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.

Value Assessment report >

Information to help you understand the results generated as part of the eInvoicing value assessment calculator.

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.

Media: EInvoicing basics
https://tv.ato.gov.au/ato-tv/media?v=bd1bdiunq91bkg ☐ (**Duration:** 00:54)

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

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 October 2025

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 customers and suppliers

To successfully onboard your customers and clients, you should:

- try eInvoicing with a small number of them

- progressively onboard more of them, focussing on those with most benefit to your organisation, for example high-volume customers or suppliers, or those with a high error rate

- transition as many as possible to the eInvoicing channel to maximise your benefits.

For more information see:

- [Customer onboarding guidance](#)
- [Supplier onboarding guidance](#).

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.

Customer onboarding guidance ❯

Key principles and steps to onboard your customers to eInvoicing.

Supplier onboarding guidance ❯

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

eInvoicing case studies ❯

How Australian businesses are unlocking the benefits of eInvoicing and modernising the way they do business.

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

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?

Media: Video 1 - What is eInvoicing?
https://tv.ato.gov.au/ato-tv/media?v=bi9or7od15xicj ⧉ (**Duration:** 01:38)

ATO's role as Australian Peppol Authority

Media: Video 2 - ATO's role as Australian Peppol Authority
https://tv.ato.gov.au/ato-tv/media?v=bi9or7od15uxfn ⧉ (**Duration:** 02:18)

eInvoicing Saving time and money

Media: Video 3 - eInvoicing – Saving you time and money
https://tv.ato.gov.au/ato-tv/media?v=bi9or7od15u1k6 ⧉ (**Duration:** 01:33)

eInvoicing A safer way to do business

Media: Video 4 - eInvoicing – A safer way to do business
https://tv.ato.gov.au/ato-tv/media?v=bi9or7od15uim8 ⬚ (**Duration:** 01:58)

How to get started with eInvoicing

Media: Video 5 - How to get started with eInvoicing
https://tv.ato.gov.au/ato-tv/media?v=bi9or7od15uipq ⬚(**Duration:** 01:33)

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

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.

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 covered below may not be directly relevant. Most businesses would typically acquire the services	Connecting to the Peppol Network is a core service provided by all access points and the cost of switching is relatively minimal. Other value-add services such as translation to Peppol specification, validation and access point automation

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.

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	- As you migrate from more manual channels, e.g. paper invoices, email and portable document format

– e.g. your current technology standards and infrastructure.	(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

Customer onboarding guidance

Key principles and steps to onboard your customers to eInvoicing.

Last updated 24 September 2025

Approach to customer onboarding

Onboarding your customers is essential for you to quickly benefit from your eInvoicing investment. Remember, customers are the entities that buy your goods and services and that you send invoices to.

Consider the following in your onboarding plan:

- Don't leave onboarding until the end – consider a phased approach and start before your technical implementation is complete so you have testing and pilot partners ready.

- Set targets, influence your high-volume customers and look for quick wins that can help remove inefficiencies and build momentum towards eInvoicing becoming your default channel.

- Involve teams and get support from across your organisation – procurement, contract and account managers and other customer or client-facing areas who can promote eInvoicing at key engagement points during the contract management cycle.

Step 1: Understand your environment

Consider what you need to learn and understand about your environment to tailor your plan for success.

Your clients and customers

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

Categorise using 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 requests for quote or tender responses, contract negotiations, supplier panels and standing offer arrangements.

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

Check if your customers are already enabled to receive eInvoices using the Peppol Directory.

Your business

Determine your customers' touchpoints within your business.

Identify the channels and documents you use to communicate with your customers such as catalogues, email templates, contractual documents and websites. Update these as needed.

Understand your procurement regulatory and reporting requirements, including contract management practices, payment terms and other relevant policies and guidelines.

Document any business requirements and consider the data commonly 'Required for Interoperability' per the A-NZ industry practice statement on invoice content ↗.

Your Peppol service provider (access point)

Some service providers offer customer (and supplier) onboarding as an optional extra. Research how they may be able to help your staff, and maybe your customers too.

Understand and document any integration, data or business requirements that you may need to include in customer communication and engagement, and staff education material.

Changes and impacts

Onboarding your customers and clients to eInvoicing needs to be managed as part of your eInvoicing system and process changes. Build customer-related actions into your change management and communications plans.

Identify customer dependencies and related business process changes and impacts. Consider the whole procure-to-pay process, including who is affected, and manage and mitigate any issues or risks.

Step 2: Group and prioritise

Use your customer analysis to identify customers to group and prioritise. Consider:

- quick-wins and opportunities to learn with customers already on the Peppol network

- longer-term but potentially greater benefits from high-volume larger customers

- customers with inefficient or problematic manual processes (for example, your non-digital 'long tail').

Step 3: Plan and resource

Outsourcing your onboarding will need to be factored into your business requirements and costings when selecting a Peppol service provider.

If onboarding will be done in-house:

- allocate someone to lead and focus on onboarding

- include onboarding in project, change management, engagement and communication plans

- phase your onboarding – define timeframes for prioritised customer groupings

- set targets for the first 6, 12 and 18 months (and beyond) and track the number of customers onboarded and the volume of eInvoices you send

- make onboarding customers and sending eInvoices part of your regular business activities.

Remember, the only way you and your customers will benefit from eInvoicing is by making sure as many of your customers are using it as possible. Build this into everything you do across your business to expedite a return on your investment of time, money and effort.

Step 4: Onboard

Implement your plan.

Engage and communicate

Collaborate, communicate and engage early.

Leverage existing sales, procurement, contract and account manager teams and relationships.

Identify customers who are already using eInvoicing and talk to them about your plans. And announce your plans to all customers to help them understand why, how they can benefit too, and what to expect and when.

Tailor engagement and communication for each customer group, using appropriate channels and highlight the shared benefits. Consider partnering with trusted influencers such as industry peak bodies to amplify your messages.

Be transparent about timeframes and key changes such as data or business requirements; tell them what it means for them. Let your customers know **ato.gov.au/eInvoicing** is where to find out more about eInvoicing and give them contact details for questions or support.

Customer communication templates

This email template may assist you communicating with customers about your desire to send them eInvoices. This same content may also be tweaked and published on your website to reflect your eInvoicing preferences.

Email: Announcing you can send eInvoices

Dear *[Name]*

We can send eInvoices

eInvoicing is rolling out across Australia. There are hundreds of thousands of businesses and government agencies registered on the eInvoicing network, with more joining every month.

Using eInvoicing reduces the risk of fraud and can improve efficiency. *[Your business name/We]* has/have switched on and now prefer to

send eInvoices instead of emailing PDF invoices.

If you are already able to receive eInvoices we can start sending them to you now. To make sure the transition is smooth, please reply to this email noting any business rules or data requirements that we may not already be aware of.

If you are not yet able to receive eInvoices it can be easy and quick to get started - many software packages are already eInvoicing ready. Check the eInvoicing product register ⧉ to see if your software is eInvoicing enabled.

If your software is not listed, ask your software provider if their product is ready and what you need to do to get enabled.

If you don't use any accounting software, there are many free or low-cost options.

The ATO has information to help small, medium and large businesses get started with eInvoicing.

We look forward to sending you eInvoices instead of emailing PDF invoices as soon as you're ready.

Regards,

[Your signature block]

Learn from early experiences

Pilot sending eInvoices to a small group of customers already able to receive. Some may have system limitations so be flexible. You may need to refine your own systems and processes to ensure interoperability before onboarding more business partners.

Encourage your customers to consider the A-NZ industry practice statement on invoice content ⧉ (and make sure your approach also considered this guidance) to ensure a clear pathway to overcoming the most common interoperability challenges.

Ongoing procurement activities

Embed eInvoicing as a normal part of doing business; make it your default where possible. Build your eInvoicing preference into all renewed or new contracts and make it a regular component of doing business as usual.

QC 69206

Supplier onboarding guidance

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

Last updated 4 September 2025

Onboarding suppliers for eInvoicing ›

See eInvoicing supplier onboarding guidance, who should use eInvoicing and why, and key onboarding principles.

Step 1: Plan and resource your supplier onboarding ›

How to plan and resource your supplier onboarding activities for eInvoicing.

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 your suppliers.

Step 4: Supporting your suppliers ›

How to support your suppliers to get their eInvoicing right.

Supplier communication templates ›

Use our templates to assist your eInvoicing communications with suppliers.

Supplier onboarding tips ›

Tips for accounting software to make eInvoicing seamless.

Onboarding suppliers for eInvoicing

See eInvoicing supplier onboarding guidance, who should use eInvoicing and why, and key onboarding principles.

Last updated 4 September 2025

eInvoicing supplier onboarding guide

eInvoicing changes the way businesses receive and process invoices, and how their suppliers send invoices.

If you are ready or planning to start receiving eInvoices, this guidance will help you successfully onboard your suppliers. Use it to:

- prioritise and plan your activities
- identify and engage with suppliers who are ready to start eInvoicing you now
- engage and encourage remaining suppliers to get onboard.

Download the eInvoicing supplier onboarding quick guide (PDF, 390KB) ⤓ to help you promote eInvoicing onboarding actions across your organisation.

Who this guidance is for

This guidance is intended for people in medium to large organisations, including government, who are involved in managing supplier relationships and processing supplier invoices, including:

- finance, particularly accounts payable teams
- procurement, contract or supplier account managers
- eInvoicing implementation project teams
- communication and change management teams.

Key onboarding principles

- Make supplier onboarding a core part of your eInvoicing implementation plan.
- Start early and don't leave onboarding until the end – it's not a one-off activity and will take time.

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

- Resource your onboarding activities and involve relevant teams across your organisation, including procurement, contract management, accounts payable and supplier-facing areas.

- Test for multiple scenarios and requirements and pilot receiving eInvoices with a small group of reliable suppliers.

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

- Get support and commit to a continued transition across your organisation and suppliers - look for opportunities to make eInvoicing the default channel for current and future contracts.

QC 103094

Step 1: Plan and resource your supplier onboarding

How to plan and resource your supplier onboarding activities for eInvoicing.

Last updated 4 September 2025

Planning onboarding activities

Plan and resource your supplier onboarding for eInvoicing from the start. A well supported onboarding process leads to a smoother rollout and stronger supplier engagement.

Include in your onboarding plan:

- communicating with and encouraging suppliers to switch to sending eInvoices

- 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

- providing clarity to suppliers around the content they need to provide in their invoices to ensure smooth processing, timely approval and payments.

