol service provider may have a solution.

Cost for medium and large businesses

Upfront time and expenditure

Your upfront investments may include:

- information and communication technology (ICT)

- project management, including change management

- supplier or buyer onboarding and testing

- any other related internal costs, such as system integration.

Ongoing costs

Your ongoing costs may include:

- transactional per invoice charges, data charges or a subscription charge by your service provider – these vary between service providers depending on your usage and service provider commercial model

- onboarding of new and existing suppliers or buyers.

Before you select a service provider, read selecting a Peppol access point for eInvoicing.

To get an overview, read the costs and benefits for business case development associated with Peppol eInvoicing.

Become eInvoice-enabled

A business is eInvoice-enabled when they can send and receive eInvoices through the Peppol network.

When you can receive eInvoices, your service provider will list you in the Peppol Directory.

You can use the Peppol Directory to find other businesses that are registered to receive eInvoices. Only eInvoice receivers are registered in the directory.

Some businesses use multiple software products and different systems for running different functions within their business.

Explore your current systems and software

When exploring options for becoming eInvoicing-enabled, understand what system or software you use or last used to receive and process invoices.

Systems or software used to support invoice management processes include:

- job management or practice management software

- billing software

- billing providers or mail-house

- optical character recognition (OCR) software

- accounts payable automation software

- procure-to-pay platforms

- electronic data interchange (EDI) platforms

- enterprise resource planning (ERP) software

- financial management information systems (FMIS).

To enable eInvoicing, you will need software to receive or send the invoice data and an accredited access point to connect to the Peppol network. In some cases, the software provider will provide the business with both functions.

Options to connect

To become eInvoicing-enabled, use one of the following options:

- [Connect through your existing software](#)

- [Connect existing software to an access point](#)

- [Acquire enabled software](#)

- [Become an access point](#)

Connect through your existing software

Many software products already have eInvoicing capabilities. You may simply need to:

- activate eInvoicing through your software

- ask the software provider to make a change to your service

- upgrade to the latest version or module of your software.

To find out if your software is already eInvoice-enabled, see the [eInvoicing Ready product register](#) ⬀. If your software isn't listed, ask your software provider if their product is eInvoicing Ready and what you need to do to get connected.

Connect existing software to an access point

If your existing software isn't eInvoicing Ready, you can use an [access point](#) ↗ to connect your software to the Peppol network. The access point manages the secure exchange of the documents between your systems and the Peppol network.

Buyers and suppliers can choose their preferred access point to connect to any participant on the Peppol network.

Depending on your system's configuration, you may choose to have a single access point for sending and receiving eInvoices, or you may have different access points.

Find out how to select a Peppol access point for eInvoicing and see the list of [eInvoicing accredited service providers](#) ↗.

Acquire enabled software

If your organisation is still processing invoices manually or relies on email, you may benefit from using software that automates invoice processing.

Many service providers do more than just transmitting documents across the [Peppol network](#). They can offer a range of services that will help you streamline and automate your processes.

Your choices will determine the scale and complexity of your eInvoicing implementation project. You might need to consider process improvements, system configuration, change management planning and activities to support your staff during the transition.

To find eInvoice-enabled software that offers accounts payable automation, see the [eInvoicing Ready product register](#) ↗.

Become an access point

If your business requirements limit your organisation to only in-house options, you can become your own access point. This allows your organisation to own and host your own solution to interact with the Peppol network.

To become an accredited access point, you must meet all the initial and ongoing technical, governance and security requirements stipulated by [OpenPeppol](#) ↗ and the [Australian Peppol Authority](#).

An organisation can become their own access point by building the capabilities on their own or purchasing the technology which is available from some of the existing Peppol accredited access points.

To find out how to become an access point, see the [Australian accreditation process](#) ↗.

Business change considerations

Implementing eInvoicing may affect your business's people, systems, processes and trading partners.

The impact will depend on the solution you choose and the amount of change that occurs when you transition from your current invoice management practices to new practices.

Assess impacts and determine change management requirements

Consider the following when assessing the impacts and change management requirements for your business and trading partners.

Your business adviser, software provider or Peppol access point service provider can help you better understand these considerations.

- How will an eInvoice be received and flow through your system? How does this affect existing processes?

- Who will need to interact with the new eInvoicing process? Why, when and how?

- What mandatory information will you need on an eInvoice to ensure streamlined processing?

- For what other purposes do you use your invoice data? What other information do you include on invoices? For example, some businesses use invoices for notifications or marketing.

- How will you identify issues with sending or receiving eInvoices? How will these issues or exceptions be managed, and by whom?

- What are the contractual implications for existing buyers and suppliers once the new invoice channel is enabled?

- What will change for your suppliers or customers? What information will you need to provide to help them make this change and how will you communicate this to them?

- What other processes can your business streamline with the implementation of eInvoicing to maximise the automation opportunity? For example, automated downstream workflow.

- What are the security and privacy implications of moving to eInvoicing?

- How will you manage adjustments, credits and refunds? For example, under Peppol, you can send a credit note or negative invoice to adjust a previously sent invoice. The new invoice or credit note can reference the previous invoice number to indicate the new invoice is an adjustment.

- What business processes will need to change or be updated to support eInvoicing? Who are the individuals or teams that will need to do things differently?

- What is the capacity and capability of your finance team now? Will these requirements change after eInvoicing automation is embedded? A training needs analysis will best identify and plan any training requirements.

- What training and user materials will need to be updated or developed? By when and by whom?

- What policies and procedures will need to be updated or developed to support the use of eInvoicing in your business, and by when? Who will make these changes and who needs to be aware of and adhere to these changes?

- Do you need an eInvoicing adviser in your team to liaise with suppliers and buyers?

- Do you prefer to outsource trading partner onboarding to a service provider an access point that offers this value-added service?

eInvoicing value assessment questionnaire ❯

A questionnaire to help you develop a value case to decide the potential return on investment (ROI) of eInvoicing.

Costs and benefits for business case development ❯

A summary of eInvoicing costs and benefits. Consider these throughout the business case development process.

Select a Peppol access point for eInvoicing ❯

What to consider when selecting a Peppol access point service provider for eInvoicing.

QC 67574

eInvoicing value assessment questionnaire

A questionnaire to help you develop a value case to decide the potential return on investment (ROI) of eInvoicing.

Last updated 3 November 2022

This questionnaire will help you develop a value case to decide the potential return on investment (ROI) for adopting Peppol eInvoicing.

The insights gained should be developed in partnership with contract managers, procurement and IT teams, and shared with your Chief Financial Officer and other decision makers. It should guide your approach to eInvoicing adoption and its value proposition.

If you need support or have questions about the eInvoicing value assessment questionnaire, email eInvoicing@ato.gov.au.

Questionnaire

Read through the questionnaire below or download the PDF version eInvoicing value assessment questionnaire (PDF 913 KB) 🔽.

- Section 1: Business profile
- Section 2: Invoicing profile (provide estimates if numbers are unknown)
- Section 3: Invoice processing
- Section 4: Awareness and willingness to adopt

Section 1: Business profile

1. How many full-time equivalent (FTE) employees does your business have?

2. How many FTE employees are engaged in invoice processing?

    a. Only incoming invoices (accounts payable).

    b. Only outgoing invoices (accounts receivable).

    c. Both incoming and outgoing.

3. How much time in FTE hours/days does your business spend on invoice processing each month?

4. How much money does it cost your business to process each invoice? Include staffing and other resource costs.

5. Do you use another business or third party to provide accounts payable services?

6. Do you use another business or third party to provide accounts receivable services?

7. Who are your key external influencers? For example, industry association. Consider who you can turn to for support and guidance where needed.

8. Who are your key stakeholders? For example, Chief Financial Officer or head of procurement.

Section 2: Invoicing profile (provide estimates if numbers are unknown)

9. What proportion of your purchases do not require an invoice?

10. As a supplier, how many invoices did you send to non-consumer customers in the last financial year?

11. As a buyer, how many invoices did you receive in the last financial year from suppliers?

12. Which services/suppliers cause you the most difficulty when processing accounts payable invoices? Why? Provide a brief description.

13. What volume and proportion of invoices cause difficulties in payables? Why?

14. What volume and proportion of invoices cause difficulties in receivables? Why?

Section 3: Invoice processing

Supplier invoices (accounts payable)

15. How do you receive invoices from your suppliers and in what proportion?

16. In what format/s do you receive invoices from suppliers and in what proportion?

17. How many internal processing systems do you use to process invoices? How would you describe each?

Note: You may need to answer the questions below for each internal processing system. This may help you identify the best place to start a Peppol eInvoicing pilot.

18. How do you capture supplier invoice data?

19. What data extraction and related software tools do you use?

20. What is your invoice data extraction error/exception rate?

21. How do you verify invoice data?

22. How do you verify that the goods have been received?

23. How do you approve invoices for payment?

24. What workflow system/tools do you use to process invoices for payment?

25. What are the usual payment terms for your suppliers?

26. How often do you pay your suppliers?

27. What percentage of your supplier payments do you make on time?

Customer invoices (accounts receivable)

28. How many systems do you use to generate and send invoices? How would you describe each?

Note: You may need to answer the questions below for each system. This may help you identify the best place to start a Peppol eInvoicing pilot.

29. What software do you use to generate invoices?

30. What software do you use to manage outstanding invoices and payment receipts?

31. What channels do you use to send invoices and in what proportion?

32. In what format/s do you send invoices to customers and in what proportion?

33. What proportion of invoices you send are matched to a purchase order?

34. What are your standard payment terms for customers?

35. What percentage of your receivables are paid on time?

36. Do you offer early payment discounts?

Section 4: Awareness and willingness to adopt

37. What would motivate decisionmakers in your business to adopt eInvoicing?

38. What reason(s) best describe the barriers or any reluctance you or others in your organisation might have to adopt eInvoicing?

39. Does the Australian Government's [Payment Times Reporting Scheme](#) apply to your business? eInvoicing may assist with compliance.

40. Are you aware of the Australian Government's [Supplier Pay On-Time or Pay Interest Policy](#)?

41. When do you think your business is likely to implement eInvoicing?

QC 67575

Costs and benefits for business case development

A summary of eInvoicing costs and benefits. Consider these throughout the business case development process.

Last updated 3 November 2022

A summary of the costs and benefits associated with eInvoicing. This is for your business to consider, particularly throughout the business case development process.

Pilot costs

Cost considerations	Benefit considerations
The cost items listed below should be considered for a small-scale implementation on a part-time or as-required basis: • Project management to oversee and coordinate the various parties who may be participating in the pilot. • Participation of your business process owners responsible for providing the accounts payable or accounts receivable services. • Participation of your ICT professionals. • Participation of access points and or software provider. • Participation of your business account managers for recruiting and communicating with the pilot participants – e.g. suppliers or customers.	The cost of a pilot is relatively modest, depending on the complexity of your environment and the scope of your pilot. Contact us for more information about your environment. A typical pilot can be conducted in 2–3 months.

Access point(s)

Cost considerations	Benefit considerations
Some software providers may incorporate access points in their subscription fees or user licence fees. In those cases, the access point costs	Connecting to the Peppol Network is a core service provided by all access points and the cost of switching is relatively minimal.

covered below may not be directly relevant. Most businesses would typically acquire the services of an access point rather than creating and maintaining their own access point. The costs covered below are limited to acquiring the services of an access point. Access point cost models can include one or more of the following: • one-off or monthly charge network connection fee • data cost by volume e.g. gigabyte • cost per transaction sent or received • cost by document type e.g. purchase order • cost by services provided.	Other value-add services such as translation to Peppol specification, validation and access point automation services require organisational and business knowledge. Peppol is relatively new in Australia and the commercial models are still evolving. You have an opportunity to help shape mutually beneficial commercial models between your providers and your business.

Business systems upgrade and licence or subscription fees

Cost considerations	Benefit considerations
• Some enterprise resource planning (ERP) and business systems providers provide Peppol specification alignment and network connectivity in newer versions of their software, usually cloud, or certain modules. • Consider the cost of Peppol integration through an upgrade. • Acquiring the services of a third-party access point provider to translate your business system data to the Peppol specification and access the Peppol network.	

