



ANZ Supplier Purchasing and Invoicing Guide

AUDIENCE: Suppliers for ANZ India

(ANZ Operations and Technology and ANZ Support Services India)

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INTRODUCTION

Dear Supplier,

Thank you for providing goods and/or services to ANZ.

ANZ's purpose is to shape a world where people and communities thrive. It shapes our choices about who we have relationships with, how we behave and what we care about. By understanding our purpose, complying with our [Supplier Code of Practice](#) and working with us to responsibly manage the social and environmental impacts of our mutual business operations, our suppliers are important partners in helping us achieve our ambitions

At ANZ, we are committed to paying our suppliers on time. This guide includes some simple, practical guidance for suppliers to follow to help ensure efficient and timely purchase and payment of goods and services to ANZ.

Not following guidelines could result in delays with invoice processing and payment. Please familiarize yourself with the information contained in this guide so that we can:

- Process your invoices efficiently.
- Pay your invoices in a timely manner.
- Provide you with accurate payment-related information Thank you for your commitment to ANZ and our supply chain.

Thank you for your commitment to ANZ and our supply chain.



1. REGISTER YOU AS A SUPPLIER

(Note: Not applicable for existing suppliers unless there is an amendment to any of your details)

To register you as a supplier with ANZ systems, your ANZ Business Contact or Sourcing Manager will assist you to complete the necessary documentation in line with the goods and services that you are supplying.

In general, all details given below are required up front. Other requirements will be discussed when needed.

Documents required to establish a new supplier:

- The company letterhead with the supplier's name and address
- The GST number with the GST Registration Certificate
- Complete bank account details of the supplier-In company letter head or cancelled cheque. Bank letters should have the details: Payee Name, Bank Name, Bank/Branch Code, Bank account number, Swift Code (Optional) and IFSC Code
- A copy of the Permanent Account Number (PAN) card
- ANZ India contact/requestor name
- Invoice currency
- Additional details required:
 - o Legal Name
 - o Trading Name (if different to legal name)
 - o Payee Name (if different to trading name)
 - o Registered business address – As per GST Certificate
 - o Business mailing address
 - o Phone number
 - o Supplier Contact Name
 - o Email address (for remittance advice)
 - o Ordering address of the supplier to which ANZ must issue the purchase order (PO)
 - o MSME Certificate (Udyam registration certificate) (if you are registered as a Micro or Small Enterprise / supplier under the MSME Act)
 - o Description of goods and services for TDS

Important: Additional documents must be provided by the Suppliers invoicing in foreign currency.

Refer to section: [FOREIGN CURRENCY INVOICES](#)



Documents required to amend the details of an existing supplier

You are required to submit the below details in case there are any amendments to your details to [ANZ Buy and Pay India Helpdesk](#). It is important to notify ANZ of any changes to maintain accurate records and ensure timely processing of purchase orders and invoices.

Amendment Required	Required Documents to Amend
Supplier Name	A company letterhead from the supplier confirming the change in supplier name, or a Certificate of Registration reflecting the name change, or a local equivalent certifying the changes, should be provided.
Change in bank details	Signed Cancelled Cheque / Company letter head with the bank account details
GST number	GST Certificate and Company letter head with the GST details / Invoice copy
Email ID	Email from the supplier with the New Email ID
Address / Contact information	GST Certificate and Company letter head with the address /Contact information / Invoice copy
Withholding %	TDS Certificate or Invoice copy with proper description
MSME status updation	If your status has changed to MSME supplier, MSME Certificate (Udyam registration certificate) (if you are registered as a Micro or Small Enterprise / supplier under the MSME Act) If no longer an MSME supplier, email our helpdesk to update our records accordingly

Note:

Please submit all amendment requests from your registered email ID with ANZ. If this email ID is no longer in use, kindly send the request from your new email ID and include the necessary supporting documents for verification.



2. OUR PURCHASING PROCESS

A supplier must be registered in the ANZ Purchasing system prior to any procurement transaction. Obtaining a valid Purchase order from ANZ before delivering goods or services is recommended for ANZ's suppliers to ensure prompt payment.

The lack of an accurate or valid PO from ANZ may result in a misunderstanding of requirements and may increase the risk of late payment.

You will receive ANZ's official PO electronically via ANZ's Purchasing system SAP Ariba.

For suppliers who are registered in SBN Business Network, will receive the Purchase orders through SAP Business Network Account.

TIP: Please ensure that you can receive emails from ANZ mailbox or check your spam/junk folder. If you haven't received a PO, please contact your ANZ Business Contact who has engaged with you.