Know your suppliers

Start by analysing your supplier master list as this will be key to identifying opportunities and guiding your short and longer-term selection of suppliers for onboarding. Look at:

- How many invoices does each supplier send, and how often?
- Which format do the suppliers use – paper, PDF, EDI?
- What types of purchasing arrangements or contracts do they have in place?
- Are they already set up to send eInvoices?

Know your business requirements and rules

Identify your internal accounts payable and procurement touchpoints with your suppliers.

Clearly define your business requirements for invoice processing and validation, and how they align with the mandatory and optional eInvoicing data elements. Sharing these with your suppliers will help them submit complete and accurate invoices, ensuring smooth processing on your end.

Know your eInvoicing service provider

Some eInvoicing service providers (or access points) offer assistance to their customers to onboard suppliers. This may include things like supplier communications, education, advice on eInvoicing solutions to help your supplier start eInvoicing you. This may reduce some of the effort required on your part to onboard your suppliers.

Reach out to your service provider to ask if they have a supplier onboarding service offering and how you could use their services.

Maximise your eInvoicing investment

Embedding eInvoicing as a natural part of daily business operations will help maximise the return on your investment. By aligning your invoicing channels, the more consistent and streamlined your processes will be.

Clearly communicate process changes to your staff. Explain that eInvoicing, especially when supported by automating accounts payable, helps reduce manual and repetitive tasks, allowing them to focus their time on more valuable work.

Manage the change

Moving suppliers to eInvoicing is more than a system upgrade – it's a change to how invoices are exchanged and processed across the procure-to-pay cycle. It impacts tendering, contracts, invoice creation, processing, approval, payment, and reconciliation.

To ensure a smooth transition for both internal teams and suppliers, it's important to plan and resource the management of this change. This will help reduce friction, build trust and confidence in the new process and increase adoption.

Consider the following:

- Understand what's changing and identify practical steps to minimise disruption.

- Allocate staff to support onboarding. Consider forming a small change support team, assigning onboarding leads, leveraging senior executives' networks and influence, or even outsourcing onboarding to your service provider for an initial period.

- Create a change and communication plan to clearly outline what's changing, how it will be implemented, and how it will be communicated to your teams and suppliers.

  - Update relevant systems, processes, templates and instructions to reflect the new eInvoicing workflows, and ensure all who interact with these are informed and understand these changes.

  - Notify suppliers well in advance with timelines and next steps. Use consistent messaging across multiple channels such as emails, webinars, direct outreach.

  - Provide step by step guides, FAQs and self-service resources and direct support to help suppliers navigating the change.

  - Suppliers adopt faster when they see clear benefits. Emphasise increased protection against invoice interception and fraud, faster payments, reduced admin, fewer disputes and alignment with government requirements and global standards.

- Not all suppliers are alike and a 'one size fits all' approach won't work. Group your suppliers by invoice volume, size or digital readiness and tailor your onboarding approach. Start with a pilot group to test and refine the process and use a phased approach for suppliers with constraints. Gather feedback to improve the process and onboarding experience for your suppliers and staff.

- Be sure to monitor your onboarding metrics such as adoption and exception rates, support requests, feedback, and follow up with suppliers who haven't transitioned and offer tailored support.

- Share success stories and quick wins and be prompt in paying your early adopters. Showcase positive outcomes across internal and external channels to build momentum and credibility.

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.

Staff training

Your internal teams are essential to a successful supplier onboarding experience and transition to eInvoicing in your organisation. Ensure staff are given the necessary time and information to understand and implement required changes.

A training module, referencing much of the content already available on this website, is under development.

QC 103095

Step 2: Identify suppliers that can send eInvoices

How to engage suppliers that are already using eInvoicing.

Last updated 4 September 2025

Part of your eInvoicing onboarding plan should include identifying quick wins, such as engaging suppliers that are already registered on the eInvoicing network, or that are already sending to government agencies. Targeting suppliers that can start sending immediately will help build confidence in this new way of working.

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 eInvoicing service provider about including this in their regular service offering.

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

Adding some information about eInvoicing to your website, or broad communication with your suppliers can also be effective to:

- announce your preference for eInvoicing

- ask suppliers if they can send eInvoices, even if they're not registered, they may use [eInvoicing-ready software](#) ⧉ or use a web-portal.

You may find it helpful to try these [supplier onboarding tips](#).

QC 103096

Step 3: Encourage your suppliers to start eInvoicing

How to increase eInvoicing uptake with your suppliers.

Last updated 4 September 2025

Tailoring your approach

Every business is unique, and onboarding suppliers for [eInvoicing](#) is rarely one-size-fits-all exercise.

Use your supplier knowledge and relationships to tailor your approach and make a compelling 'supplier-centric' case for them to switch; negotiating new or renewing existing contracts is often a good time to discuss eInvoicing.

Remember, it's okay to talk about how eInvoicing benefits you (the buyer) as well as your suppliers.

Benefits of eInvoicing

Most invoices are created by a supplier (or seller) keying information into their business management or accounting software. It makes sense for this to only be done once, and for suppliers to securely transmit this structured invoice data from their system into yours as an eInvoice.

eInvoicing saves your supplier the effort of creating a PDF of the invoice and emailing it to you. It also saves you the effort of having to convert that PDF back into structured data through either scanning or manually entering it in your system which is time consuming and error prone.

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

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

Messages for suppliers

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. It's good to protect everyone you deal with from cyber risks.
It's easy for most small businesses to send eInvoices as their existing software is eInvoicing ready ↗.	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 commitment to improving the resilience of your wider supply chain and the importance of your trading relationships.
Peppol eInvoicing is supported by government to boost economic productivity.	eInvoicing is not just an upgrade, it's the future of invoicing. It is easier, faster, cheaper, safer, and better for the planet. We won't be the only customers asking you to use Peppol. Starting now will help you be a leader and be better prepared for the future.

QC 103097

Step 4: Supporting your suppliers

How to support your suppliers to get their eInvoicing right.

Last updated 4 September 2025

Identify and work with the right person

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

You, or the contract manager in your organisation, 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. Ensure your supplier:

- understands your data requirements
- agrees to provide them directly in the eInvoice if they can.

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 and placement of required data, you can minimise any potential impacts from changing to eInvoicing.

Supplier help and resources

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

Point them to ato.gov.au/eInvoicing to find out more about eInvoicing, its value to them and how to get started. And, to research how easy it may be for the software they already use to connect to the Peppol network.

Remember to also outline your eInvoice data requirements and share this with your suppliers. Make this available in an appropriate place for your suppliers to easily find it if needed.

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.

Pilot where possible

It's common for some large business suppliers to want to pilot and validate their new eInvoicing solution with you. This gives you an opportunity to ensure suppliers meet your requirements in a range of scenarios and circumstances. It helps facilitate smooth processing and minimise manual intervention.

These pilots should be done with real transactions, meaning these eInvoices should be for goods and services that have actually been delivered, if a test environment isn't available to both you and your supplier. Communication is key when this is occurring. For the first one or two of these transactions, make sure you follow up with confirmation that the eInvoice has been received as planned and work through any issues and adjustments together with your supplier before moving to 'business as usual'.

Ongoing procurement activities

It pays to 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 or renewals (or both). Embed your eInvoicing preference in all renewed or new contracts.

QC 103098

Supplier communication templates

Use our templates to assist your eInvoicing communications with suppliers.

Last updated 4 September 2025

Email: Announcing you can receive eInvoices

Dear *[Name]*

We can receive eInvoices

eInvoicing is rolling out across Australia. There are hundreds of thousands of businesses and government agencies registered on the

eInvoicing network, with more joining every month.

[Your business name/We] has/have switched on and now prefer to receive eInvoices instead of emailed PDF invoices.

Sending us eInvoices

When sending us an eInvoice, please use our ABN [your business's ABN] as our address and check our legal name [your 'Entity name' as it appears on the ABR [↗]] is correct. And, include the following information in 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)

- payment information (bank details so we can pay you via EFT).

[Modify, delete, or add other requirements specific to your organisation.]

This information is also on our website [link to the content for your website when published].

Why we prefer eInvoicing

eInvoicing is a new way to send and receive invoices. Structured invoice data is transmitted from your software to ours via a secure network. It improves accuracy, reduces the risk of fraud, and can speed up processing and payments.

eInvoicing is available in many popular business and accounting systems, and it doesn't matter what software you're using so long as it's connected to the eInvoicing network.

With eInvoicing, you don't need to create paper or PDF invoices that you print, post or email and we don't need to scan or enter these manually into our financial system.

Getting started

It's easy and quick to get started - many software packages are already eInvoicing ready. Check the eInvoicing product register [↗] to see if your software is eInvoicing enabled.

- If your software is not listed, ask your provider if their product is ready and what you need to do to get enabled.

- If you do not use any accounting software, there are many free or low-cost options.

- Already set up for eInvoicing? Familiarise yourself with our data requirements *[link to the* content for your website *when published]* and start eInvoicing us today.

The ATO has information to help small, medium and large businesses get started with eInvoicing.

We look forward to receiving eInvoices from you instead of emailed PDF invoices as soon as you're ready.

Regards,

[Your signature block]

Email: Reminding suppliers about eInvoicing

 Dear *[Name]*

Reminder – you can send us eInvoices

Recently we announced that we have started using eInvoicing.

If you can send us eInvoices, please do so. If you are not yet ready, you can still email us PDF invoices, but consider joining the eInvoicing network as soon as possible.

Using eInvoicing reduces the risk of fraud and can speed up processing and payments. It's easy and quick to get started - many software packages are already eInvoicing ready. The ATO has information that can help.

When sending us an eInvoice, please use our ABN *[your business's ABN]* as our address and check our legal name *[your 'Entity name' as it appears on the* ABR ☑*]* is correct. And, include the following information in 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)

- payment information (bank details so we can pay you via EFT).

[Modify, delete, or add other requirements specific to your organisation.]

This information is also on our website *[link to the* content for your website *when published].*

We look forward to receiving eInvoices from you soon.

Regards,

[Your signature block]

Content for your website

eInvoicing

Peppol eInvoicing is a new secure way to send your invoices to us. eInvoices are structured data files that you send from your software to ours, replacing PDFs that you send via email. More than 400,000 Australian businesses are on the Peppol eInvoicing network, and most of the popular small business software packages include eInvoicing capabilities. The ATO has more information about [getting started with eInvoicing](#).