Integration into your technology infrastructure – an additional channel

Cost considerations	Benefit considerations

Peppol is based on open technology. Integration aspects need to be considered – e.g. your current technology standards and infrastructure.	• As you migrate from more manual channels, e.g. paper invoices, email and portable document format (PDF) or optical character recognition (OCR) to Peppol, you can retire other channels and simplify your infrastructure. • Open technology and integration can preserve your existing investments in business systems and technologies such as electronic data interchange (EDI). • In Europe, EDI skillset shortage is now being seen as a catalyst for migrating from EDI to Peppol.

Business process changes and change management

Cost considerations	Benefit considerations
• When sending eInvoices to your customers through the Peppol network, some business process changes may be needed. • Receiving eInvoices from your suppliers, presents an opportunity to streamline your business processes. There will be cost, time and effort associated with supporting such process changes. • Be aware of the impact of change to internal and external stakeholders and risk management.	Peppol eInvoicing provides business process improvements, including: • savings in invoice processing costs and time from streamlined business processes and from not needing to follow-up invoices • reduction of errors from data (re)keying and OCR transcription • increased reliability and security of data transmission • potentially reduced payment times and better cashflow • efficiency for suppliers who enter data into portals. They don't need to get out of their business system and log into a portal.

Supplier and customer onboarding

Cost considerations	Benefit considerations
• Your trading partner onboarding strategy costs could be different from other eInvoicing channels. It might be more cost effective if you coordinate it with other stakeholder events – e.g. a new software release. • Awareness and education campaigns to targeted group of partners would be more efficient than one-on-one engagements.	The ability to connect once and trade with many partners removes the need for one-to-one systems integration and onboarding of suppliers and customers.

Business and technology roadmap

Cost considerations	Benefit considerations
• Incorporate Peppol into your company's technology and business roadmaps. Action and monitor diligently. • Adopting Peppol eInvoicing is suitable for phased migration of invoicing channels, with initial focus on processes with manual or non-value-adding activities.	A phased approach to Peppol allows coordinated management and execution of the technology and business roadmap.

Network costs

Cost considerations	Benefit considerations
Invoice processes that require manual data entry by your business partners will have a network cost due to inefficiencies around manual intervention to fix inaccuracies and discrepancies. There is lost time and cost involved in unnecessary rework.	Network benefits include: • environmentally friendly • corporate citizenship in assisting smaller business suppliers perform more efficiently and with less overall cost.

| | Direct transmission of invoice data between partners and your systems:

- improves the efficiency of your network

- removes manual data entry and manual intervention to correct and reconcile inaccurate invoice data, which in turn remove friction points

- improves interactions and relationships between suppliers and buyers.

Ease of implementation can amplify the net effect of adoption in your current trading partner network and expand your traditional network. |

QC 67576

Select a Peppol access point for eInvoicing

What to consider when selecting a Peppol access point service provider for eInvoicing.

Last updated 3 November 2022

A Peppol access point manages the secure exchange of data between your software and the Peppol network. An access point is also known as a service provider.

Key considerations when selecting an access point

Consider the following when choosing an access point for your business:

- [Peppol certified](#)

- [Australian capability](#)

- [Connection options](#)

- [Service offering](#)

- [Service levels](#)

- [International capabilities](#)

- [Cost](#)

- [Security](#)

- [Capability and experience](#)

- [Disaster recovery](#)

- [Change management](#)

- [Notifications](#)

- [Infrastructure](#)

Peppol certified

Peppol service providers must be certified by a [Peppol Authority](#) to provide access point services.

[Peppol service providers with Australian accreditation](#) ↗ have been through additional security, due diligence, and testing checks to meet Australian-specific requirements.

Australian capability

The ATO is the Australian Peppol Authority.

We have customised the international Peppol invoice and self-billing documents, for example, to accommodate goods and services tax (GST) instead of value added tax (VAT).

All access points accredited by us are certified to send and receive customised eInvoices. If you choose an internationally certified access point, you must ensure that they can provide services for Australian businesses.

Connection options

There are several ways your business software can connect to your access point to send eInvoices and other eDocuments.

Consider what:

- system or software you use to connect to your access point

- technical protocol you use for that connection, such as AS4, SFTP and API.

Check with both your technical and business teams to determine what works best in your circumstances.

Note: Access points must use AS4 to transmit between one another.

Make sure your access point can provide a solution suitable for your business.

Service offering

There are several access point services available, from simple send and receive functions to more complex options. These include:

- service metadata publisher (SMP) services – a type of digital business registry necessary if you want to receive eInvoices. It contains your delivery address, business processes and documents that you're able to receive, e.g. eInvoices.

- software integration (message translation) services – for accounting and procurement systems that are not eProcurement-capable or have customisation requirements that are incompatible with the Peppol document standards

- message response notifications, including success, failure, etc.

- web portals for ad hoc or infrequent eInvoicing trading partners.

Some software providers integrate with the Peppol network using their own access point and SMP services. You can choose a single provider to access eInvoicing or a separate service provider for SMP services.

Some service providers may partner with others to become a 'one stop shop'. In this case, check who is accountable and who you must pay.

Service levels

Ensure the hours of support provided, system availability times, and contact options suit the needs of your business. Australian-accredited access points must guarantee services will be available 99.5% of the time.

International capabilities

If you require commercial and technical capabilities outside of Australia, check that your access point can meet your international eDocument business needs.

Cost

Consider both set up and ongoing costs.

Knowing approximately how many eDocuments you need to send or receive annually will help you select the right pricing model.

Security

Australian-accredited access points must meet the Australian and New Zealand eInvoicing security requirements. Some of these are additional to the security requirements of Peppol. You should ensure your access point also meets your business's security requirements. This may include how your business connects with the access point and how they receive eDocuments.

Using an access point should not replace your business's own security processes and requirements. Consider your own business risks and appropriate controls to mitigate those risks.

Capability and experience

Consider the service provider's level of experience in digital document exchange, and whether they use manual processes or are fully automated.

Disaster recovery

You should have a disaster recovery plan in place that's regularly tested. This will ensure your services aren't affected by an unplanned event.

Change management

Ensure you understand the change management and notification processes your access point uses. This includes how ongoing changes to the Peppol software, security and infrastructure will be managed.

Notifications

Before you send eInvoices, understand the notification processes your access point uses. For example, what happens when messages or invoices can't be delivered.

Infrastructure

Some service providers use other Peppol service providers to deliver their services. If there's an issue, you may need to know who their service provider is.

QC 67577

Onboarding trading partners for large businesses

Key principles and steps to onboard your trading partners to eInvoicing.

Last updated 3 November 2022

On this page

[How to approach onboarding](#)

How to approach onboarding

Onboarding your trading partners is essential when implementing [eInvoicing](#).

Onboarding will help you recoup costs and benefit from your investment more quickly:

- Tailor your onboarding approach to align with your business objectives and plans.

- Look for quick wins that can help remove inefficiencies and build momentum.

- Get support and commit to a continued transition across your organisation and trading partners.

- Don't leave onboarding until the end – it's not a one-off activity and will take time.

- Involve multiple teams across your organisation, including procurement, contract management, accounts payable and customer or supplier-facing areas.

Objectives

- Ensure enough of your trading partners are eInvoicing-enabled when you go live to start transacting.

- Influence your high-volume trading partners, or those using less efficient invoicing channels, to become enabled first. You can achieve this through ongoing communication and conversations at key engagement points during the contract management cycle.

- Use a phased approach when onboarding trading partners.

Key principles

- Engage and communicate early. Both you and your trading partners will need time to prepare for eInvoicing.

- Plan and progress onboarding in parallel with your technical implementation. This will minimise the time lag between being enabled and starting to transact.

- Partner with your finance and procurement teams and with other relevant business areas.

- Test sending or receiving eInvoices (or both) with a small group of test partners before you go live.

- Set targets, monitor and manage your supplier and customer onboarding efforts.

- Look for opportunities to normalise eInvoicing. Make it the default channel where appropriate.

Steps to onboard your trading partners

Use these steps to help you with eInvoicing onboarding:

- [Step 1: Understand your environment](#)

- [Step 2: Segment and prioritise](#)

- [Step 3: Plan to deliver in-house or outsource](#)

- [Step 4: Onboard your trading partners](#)

Step 1: Understand your environment

Learn about your environment and what you need to understand, including:

- [Your suppliers and customers](#)

- [Your business](#)

- [Your Peppol service provider (access point)](#)

- [Changes and impacts](#)

Your suppliers and customers

- Analyse your suppliers and customers and identify the highest value opportunities for transitioning to eInvoicing.

- Categorise trading partners by criteria such as

    - invoice volume, value or frequency

    - eInvoicing capability or digital readiness

    - those using less efficient or non-digital channels

    - procurement arrangements such as contracts, supplier panels and standing offer arrangements.

- If required, get help from your finance or procurement teams or run a short survey.

- Check if your suppliers and customers are already eInvoicing-enabled using the [Peppol Directory](#). This register only contains receivers. Senders don't need to register.

Your business

- Determine customer and supplier touchpoints within your business's accounts payable, accounts receivable and procurement processes.

- Identify the channels and documents used to communicate with your trading partners, such as purchase orders, invoice templates, contracts and websites.

- Understand your procurement regulatory requirements, such as contracts and contract management practices, payment terms and other relevant policies and guidelines.

- Document any business requirements for invoice receipt, validation rules, payment approvals, exceptions management and other processing considerations. This includes mandatory Peppol eInvoicing data elements.

Your Peppol service provider (access point)

- Some service providers offer supplier and customer onboarding as an add-on service. Check if your provider offers this.

- Understand and document any integration requirements that you may need to include in trading partner communication, engagement and education material.

- Understand what end-user support might be available through your service provider for your internal teams and your trading partners.

Changes and impacts

- Onboarding your trading partners to eInvoicing needs to be an important part of your change management process.

- Identify trading partner dependencies and related business process changes and impacts. Consider the whole procure-to-pay process and who is affected.

- Build trading-partner-related actions into your change management and communications plans.

- Identify any trading-partner-related risks and issues, and determine actions to mitigate, monitor and manage these.

- Identify purchasing and procurement documents and guidelines that will need updating to reflect your eInvoicing capability. For example, purchase orders, work orders, invoice templates and websites.

Step 2: Segment and prioritise

- Use your supplier and customer analysis to segment your trading partners and define your list for onboarding them to eInvoicing.

- Prioritise trading partners for early onboarding based on your analysis, segmentation, and the highest value outcomes.

- Consider different approaches to develop an optimal plan

  - start with your high-volume and high-priority trading partners to realise benefits quickly

  - focus on trading partners that have less efficient or only partly digitised eInvoicing channels, such as web forms

  - use current eInvoicing channels to help streamline or digitise

  - transition trading partners who use manual invoicing (your non-digital 'long tail') to remove processing inefficiencies.

Step 3: Plan to deliver in-house or outsource

- Consider whether outsourcing your trading partner onboarding will deliver a better outcome than in-house delivery. If it will, include trading partner onboarding as a business requirement when you select an access point provider. Ensure you have sufficient funding in your business case for this.

- To deliver in-house

  - allocate someone to lead and focus on onboarding trading partners

  - include trading partner onboarding in relevant plans, such as project, change management, engagement and communication plans

  - take a phased approach to onboarding - define phases and timeframes, commencing with your high-priority trading partners

  - set targets for the first 12–18 months and for the longer term, including go live

  - make eInvoicing onboarding part of your regular business activities

  - establish a way to monitor and measure onboarding activities and transaction volumes. For example, the number of trading partners who've adopted eInvoicing and have started exchanging eInvoices with you.

Step 4: Onboard your trading partners

Engage and communicate

- Communicate and engage early. Work through your contract and engage account managers in the first instance.

- Collaborate with other business teams, such as finance, procurement, contract mangers, project teams and communications.

- Work together with these teams to inform and guide tailored engagement, communication and messaging for each trading partner segment, including the benefits and value proposition and appropriate resources and channels.

- Consider partnering with other stakeholders such as peak bodies, advisers and digital service providers to help influence and drive uptake of eInvoicing.

- Talk to your trading partners about your plans to become eInvoicing-enabled. Check if they're already able to send or receive eInvoices and how they can become enabled if they're not already.

- Inform trading partners of timeframes, outline key changes, requirements for eInvoicing, and the new way of doing things. Tell them what it means for them.

- Let trading partners know where to [find more information about eInvoicing](). Give them contact details for questions or support.

- Update your website to reflect your eInvoicing-enabled status.

- Invite your trading partners to exchange eInvoices with you.

Test capability

- Test exchanging eInvoices with a small group of trading partners.

- Test sending and receiving eInvoices, any business-specific requirements and related business processes with this test group. Then refine processes before onboarding more business partners.

- Ensure that the eInvoicing capability works as intended.

Note: You can discuss testing with your service provider. They may help you identify potential test partners.

Ongoing procurement activities

- Increase ongoing trading partner onboarding through your regular procurement activities.

- Look for ways to embed and normalise eInvoicing as part of doing business and make eInvoicing the default channel where appropriate.

- Update purchasing and procurement guidelines and templates to let your trading partners know you are eInvoicing-enabled.

- Make eInvoicing your preference in new procurement requests and panel arrangements.

- Discuss eInvoicing with your trading partners at key points in the contract management cycle. For example, at sourcing, contract establishment, review and renewal.

- Build your eInvoicing preference into all renewed or new contracts.

QC 69206

Supplier onboarding guidance

How to onboard suppliers and maximise the benefits of eInvoicing to your organisation.

Last updated 17 June 2025

Overview >

The purpose of this guidance, who should use it and why. Includes key onboarding principles.

Step 1: Prepare and resource your eInvoicing changes >

How to plan and resource your onboarding activities.

Step 2: Identify suppliers that can send eInvoices >

How to engage suppliers that are already using eInvoicing.

Step 3: Encourage your suppliers to start eInvoicing >

How to increase eInvoicing uptake with suppliers.

Step 4: Supporting your suppliers >

How to support your suppliers to get it right.

Appendix 1: Supplier onboarding checklist ›

A checklist resource to assist supplier onboarding.

Appendix 2: Supplier communication templates ›

Templates to assist eInvoicing communications with suppliers.

Appendix 3: Supplier onboarding tips ›

Tips for accounting software to make eInvoicing seamless.

QC 103093

Overview

The purpose of this guidance, who should use it and why. Includes key onboarding principles.

Last updated 17 June 2025

You can download the guide, [Large business supplier onboarding support](#) 🔽 (PDF, 459KB).

Note: We are still refining this content and would like to hear from you. Your insight will help create the best possible experience. Share your feedback at einvoicing@ato.gov.au.

[eInvoicing](#) changes the way businesses receive and process invoices, and also how their suppliers send invoices.

If your business is eInvoice-enabled, or planning to become enabled, this guidance will help you to successfully onboard your suppliers. Use it to:

- prepare, prioritise and plan with our onboarding checklist (see [Appendix 1](#))

- prepare for internal process changes, including staff training and internal communications (see [Appendix 2](#))

- identify your suppliers and communicate with them (see [Appendix 3](#)).

This guidance is designed for people in medium to large entities involved with processing accounts payable (supplier) invoices, including:

- finance, particularly accounts payable

- procurement, contract or supplier account managers

- eInvoicing implementation project teams

- communications change teams.

Key onboarding principles

The following principles will help make the changes easier for everyone:

- Plan onboarding as part of your technical implementation. Make it part of your roadmap.

- Partner with your finance and procurement teams and with other relevant business areas.

- Don't leave onboarding until the end. Engage and communicate with your suppliers early.

- Test for multiple scenarios and requirements with a small group of reliable suppliers before making it business as usual.

- Set targets and manage your supplier onboarding efforts.

- Look for opportunities to make eInvoicing the default channel for current and future contracts.

QC 103094

Step 1: Prepare and resource your eInvoicing changes

How to plan and resource your onboarding activities.

Last updated 30 September 2024

On this page

[Planning onboarding activities](#)

[Appoint a change manager](#)

[Have change management support](#)

[Maximise your eInvoicing investment](#)

[Identify an eInvoicing champion](#)

Planning onboarding activities

Large buyers can benefit from planning and resourcing their onboarding activities. This can include:

- communicating with and encouraging suppliers to start sending their invoices via [Peppol](#)

- preparing for internal process changes, including staff training and communication

- providing clarity, confidence and certainty to staff around how their roles will change for the better.

Appoint a change manager

In some cases, supporting supplier onboarding may fall on existing accounts payable, contract and procurement teams. This can be challenging, as they already have a full workload and onboarding suppliers to eInvoicing often requires additional time and resources.

Change managers can partner with internal stakeholders and team leaders to:

- oversee the expected time, effort and resources needed to manage this task

- allocate resources as needed.

Change managers can develop internal and external change strategies and plans. They also ensure staff are informed of any impacts to the procure-to-pay process, from tender and contract documentation through to invoice approval, payment, and reconciliation.

This can be done by updating work procedures and providing clear communication to staff about when, why and how changes will happen. They will also give staff the opportunity to ask questions and contact someone for support and guidance.

Have change management support

It is important to:

- ensure staff are given the necessary time and information to understand and implement required changes

- identify team members who can take responsibility for supporting internal staff and external suppliers, such as a change management support team.

Having a dedicated person to engage and support staff through the eInvoicing changes allows the rest of the organisation to focus on their regular jobs while adapting to the new processes.

Maximise your eInvoicing investment

Embedding eInvoicing as a natural part of daily business operations will help maximise the return on your investment.

It is important to communicate to staff that eInvoicing will help to reduce manual and repetitive aspects of processing, allowing them to do more interesting and valuable work.

Identify an eInvoicing champion

While change can be met with resistance, when managed well it can also be an opportunity for innovation and improvements.

An eInvoicing champion, especially one with seniority in the organisation, can greatly enhance the effectiveness of the process by maintaining focus and visibility of the change and the reasons for it.

QC 103095

Step 2: Identify suppliers that can send eInvoices

How to engage suppliers that are already using eInvoicing.

Last updated 17 June 2025

Part of your plan should include identifying quick wins, such as engaging suppliers that are already using [eInvoice-ready accounting software](#) ↗. You can also use a [trading partner look up tool](#) ↗ – this is a helpful third-party tool, not maintained by the ATO.

Targeting suppliers that can start immediately will help build confidence in this new way of working.

Blanket communications with your suppliers can also be effective in:

- announcing your intention to begin eInvoicing

- asking suppliers if they have the capability to send.

Start by crosschecking your suppliers' ABNs against those already listed in the [Peppol Directory](#) ↗. You can:

- [identify Australian entities registered on the Peppol network](#) and schedule regular checks for newly-listed suppliers

- talk with your service provider about including this in its regular service offering.

It is important to note the Peppol Directory only lists capability to receive Peppol documents, so some of your suppliers who can send but do not yet receive may not be listed.

At this stage it will also help you to read [Appendix 3](#).

Step 3: Encourage your suppliers to start eInvoicing

How to increase eInvoicing uptake with suppliers.

Last updated 17 June 2025

Every business is unique, and onboarding suppliers is never a one-size-fits-all approach.

You should leverage your knowledge of and relationships with your suppliers to tailor your approach at the right time and in the right way to make a compelling case for them to switch.

Remember, it's OK to talk about how eInvoicing benefits you (the buyer), and that you want the support of your suppliers to help you realise those benefits.

The benefits

Most invoices are created via software that uses structured data. It makes sense for your suppliers to securely transmit the structured data directly into your software as an eInvoice.

eInvoicing saves your supplier the effort of creating a PDF image of the invoice data and emailing it to you. It also saves you the effort of having to manually convert that PDF back into structured data through either scanning or data entry.

Because eInvoicing uses the encrypted Peppol network to transmit messages, it helps protect against unauthorised access and email-based payment redirection scams.

It's important to let suppliers know the upsides to eInvoicing when encouraging them to onboard.

Table: Messages for suppliers

Benefits	Key message

Improved security by mitigating the risks of payment redirection scams and false billing – you can quote statistics such as those provided by [Scamwatch](#) ⧉.	Just because it hasn't happened to you doesn't mean it won't in the future. Also, buyers need to be protected from cyber risks too.
It's easy for most small businesses to use the eInvoicing capability in their existing software.	For most small businesses, the change is easy! You can do it right now and it doesn't take any effort.
We (the buyer) are making this change because it benefits us for these reasons [explain why]. We would love your support.	eInvoicing benefits everybody, including your other customers. By using eInvoicing, you're: • demonstrating your willingness to be a positive and supportive partner • strengthening your trading relationships.
Peppol enables end-to-end procure-to-pay process digitalisation for full automation, and is supported by government to boost economic productivity.	We won't be the only customers asking to use Peppol, and eInvoicing is only the beginning. Starting now will help you be a leader and be better prepared for the coming change.

QC 103097

Step 4: Supporting your suppliers

How to support your suppliers to get it right.

Last updated 17 June 2025

On this page

[Identify and work with the right person in your supplier's organisation](#)

[Understand your supplier's eInvoicing solution](#)

[Supplier help and resources](#)

[Test where possible](#)

Identify and work with the right person in your supplier's organisation

In some organisations, there can be multiple people responsible for making the decision to switch to eInvoicing.

You may need to talk to your supplier contacts and ask them to escalate the request to start using eInvoicing to the right person. You may want to speak with their business's decision makers to discuss the benefits directly.

Understand your supplier's eInvoicing solution

Most businesses require certain data elements to process an invoice. You should ensure your supplier:

- understands your data requirements

- agrees to provide them directly in the eInvoice or in an attachment.

Some suppliers may have limitations to their accounting software. Your receiving solutions may also have some limitations. It is important you work with your suppliers to understand each other's software capability to find the best way for your systems to interact.

If you work with your suppliers to find the right balance of required data, you can minimise any potential impacts from changing your processes.

Supplier help and resources

Be prepared to help your suppliers when they send their first eInvoice. They may ask you: "How do I start?"

Providing help could include collating links to supporting web content provided by the software most used by suppliers (see Appendix 3).

Point them to ato.gov.au/eInvoicing to find out more about eInvoicing and its value to them.

This approach contributes to a positive experience for both you and your supplier. For you, it means less time spent responding to supplier enquiries. For suppliers, it makes the change to eInvoicing easier.

Test where possible

When large business suppliers become enabled to send eInvoices, it's common for them to test their new eInvoicing solution to ensure a smooth transition.

Some software solutions offer a test environment, and this should be used where it is available to both the buyer and supplier. However, one or both parties may not have access to a test environment and will need to test in a live environment.

You should support supplier testing wherever possible. Ask your suppliers to take part in controlled testing where they can validate their solutions.

Testing is an opportunity to ensure suppliers meet your requirements in a range of scenarios and circumstances. This helps facilitate smooth automation and minimise manual intervention.

In principle, 'testing' in a live environment should occur with live transactions, meaning 'test' invoices should be for provided goods and services. Communication is key when the first test eInvoice is sent. Make sure you follow up with confirmation that the eInvoice has been received as planned.

QC 103098

Appendix 1: Supplier onboarding checklist

A checklist resource to assist supplier onboarding.

Last updated 17 June 2025

On this page

[Step 1 – Prepare](#)

[Step 2 – Segment and prioritise](#)

[Step 3 – Plan](#)

[Step 4 – Onboard](#)

Step 1 – Prepare

Know your suppliers

- Develop your supplier list using your entity's procurement supplier master as a guide.

- Analyse your suppliers including:

  - how many invoices do they send?

- which format – paper, PDF, EDI?

- how often?

- what types of purchasing arrangements or contracts are in place?

Know your business

- Identify your business's accounts payable and procurement touchpoints and contact details for your suppliers.

- Outline your business requirements for invoice processing and validation, in addition to the mandatory eInvoicing data elements.

Know the changes and impacts

- Make sure your change management and communication plans also include supplier onboarding actions and requirements.

Step 2 – Segment and prioritise

Segment and prioritise suppliers

- Segment suppliers (for example, by invoice volume, transaction frequency, digital readiness, invoice handling requirements, organisational size, or by accounting software such as Xero and MYOB).

- Identify priority suppliers to onboard.

Step 3 – Plan

Plan supplier onboarding (if your entity isn't yet eInvoicing enabled)

Progress supplier onboarding in parallel with technical implementation.

- Include sufficient supplier onboarding funding in your business case to maximise ROI.