When sending us an eInvoice, please use our ABN *[your business's ABN]* as our address and check our legal name *[your 'Entity name' as it appears on the [ABR](#)]* is correct. And, include the following information in your eInvoices so we can process and pay you as fast as possible:

- a reference number for our purchase (purchase order number or contract number) *[insert example of format required]*

- contact email address or name of the contact person or team within our organisation (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)

- payment information (bank details so we can pay you via EFT).

[Modify, delete, or add other requirements specific to your organisation.]

If you're unable to, or are unsure which fields to enter this information, please contact us *[insert relevant team email address]*.

While you may still send invoices to *[insert email address]*, we prefer eInvoices.

Social media and more

We can provide you with sample promotional newsletter articles and social media posts you can adapt to help in engaging and communicating with your suppliers. To request these, contact eInvoicing@ato.gov.au.

Supplier onboarding tips

Tips for accounting software to make eInvoicing seamless.

Last updated 4 September 2025

Suppliers who use eInvoicing

Suppliers using MYOB, Quickbooks, Reckon, Xero or many other common business management and accounting [software packages](#) can start using eInvoicing with a few simple clicks.

You can identify which of your suppliers are using some of these to generate and send PDF invoices to your email inbox. Targeting these suppliers to let them know you're ready to receive eInvoices means it's easy for them to switch and may result in some quick wins.

Here are some ways to identify which of your suppliers are using one of these packages.

Identify invoices sent from generic email address

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

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

- *do_not_reply@au.[xxxx].intuit.com* or similar for Quickbooks

- *accountshosted@reckon.com* for Reckon

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

Look for the common email templates

MYOB and Xero have email templates that suppliers can populate.

In the following example, note the generic email address at the top and 'Powered by MYOB' at the bottom.
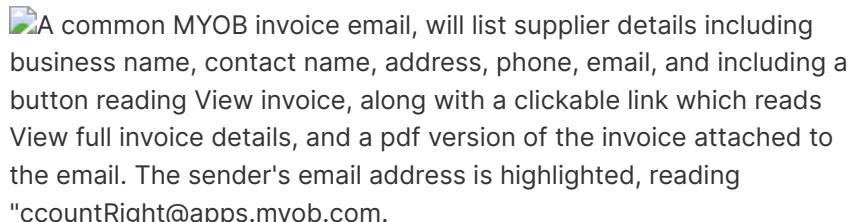
A common MYOB invoice email, will list supplier details including business name, contact name, address, phone, email, and including a button reading View invoice, along with a clickable link which reads View full invoice details, and a pdf version of the invoice attached to the email. The sender's email address is highlighted, reading "ccountRight@apps.myob.com.

Next is an example of a standard invoice email from a Xero user. Note the generic email address at the top.
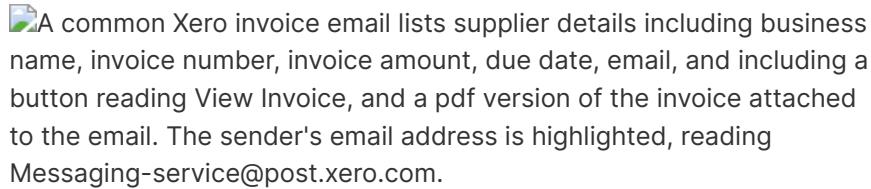
A common Xero invoice email lists supplier details including business name, invoice number, invoice amount, due date, email, and including a button reading View Invoice, and a pdf version of the invoice attached to the email. The sender's email address is highlighted, reading Messaging-service@post.xero.com.

Similar to the 'Powered by MYOB' text, other software may leave identifying clues such as a logo or their name in a copyright notice.

Check the format of the invoice number

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

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

Suppliers' software

Many of your suppliers may be using software that is easy to start sending eInvoices from. Some software requires a bit more effort to connect to the Peppol network.

If your suppliers do not use software, there are many free or low-cost web portal options. Some of these are listed on the eInvoicing Ready product register ☐.

These are some links that may help you when you're talking to your trading partners about eInvoicing, listed in alphabetical order.

Microsoft Business Central users

- MS Business Central users will need to set up an e-document exchange service ☐. Users will need to choose a service provider ☐ to connect with.

Microsoft Dynamics 365 Finance, and Supply Chain Management users

- MS Dynamics 365 users can access Peppol eInvoicing by installing an add-in for Electronic invoicing microservices ☐. Users will need to integrate with an accredited access point ☐.

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 ☐.

Oracle NetSuite users

- Oracle NetSuite users can access the Peppol eInvoicing network through the NetSuite Electronic Business SuiteApp add-on. Users will need to integrate with an accredited access point ⬀ – one example is Link4 ⬀.

Reckon users

- How to get started with Reckon eInvoicing ⬀.

- eInvoicing for Reckon One ⬀

- eInvoicing for Reckon Account Hosted ⬀

Saasu users

- Saasu users can send and receive eInvoices via an add-on partnership with Link4 ⬀.

SAP users

- Users of SAP's product family of ERPs will need to integrate with an accredited access point. ⬀ Users of their cloud products may send and receive Peppol eInvoices using the Peppol Exchange service ⬀ for the cloud edition of SAP Document and Reporting Compliance or via SAP Ariba.

Wiise users

- Wiise users may be able to connect to the Peppol eInvoicing network through their software partnerships ⬀.

Workday users

- Workday users can integrate with the Peppol eInvoicing network through a joint solution with Pagero ⬀.

Xero users

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

- Learn how to send an eInvoice ⬀.

QC 103102

eInvoicing case studies

How Australian businesses are unlocking the benefits of eInvoicing and modernising the way they do business.

Small Business

Explore how well-known Australian companies are leading the way in eInvoicing – paving the path for innovation and adoption across the private sector.

[The Vault Bookkeeping](#) leads the charge in securing small business finances through eInvoicing.

Large Business

See how innovative Australian small and medium businesses are embracing eInvoicing to streamline operations and boost efficiency.

- [BOC's successful journey to Peppol eInvoicing](#)
- [Bunnings Simplifies Business with eInvoicing](#).

The Vault Bookkeeping championing eInvoicing ❯

The Vault Bookkeeping is helping small businesses reduce their exposure to fraud by using eInvoicing.

BOC's successful journey to Peppol eInvoicing ❯

The eInvoicing adoption journey began with a clear aim: make it easier for customers to do business with BOC.

Bunnings simplifies business with eInvoicing ❯

The hardware giant wanted to make it easier for commercial customers to do business.

QC 105441

The Vault Bookkeeping championing eInvoicing

The Vault Bookkeeping is helping small businesses reduce their exposure to fraud by using eInvoicing.

Published 27 August 2025

Why eInvoicing matters more than ever

As director of The Vault Bookkeeping Pty Ltd, Katie Williams is:

- passionate about helping small businesses streamline and secure their financial processes
- a strong advocate for eInvoicing and transforming how businesses handle invoices, focusing on
    - accuracy
    - cash flow improvement, and
    - (most importantly) cybersecurity.

Katie recently witnessed the devastating consequences of cybercrime when a client fell victim to a sophisticated scam. Hackers diverted over $2 million for a property settlement after intercepting and altering a solicitor's invoice.

The criminals altered bank details in a PDF invoice and the funds went into another (fraudulent) account. It was a stark and tragic reminder of a weakness in traditional invoicing methods.

This event reinforced The Vault Bookkeeping's mission: empower small businesses with secure and modern tools like eInvoicing, to reduce their exposure to fraud.

Simplifying invoicing for small business owners

Under Katie's guidance, The Vault Bookkeeping is rolling out eInvoicing for clients using platforms like Xero. These accounting systems send and receive eInvoices directly, thereby eliminating the need for:

- emailed PDFs, or
- manual data entry.

This reduces:

- errors, and

* the likelihood of criminals tampering with sensitive information (like bank details).

Key benefits for clients

* Security first – reduces the risk of interception or manipulation by cybercriminals.

* Better cash flow – clients get paid faster with features like 'Pay Now'.

* Reduced admin – no more manual invoice data entry; automatic syncing.

* Peace of mind – clients know their invoices are accurate, traceable and transmitted safely.

Overcoming resistance and supporting change

While some business owners are hesitant to adopt new systems, Katie takes a hands-on approach to transition support. She works one-on-one with clients to:

* register them for eInvoicing platforms

* train them and their teams on the functionality

* encourage them to invite their trading partners to do the same.

As they make the leap into the digital era, this personal support helps clients feel:

* confident, and

* in control of their finances.

Leading by example in a changing digital economy

Katie has seen the benefits of eInvoicing firsthand. She continues to encourage fellow bookkeepers, accountants and professional networks to advocate for safer financial practices.

By championing this technology, The Vault Bookkeeping is:

* doing bookkeeping better

* protecting clients from real-world financial threats and future-proofing their businesses.

BOC's successful journey to Peppol eInvoicing

The eInvoicing adoption journey began with a clear aim: make it easier for customers to do business with BOC.

Published 27 August 2025

Business drivers

BOC, a leading gas and engineering company, wanted transactions to be as seamless as possible for its customers.

It adopted Peppol eInvoicing to:

- improve invoice processing efficiency
- enhance the overall customer experience.

A pilot with a small group of customers quickly showed eInvoicing was not only viable but helpful. The instant improvement in payment times and positive customer feedback prompted a broader rollout.

Implementation approach

With limited IT resources – a common challenge for large companies – BOC took a pragmatic approach. Using existing data flows and partners to integrate eInvoicing, it treated eInvoicing as another invoice delivery channel. The company's strong electronic data interchange (EDI) foundation:

- enabled this low-cost, low-disruption model
- meant eInvoicing was in place in a matter of weeks.

The results drove internal change management: the finance team reported faster payments and high operational efficiency, which helped secure further buy-in across the business.

BOC made onboarding as seamless as possible for customers, increasing satisfaction and adoption rates.

Access point and cost considerations

Access point options are growing, making it easier than ever for companies of all sizes and technical capabilities to use Peppol eInvoicing.

BOC selected its access point early in the process, applying the same thinking as for EDI – standardise rather than reinvent the wheel.

The cost of setup was minimal, and the process was more efficient than most large-scale system deployments.

Business benefits and customer impact

The positive effect of eInvoicing was immediate for BOC. Customer payment times dropped, and over 80% of customers rated their eInvoicing experience at 4 or 5 stars. Some requested an end to PDF or paper invoices altogether, preferring the streamlined digital experience.

For small business customers especially, the benefit was tangible: automation replaced manual tasks like downloading, printing and rekeying invoice data. The result was easier and faster payments.

Looking ahead

BOC continues to see organic growth in eInvoicing uptake as new customer requests come in. The goal now is to build critical mass across the business landscape, and enable the 'one-to-many' advantage of the Peppol network.

Key advice

BOC's message to other large businesses is simple: 'Treat eInvoicing as an extension of existing EDI practices. Engage your software providers early and focus on simplicity over complexity. The benefits, cost efficiency, speed and customer satisfaction are worth the leap'.

QC 105442

Bunnings simplifies business with eInvoicing

The hardware giant wanted to make it easier for commercial customers to do business.

Published 27 August 2025

Bunnings adopted Peppol eInvoicing as it faced mounting requests for varied system integrations. The company saw Peppol as a way to:

- streamline invoice delivery across a broad network

- replace ad hoc solutions with open, flexible infrastructure.

Two key goals drove Bunnings' move to eInvoicing:

1. Customer satisfaction – simplify and improve the invoicing process for Bunnings' commercial customers.

2. Scalability – avoid the difficulty of maintaining multiple bespoke systems by adopting a widely accepted platform.

eInvoicing became 'just another invoice flow', offered to customers that preferred it, without disrupting those using email or PDFs.

Implementation strategy

To manage the rollout and generate Peppol-compliant files without overburdening internal IT teams, Bunnings:

- used an existing data flow

- worked with a third-party partner.

By using familiar systems and channels, Bunnings avoided reinventing the wheel and reduced both cost and complexity.

The change management approach focused on simplicity: once a customer activated Peppol in their accounting software, Bunnings began sending eInvoices automatically. No more consent or configuration required. This frictionless setup drove uptake.

Access point and timeframe

Bunnings' external partner managed Peppol access point selection, further easing internal workload.

From project initiation to go-live took 8 months. According to Bunnings, the cost was 'remarkably cheap, nowhere near that of a typical ERP upgrade'.

Benefits realised

The results have been impressive:

- High reliability – fewer failures and delays compared to PDF and email delivery.

- Lower admin burden – no missed invoices or server issues.

- Customer satisfaction – some customers requested PDF invoices be turned off entirely.

By sending invoices directly to customers' accounting systems, Peppol:

- reduced friction in payment cycles

- boosted accuracy.

Impact on small businesses

For small businesses, eInvoicing was refreshingly simple. Bunnings' hands-off setup meant that once customers opted in through their accounting system, invoices began arriving automatically. This plug-and-play approach won praise for its ease of use.

What's next?

Bunnings wants to expand its eInvoicing footprint by:

- bringing more customers and suppliers onto the network
- exploring opportunities to exchange other documents like purchase orders.

The aim is to build a connected, scalable invoicing ecosystem that benefits everyone.

Advice to others

For businesses just starting out, Bunnings recommends treating eInvoicing as a natural evolution, not a radical change. With the right support, it can be implemented affordably and effectively. And best of all, the benefits are clear from the start.

QC 105444

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

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.

eInvoicing for government

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

Last updated 17 November 2025

Australian Government's commitment

The Australian Government is extending its commitment to increase Peppol eInvoicing adoption as noted in the Budget 2024–25. It is now establishing eInvoicing as the default method for exchanging invoice information in government procurement for most Australian Government entities.

By leading the implementation of eInvoicing, the government aims to:

- improve cash flow

- disrupt payment redirection scams

- boost productivity across the economy.

For these and other benefits to be realised, all governments across the country should be looking to use eInvoicing and be encouraging the businesses they interact with to use it too.

In addition to the Australian Government's adoption of eInvoicing, more than 300 state and territory government organisations and local councils are also on board.

Australian Government entities

Establishing eInvoicing as a default method of invoicing builds on the 2022 mandate for Non-corporate Commonwealth Entities (NCEs) to be able to receive eInvoices, and to further increase the uptake of eInvoicing in Australia. This is in line with the recommendations agreed to in the [Government response to the Statutory Review of the Payment Times Reporting Act 2020](#) ↗.

The Department of Treasury is working with the Department of Finance and other agencies to establish a policy to bring in this new mandate. The Australian Taxation Office, as the Australian Peppol Authority (APA), are providing [guidance for NCEs](#) to help them with their immediate transitional requirements, and will:

- work with suppliers to increase the use of eInvoicing to 30% of all invoices received by 1 July 2026

- enable automated processing and sending of eInvoices by December 2026

- report progress against items 1 and 2 quarterly to the APA.

While Corporate Commonwealth Entities (CCEs) and Commonwealth Corporations (CCs) are not currently in scope, we encourage them to adopt eInvoicing and to contact us if they have any questions. To find out more about the different types of Australian Government entities visit the PGPA Act Flipchart and List ⬀.

Suppliers to government

If you are a supplier to the Australian Government, check the full list of entities able to receive eInvoices. We are also listing here some of the businesses who have sent eInvoices to NCEs.

If you have trading relationships with state, territory and local government organisations, you may also be able to send eInvoices to them.

If you are not yet eInvoicing enabled, information is available to help you get started.

Moving to eInvoicing as a default

We, the APA, are here to support and guide in-scope government entities to move towards the 30% volume target. This includes advice on any system or processing improvements needed to prepare for the 'eInvoicing as a default' mandate.

Together, we're aiming for a positive eInvoicing experience for NCEs and suppliers.

Increasing eInvoicing volumes

There are a number of things you can do to get your eInvoicing volumes up, even if you are not yet using an automated workflow system:

- **Increase internal awareness** – All NCE staff involved in procurement will need to understand how a change to eInvoicing affects them. This includes finance teams, contract managers, the receivers of the goods and services, and financial delegates and approvers. eInvoicing is not email, so you need to learn how it works in your agency.

- **Don't reject eInvoices you receive today, especially unexpected ones** – As other NCEs transition their suppliers to eInvoicing, suppliers with contracts across other government agencies may start sending to you too. If you encounter difficulties, get in touch with the supplier to make sure they can send all the information you need and stay with eInvoicing.

- **Let all your suppliers know you accept (or prefer) eInvoices** – Bulk emails are a good starting point to raise awareness. We also recommend you provide some basic information about eInvoicing on your website, including your eInvoice requirements to make it easier for your suppliers to send you the right information. Examples and templates are available.

- **Check which suppliers are already sending eInvoices** – We have listed a number of businesses who are already sending eInvoices to government agencies. Check if any of your suppliers are there.

- **Use the Peppol Directory** – A large number of businesses are now registered on the Peppol network, but may be hesitant to start sending eInvoices. Compare your supplier list to the Australian businesses on the Peppol Directory and encourage any that match to send eInvoices to you.

- **Identify high volume invoice senders** – Have a look at your own accounts payable data and identify suppliers that send you the most invoices. Consider how you can get to the 30% eInvoicing target by prioritising these suppliers to transition to eInvoicing.

- **Cross-government suppliers** – Looking at the contracts reported on AusTender we can see many suppliers are common across government agencies. We are already working with them, for example in the labour-hire and IT industries. Let us know if you would like to lead the onboarding of any of your vendors, who would then be ready to use eInvoicing with other agencies.

- **Contract renewals and negotiations** – Including eInvoicing when initiating new contracts or when negotiating renewals can be a good way to influence suppliers. If they can't send using their current systems, then suggest that they look into connecting via a service provider to send eInvoices. We have some information that'll help them get started.

While the 30% usage target may seem ambitious, with the over 400,000 businesses now on the Peppol eInvoicing network, some NCEs are closing in on this target already.

Find out more

For more detailed assistance, read our Supplier onboarding guidance.

We are initiating a working group of government entities to focus on supplier onboarding. To join, email eInvoicing@ato.gov.au.

Automated processing

To get the full benefits of eInvoicing and meet the transitional volume target requirement, some NCEs may need to automate processing of eInvoices.

If your agency is uplifting its accounts payable processing capability and wants to learn from other NCEs experiences, get in touch with the APA.

Patterns

We've identified 4 high-level system patterns you can follow to accept eInvoices directly into an automated workflow:

1. You use 3 separate systems or services – a separate access point connected to a separate accounts payable automation solution, which then connects to your ERP.

2. You use 2 systems or services – an access point that is bundled and integrated 'out of the box' with an accounts payable automation solution, which then connects to your ERP.

3. You use 2 systems or services – a separate access point that connects to the accounts payable automation that is included as part of your ERP.

4. You use 1 system or service – an access point and automation solution that's all bundled together as part of your ERP.

One of these patterns may suit your agency better than the others.

Read our guidance for medium and large businesses as government finance systems' connections to the Peppol network are similar.

Further information on system capabilities assisting in assessing suitability is in the eInvoicing Ready product register ⬀.

Procuring a service provider

The Digital Transformation Agency's (DTA) Software Marketplace ERP category ⬀ has replaced the *Peppol Capabilities and Associated Services Panel* which stopped in September 2023. Registering as a buyer allows access to all the information in the seller catalogue. Search for service providers that support 'eInvoicing', e-Invoicing', 'Peppol', 'accounts payable', 'accounts receivable' and other relevant keywords; or you can use the filters within the marketplace.

Improving consistency and workflow requirements

Improving the consistency of the information we need on our invoices (and eInvoices) will provide a smoother experience for all government entities and our suppliers.

To understand more about the data and information capabilities of eInvoices, and the checks, process steps and routing that could be automated read our Guide to receiving and processing eInvoices.

More eInvoicing resources

We are working with the DTA to grow the eInvoicing resources available on Australian Government Architecture ⬀ site.

The APA and the 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](#) 🗗.

More about Peppol the Australian-New Zealand invoice specification, technical validation rules and other procure-to-pay documents is on our [software developers](#) 🗗 site. This includes the [A-NZ Industry Practice Statement Invoice Content](#) 🗗 outlines common data requirements that are optional according to the specification but vital to support processing of invoices by large buyers such as government.

Sending eInvoices

To date, government entities have primarily invested in the receiving of eInvoices and not sending. This reflects the main role of government in procurement as being a buyer of goods and services.

Some NCEs are already able to send and a few more are currently integrating eInvoicing with their accounts receivable systems. We would like to work with you to better understand and address the challenges. If there is a use-case you'd like to explore in more detail, [contact us](#).

Consider your accounts receivable volumes, systems and processes and investigate how you may meet the requirement to include eInvoicing as a channel when sending invoices to businesses or other government agencies.

Reporting eInvoicing

We began requesting eInvoice volume data from NCEs from July 2024. More than 80% are already reporting their volumes to us.

Starting from July 2025, we are asking you to confirm the finance systems you use, your ability to automatically process and send eInvoices, and what upgrade plans you have. The more information we have, the better we can tailor our assistance.