- Include supplier onboarding as a Phase 1 deliverable in the Project Plan to ensure benefits can be realised early.

- Allocate a project resource to focus on supplier onboarding and internal change management.

- Incorporate supplier onboarding into change management and comms plans and in business/technical readiness assessments.

- Develop a phased supplier onboarding approach to achieve quick wins early.

- Establish a mechanism to monitor and measure onboarding activity (for example, how many suppliers have agreed to adopt and have started sending eInvoices).

- Consider outsourcing larger supplier onboarding work programs. To do this, include supplier onboarding as a business requirement when selecting a Peppol service provider (also known as an Access Point).

Step 4 – Onboard

Engage and communicate

- Collaborate with key stakeholders to inform and guide tailored supplier engagement and communications (for example, finance (AP), procurement (contract mangers), project team, communications team, supplier account managers).

- Address key changes in supplier communications, including any new invoice data or formatting requirements, or actions required that will be different from how things are currently done.

- Define supplier-centric key messages, communication artefacts and engagement channels. Ensure these are reflected in the communications plan.

- Communicate with and engage suppliers as early as possible including working through contract managers and suppliers' account managers.

Test

- Test specific requirements with a test group of suppliers as part of onboarding.

- Communicate any additional organisation-specific invoice requirements to suppliers to ensure these are met when they send an eInvoice.

Ongoing procurement activities

- Update relevant procurement documents and templates to make eInvoicing the new normal.

- Include an eInvoicing preference into new procurement requests (for example, request for tender) as well as supplier panels and standing offer arrangements.

- Discuss eInvoicing capability with suppliers as part of contract reviews and/or renewals. Embed your eInvoicing preference in all renewed or new contracts.

Appendix 2: Supplier communication templates

Templates to assist eInvoicing communications with suppliers.

Last updated 17 June 2025

Email 1: Advising you can receive eInvoices

Dear [name]

We're accepting eInvoices

eInvoicing is rolling out across Australia, with many businesses and government agencies becoming enabled to send and receive eInvoices. There are hundreds of thousands of businesses registered to receive eInvoices, and thousands registering every month.

<your business name/we> has/have moved to eInvoicing too and we prefer to receive eInvoices instead of PDFs. Receiving eInvoices means we'll be able to process and pay your invoice faster. In most cases we'll be able to pay your eInvoice within <x> working days.

To ensure we can receive and process your eInvoices

Please add our ABN <your business's ABN> into your system (you'll need this to address your eInvoices to us), and provide the following information with your eInvoices:

- a reference number for our purchase (purchase order number or contract number)

- contact email address or name of the contact person or team within our business (this will help us direct your eInvoice for faster approval)

- your contact email address or name (this will help us if we need to clarify something with you)

- your bank account number.

(Modify, delete, or add other requirements specific to your organisation)

What is eInvoicing and how does it benefit you?

eInvoicing is the new, standardised way to send and receive invoices via a secure network. It improves accuracy and security, reduces processing time and speeds up payments.

Access to the secure network is built into accounting software, so the invoice can be exchanged directly between a buyer's and supplier's accounting systems.

It doesn't matter what software is being used as long as it's connected to the secure network.

Once the eInvoice has been sent, it just shows up automatically in the receiver's accounting software ready to be checked, approved and paid.

With eInvoicing, businesses no longer need to generate paper-based or PDF invoices that must be printed, posted or emailed. Buyers no longer need to scan or enter these manually into their financial system.

Removing manual handling of your invoices:

- means they get to the right place (and don't get lost)

- prevents errors from happening.

This all helps to reduce delays in processing and paying your invoices.

Getting started

It's easy and quick to get started, and many software packages are eInvoice-ready.

If you use Xero, for help to start eInvoicing:

- see Xero's step-by-step instructions on how to register and receive an eInvoice ☐

- learn how to send an eInvoice ☐

- watch a Xero video clip ☐ to help you register.

If you use MYOB, for help to start eInvoicing see the:

- MYOB step-by-step guide on how to register for and send eInvoices ☐

- MYOB step-by-step guide on [receiving eInvoices 🗗].

If you use Reckon, for help to start eInvoicing see:

- how to [get started with Reckon eInvoicing 🗗]
- [eInvoicing for Reckon One 🗗]
- [eInvoicing for Reckon Account Hosted 🗗].

If you do not use the above accounting software or do not use any accounting software, there are many [free or low-cost eInvoicing-ready solutions 🗗].

We look forward to receiving your eInvoices instead of emailed PDF invoices as soon as you are ready.

Regards,

<Your signature>

Email 2: Remind suppliers that you can receive eInvoices

Dear [name]

Reminder – we're accepting eInvoices

You may recall we recently let you know that we have moved to eInvoicing. This is a reminder for you to send us eInvoices if you can, instead of emailed PDF invoices. Receiving eInvoices means we'll be able to process and pay your invoice faster. In most cases we'll be able to pay your invoice within <x> working days. It's a lot safer than using email too. eInvoicing uses a secure network and helps protect against scammers.

Are you ready?

Don't worry if you're not ready yet. You can still send us your emailed PDF invoices until you're ready to send eInvoices.

Please add our ABN <your business's ABN> into your system and provide the following information with your eInvoices:

- a reference number for our purchase (purchase order number or contract number)
- contact email address or name of the contact person or team within our business

- your contact email address or name

- your bank account number.

(Modify, delete or add other requirements specific to your organisation)

There's still time to get started

Now's the time to get started with eInvoicing. Take the first step today.

<Insert relevant copy from email 1>

We look forward to receiving your eInvoices instead of emailed PDF invoices as soon as you are ready.

Regards,

<Your signature>

QC 103101

Appendix 3: Supplier onboarding tips

Tips for accounting software to make eInvoicing seamless.

Last updated 17 June 2025

On this page

[Suppliers who use eInvoicing](#)

[Identify invoices sent from accounting software's generic email address](#)

[Look for the common email templates](#)

[Check the format of the invoice number](#)

[Guide to help your suppliers send eInvoices to your business](#)

Suppliers who use eInvoicing

All suppliers using Xero, MYOB and Reckon can use eInvoicing with a few simple mouse clicks. You can identify which of your suppliers are

using this software to generate and send PDF invoices to your accounts payable inbox, and let them know you're ready to receive eInvoices from them instead of PDF invoices.

Here are some easy ways to help you identify which of your suppliers are using Xero, MYOB and Reckon.

Identify invoices sent from accounting software's generic email address

Invoices being sent from the cloud-based version of small business accounting software are sent from the following generic email addresses:

- AccountRight@apps.myob.com or similar email address for MYOB

- messaging-service@post.xero.com or similar for Xero

- accountshosted@reckon.com from Reckon.

Look for the common email templates

MYOB and Xero have email templates that the supplier can populate.

In the following example, note the generic email address at the top and 'Powered by MYOB' at the bottom.

A screenshot displaying a common MYOB invoice email, listing supplier details including Business Name, Contact Name, Address, Phone, Email, and including a button reading "View Invoice", along with a clickable link which reads "View full invoice details"and a pdf version of the invoice attached to the email. The sender's email address is highlighted, reading "AccountRight@apps.myob.com".

Next is an example of a standard invoice email from a Xero user. Note the generic email address at the top.

A screenshot displaying a common Xero invoice email, listing supplier details including Business Name, Invoice Number, Invoice Amount, Due Date, Email, and including a button reading "View Invoice", and a pdf version of the invoice attached to the email. The sender's email address is highlighted, reading "messaging-service@post.xero.com"

Check the format of the invoice number

Xero's invoice numbers start with the prefix INV- and then a series of numbers.

MYOB uses an 8-digit number. For example 0000001, 0000002, 00000003 and so on.

Guide to help your suppliers send eInvoices to your business

Use the following resources to support your suppliers to start sending you eInvoices.

Xero users

- Xero's step-by-step instructions on **how to register and receive an eInvoice** ☑.

- Learn **how to send an eInvoice** ☑.

- Watch a **Xero video clip** ☑ to help you register.

MYOB users

- MYOB's step-by-step guide on **how to register for and send eInvoices** ☑.

- MYOB's step-by-step guide on **receiving eInvoices** ☑.

Reckon users

- How to **get started with Reckon eInvoicing** ☑.

- **eInvoicing for Reckon One** ☑.

- **eInvoicing for Reckon Account Hosted** ☑.

QC 103102

eInvoicing for tax professionals and business advisers

How to support your clients in getting started with eInvoicing and enhancing your clients' digital capability.

Last updated 9 April 2024

> **On this page**
>
> **Benefits for you and your clients**
>
> **Getting your clients started**

Benefits for you and your clients

Tax professionals, accountants, bookkeepers and business advisers play a critical role in encouraging and supporting business to adopt eInvoicing.

eInvoicing enables process automation and reduces manual entry. It increases efficiency and productivity and helps shift the focus to higher-value services.

eInvoicing can help your clients:

- transform their business processes though digital technology
- meet their reporting obligations more easily
- improve their cash flow and resilience
- save them time and money by reducing manual data entry
- use a safer, more secure channel to send and receive invoices.

Getting your clients started

There are many ways to help your clients get started with eInvoicing:

- Know your clients' business process and rules.
- Understand your clients' effort and cost per invoice and their invoice volumes by supplier and value. Determine if eInvoicing will benefit your client. If it does, make eInvoicing a priority.
- Confirm that your clients' software is eInvoicing Ready ⧉. Business accounting software packages have eInvoicing capability and provide supporting instructions on their website.
- Help your clients get set up for eInvoicing in their software – it is quick and easy.
- Encourage your clients to try eInvoicing with a few trading partners to start and then help your client onboard other trading partners to the eInvoicing channel.
- Start communicating about eInvoicing with your clients, their suppliers and customers. Advise them to start using eInvoicing. As more businesses are connected to the Peppol network, the greater the benefits are for everyone.
- Share the Getting started with eInvoicing for small business information with your small business clients so they can learn more about eInvoicing.
- Speak to your existing software provider about when and if they will become ready for eInvoicing, or locate an eInvoicing Ready software product ⧉.
- Look up eInvoicing accredited service providers ⧉ to learn more about their services for your medium to large business clients.

- Watch our [curious accountant video](#) ⧉ to find out the benefits for you and your clients.

- Keep an eye on upcoming events about eInvoicing for further opportunities to learn more.

QC 63453

eInvoicing for government

How all levels of government are adopting Peppol eInvoicing to help boost productivity across the economy.

Last updated 23 June 2025

On this page

[Australian Government's commitment](#)

[Australian Government entities](#)

[State and territory governments](#)

[Local government](#)

[Getting started and getting the most out of eInvoicing](#)

Australian Government's commitment

The Australian Government has extended its commitment to increase Peppol eInvoicing adoption in the [Budget 2024–25](#) ⧉ (information found on page 180 of Budget Paper No.2 PDF document). By leading the implementation of eInvoicing, the Government aims to improve cash flow, disrupt payment redirection scams and boost productivity across the economy.

For these and other benefits to be realised, governments across the country need to use eInvoicing and encourage the businesses they interact with to use it too.

In July 2022 many Australian Government entities were mandated to be able to receive eInvoices and 16,000 Australian businesses were registered on the Peppol network. By January 2025 this number has jumped to over 410,000, with 129 Australian Government entities and more than 300 state and territory government entities and local councils also getting on board.

With the network growing, we now need to focus on increasing the volume of transactions supporting the government's supply chain.

Australian Government entities

Building on the 1 July 2022 mandate to receive eInvoices, the next stage for Australian Government entities is to increase the uptake of eInvoicing in Australia in line with the recommendations agreed to in the [Government response to the Statutory Review of the Payment Times Reporting Act 2020](#) ↗:

- 13.1 – Promote the adoption of eInvoicing by all businesses.

- 13.2 – Adopt the full functionality of eInvoicing across Commonwealth agencies.

The main role for the government is as a buyer of goods and services and supporting businesses by [paying eInvoices more quickly](#) ↗:

- If you're already able to receive eInvoices, but eInvoicing is not yet fully integrated with your finance or enterprise resource planning (ERP) system and automated workflows, consider uplifting your accounts payable capability. Also include eInvoicing in your procurement and contract templates as the preferred way to receive invoices.

- Consider your accounts receivable volumes and processes and investigate how you may embed eInvoicing as your default channel when sending invoices to businesses or other government agencies.

To find out more about how the ATO is helping agencies meet their obligations, or to join our GovTEAMS community for peer support and to tap into more detailed information, email einvoicing@ato.gov.au.

Check the full list of [eInvoicing-enabled Australian Government entities](#).

State and territory governments

The ATO is also working with state and territory governments who are then furthering eInvoicing adoption in their jurisdictions:

- Most [New South Wales Government](#) ↗ agencies can receive eInvoices.

- Most [South Australian Government](#) ↗ agencies can receive eInvoices.

- Most [Australian Capital Territory Government](#) ↗ agencies can receive eInvoices.

- Many [Queensland Government](#) ↗ agencies can both receive and send eInvoices.

- The Western Australian Government (PDF, 2.4MB) ⧉ has run an eInvoicing program as part of its Digital Strategy Roadmap to help them plan for a larger-scale implementation.

- The Tasmanian Government ⧉ is aiming to introduce eInvoicing across its agencies by July 2025.

- The Victorian Government (PDF, 1.2MB) ⧉ has also committed to eInvoicing (information found on page 39).

- The Northern Territory Government has invested in InvoiceNTG ⧉ a web-based portal to support their businesses. While not Peppol eInvoicing, it provides an alternative to emailed PDF invoices, limiting scam opportunities and increasing efficiency.

To connect with the eInvoicing lead in your state or territory, email us at einvoicing@ato.gov.au.

Local government

For more information about eInvoicing and to find out how we can help your council, email us at einvoicing@ato.gov.au.

Getting started and getting the most out of eInvoicing

Many government entities are using eInvoicing, including here at the ATO.

If you've not yet got onboard, adding eInvoicing as a channel to government finance systems is essentially the same as for medium and large businesses.

To make sure your eInvoicing capabilities are appropriate and you're maximising the efficiency and productivity benefits for both you and your suppliers, read our:

- Guide to receiving and processing eInvoices

- Supplier onboarding guidance

The ATO and New Zealand Government have developed the *A-NZ Peppol eInvoicing Business Guide* to help large businesses and government agencies implement eInvoicing. Download the resource from 'Implementing eInvoicing' on Advice for large businesses ⧉.

For more technical advice or for tailored help to increase the volume of eInvoices you receive, contact einvoicing@ato.gov.au.

eInvoicing-enabled agencies	›

See the list of Australian Government entities that can receive eInvoices.

Guide to receiving and processing eInvoices >

Enhance your accounts payable processes to ensure you can efficiently receive and process Peppol eInvoices.

QC 63456

eInvoicing-enabled entities

See the list of Australian Government entities that can receive eInvoices.

Last updated 26 June 2025

List of entities

These Australian Government entities are registered on the Peppol network. They appear on the Peppol Directory along with hundreds of state, territory and local government organisations, and thousands of other Australian businesses who can receive eInvoices.

If you supply to any of the entities listed below and can send eInvoices you may be paid faster. For more information, visit [Getting paid](#) ⧉ on the Department of Finance's website or talk to your contract manager in the government entity about any specific requirements.

Australian Government entities able to receive eInvoices

ABN	Entity name
73 147 176 148	Administrative Review Tribunal
80 246 994 451	Aged Care Quality and Safety Commission
50 802 255 175	Asbestos and Silica Safety and Eradication Agency
92 661 124 436	Attorney-General's Department
26 331 428 522	Australian Bureau of Statistics

34 864 955 427	Australian Centre for International Agriculture Research
54 488 464 865	Australian Charities and Not-for-profits Commission
97 250 687 371	Australian Commission on Safety and Quality In Health Care
55 386 169 386	Australian Communications and Media Authority
94 410 483 623	Australian Competition & Consumer Commission
11 259 448 410	Australian Crime Commission
84 425 496 912	Australian Digital Health Agency
21 133 285 851	Australian Electoral Commission
17 864 931 143	Australian Federal Police
19 892 732 021	Australian Film Television & Radio School
63 384 330 717	Australian Financial Security Authority
81 098 497 517	Australian Fisheries Management Authority
69 405 937 639	Australian Government Solicitor
47 996 232 602	Australian Human Rights Commission
31 162 998 046	Australian Industrial Chemicals Introduction Scheme
63 257 175 248	Australian Institute of Criminology
64 001 053 079	Australian Institute of Family Studies
65 377 938 320	Australian Maritime Safety Authority
33 020 645 631	Australian National Audit Office
13 059 525 039	Australian Office of Financial Management
56 253 405 315	Australian Organ & Tissue Donation and Transplantation Authority
79 635 582 658	Australian Prudential Regulation Authority

99 470 863 260	Australian Public Service Commission
61 321 195 155	Australian Radiation Protection and Nuclear Safety Agency (ARPANSA)
35 931 927 899	Australian Renewable Energy Agency
35 201 451 156	Australian Research Council
86 768 265 615	Australian Securities & Investments Commission
37 467 566 201	Australian Security Intelligence Organisation
22 323 254 583	Australian Signals Directorate
72 581 678 650	Australian Skills Quality Authority
67 374 695 240	Australian Sports Commission
67 250 046 148	Australian Submarine Agency
51 824 753 556	Australian Taxation Office
11 764 698 227	Australian Trade and Investment Commission
32 770 513 371	Australian Transaction Reports & Analysis Centre (AUSTRAC)
65 061 156 887	Australian Transport Safety Bureau
64 909 221 257	Australian War Memorial
92 637 533 532	Bureau of Meteorology
21 075 951 918	Cancer Australia
44 808 014 470	Civil Aviation Safety Authority
43 669 904 352	Clean Energy Finance Corporation
72 321 984 210	Clean Energy Regulator
60 585 018 782	Climate Change Authority
64 703 642 210	Commonwealth Grants Commission
34 190 894 983	Department of Agriculture, Fisheries and Forestry

68 706 814 312	Department of Defence
69 289 134 420	Department of Defence Army & Air Force Canteen Service
12 862 898 150	Department of Education
96 584 957 427	Department of Employment and Workplace Relations
61 970 632 495	Department of Finance
47 065 634 525	Department of Foreign Affairs & Trade
83 605 426 759	Department of Health and Aged Care
33 380 054 835	Department of Home Affairs
74 599 608 295	Department of Industry, Science and Resources
86 267 354 017	Department of Infrastructure, Transport, Regional Development, Communications and the Arts
52 997 141 147	Department of Parliamentary Services
36 342 015 855	Department of Social Services
18 526 287 740	Department of the House of Representatives
49 775 240 532	Department of the Parliamentary Budget Office
23 991 641 527	Department of the Senate
92 802 414 793	Department of the Treasury
23 964 290 824	Department of Veterans' Affairs & the Repatriation Commission and the Military Rehabilitation and Compensation Commission
96 257 979 159	Digital Transformation Agency
13 051 694 963	Director of National Parks
99 696 833 561	Domestic, Family and Sexual Violence Commission
12 212 931 598	eSafety Commissioner

93 614 579 199	Fair Work Commission
49 110 847 399	Federal Court of Australia
20 537 066 246	Food Standards Australia New Zealand
40 465 597 854	Future Fund Board of Guardians
53 156 699 293	Future Fund Management Agency
80 091 799 039	Geoscience Australia
12 949 356 885	Great Barrier Reef Marine Park Authority
27 598 959 960	Independent Health and Aged Care Pricing Authority
26 424 781 530	Independent Parliamentary Expenses Authority
59 912 679 254	Indigenous Land and Sea Corporation
38 113 072 755	IP Australia
13 679 821 382	Murray-Darling Basin Authority
47 446 409 542	National Anti-Corruption Commission
36 889 228 992	National Archives of Australia
87 361 602 478	National Blood Authority
75 149 374 427	National Capital Authority
56 552 760 098	National Competition Council
25 617 475 104	National Disability Insurance Agency
40 816 261 802	National Emergency Management Agency
27 855 975 449	National Gallery of Australia
88 601 010 284	National Health and Medical Research Council
15 337 761 242	National Health Funding Body
30 429 895 164	National Indigenous Australians Agency
22 385 178 289	National Offshore Petroleum Safety and

	Environmental Management Authority
67 890 861 578	National Transport Commission
72 581 678 650	National Vocational Education and Training Regulator
40 293 545 182	NDIS Quality and Safeguards Commission
61 900 398 761	North Queensland Water Infrastructure Authority
87 904 367 991	Office of National Intelligence
41 425 630 817	Office of Parliamentary Counsel
80 959 780 601	Office of the Auditing and Assurance Standards Board
92 702 019 575	Office of the Australian Accounting Standards Board
85 249 230 937	Office of the Australian Information Commissioner
53 003 678 148	Office of the Commonwealth Ombudsman
41 036 606 436	Office of the Director of Public Prosecutions
43 884 188 232	Office of the Fair Work Ombudsman
15 862 053 538	Office of the Gene Technology Regulator
27 478 662 745	Office Of the Inspector-General of Aged Care
67 332 668 643	Office of the Inspector-General of Intelligence & Security
67 582 329 284	Office of the Official Secretary to the Governor-General
87 767 208 148	Office of the Special Investigator
30 620 774 963	Old Parliament House
78 094 372 050	Productivity Commission
45 307 308 260	Professional Services Review
99 528 049 038	Regional Investment Corporation

45 852 104 259	Royal Australian Mint
25 203 754 319	Rural Industries Research & Development Corporation
81 840 374 163	Safe Work Australia
46 741 353 180	Screen Australia
90 794 605 008	Services Australia
17 090 574 431	Snowy Hydro Limited
91 314 398 574	Special Broadcasting Service Corporation
70 588 505 483	Sport Integrity Australia
51 248 702 319	Tax Ombudsman
50 658 250 012	Tertiary Education Quality and Standards Agency
18 108 001 191	The Department of the Prime Minister and Cabinet
40 939 406 804	Therapeutic Goods Administration
57 155 285 807	Torres Strait Regional Authority
47 641 643 874	Workplace Gender Equality Agency

QC 71025

Guide to receiving and processing eInvoices

Enhance your accounts payable processes to ensure you can efficiently receive and process Peppol eInvoices.

Published 1 October 2024

Background   >

The purpose of this guidance, who should use it and why.

eInvoice data requirements >

Learn what details to include in an eInvoice.

Change principles and considerations >

Things to consider when adopting eInvoicing.

Exception management >

How to modify your exception processes to handle eInvoices.

Supporting suppliers >

Provide tools to help your suppliers send eInvoices.

Appendix 1: Government payment terms (RMG 417) >

An outline of payment terms for Australian Government suppliers.

Appendix 2: eInvoicing checklist >

A checklist to assist you in receiving eInvoices.

Appendix 3: Supplier onboarding tips >

Tips for accounting software to make eInvoicing seamless.

QC 103084

Background

The purpose of this guidance, who should use it and why.

Last updated 4 December 2024

You can download the [Guide to receiving and processing eInvoices](#) ↗ (PDF, 487KB).

Note: We are still refining this content and would like to hear from you. Your insight will help create the best possible experience. Share your feedback at einvoicing@ato.gov.au.

The government is committed to increased eInvoicing adoption to improve cash flow, disrupt payment redirection scams and boost productivity for businesses.

Since July 2022, all Non-corporate Commonwealth Entities (NCEs) have been mandated to be able to receive [Peppol](#) eInvoices (eInvoices). Many other Australian Government entities, plus state, territory and local governments, have also switched to eInvoicing.

While Peppol eInvoicing has been in use for more than 10 years overseas, it is still maturing in Australia. As its use increases, we encourage both sellers and buyers to learn from their early transactions and work together to ensure everyone can benefit from the improved security and efficiency.

Purpose

This guidance:

- provides principles, considerations, and suggestions to help government entities enhance accounts payable (AP) processes and efficiently receive and process eInvoices
- supplements existing Accountable Authority Instructions (AAI) or departmental policies.

It is designed for use primarily by Commonwealth Government:

- finance managers/team leaders and their AP teams – to process eInvoices efficiently and maximise the eInvoicing benefits for them and their business suppliers
- systems owners – to prepare their agencies' systems to receive eInvoices efficiently and support their AP teams in processing them
- procurement policy owners – to include eInvoicing when they draft or update procurement policies and contracts.