To date our volume reporting has focussed on 'departmental spend', however all procurement activities are in scope and some administrative functions may qualify. We are now providing the option to include administrative invoice volumes in your reporting.

If you are not yet reporting or have any questions about what we're asking, [contact us](#).

Contact us

To find out more about how we can help you prepare for eInvoicing as a default, receive intel to help increase the number of eInvoices you're receiving and improve your processing, email einvoicing@ato.gov.au.

State, territory and local governments

The Australian Peppol Authority at the ATO is also working with state and territory governments, and local councils who are 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 ⧉ is running an eInvoicing program and is aiming 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.

- More than 30 councils across every state, plus the Northern Territory, are on the eInvoicing network. A variety have switched on - from small to large, and from rural centres to those that sit within the metropolitan areas of our capital cities.

To connect with the eInvoicing lead in your state or territory, or to find out how we can help your council, email eInvoicing@ato.gov.au.

eInvoicing-enabled government entities and suppliers >

eInvoicing enabled government entities and suppliers on the network.

Guide to receiving and processing eInvoices >

QC 63456

eInvoicing-enabled government entities and suppliers

eInvoicing enabled government entities and suppliers on the network.

Last updated 11 November 2025

List of Australian Government entities

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

Note: The entity names used here match what is listed on the Australian Business Register (ABR) against their Australian business number (ABN.)

If you supply to any of the entities listed in Table 1 and can send eInvoices, you may be paid faster. For more information, visit Getting paid ☐ on the Department of Finance's website.

To check any requirements when switching to send eInvoices, talk to your contract manager in the government entity or use the contact emails listed in the following table.

Table 1: Australian Government entities able to receive eIn

ABN	Entity name	Entity contact
73 147 176 148	Administrative Review Tribunal	finance@art.gov.au
80 246 994 451	Aged Care Quality And Safety Commission	accpayable@agedcare
50 802 255 175	ASBESTOS AND SILICA SAFETY AND ERADICATION AGENCY	finance@asbestossafe
92 661 124 436	ATTORNEY-GENERALS	accounts@ag.gov.au

	DEPARTMENT	
80 959 780 601	AUDITING & ASSURANCE STANDARDS BOARD	finance@aasb.gov.au
92 702 019 575	AUSTRALIAN ACCOUNTING STANDARDS BOARD	finance@aasb.gov.au
26 331 428 522	AUSTRALIAN BUREAU OF STATISTICS	accounts@abs.gov.au
34 864 955 427	AUSTRALIAN CENTRE FOR INTERNATIONAL AGRICULTURE RESEARCH	financeap@aciar.gov.a
54 488 464 865	AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION	accountspayableandre
97 250 687 371	AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE	financehelpdesk@heal
55 386 169 386	Australian Communications and Media Authority	accountspayable@acm
94 410 483 623	AUSTRALIAN COMPETITION & CONSUMER COMMISSION	finance@accc.gov.au
11 259 448 410	AUSTRALIAN CRIME COMMISSION	N/A
84 425 496 912	Australian Digital Health Agency	financehelpdesk@heal
21 133 285 851	AUSTRALIAN ELECTORAL COMMISSION	financialmanagement@
17 864 931 143	AUSTRALIAN FEDERAL POLICE	accountsclientserv@af
19 892 732 021	AUSTRALIAN FILM TELEVISION &	finance@aftrs.edu.au

	RADIO SCHOOL	
63 384 330 717	AUSTRALIAN FINANCIAL SECURITY AUTHORITY	eftpayments@afsa.gov
81 098 497 517	AUSTRALIAN FISHERIES MANAGEMENT AUTHORITY	finance@afma.gov.au
69 405 937 639	AUSTRALIAN GOVERNMENT SOLICITOR	accounts@ag.gov.au
31 162 998 046	AUSTRALIAN INDUSTRIAL CHEMICALS INTRODUCTION SCHEME	N/A
63 257 175 248	AUSTRALIAN INSTITUTE OF CRIMINOLOGY	N/A
64 001 053 079	AUSTRALIAN INSTITUTE OF FAMILY STUDIES	N/A
33 020 645 631	AUSTRALIAN NATIONAL AUDIT OFFICE	N/A
13 059 525 039	AUSTRALIAN OFFICE OF FINANCIAL MANAGEMENT	N/A
56 253 405 315	Australian Organ & Tissue Donation And Transplantation Authority	accounts@donatelife.g
79 635 582 658	AUSTRALIAN PRUDENTIAL REGULATION AUTHORITY	payables@apra.gov.au
99 470 863 260	Australian Public Service Commission	finance@apsc.gov.au
61 321 195 155	AUSTRALIAN RADIATION PROTECTION AND NUCLEAR SAFETY	accounts.payable@arp

	AGENCY (ARPANSA)	
35 931 927 899	Australian Renewable Energy Agency	N/A
35 201 451 156	AUSTRALIAN RESEARCH COUNCIL	arc-financesection@ar
86 768 265 615	AUSTRALIAN SECURITIES & INVESTMENTS COMMISSION	accounts.payable@asi
37 467 566 201	AUSTRALIAN SECURITY INTELLIGENCE ORGANISATION	finance@asio.gov.au
22 323 254 583	Australian Signals Directorate	peppol.einvoices@def
67 374 695 240	AUSTRALIAN SPORTS COMMISSION	N/A
67 250 046 148	Australian Submarine Agency	peppol.einvoices@def
51 824 753 556	AUSTRALIAN TAXATION OFFICE	accountspayableandre
11 764 698 227	AUSTRALIAN TRADE AND INVESTMENT COMMISSION	N/A
32 770 513 371	AUSTRALIAN TRANSACTION REPORTS & ANALYSIS CENTRE (AUSTRAC)	accounts_payable@au
65 061 156 887	Australian Transport Safety Bureau	N/A
64 909 221 257	AUSTRALIAN WAR MEMORIAL	N/A
92 637 533 532	BUREAU OF METEOROLOGY	accpayable@bom.gov.

21 075 951 918	Cancer Australia	N/A
44 808 014 470	CIVIL AVIATION SAFETY AUTHORITY	accountspayable@cas
43 669 904 352	Clean Energy Finance Corporation	invoice@cefc.com.au
72 321 984 210	Clean Energy Regulator	cer-invoicing@cer.gov.
60 585 018 782	Climate Change Authority	N/A
64 703 642 210	COMMONWEALTH GRANTS COMMISSION	accounts@cgc.gov.au
34 190 894 983	Department of Agriculture, Fisheries and Forestry	apinbox@aff.gov.au
68 706 814 312	DEPARTMENT OF DEFENCE	peppol.einvoices@defe
69 289 134 420	DEPARTMENT OF DEFENCE ARMY & AIR FORCE CANTEEN SERVICE	N/A
12 862 898 150	DEPARTMENT OF EDUCATION	N/A
96 584 957 427	DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS	treasury@dewr.gov.au
61 970 632 495	DEPARTMENT OF FINANCE	accountspayable@sdo
47 065 634 525	DEPARTMENT OF FOREIGN AFFAIRS & TRADE	N/A
83 605 426 759	Department of Health, Disability and Ageing	financehelpdesk@heal
33 380 054 835	DEPARTMENT OF HOME AFFAIRS	accounts.payable.natio

74 599 608 295	DEPARTMENT OF INDUSTRY, SCIENCE AND RESOURCES	eInvoicingqueries@ind
86 267 354 017	DEPARTMENT OF INFRASTRUCTURE, TRANSPORT, REGIONAL DEVELOPMENT, COMMUNICATIONS, SPORT AND THE ARTS	help.finanicaloperation
52 997 141 147	Department of Parliamentary Services	DPSFinance@aph.gov.
36 342 015 855	DEPARTMENT OF SOCIAL SERVICES	accounts.payable@dss
18 526 287 740	DEPARTMENT OF THE HOUSE OF REPRESENTATIVES	finance.reps@aph.gov.
49 775 240 532	DEPARTMENT OF THE PARLIAMENTARY BUDGET OFFICE	N/A
23 991 641 527	DEPARTMENT OF THE SENATE	senate.finance@aph.g
92 802 414 793	DEPARTMENT OF THE TREASURY	accounts@treasury.go
23 964 290 824	DEPARTMENT OF VETERANS' AFFAIRS & THE REPATRIATION COMMISSION AND THE MILITARY REHABILITATION AND COMPENSATION COMMISSION	accounts.payable.maill
96 257 979 159	DIGITAL TRANSFORMATION AGENCY	N/A
99 696 833 561	Domestic, Family and Sexual Violence Commission	N/A

12 212 931 598	eSafety Commissioner	cescaccountspayable...
93 614 579 199	Fair Work Commission	finance@fwc.gov.au
49 110 847 399	FEDERAL COURT OF AUSTRALIA	finance.team@fedcour...
20 537 066 246	FOOD STANDARDS AUSTRALIA NEW ZEALAND	N/A
40 465 597 854	Future Fund Board of Guardians	N/A
53 156 699 293	Future Fund Management Agency	N/A
80 091 799 039	GEOSCIENCE AUSTRALIA	N/A
12 949 356 885	GREAT BARRIER REEF MARINE PARK AUTHORITY	finance@gbrmpa.gov.a...
27 598 959 960	Independent Health and Aged Care Pricing Authority	financehelpdesk@heal...
26 424 781 530	INDEPENDENT PARLIAMENTARY EXPENSES AUTHORITY	finance@ipea.gov.au
59 912 679 254	INDIGENOUS LAND AND SEA CORPORATION	N/A
51 248 702 319	Inspector-General of Taxation	invoices@igt.gov.au
38 113 072 755	IP AUSTRALIA	accountingops@ipaust...
13 679 821 382	Murray-Darling Basin Authority	N/A
47 446 409 542	National Anti-Corruption Commission	finance@nacc.gov.au
36 889 228 992	NATIONAL ARCHIVES OF	financial.operations.an...