This guidance may also help people in similar roles in state, territory, and local government organisations and in the private sector.

QC 103085

eInvoice data requirements

Learn what details to include in an eInvoice.

Last updated 8 April 2025

Mandatory and optional fields

An eInvoice has mandatory data fields. As a government buyer, you should not need to specify these. But to be able to process and pay eInvoices you may need more than the mandatory information.

You should ensure your suppliers understand your requirements and can include what you need in the eInvoice or in a supporting document attached to the eInvoice.

Suppliers may not be able to provide everything you need due to limitations in their accounting software. Always work with your suppliers to understand their capabilities and find a balance between what you need and what they can send.

The following image shows the mandatory data fields and some commonly needed extra information.

Example invoice or credit note

Invoice or credit note showing item details listed in Line ID rows and additional information uploaded as an attachment.

Table: Mandatory and optional data

Field name	Classification
Invoice number	Mandatory
Invoice date	Mandatory
Invoice period	Optional but maybe required to process an eInvoice
Buyer reference or purchase order (PO) number	Mandatory

(if not a PO number, could be a contract or tender number, or buyer-assigned reference)	
Seller ABN	Mandatory
Seller legal name	Mandatory
Seller address	Optional but maybe required to process an eInvoice
Seller contact details	Optional but maybe required to process an eInvoice
Buyer ABN	Mandatory
Buyer legal name	Mandatory
Buyer address	Optional but maybe required to process an eInvoice
Buyer contact details	Optional but maybe required to process an eInvoice
Line ID	Mandatory
Item name	Mandatory
Price (excluding GST)	Mandatory
Quantity	Mandatory
GST rate	Mandatory
Discount	Optional but maybe required to process an eInvoice
Net amount	Mandatory
GST total	Mandatory
Net sum	Mandatory
Tax exclusive amount	Mandatory
Tax inclusive amount	Mandatory

Prepaid amount	Optional but maybe required to process an eInvoice
Rounding amount	Optional but maybe required to process an eInvoice
Payable amount	Mandatory
Note	Optional but maybe required to process an eInvoice
Attachment	Optional but maybe required to process an eInvoice
Payment details (bank account details and payment terms)	Optional but maybe required to process an eInvoice
Delivery address	Optional but maybe required to process an eInvoice
Discount info	Optional but maybe required to process an eInvoice
Additional charge	Optional but maybe required to process an eInvoice

For the full list of the Peppol eInvoice data fields, including whether they are categorised as mandatory, 'best practice' or optional, see the Invoice Content Practice Statement 🔗.

Reference numbers

Reference numbers are used for data matching or to route eInvoices to the correct person or team to confirm receipt of goods or services and approve the invoice. They include:

- purchase order (PO) number

- contract number

- project number

- tender number

- buyer-assigned reference – for example, location code assigned to an individual, team, branch or location. Buyer contact details may

also be used instead of a number.

You will need to tell your supplier which reference number(s) should be quoted on the eInvoice, so it can be processed efficiently. PO and contract numbers are commonly used by buyers to help them match eInvoices with approved spending.

If a PO or contract number is not used, you will need an alternative buyer-assigned reference. When opting for a buyer-assigned reference, you should select a value that can be:

- easily validated by your system

- used to automatically direct the eInvoice to the correct person or business team.

Your supplier may enter a reference number against a label in their system that is different to what you expect. Your systems should provide flexibility to search all fields in an eInvoice for a reference number. This process should ideally be automated.

Sellers may also need to read their software help files to check where to enter and how to format the number, so it comes through correctly.

Note: It is mandatory to include either a PO number **or** a buyer reference with a Peppol eInvoice.

Buyer contact details

For some buyers, it's crucial their suppliers provide the buyer's contact details on the eInvoice. For instance, you may not require a PO or other reference number when buying some goods or services valued less than $10,000. So, you will need the buyer's contact details to identify who to send the eInvoice to, for approval and then payment.

Most small businesses when trading with each other do not use a PO or other reference number. An email, phone number or contact name are often used. In most cases, the buyer's email address is the preferred option.

Buyer contact details may be used as a buyer-assigned reference and could be entered in a 'buyer reference' field.

Payee financial account

Your suppliers should ideally provide payee bank account details on your eInvoices, as these are critical for fraud risk management, and vendor validation and verification processes.

Put the information into the free-text notes field if a specific payment details field isn't available, rather than in an attachment. This should speed up eInvoice processing by removing the need to manually open an attachment.

eInvoice attachments

Attachments are not mandatory but are supported by most systems. In certain scenarios you may require attachments to complement and to help process the eInvoices. An example are labour hire timesheets.

Peppol supports formats including PDF, CSV, JPEG, PNG and ODS. You may be sent any of these, so ideally your system needs to be able to receive and display them.

It is not mandatory for sellers to attach a PDF version of the invoice to the eInvoice they send. Not all sending solutions are capable of this and eInvoices should not be rejected on this basis if you have received all the required invoice data the eInvoice XML. A Peppol eInvoice is not just an envelope to deliver a PDF invoice – the eInvoice is the invoice.

GST tax invoices

You need a tax invoice to claim GST credits where your acquisition is over $75.00, exclusive of GST. One of the requirements for a valid tax invoice is that it is clear from the document that it is intended to be a tax invoice. We consider that this requirement is met where:

- an eInvoice is issued by a supplier in accordance with the [A-NZ Invoice Specification for eInvoicing](#) ⬀ under the Peppol framework, and

- it contains all the mandatory data, even if the words 'tax invoice' are not present.

Find out more about [tax invoices](#).

More than eInvoices

As an international e-procurement framework, Peppol supports many [document types](#) ⬀, including invoice responses and purchase orders. Not all eInvoicing software supports all the document types available in Australia. So, if you do require more, talk to your service provider to see what options you have.

QC 103086

Change principles and considerations

Things to consider when adopting eInvoicing.

Increasing your eInvoicing capabilities may change the way you currently receive and process invoices. It will likely also impact your suppliers. The following principles will help:

1. Do not reject any eInvoices before you review them. Let all eInvoices through if they comply with the invoice specification (namely, there is some data in all mandatory fields). If you introduce extra validation on eInvoices as they arrive (for example, PO format or length checks, or ABN-to-seller's name look-ups), you should manage these business-level rules just as you would with a PDF invoice in your accounts payable process and as exceptions if required (see [Exception management](#)).

2. Search for data if it does not appear where you expect it. This searching may be automated the same way OCR systems scan unstructured PDFs. If you can't automate this process, check the full set of eInvoice data your supplier sends you (namely, a human-readable rendering of the XML – see principle 5), plus check any attachments. This way you maximise your chances of being able to process and pay the eInvoice.

3. Contact your supplier if you can't find what you need, or if the supplier hasn't provided the same information they would have previously in an emailed PDF invoice. If you have different data requirements for eInvoices, you will need to tell your suppliers what's needed.

4. Always consider your suppliers' potential software limitations. Work with them to understand their situation and find a balance between what you need and any extra burden on them. For instance, you may be able to use either negative invoice or a credit note to achieve the same outcome.

5. Your system should ideally be able to display a human-readable version of the complete eInvoice (for example, a HTML or PDF rendering of the XML data file). It is not mandatory for, nor do we recommend, your suppliers to send PDF versions of eInvoices.

In line with these principles, develop a change management approach to support uplifting your eInvoicing capabilities. Consider what guidance and support will need to be updated and communicated to staff as systems, workflows and what they see and be asked to approve may change. Consider the following:

- Work towards automating as many AP and eInvoicing processes as possible. For example, search for a PO or reference number or a buyer contact email address to automatically route for approval, and check against master vendor, PO and any goods receipt records. If the eInvoice cannot be processed automatically, see [Exception management](#).

- eInvoices will arrive in your central AP system. They do not arrive in email inboxes. Everyone involved in procurement across your

organisation – AP teams, contract managers, purchasers and financial delegates – will see the differences. System-generated alerts, viewing and approving invoices in ERP software and perhaps noting goods receipts against purchase or work orders are all possible changes.

- Procurement policy, contracts and payment terms may need to be updated (see Appendix 1). Suppliers will need to be notified and may require help with the change too.

Example: eInvoice delivery and routing change

Before adopting eInvoicing, Agency A had all its suppliers email their invoices directly to the purchasing officers or teams before being approved and entered in the finance system for payment. As part of its eInvoicing transition, it set up a series of resource pools made up of several approvers.

When eInvoices started to be delivered to its central AP system, it automatically sent eInvoices to the appropriate resource pool for approval based on matching a buyer reference number.

They also required suppliers that didn't use eInvoicing to send emails to a central mailbox to be processed though the AP system the same way. As a result, both invoices and eInvoices are managed consistently and the agency processes and pays all suppliers on time.

QC 103092

Exception management

How to modify your exception processes to handle eInvoices.

Published 1 October 2024

Not all eInvoices will be able to be processed automatically. This may affect your existing exception management processes. These principles may help you review and adapt yours:

1. Search for the information you need elsewhere in the eInvoices as it may not be in the data field you expect (see principle 2). If you still can't find it in the human-readable version of the eInvoice or

attachments, contact the supplier just like you would with any other invoice per your current invoice exception process.

2. If you are automatically rejecting eInvoices before manually reviewing them, do not assume your supplier knows what has happened. They may not be able to receive a system-generated rejection message (known as an Invoice Response). Always contact your supplier directly if an eInvoice has been rejected.

3. If an eInvoice has been rejected, or requires exception handling, use this as an opportunity to better understand your supplier's situation and educate them on any new requirements. Helping them get it right early will save both you and them time and effort in the future.

> ### Example: exception management
>
> Several of Agency B's suppliers have started sending eInvoices. They are all using similar small business software that does not have a separate field to put the PO number in the eInvoice.
>
> Instead of rejecting the eInvoices, they were all marked as exceptions for manual checking of the human-readable version. An AP team member found they'd all consistently entered the PO number in the Buyer Reference field. They manually adjusted the eInvoices and returned them to the automated workflow. They then contacted all these suppliers, noting there may be a delay in processing.
>
> Agency B updated its system to search for PO numbers in all fields and automatically map it to the right place. This will save both them and their suppliers time and effort in the future.

QC 103087

Supporting suppliers

Provide tools to help your suppliers send eInvoices.

Published 1 October 2024

On this page

[How to support suppliers](#)

[Targeting suppliers with eInvoicing capability](#)

How to support suppliers

It is vital for buyers to encourage and support their suppliers, and work with them to send eInvoices that can be processed efficiently and paid on time, if not faster.

Some ways to help suppliers include:

- share the Department of Finance's Selling to Government – Getting paid ⧉ information and be ready to explain the Supplier Pay on-Time or Pay Interest Policy ⧉.

- become familiar with commonly used eInvoicing-ready sending solutions ⧉, to understand what data fields your suppliers can and can't use. If information you need can't be correctly entered, talk to your suppliers about where they can put it. For example, the only option for some suppliers may be to enter the required PO number is in the Buyer Reference field with a 'PO:' prefix.

- be ready to share with your suppliers the guidance material from their eInvoicing-ready solution providers, such as what eInvoicing is, how to register or how to send eInvoices.

> ### Example: supplier support
>
> Agency C is an early adopter of eInvoicing. Prior to adopting eInvoicing, the agency asked all suppliers to send their invoices by email directly to a central email address.
>
> As part of its supplier onboarding strategy, the agency engaged with selected suppliers to identify their eInvoicing enabled (accounting) system, then drafted guidance on how to send eInvoices using those systems. This helped suppliers to overcome any issues.
>
> They published these guidance materials to their website and added links to it to their PO template so all suppliers could be informed.
>
> As a result, the agency now processes more than 80 eInvoices a month.

Targeting suppliers with eInvoicing capability

Most major small business accounting software solutions can send and receive eInvoices, including:

- Xero

- MYOB

- Reckon.

You can identify which of your suppliers are using one of these products. See [Appendix 3](#) for tips on how to do this and how to help them start sending eInvoices.

It is crucial that your suppliers strictly follow their software providers' guidance on how to enter the reference number(s) you need. This will ensure the information is:

- transmitted through the network correctly.

- received by your software and put into the correct field.