	AUSTRALIA	
87 361 602 478	National Blood Authority	finance@blood.gov.au
75 149 374 427	NATIONAL CAPITAL AUTHORITY	accounts@nca.gov.au
56 552 760 098	NATIONAL COMPETITION COUNCIL	finance@accc.gov.au
25 617 475 104	National Disability Insurance Agency	einvoice@ndis.gov.au
40 816 261 802	National Emergency Management Agency	N/A
27 855 975 449	NATIONAL GALLERY OF AUSTRALIA	N/A
88 601 010 284	National Health and Medical Research Council	nhmrc.accountspayabl
15 337 761 242	NATIONAL HEALTH FUNDING BODY	nhfb.finance@nhfb.gov financehelpdesk@heal
30 429 895 164	NATIONAL INDIGENOUS AUSTRALIANS AGENCY	help-apoperations@pm
22 385 178 289	NATIONAL OFFSHORE PETROLEUM SAFETY AND ENVIRONMENTAL MANAGEMENT AUTHORITY	N/A
67 890 861 578	NATIONAL TRANSPORT COMMISSION	N/A
72 581 678 650	NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR	finance@asqa.gov.au
72 581 678 650	NATIONAL VOCATIONAL EDUCATION AND	N/A

	TRAINING REGULATOR	
40 293 545 182	NDIS Quality and Safeguards Commission	N/A
61 900 398 761	NORTH QUEENSLAND WATER INFRASTRUCTURE AUTHORITY	N/A
87 904 367 991	OFFICE OF NATIONAL INTELLIGENCE	accountspayable@oni.
41 425 630 817	OFFICE OF PARLIAMENTARY COUNSEL	finance@opc.gov.au
85 249 230 937	OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER	finance@oaic.gov.au
53 003 678 148	OFFICE OF THE COMMONWEALTH OMBUDSMAN	accountspayable@omb
41 036 606 436	OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS	N/A
43 884 188 232	Office Of The Fair Work Ombudsman	N/A
15 862 053 538	OFFICE OF THE GENE TECHNOLOGY REGULATOR	N/A
27 478 662 745	Office of the Inspector-General of Aged Care	financehelpdesk@heal
67 332 668 643	OFFICE OF THE INSPECTOR-GENERAL OF INTELLIGENCE & SECURITY	N/A
67 582 329 284	OFFICE OF THE OFFICIAL SECRETARY TO THE	N/A

	GOVERNOR-GENERAL	
87 767 208 148	Office of the Special Investigator	N/A
30 620 774 963	OLD PARLIAMENT HOUSE	N/A
78 094 372 050	PRODUCTIVITY COMMISSION	pcfinance@pc.gov.au
45 307 308 260	PROFESSIONAL SERVICES REVIEW	finance@psr.gov.au
45 852 104 259	ROYAL AUSTRALIAN MINT	N/A
25 203 754 319	RURAL INDUSTRIES RESEARCH & DEVELOPMENT CORPORATION	N/A
81 840 374 163	Safe Work Australia	financeteam@swa.gov
46 741 353 180	Screen Australia	N/A
90 794 605 008	Services Australia	accesspoint@services
17 090 574 431	SNOWY HYDRO LIMITED	ap@snowyhydro.com.a
91 314 398 574	SPECIAL BROADCASTING SERVICE CORPORATION	suppliers@sbs.com.au
70 588 505 483	Sport Integrity Australia	financehelpdesk@heal
25 109 616 454	TAX PRACTITIONERS BOARD	accountspayableandre
50 658 250 012	Tertiary Education Quality and Standards Agency	acctpayable@teqsa.gc
18 108 001 191	THE DEPARTMENT OF THE PRIME MINISTER AND CABINET	apoperations@pmc.go

40 939 406 804	THERAPEUTIC GOODS ADMINISTRATION	N/A
57 155 285 807	Torres Strait Regional Authority	N/A
47 641 643 874	WORKPLACE GENDER EQUALITY AGENCY	finance@wgea.gov.au

List of suppliers sending eInvoices to Australian Government entities

The following businesses are reportedly sending eInvoices to one or more Australian Government entities. They may appear on either the Peppol Directory, or have contracts listed on AusTender. If you currently receive invoices from any of the businesses listed in Table 2, you may be able to switch to eInvoicing with them.

While we aim to keep this list as accurate as possible, there may be businesses that can send eInvoices to government entities, that are not included. If you would like to be added to this list, contact us at eInvoicing@ato.gov.au.

Table 2: Suppliers sending Australian Government entities eInvoices

ABN	Entity name
92 637 576 375	4BIRDS PTY LTD
41 003 460 615	A BROWN AND COMPANY PTY. LIMITED
81 612 329 781	A23 PTY. LTD.
99 108 774 796	AcademyGlobal Pty Limited
49 096 776 895	ACCENTURE AUSTRALIA PTY LIMITED
56 155 083 800	ACCOUNTANTS ON CALL PTY. LTD.
11 119 919 596	Actum Consulting Pty Ltd
66 618 253 633	ADEPT PARTNERS PTY LTD
78 660 562 854	ADITE PTY LIMITED

95 057 776 315	ADVANCED MICROSYSTEMS DESIGN INTEGRATION PTY. LTD.
28 604 109 604	AGORA CONSULTING PTY LTD
32 152 572 319	Amanda O'Rourke & Associates Pty Ltd
89 657 474 827	ANTLIA AUSTRALIA PTY LTD
91 125 472 899	APIS GROUP PTY LIMITED
36 635 631 622	APOLLO LAW PTY LTD
17 639 140 462	APPLIED PEOPLE PTY LTD
49 647 110 110	APPROACH CONSULTING PTY LTD
82 641 803 698	ARALEIGH HOLDINGS PTY LTD
84 610 023 633	ARRPWERE CONSULTING PTY LTD
83 123 668 940	ASPL AUSTRALIA PTY LTD
39 656 189 516	ATHRU SOLUTIONS PTY LTD
60 103 121 464	AUREC PTY LTD
63 050 431 868	AURION CORPORATION PTY LTD
28 864 970 579	AUSTRALIAN POSTAL CORPORATION
68 646 591 951	AUXIOM PTY LTD
37 649 808 711	AVENTIOUS PTY LTD
67 093 253 304	B2BE PTY. LTD.
58 533 649 129	B2BROUTER A-NZ LIMITED
51 608 105 059	BASE2 DATA ANALYTICS PTY LIMITED
53 629 959 360	BDNA GROUP PTY LTD
51 149 881 676	BDNATEC PTY LTD
69 622 113 642	BE & R CONSULTING PTY LTD
66 151 716 291	BETHOMAS CONSULTING PTY. LTD.
52 123 077 047	BLOOM IT CONSULTING PTY LTD

89 656 123 661	BLUESHIFT CONSULTING PTY LTD
25 635 137 030	BRANCHER PTY LTD
70 619 362 104	BT AUTOMATION PTY LTD
26 008 672 179	BUNNINGS GROUP LIMITED
74 635 396 584	CALLEO INDIGENOUS PTY LTD
29 606 001 763	CALLEO RESOURCING PTY LTD
42 063 577 739	CANON BUSINESS SERVICES AUSTRALIA PTY LTD
57 612 303 241	CAPABILITY WISE PTY. LTD.
77 600 244 040	CAPITAL RECRUIT PTY LTD
29 008 628 831	CBD CHAUFFEURED TRANSPORT PTY LTD
42 630 028 036	CBR CONTRACTING PTY LTD
48 161 244 613	CHALLIS & COMPANY PTY LIMITED
88 133 375 112	Chartsmart Consulting Pty Ltd
77 081 707 673	CITADEL EDGE TECHNOLOGY SOLUTIONS PTY LTD
87 078 625 242	CLICKS RECRUIT (AUSTRALIA) PTY LTD
48 122 693 985	CLICKSUPER PTY LTD
61 087 798 909	COMPUTER FRAMEWORKS PTY LTD
67 667 862 115	CONTENT STRATEGY AND DESIGN AUSTRALIA PTY LTD
13 631 779 676	CONTRACTROLL PTY LTD
69 107 788 401	CORDELTA PTY. LTD.
31 086 737 162	CORNERSTONE CHANGE MANAGEMENT PTY LTD
36 838 088 729	CORROBOREE TALENT LIMITED
72 114 945 121	CUBE GROUP MANAGEMENT CONSULTING (AUSTRALIA) PTY LTD

30 065 353 951	CULTURAL PERSPECTIVES PTY LTD
39 634 920 013	CULTURE HQ PTY LTD
22 609 893 021	CURIJO PTY LTD
31 010 545 267	DATA#3 LIMITED.
45 094 235 373	DATACOM AUSTRALIA HOLDINGS PTY LIMITED
16 103 112 303	DATACOM CONNECT PTY LTD
58 110 978 179	DATACOM DATA CENTRES PTY LTD
16 168 988 636	DATACOM SOLUTIONS (AU) PTY LTD
39 135 427 075	DATACOM SYSTEMS (AU) PTY LTD
86 154 893 660	David Bryant Consulting Pty Ltd
81 667 381 464	DECOR DATA PTY LTD
17 633 285 846	DGPLEX PTY LTD
42 620 189 862	DIGITAL61 PTY. LTD.
44 115 638 803	DJX ADVISORY PTY LTD
49 627 386 387	DLG SHAPE (QLD) PTY LIMITED
21 131 677 515	DMAA SEAFORCE PTY LIMITED
16 612 896 527	DXC ENTERPRISE AUSTRALIA PTY LTD
18 008 476 944	DXC TECHNOLOGY AUSTRALIA PTY LIMITED
89 074 677 311	EDGE INTEGRATION PTY LTD
79 063 100 201	EFFECTIVE PEOPLE PTY LTD
38 646 472 746	ELEMENT DATA PTY LTD
43 082 929 459	ELITE INFORMATION TECHNOLOGY PTY. LTD.
64 646 493 987	ELM COMMUNICATIONS CANBERRA PTY LTD

67 650 575 947	EMA CONSULTING GROUP PTY LTD
27 086 564 678	EPPENDORF SOUTH PACIFIC PTY. LTD.
12 153 730 977	ERGONOMIC WORKSTATION PRODUCTS PTY LTD
75 288 172 749	ERNST & YOUNG
95 630 100 337	E-STRATEGISTS PTY LIMITED
49 610 756 191	EURABBIE CONSULTING PTY LTD
73 076 521 161	EVISION PTY. LIMITED
52 605 472 580	EVOLVE FM PTY LTD
64 052 851 359	EXPENSE8 PTY LIMITED
77 632 391 854	EXPERTUNITY PTY LTD
47 112 122 504	Face 2 Face Recruitment Pty Limited
39 644 724 701	FACTOR TECH PTY LTD
87 142 679 221	FIFTY-FIVE FIVE PTY. LTD.
65 087 670 488	FIRST AID AUSTRALIA PTY LTD
43 638 687 939	FIRST NATION DISTRIBUTORS PTY LTD
35 607 821 072	FIRST PEOPLE RECRUITMENT SOLUTIONS PTY LTD
73 625 691 527	FISHERFOLK PARTNERS PTY LTD
23 629 764 825	FLXBL LEGAL SOLUTIONS PTY LTD
47 629 886 497	FORTITUDE CONTRACTING AND CONSULTING PTY LTD
40 141 843 969	Fragile to Agile (Asia Pac) Pty Ltd
92 143 450 784	Frisk-Search Pty Ltd
94 137 933 905	FUJIFILM DATA MANAGEMENT SOLUTIONS AUSTRALIA PTY LTD
19 001 011 427	FUJITSU AUSTRALIA LTD