QC 103088

Appendix 1: Government payment terms (RMG 417)

An outline of payment terms for Australian Government suppliers.

Published 1 October 2024

> **On this page**
>
> [About RMG417](#)
>
> [Managing suppliers' expectations](#)

About RMG417

The [Supplier Pay on-Time or Pay Interest Policy](#) ↗ (RMG 417) applies to Australian Government NCEs. It defines the 2 conditions that must be fulfilled **before** any payment time calculations start. The conditions are:

- acknowledgment of the satisfactory delivery of the goods or services

- receipt of a correctly rendered invoice.

Further, [RMG 417 defines](#) ↗:

- **acknowledgment of the satisfactory delivery of the goods or services** as 'the NCE has confirmed that the goods or services have been delivered in accordance with the terms of the contract'.

- **receipt** as 'the day that the correctly rendered invoice is accepted by the NCE following the acknowledgment by the NCE of the satisfactory delivery of goods or services'.

- **a correctly rendered invoice** as 'an invoice which is:

  - rendered in accordance with all the requirements of the written contract (note that written contracts will often specify that the invoice must be a tax invoice and/or that certain information must be included in the invoice and/or the format of the invoice); and

  - for amounts that are correctly calculated and due for payment and payable under the terms of the written contract'.

Therefore, the policy's payment time (5 or 20 days) does not necessarily start at the time the invoice is sent by the supplier or first received by you. This timing is often determined by the software solution in place. The payment time starts only after an invoice:

- has been checked against the contract terms.

- is confirmed to match what's been delivered

- is for the expected amount.

That is, after a 3-way-match.

A reasonable allowance of time for the delivery of the goods or services and for the person responsible to acknowledge they are satisfactory is often documented in contract or purchase order terms (for example, section 11 of the [Commonwealth Contracting Suite's](#) ☑ Commonwealth Purchase Order Terms).

This policy is currently under review.

Managing suppliers' expectations

Communication is key to managing your suppliers' expectations of when they'll be paid. The Department of Finance's [Selling to Government – Getting paid](#) ☑ guide can help with this. But you may also like to provide updates to your suppliers as their eInvoice flows through your process – these may be able to be automated.

When a new supplier starts sending you eInvoices, consider notifying them of the following:

- You have the eInvoice and it is being reviewed. Once this check is complete, payment times begin.

- They will then be paid promptly (more about the Commonwealth Government's standard payment terms can be found at [Selling to Government – Getting paid](#) ☑). Highlight that you will contact them if you need more information.

- They can find the information you require to be able to process an eInvoice on your agency's website. Provide a link to the page on your agency's website that lists your specific requirements.

QC 103089

Appendix 2: eInvoicing checklist

A checklist to assist you in receiving eInvoices.

Published 1 October 2024

This section outlines what an AP team should consider doing when it receives an eInvoice. It is neither exhaustive nor one-size-fits-all, but may be used as the basis of a processing workflow that could be automated.

1. **Check your details are correct** – a supplier may have sent you an eInvoice that was meant for someone else.

   a. Check your ABN and business name are correct.

   b. In the eInvoice's Peppol XML file, the A-NZ invoice specification elements to check are:

      I. cac:AccountingCustomerParty/cac:Party/cac:PartyLegalEntity/cbc:CompanyI[

      II. cac:AccountingCustomerParty/cac:Party/cac:PartyLegalEntity/cbc:Registratio

      III. cac:AccountingCustomerParty/cac:Party/cbc:EndpointID

   c. If the details are wrong, let the supplier know as they may be unaware of the mistake.

   d. If the details match, **go to the next step.**

2. **Check the eInvoice has come from a valid or existing supplier**.

   a. Check the supplier's ABN and that the business name matches your vendor master data – this should be the sender's legal name.

   b. If supplied, also check payment or bank account details match what you have on file.

   c. In the eInvoice's Peppol XML file, the A-NZ invoice specification elements to check are:

      IV. cac:AccountingSupplierParty/cac:Party/cac:PartyLegalEntity/cbc:CompanyID

      V. cac:AccountingSupplierParty/cac:Party/cac:PartyLegalEntity/cbc:RegistrationName

      VI. cac:PaymentMeans/cac:PayeeFinancialAccount

  d. If the supplier details don't match or do not exist in your master data, **query the eInvoice**. Check the validity of the invoice with the person responsible for goods receipting and checking the invoice, and perhaps contact the vendor. You may need to update or create a new vendor record.

  e. If the supplier exists and the details match, **go to the next step**.

3. **Check the eInvoice is GST compliant**.

  a. Depending on the value of the eInvoice and the GST registration status of the supplier, check you have all the required information. Refer to [Tax invoices](#) for what's needed.

  b. If the eInvoice isn't GST compliant, contact the supplier to inform them of the error.

  c. If it is GST compliant, **go to the next step**.

4. **Check the eInvoice for a PO number or other buyer contact details**.

  a. Check the eInvoice for a PO number or other reference number, noting this may be in a different spot on each eInvoice and may not be where you expect to find it. Look in the PO number field and in the Buyer Reference field first but, if need be, scan the rest of the eInvoice content in case it is entered in a different field (for example, notes). If there aren't any PO or buyer reference details, check the purchaser details.

  b. In the eInvoice's Peppol XML file, the A-NZ invoice specification elements to check are:

      III. cac:OrderReference/cbc:ID

      IV. cbc:BuyerReference.

  c. If there is no valid, identifiable PO, check for other workflow identifiers:

      II. contract number (cac:ContractDocumentReference/cbc:ID)

      III. tender number (cac:OriginatorDocumentReference/cbc:ID).

      IV. project number (cac:ProjectReference/cbc:ID).

      V. buyer reference number (cbc:BuyerReference)

      VI. contact details, such as name or email address (cac:AccountingCustomerParty/cac:Party/cac:Contact).

  d. If a seller incorrectly aligns or formats their otherwise valid PO number, contact them and help them get it right next time. In the meantime, you can manually correct the data to expedite processing and payment.

e. If there is a valid PO number or you can identify the intended recipient, check that it matches the vendor details on the invoice.

III. If they do not match, contact the supplier to query.

IV. If they do match, **go to the next step**.

5. **Check the eInvoice details match those recorded on the PO or contract** – that is, PO matching.

    a. Check if the goods or services have already been receipted by the purchaser against the PO or contract.

    b. If not, forward the eInvoice to the responsible person (for example, the PO owner) and ask them to notify you once the goods or services have been receipted.

    c. If they have been receipted, go to the options below.
    Note: RMG 417's payment times do not start until the goods or services have been receipted and a correctly rendered eInvoice has been received.
    Option 1: Header-level matching

    d. Check the total amount of the eInvoice against the amount of the PO/procurement.

    e. If it does not match, forward it to the responsible person (for example, the PO owner) for action.

    f. If they match, ask the purchaser to approve it for payment.
    Option 2: Line-level matching

    g. Do the same checks as 5a above, but rather than just checking the eInvoice values, check each line item included in the eInvoice.

Note: Minor differences in values may occur due to you and your customer using different GST rounding rules. eInvoices by default calculate GST amounts using the [total invoice rule](#) where the GST-exclusive value of each taxable sale is added up, and GST is then calculated at 10% of that amount and then rounded to the nearest cent (rounding 0.5 cents upwards). You may need to adjust tolerances in your system to account for this, just as you may already be doing with other invoices you receive.

Payment

How you pay eInvoices will depend on several variables including agency preference, supplier requests and invoice value. All NCEs will need to consult [Supplier pay on time or pay interest policy](#) ⤤ (RMG 417) for details (see [Appendix 1](#)).

QC 103090

Appendix 3: Supplier onboarding tips

Tips for accounting software to make eInvoicing seamless.

Last updated 1 October 2024

Suppliers who use eInvoicing

All suppliers using Xero, MYOB and Reckon can use eInvoicing with a few simple mouse clicks. You can identify which of your suppliers are using this software to generate and send PDF invoices to your accounts payable inbox, and let them know you're ready to receive eInvoices from them instead of PDF invoices.

Here are some easy ways to help you identify which of your suppliers are using Xero, MYOB and Reckon.

Identify invoices sent from accounting software's generic email address

Invoices being sent from the cloud-based version of small business accounting software are sent from the following generic email addresses:

- AccountRight@apps.myob.com or similar email address for MYOB

- messaging-service@post.xero.com or similar for Xero

- accountshosted@reckon.com from Reckon.

Look for the common email templates

MYOB and Xero have email templates that the supplier can populate.

In the example below, note the generic email address at the top and 'Powered by MYOB' at the bottom.

A screenshot displaying a common MYOB invoice email, listing supplier details including Business Name, Contact Name, Address, Phone, Email, and including a button reading "View Invoice", along with a clickable link which reads "View full invoice details"and a pdf version of the invoice attached to the email. The sender's email address is highlighted, reading "AccountRight@apps.myob.com".

Next is an example of a standard invoice email from a Xero user. Note the generic email address at the top.

A screenshot displaying a common Xero invoice email, listing supplier details including Business Name, Invoice Number, Invoice Amount, Due Date, Email, and including a button reading "View Invoice", and a pdf version of the invoice attached to the email. The sender's email address is highlighted, reading "messaging-service@post.xero.com"

Check the format of the invoice number

Xero's invoice numbers start with the prefix INV- and then a series of numbers.

MYOB uses an 8-digit number. For example 0000001, 0000002, 00000003 and so on.

Guide to help your suppliers send eInvoices to your business

Use the following resources to support your suppliers to start sending you eInvoices.

Xero users

- Xero's step-by-step instructions on how to **register and receive an eInvoice** ⤢.

- How to **send an eInvoice** ⤢.

- Watch a **Xero video clip** ⤢ to help you register.

MYOB users

- MYOB's step-by-step guide on **how to register for and send eInvoices** ⤢.

- MYOB's step-by-step guide on **receiving eInvoices** ⤢.

Reckon users

- How to [get started with Reckon eInvoicing ⬈](#).
- [eInvoicing for Reckon One ⬈](#)
- [eInvoicing for Reckon Account Hosted ⬈](#)

QC 103091

Peppol

About the Peppol framework and how to identify Australian trade partners that are ready to receive eInvoices.

Last updated 3 November 2022

On this page

[About Peppol](#)

[The Australian Peppol Authority](#)

[The Peppol network](#)

About Peppol

[Peppol ⬈](#) is an international eProcurement framework. It's developed and maintained by [OpenPeppol ⬈](#), an international non-profit association. OpenPeppol standardises the way information is structured and exchanged.

Peppol uses a [4-corner model](#) to exchange procurement documents and data. It transmits data through a secure network of approved service providers called 'access points'.

[Access points ⬈](#) connect you to the Peppol network and allow you to exchange invoices and other documents with your registered trading partners.

Peppol is used in Europe, North America and the Asia Pacific. In 2019, the Australian Government adopted the Peppol framework.

The Peppol framework consists of:

- a set of artefacts and specifications compatible with existing eProcurement and eBusiness solutions
- the Peppol network, that facilitates the exchange of data between different systems

- a multi-tiered structure of legal agreements and decision making that ensures proper governance.

The Australian Peppol Authority

OpenPeppol gives authority to various countries to manage the Peppol framework for its members. In Australia, the ATO is the Peppol Authority.

We administer the Australian Peppol Authority for the government. In this role, we:

- define Australian requirements for use of the Peppol standards. For example, invoice specifications to support GST tax invoices

- administer accreditation of access points for Australia

- educate, promote and support the adoption of Peppol standards across government and the business community

- work with the digital service providers and the business community to ensure the Peppol framework is suitable and implemented consistently across Australia.

We do not receive a copy of the eInvoice, and we are not able to view the contents of any eInvoices being transmitted between businesses.

The Peppol network

To use eInvoicing, your business and your trading partners need to connect to the Peppol network.

Many accounting packages offer eInvoicing and you can register on the Peppol network using your software. This process is quick and easy.

Medium and large businesses have other options to connect. To select the right option for your business, see Become eInvoice-enabled.

The Peppol Directory will help you find our which of your trading partners are registered on the network. Some software products have automated this process.

For more information, follow the steps to help identify Australian entities registered on the Peppol network.