21 662 901 457	GENETIC GENEALOGY PTY LTD
59 606 954 992	GULANGA GROUP PTY LTD
54 651 969 041	GURUGUN PTY LTD
12 162 041 054	HARRISON MCMILLAN PTY LTD
47 001 407 281	HAYS SPECIALIST RECRUITMENT (AUSTRALIA) PTY LIMITED
37 600 117 575	HEALTHY BUSINESS FINANCES PTY LTD
16 658 717 876	HELEXIAN PTY LIMITED
98 129 885 838	Horizon One Recruitment Pty Ltd
21 002 888 762	HUDSON GLOBAL RESOURCES (AUST) PTY LIMITED
79 000 024 733	IBM AUSTRALIA LTD
92 104 128 001	ICOGNITION PTY LIMITED
12 103 086 451	ICONINC HOLDINGS PTY. LTD.
60 614 691 226	ILEARNDRONES PTY LIMITED
32 608 918 252	INDIGENOUS PROFESSIONAL SERVICES PTY LTD
19 638 072 081	INDIGITISE PTY LTD
43 602 931 564	INFORMATECH PTY. LTD.
63 660 990 483	INOVITSI PTY LTD
45 002 812 697	INTECH SOLUTIONS PTY LTD
16 632 575 029	INTEGRITY PARTNERS AUSTRALIA PTY LTD
63 650 336 904	INTELO PTY LTD
82 064 623 543	INTERACTION CONSULTING GROUP PTY LIMITED
24 610 596 962	INTOPIA PTY. LTD.
38 645 695 594	IRON STACK PTY LTD

86 616 577 023	IT ALLIANCE AUSTRALIA PTY LTD
57 654 504 711	JAMES MEIKLE PTY LTD
87 666 139 377	K&C GILCHRIST PTY LTD
74 082 835 185	KEANE CONSULTING PTY LTD
49 144 475 641	KINSHIP DIGITAL PTY LTD
26 109 635 887	KOWALSKI RECRUITMENT PTY LTD
51 194 660 183	KPMG
29 606 612 962	KPMG AUSTRALIA TECHNOLOGY SOLUTIONS PTY LIMITED
30 617 464 990	KPMG CHARTERTECH PTY LTD
36 088 509 086	KUHN CORP PRINT PTY LTD
53 627 263 647	KYAN TECHNOLOGY PTY LTD
74 606 100 332	LEXBRIDGE LAWYERS PTY. LTD.
58 100 170 625	LINK WEB SERVICES PTY LIMITED
57 614 728 979	LINK4 AUSTRALIA PTY LTD
84 156 096 490	LOOKAHEAD SEARCH PTY LIMITED
19 645 281 518	LUMINATE CONSULTING PTY LTD
27 603 641 425	MENTORIUM PTY LIMITED
81 159 172 862	METSOLV PTY LTD
76 161 983 982	MF & ASSOCIATES PTY LTD
89 659 499 028	MITHRIL SECURITY PTY LTD
34 659 170 224	MSG RECRUITMENT PTY LTD
61 610 143 863	MTP SERVICES PTY. LTD.
41 129 742 963	Multiplicite Pty Ltd
95 129 394 010	MYNDWORKS PTY LTD
85 613 683 757	NAISHA PTY LTD

77 121 087 858	NARADA CONSULTING PTY LTD
17 125 677 401	NATIONAL CONSULTING PTY LTD
53 157 882 801	Nava Group Pty Ltd
79 658 924 693	NEWAGE RECRUITERS PTY LTD.
32 094 147 403	NEXTGEN NETWORKS PTY LIMITED
91 622 344 218	NISUS AUSTRALIA PTY LTD
48 626 971 668	NOVABRIDGE PTY LTD
11 667 874 099	NOVEXUS PTY LTD
81 632 590 759	NUVENTO PTY LTD
77 645 436 915	OCCIDEAS PTY LTD
97 071 932 235	OCTAVO TYPOGRAPHY & INFORMATION DESIGN PTY LTD
50 050 494 196	OMAHA IT SERVICES PTY LTD
72 624 781 013	ONNEER PTY LTD
58 611 021 884	ONPOINT 365 PTY LTD
20 138 035 195	OXIDE INTERACTIVE PTY LTD
27 628 758 887	PAGERO AUSTRALIA PTY LTD
76 155 179 534	PAPER GIANT PTY LTD
56 073 415 166	PARTECH PTY LIMITED
32 601 231 681	PAYREQ AUSTRALIA PTY LIMITED
92 152 346 140	Pearl Aus Pty Ltd
28 119 083 224	PEOPLE MEASURES PTY. LTD.
36 602 481 103	PFM ADVISORY SERVICES PTY LTD
92 126 058 464	POLLEN DIGITAL PTY. LIMITED
82 118 683 828	PORTABLE AUSTRALIA PTY LTD
58 613 054 185	PRAXIS AEROSPACE PTY LTD

53 666 537 766	PREDICTIVE POWER PTY LTD
97 060 000 017	PREMIUM HEALTH PTY. LTD.
52 600 425 885	PRIVACY 108 CONSULTING PTY LTD
20 076 432 212	PROCUREMENT PROFESSIONALS PTY LTD
15 636 415 613	PROPEL DESIGN PTY LTD
28 649 628 035	PSM CONSULTANCY PTY LTD
62 092 934 659	QIRX PTY LTD
68 078 661 239	RAZOR IT SYSTEMS PTY LIMITED
19 052 138 799	RECOVERIES CORPORATION PTY LTD
47 626 216 215	RECRUITMENT SORTED PTY LTD
70 002 834 237	REFINITIV AUSTRALIA PTY LIMITED
28 632 957 478	RELATBL RECRUITING PTY LTD
21 086 319 146	REMOTE PTY LTD
14 619 351 781	RESONATE COMMUNICATIONS PTY LTD
33 633 547 921	RETROSPECT LABS PTY LTD
18 079 521 618	ROBERT WALTERS PTY LTD
67 616 534 439	ROCK OIL PETROLEUM & ENGINEERING PTY LTD
26 003 682 504	SAP AUSTRALIA PTY LTD
20 128 397 464	SCREENCRAFT MEDIA PTY LTD
50 126 270 442	SCRIBEFIRE PTY LTD
98 718 757 162	SEARMS Community Housing Aboriginal Corporation
11 146 473 314	SECURE HARD DRIVE DESTRUCTION PTY. LTD.
34 610 828 656	SENSEI PRODUCTIVITY PTY LTD
85 639 580 662	SENTENTIA CONSULTING PTY LTD

89 062 943 640	SERCO CITIZEN SERVICES PTY LTD
84 079 193 481	SHEEHAN SOLUTIONS PTY LTD
44 657 743 934	SHIELD RECRUITMENT PTY LTD
80 616 686 858	SIMPLFI PTY. LTD.
53 115 936 993	SIRVA PTY LTD
67 664 669 532	SOLSTICEIT PTY LIMITED
68 664 154 349	SOLVING HEALTH PTY LTD
14 652 957 072	SOURCE CERTAIN OPERATIONS PTY LTD
21 607 985 973	SPECIALISTERNE CENTRE AUSTRALIA LIMITED
55 028 468 715	ST JOHN AMBULANCE WESTERN AUSTRALIA LTD.
31 128 389 408	STLP CONSULTING PTY LTD
12 600 621 672	STREEM PTY. LTD.
76 610 112 260	SUTHARS PTY LTD
65 119 369 827	SYNERGY GROUP AUSTRALIA PTY LTD
91 063 977 284	TANNER JAMES MANAGEMENT CONSULTANTS PTY. LTD.
40 607 989 293	TECHFORCE SERVICES PTY LTD
13 155 397 541	The Recruitment Hive Pty Ltd
96 604 685 010	THE TINTING MACHINE PTY LTD
11 646 964 149	The Trustee for BILL NIOA FAMILY TRUST
65 319 382 479	THE TRUSTEE FOR BIRDANCO PRACTICE TRUST
36 231 750 890	The Trustee for Cubicle 4 Trust
83 876 436 927	THE TRUSTEE FOR ENDOR GROUP TRUST
88 675 004 297	The trustee for Exeter Family Trust

59 735 990 450	The Trustee for H & M TONKIN FAMILY TRUST
33 911 388 370	The Trustee for HAWKES FAMILY TRUST
92 508 160 391	The trustee for Kempawe Trust
43 205 269 375	The Trustee for Kirra Services Unit Trust
85 123 780 556	The Trustee for MOFOX Trust
55 361 300 545	The trustee for The YOR Trust
52 058 390 917	THERMO FISHER SCIENTIFIC AUSTRALIA PTY LTD
38 648 932 727	THINK BIG CONSULTING PTY LIMITED
56 143 646 664	Think HQ Pty Ltd
86 156 421 671	Tobias & Tobias Pty Ltd
38 627 873 974	TOGETHA GROUP PTY LTD
64 103 334 523	TRANSLATIONZ PTY LTD
82 664 513 679	TURNING STONES RECRUITMENT PTY LTD
37 628 769 835	UNEARTH TALENT PTY LTD
22 041 424 954	V AHUJA & Others
36 604 031 496	VALTA TECHNOLOGY GROUP PTY LTD
13 651 597 509	VECTIQ PTY LTD
78 127 842 853	Vocus Pty Ltd
23 618 786 959	VUDOO PTY LTD
38 003 736 892	WARTSILA AUSTRALIA PTY LTD
52 119 884 945	Whizdom Pty Ltd
12 941 442 926	WILDLIFE HEALTH AUSTRALIA LIMITED
70 615 621 577	WYWM PTY LTD
45 633 947 369	XAANA PTY LTD

40 635 790 475	XAAS GROUP PTY LTD
74 632 045 080	XAMPLIFY SERVICES PTY LTD
38 158 309 150	Yardstick Advisory Pty Limited
45 002 226 619	ZEAL FUTURES PTY LTD
66 609 549 448	ZEROPHASE TECHNOLOGIES PROPRIETARY LIMITED

List of local governments registered for eInvoicing

The following councils in Table 3 are registered on the Peppol Directory as being able to receive eInvoices.

Table 3: Local government entities able to receive eInvoice

ABN	Entity name	Entity contact
92 965 474 349	Albury City Council	N/A
14 821 390 281	ALPINE SHIRE COUNCIL	N/A
88 194 280 330	BELYUEN COMMUNITY GOVERNMENT COUNCIL	N/A
96 017 131 248	BREAK O'DAY COUNCIL	N/A
12 505 460 421	BRIGHTON COUNCIL	N/A
89 293 793 980	BULOKE SHIRE COUNCIL	N/A
30 472 494 899	CENTRAL HIGHLANDS COUNCIL	N/A
43 188 356 365	CITY OF MANDURAH	N/A
71 579 717 155	COBAR SHIRE COUNCIL	N/A

86 643 539 250	COOMALIE COMMUNITY GOVERNMENT COUNCIL	N/A
46 211 642 339	COOTAMUNDRA-GUNDAGAI REGIONAL COUNCIL	N/A
47 611 446 016	DEVONPORT CITY COUNCIL	N/A
41 345 034 316	DISTRICT COUNCIL OF KIMBA	N/A
13 559 739 724	Lower Eyre Council	N/A
53 539 070 928	DUBBO REGIONAL COUNCIL	N/A
75 754 974 669	FLINDERS COUNCIL	accounts@flinders.tas.go
95 641 533 778	GLAMORGAN SPRING BAY COUNCIL	accounts@freycinet.tas.g
77 602 207 026	HUON VALLEY COUNCIL	N/A
21 627 796 435	LOGAN CITY COUNCIL	N/A
20 538 141 700	MOIRA SHIRE COUNCIL	N/A
29 352 754 296	MOORABOOL SHIRE COUNCIL	N/A
96 547 765 569	NARRANDERA SHIRE COUNCIL	council@narrandera.nsw.g
16 744 377 876	PORT STEPHENS COUNCIL	N/A
45 433 615 491	SHIRE OF MOORA	N/A
48 828 074 872	SHIRE OF	N/A

	WILUNA	
52 018 204 808	SUTHERLAND SHIRE COUNCIL	rapidap.invoices@ssc.nsw
63 590 070 717	TASMAN COUNCIL	N/A
45 718 604 860	SHIRE OF TOWONG	N/A
65 843 778 569	WAGAIT SHIRE COUNCIL	N/A
25 966 579 574	West Daly Regional Council	N/A
17 283 765 673	WEST WIMMERA SHIRE COUNCIL	accountspayable@westw
63 291 580 128	Whitsunday Regional Council	N/A
63 139 525 939	WOLLONGONG CITY COUNCIL	N/A
24 640 824 591	YARRIAMBIACK SHIRE COUNCIL	N/A

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.

Government payment terms (RMG 417) >

An outline of payment terms for Australian Government suppliers.

eInvoicing checklist >

A checklist to assist you in receiving eInvoices.

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 24 September 2025

Mandatory and optional fields

A Peppol eInvoice has mandatory data fields that must be present for the eInvoice to be validated and transmitted across the network, and for it to be [intended as a tax invoice](#).

As a government buyer, you may need to specify to your suppliers what optional data fields you require for interoperability, in order to process and pay eInvoices.

You should ensure your suppliers understand your data requirements and can include what you need in the eInvoice, including any supporting documentation attached.

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

In addition to the mandatory Peppol data elements, it's suggested that you include the fields commonly 'Required for Interoperability' as per the [A-NZ industry practice statement Invoice content](#) ⬈, to ensure an eInvoice can be processed and paid by buyers.

These data elements are often necessary to meet common needs of medium to large business and government entities. Including them assists in processing and timeliness of payment in most common trading circumstances.

The following image shows the mandatory data fields and commonly required 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.

QC 103086

Change principles and considerations

Things to consider when adopting eInvoicing.

Last updated 17 November 2025

Increase your eInvoicing capability

Increasing your eInvoicing capabilities may change the way you currently receive and process invoices. It will likely also impact your suppliers. Follow the [A-NZ Industry Practice Statement Invoice Content](#) ↗ overarching principles for Peppol invoice content:

1. When the seller has relevant data, it should be provided in the eInvoice. At a minimum, sellers should ensure that all relevant data that would otherwise be contained in a PDF invoice is also available in the eInvoice.

2. All data should be placed in the semantically correct Peppol invoice elements, as defined in the [PINT A-NZ Billing specification](#) ↗.

3. Buyers and their access points should not reject eInvoices that comply with the Peppol invoice specification. If eInvoices fail non-Peppol business rule validation (such as purchase order (PO) format checks or 3-way matching), buyers should use an invoice response message or communicate out of band.

4. Buyers' systems should search eInvoices for required data as it may not be in the expected data element.

5. Buyers should consider the sellers' potential software limitations and balance their chosen information requirements with the burden on sellers to provide bespoke information.

Change management approach

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 Accounts Payable 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 Accounts Payable system. They do not arrive in email inboxes. Everyone involved in procurement across your organisation – Accounts Payable teams, contract managers, purchasers and financial delegates – will see the differences including system-generated alerts, viewing and approving invoices in workflow processing and ERP software. Changes could also extend to reconciling goods receipts against purchase or work orders to improve efficiency of the processing.

- Procurement policy, contracts and payment terms may need to be updated (see [Government payment terms (RMG 417)](#)). 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.
>
> Once eInvoicing is adopted they are delivered to its central Accounts Payable system, which automatically sends eInvoices to the appropriate person or resource pool for approval based on matching a buyer reference number.
>
> The agency also required suppliers, that don't use eInvoicing yet, to send emails to a central Accounts Payable mailbox to be processed though the 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.

Last updated 17 November 2025

Not all eInvoices will be able to be processed automatically. This may affect your existing exception management processes. Follow the principles in the [A-NZ Industry Practice Statement Invoice Content](#) ⤢.

Communicate with your suppliers to help them understand your requirements. If you're unable to find the information you need to process an eInvoice, contact the supplier.

Not all suppliers will be able to receive a system generated rejection response (known as an Invoice Response). If an eInvoice is rejected, contact the supplier to ensure they know, understand why and work together to ensure future eInvoices are successful.

Helping your suppliers get it right early will save you both time and effort in future.

Example: eInvoicing 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 purchase order (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 Accounts Payable (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.

Last updated 17 November 2025

How to support suppliers with eInvoicing

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. Then be ready to explain the [Supplier Pay on-Time or Pay Interest Policy](#) 🔗 (RMG 417).

- 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 purchase order (PO) number 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 find products that have demonstrated capability to send or receive a valid invoice through an Accredited Australian Peppol Service Provider and register a business onto the Peppol network on the eInvoicing Ready product register | ATO Software Developers ↗.

You can identify which of your suppliers are using one of these products. See Supplier onboarding tips 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.

Government payment terms (RMG 417)

An outline of payment terms for Australian Government suppliers.

Last updated 1 October 2024

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](link) ⬀ 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](link) ⬀ 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](link) ⬀). 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

eInvoicing checklist

A checklist to assist you in receiving eInvoices.

Last updated 17 November 2025

When you receive an eInvoice

This section outlines what an Accounts Payable (AP) team should consider doing when it receives an eInvoice from a supplier for the first time. 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 Australian business number (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:CompanyII

        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 purchase order (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)

d. contact details, such as name or email address (cac:AccountingCustomerParty/cac:Party/cac:Contact or cac:AccountingCustomerParty/cac:Party/cac:Contact/cbc:ElectronicMail). 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, manually correct the data to expedite processing and payment.

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 50 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.

Paying an eInvoice

How you pay eInvoices will depend on several variables including agency preference, supplier requests and invoice value. All Non-corporate Commonwealth Entities (NCEs) will need to consult [Supplier pay on time or pay interest policy](#) ⧉ (RMG 417) for details.For terminology and expectations, see [Government payment terms (RMG 417](#))).

QC 103090

Supplier onboarding tips

Tips for accounting software to make eInvoicing seamless.

Last updated 17 November 2025

Suppliers who use eInvoicing

Suppliers using Xero, MYOB, Reckon and other [eInvoicing Ready](#) ⌐↗
software products 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. Then
let them know you're ready to receive eInvoices from them instead of
PDF invoices.

Here are some 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.
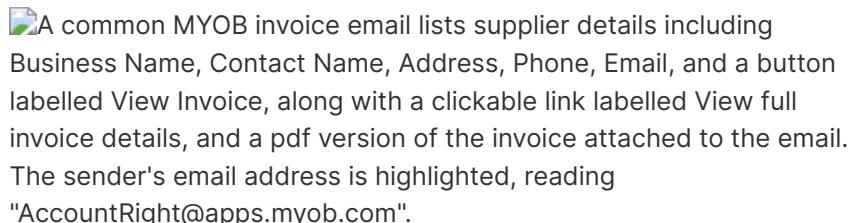
A common MYOB invoice email lists supplier details including
Business Name, Contact Name, Address, Phone, Email, and a button
labelled View Invoice, along with a clickable link labelled View full
invoice details, and a pdf version of the invoice attached to the email.
The sender's email address is highlighted, 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.
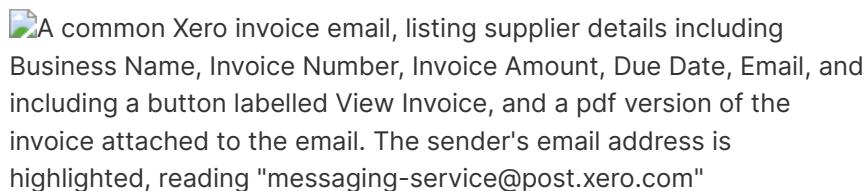
A common Xero invoice email, listing supplier details including
Business Name, Invoice Number, Invoice Amount, Due Date, Email, and
including a button labelled View Invoice, and a pdf version of the
invoice attached to the email. The sender's email address is
highlighted, reading "messaging-service@post.xero.com"

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.

Guidance to help your suppliers send you eInvoices

Use the following resources to support your suppliers to start sending eInvoices to your business. If your suppliers are using other eInvoicing Ready ☑ products, they can contact their service providers for similar support tools.

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

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.

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

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.

Media: Tax inVoice - Episode 40: eInvoicing. https://tv.ato.gov.au/ato-tv/media?v=bi9or7odqnfait ↗ (**Duration:** 20:14)

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 **[Subscribe to email updates](#)** 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.

Copyright notice