4 Corner model of eInvoicing. This image represents the model by using 4 images (one for each corner) connected by arrows. A seller (corner 1) submits an eInvoice to their access point (corner 2) in the format of their system. The access point then confirms whether the buyer can receive a Peppol eInvoice before validating the invoice against the standard and sending the eInvoice to the buyer's access point (corner 3) in the Peppol format. Finally, the receiving access point sends the eInvoice to the buyer (corner 4) in the format of their system for processing.

Peppol and electronic data interchange

Businesses have exchanged electronic documents such as invoices for decades through different channels, including:

- electronic data interchange (EDI)

- data entry portals

- data file transfers.

These systems are efficient and streamline the buying process, but they aren't universal and are usually proprietary. This means suppliers must connect to multiple systems used by different buyers, creating inefficiencies and trading barriers.

The Peppol framework complements EDI and other channels and represents a common global standard for exchanging digital business documents. This helps businesses who transact with trading partners through multiple EDI networks to avoid multiple connections and high costs.

Identifying Australian entities registered on the Peppol network

> Steps for identifying Australian trading partners that are ready to receive eInvoices in the Peppol Directory.

QC 67570

Identifying Australian entities registered on the Peppol network

Steps for identifying Australian trading partners that are ready to receive eInvoices in the Peppol Directory.

Last updated 2 July 2024

About the Peppol Directory

The [Peppol Directory](#) ⤢ lists end users registered on the [Peppol network](#) and their receiving capabilities. The directory is administered by [OpenPeppol](#).

Use the Peppol Directory to see if your trading partners are connected to the network and if they can receive eInvoices through Peppol.

Note that:

- [Only receivers' details are published](#) ⤢. – if an entity can only send, they may not be listed.

- Publishing receiver details to the Peppol Directory is required in Australia, but not all jurisdictions enforce this.

Every entity is registered using a unique participant identifier (Participant ID) with the following 3 components:

- identifier scheme – 'iso6523-actorid-upis'

- [International Code Designator (ICD) value](#) ⤢

  – '0151' is the ICD for the Australian business number (ABN) which is used by most Australian entities

  – some may use a different ICD especially if they also trade overseas

- unique identifier denoted by the ICD (a participant's actual ABN)

  – for example, the Participant ID for the ATO is: 'iso6523-actorid-upis::0151:51824753556' (identifier scheme::ICD value:unique identifier).

Before you start transacting

We recommend you always complete appropriate identity and 'know your customer' checks before transacting with any new trading partner, regardless of their registration status in the Peppol Directory.

Before you send an eInvoice to an entity listed in the directory, contact them to confirm that they are willing and able to transact with you using Peppol. You should also confirm the send and receipt of your initial eInvoices.

How to identify Australian entities registered in the Peppol Directory

There are a range of options for you to identify whether trading partners are registered on the Peppol directory, these include:

- using a free publicly available tool

- extracting data from the Peppol directory

- building your own API to extract data from the Peppol directory.

Using a free publicly available tool

There are a range of free to use and publicly available tools that you could use to identify if your trading partners are registered for eInvoicing.

A list of these tools is included below:

- [Ademico - Peppol Lookup](#) ↗

- [Payreq - Peppol Lookup](#) ↗

- [eInvoicing.com Peppol lookup](#) ↗

- [Ozedi - Peppol lookup](#) ↗

Extracting data from the Peppol directory

Follow the steps below to produce a list of entities registered in the Peppol Directory and connected to the [Peppol network](#).

The list is filtered to display Australian businesses using an ABN as their Peppol ID ('0151' ICD).

This search will identify most entities on the Peppol network and help you identify trading partners located in Australia. The list does not include **all** Australian businesses as some may be registered using an ICD other than '0151' for ABNs. For example, '0209' for GS1 identification keys).

Step 1: Download and open the directory

- Go to [Peppol.EU's Peppol Directory](#) ↗.

- In the grey footer, select **Participant IDs CSV** (comma-separated values) – a CSV file will download.

- Open the CSV file in Excel or a similar spreadsheet application.

- Most spreadsheets are limited to one million rows – the Peppol Directory may exceed this capacity (you may need to split it into multiple files to access all the data).

- Save the file as a **Macro-Enabled Workbook** for best performance.

Step 2: Separate the ABNs

The downloaded spreadsheet will contain a single column list of Participant IDs. You will need to split the identifier into its components to separate out the ABNs:

- Select **column A** and go to the **Data** ribbon.

- Select **Text to Columns** –the **Convert Text to Columns Wizard** will open.

- Ensure **Delimited** is checked then click **Next**.

- Check **Other** and type '**:**' (a colon) in the box to the right then click **Next**.

- Click **Finish**.

The data will split into separate columns:

- Column C will show the type of identifier (ICD) and Column D will show registered participants' unique identifiers.

- Filter column C by ICD '0151' (the value may show as '151') to display only ABNs in column D.

- Save your list.

Compare Column D to your vendor data or against the [ABR](#) ⬈ data to identify your trading partners who are ready to receive eInvoices.

Note: Some eInvoicing providers offer a service option to help you identify your registered trading partners and onboard your trading partners to the eInvoicing channel.

Build an API to extract data from the Peppol directory

The directory can be automatically queried using a public REST API, further details on how to do this are available here [Peppol Directory - REST API documentation](#) ⬈.

More Peppol functions

There are more resources and capabilities available to help you use the Peppol network.

You can access more information and functions in the Peppol Directory:

You can download the full BusinessCards CSV. This file is large and requires a powerful computer to process. The result includes all data fields associated with all entities in the Peppol Directory. You can apply specific filtering to identify a range of Peppol participants, such as all entities:

- with an 'AU' country code (that is, all businesses located in Australia)

- in the Peppol network that can receive an 'AU' eInvoice (including entities outside of Australia).

Peppol practical participant search ⬀ displays more information about individual entities, such as the access point they're using.

Free dashboards such as ionite.net ⬀ provide high-level statistics like the number of registered entities in each country.

Some digital service providers offer Peppol statistics and data manipulation as a paid service.

QC 68119

eInvoicing news and resources

Keep up to date with the latest eInvoicing information and resources.

Last updated 20 May 2025

On this page

[eInvoicing news](#)

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[eInvoicing podcasts](#)

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eInvoicing news

Australian Government establishing eInvoicing by default

The Australian Government is establishing eInvoicing as the default method for exchanging invoice information for all non-corporate Commonwealth entities (NCEs), with transitional arrangements commencing immediately.

The government is working to update its policies, processes and guidance to support the mandate. The ATO as the Australian Peppol Authority will provide support for agencies to help them meet the interim requirements and mandate.

For more information, contact eInvoicing@ato.gov.au.

eInvoicing guides

- eInvoicing – a better way to do business

- Guide to receiving and processing eInvoices

- eInvoicing receiving processing quick guide (PDF, 149KB)

- Large business supplier onboarding support

- eInvoicing supplier onboarding quick guide (PDF, 389KB)

- The ATO and New Zealand Government have developed the *A-NZ Peppol eInvoicing Business Guide* to help large businesses and government agencies implement eInvoicing. Download the resource from 'Implementing eInvoicing' on Advice for large businesses.

eInvoicing webinars

- eInvoicing software provider demonstrations playlist

- The benefits of eInvoicing for DSPs – 29 August 2023

- eInvoicing: Intermediaries webinar – November 2021

eInvoicing podcasts

Director of eInvoicing, Mark Stockwell, joins Tax InVoice podcast host David Jepsen to talk about eInvoicing, the benefits for businesses and how to get started with eInvoicing.

eInvoicing videos and webcasts

- Watch our [eInvoicing Curious Accountant ↗] video to learn how eInvoicing will benefit trusted advisors (accountants and bookkeepers) and their clients

- Watch our 3 fireside chat videos showcasing how eInvoicing has helped large businesses, including

  - [BOC Gas ↗]

  - [Bunnings ↗]

  - [Woolworths ↗]

- View a range of videos on [atoTV – Business ↗], including [eInvoicing basics ↗]

- eInvoicing for Small Businesses presented by Deputy Commissioner for Small Business Deborah Jenkins

  - [What is eInvoicing? ↗]

  - [ATO's role as Australian Peppol Authority ↗]

  - [eInvoicing – Saving you time and money ↗]

  - [eInvoicing – A safer way to do business ↗]

  - [How to get started with eInvoicing ↗]

eInvoicing media releases

15 August 2022

- ['Save time and money': more and more businesses making the switch to eInvoicing]

- [Albanese Government supporting Australian businesses through eInvoicing Week](#) ⬈ – joint media release with Stephen Jones MP, Assistant Treasurer and Minister for Financial Services and Julie Collins MP, Minister for Housing, Homelessness and Small Business

3 May 2022

- [Supplier pay on time policy update](#) ⬈ – from 1 July 2022, Australian Government agencies who receive eInvoices need to pay them within 5 days, regardless of value. This will remove the current payment threshold of $1 million applied to eInvoices

10 February 2022

- [Businesses to benefit from new electronic invoicing](#) ⬈ – New Zealand Ministry of Business, Innovation & Employment website

6 October 2020

- [JobMaker: Creating jobs and rebuilding our economy](#) ⬈ – Australian Government Budget 2020–21

29 September 2020

- [Digital business plan to drive Australia's economic recovery](#) ⬈ – Australian Government media release

6 September 2019

- [Australian data and digital council communique](#) ⬈ – Minister agrees to develop a plan for widespread adoption of eInvoicing across all government agencies

Subscribe to eInvoicing newsletter updates

Stay up to date with the latest news on eInvoicing. Subscribe to our:

- [Digital service providers newsletter](#) ⬈
- [Tax professionals newsletter](#)
- [Business bulletin newsroom](#)
- [Small business newsroom](#)

eInvoicing website updates

Subscribe to our ato.gov.au subscription services. We'll notify you when we update our website with information on topics that interest you.

Go to and select **Businesses and organisations** to receive eInvoicing updates.

> ### eInvoicing – a better way to do business ›
>
> A factsheet about eInvoicing, its benefits and how it can support businesses streamline invoicing.

QC 59806

eInvoicing – a better way to do business

A factsheet about eInvoicing, its benefits and how it can support businesses streamline invoicing.

Last updated 10 April 2024

Read the following factsheet or download the Portable Document Format (PDF) version eInvoicing – a better way to do business (PDF 536KB) .

eInvoicing supports businesses by streamlining your invoicing and freeing up time for you to run and grow your business.

eInvoicing is not email or PDF. eInvoices are exchanged directly between buyers' and suppliers' software, automatically appearing in software ready to be paid.

It removes manual data entry for receivers and the need for senders to generate email invoices, making the whole process faster, more efficient, accurate and secure.

Benefits of eInvoicing

The benefits of eInvoicing include:

- Saves time
- Reliable and secure
- Cost savings
- Faster payments
- Connect once, trade with many
- Your invoice data
- How to get started

Saves time

eInvoicing saves you time by not having to:

- re-key or scan invoices
- fix errors
- chase missing information, overdue or lost invoices.

Invoice data is accurate and complete as key details are checked before the eInvoice is sent.

Reliable and secure

eInvoicing reduces the risk of scams and fraud as eInvoices are sent via a secure network of approved service providers and not via email.

The Australian business number (ABN) is used to deliver invoices to the right business, with less risk of fake or compromised invoices.

Cost savings

Research shows it costs businesses around $30 to process a paper invoice and $27 for an emailed PDF invoice, but it costs less than $10 to process an eInvoice.

Your actual savings will depend on your processes, how many invoices you send and the time saved in managing your invoicing.

Faster payments

eInvoicing means fewer errors and lost invoices, avoiding unnecessary delays in getting paid.

Federal Government agencies are paying eligible eInvoices within 5 days.

Connect once, trade with many

Australia has adopted Peppol, an international standard, that allows digital invoices to be exchanged between different software or systems.

Once you're connected to the Peppol network, you can exchange eInvoices with any business on the network that is also connected, regardless of their size or software.

Your invoice data

eInvoices are sent securely by ATO-approved service providers. The ATO administers the network, but we can't access or view your invoices.

How to get started

To send and receive eInvoices, all you need to do is connect your software to the eInvoicing network and register. Let your trading partners know to get them on board and start using eInvoicing. Visit ato.gov.au/eInvoicing for more information.

QC 69227

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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