An ANZ PO will include:

- The PO number - This must be referenced on all invoices and delivery notes. Kindly quote the applicable PO line reference number for each invoice line item to help avoid discrepancies and delays in invoice approvals.
- The Contract ID/CID (if applicable) for all invoices.
- ANZ legal entity and ANZ invoice contact issuing the PO.
- ANZ delivery address where the goods are to be shipped or services are to be undertaken.
- ANZ Billing Address - Refer section 4 for ANZ billing addresses
- The description of goods or services requested and the agreed purchase price.
- The link to ANZ standard terms and conditions of purchase - ANZ Standard Terms and Conditions of Purchase | ANZ
- Any other additional requirements to facilitate payments that have not already been stated in the contract.



Important:

If the PO is issued under a different ANZ entity than the one agreed for the services, please contact the ANZ business representative promptly to have this corrected. Submitting invoices before the correction is completed will result in rejection of your invoice

3. GOODS RECEIPTING

ANZ's purchase of goods requires us to record receipts on our systems. To help us receive and process your shipment quickly, please ensure that your shipment's packing list or label contains the following information:

- The PO number (on every box, if multiple boxes in the shipment) for goods delivered
- Supplier's name and address
- ANZ Requestor name, address and ANZ Business Unit
- Supplier's part number (if applicable)
- ANZ's serial/item number (if applicable)
- Quantity of items included in the shipment.
- Description of material
- Date goods shipped.
- Supplier's packing list number (if applicable)
- Country of origin where shipment originated.
- Box weight
- Box number for multiple boxes - Write, "Box _ of _," e.g., "Box 1 of 3"
- Special handling instructions to mitigate any risk or safety concerns.

Important

- Please note that incorrect or incomplete paperwork accompanying deliveries may result in receipt by ANZ being delayed or rejected.
- In the case of supply of goods to an ANZ Special Economic Zone (SEZ) unit, the supplier should follow the procedures laid under the SEZ Act before in-warding the goods into the SEZ zone. Relevant documents of the supply should accompany the consignment for inspection to obtain permission from the concerned SEZ authorities for the movement of goods inside the SEZ. ANZ will not receive the goods unless until there is a seal of SEZ security on the consignment documents.
- Do not attach the invoice to the packing slip but email digitally signed invoices to anzindin@anz.com



- All invoices should be addressed to either the ANZ requestor who is based out of India (mention email ID of the ANZ contact) or a PO number/CID #.
- Please send accurate invoices (digitally signed or e-invoices) to ANZ as soon as delivery is made. ANZ will match the invoice with the original Purchase order and delivery or service receipt before approving it for payment.

4. ANZ BILLING ADDRESS

Entity	Bill to Address
ANZ SSI –Acacia Parcel	ANZ Support Services India Private Limited Ground Floor 1st Floor 6th till 18th Floor. Acacia Parcel Embassy Business Park Outer Ring Road Nagavara Bengaluru Karnataka 560045 India
ANZ Operations & Technology – Acacia	ANZ Operations & Technology Pvt Ltd SEZ Zone - Embassy Property Developments Pvt Ltd (EPDPL) Acacia Parcel 1, Ground 1st and 2nd to 5th Floor, Rachenahalli Village, K.R. Puram Hobli, Bengaluru, Karnataka-560045, India
ANZ Operations & Technology - Hibiscus (Embassy Tech Village)	ANZ Operations & Technology Pvt Ltd 6th & 7th Floor 2B Tower 1, (Hibiscus) Embassy Tech Village - Special Economic Zone, Devarabeesanahalli Village, Varthur Hobli, Bengaluru Karnataka-560103, India



5. OUR INVOICING PROCESS

5.1 Preparing Accurate Invoices for ANZ

- The words, "Tax Invoice, Invoice, Debit note" must appear prominently on the invoice.
- ANZ India requestor name - Mention the full name and email ID of the ANZ contact. Invoices received without ANZ requestor name will be rejected
- PO number as received from ANZ Kindly quote the applicable PO line reference number for each invoice line item to help avoid discrepancies and delays in invoice approvals
- CID # (Contract ID*) – As provided by ANZ Sourcing manager or ANZ Business based on the buying channel agreed as part of contracting process.
- Invoice number and Invoice date.
- Billed to the correct ANZ legal entity, with correct billing address.
- Full supplier name and address
- The GST Registration number of both the buyer and the supplier on the invoice (ANZ GST number is available at the end of this document)
- PAN number of the supplier
- Complete bank account details for payment** (As per data provided during supplier registration)
- Correct invoice amount calculated (Net and GST shown separately)
- Correct GST value (calculated as per tax %) if GST is applicable.
- Proper tax split with tax rates, separately for SGST, CGST and IGST
- For ANZSSI and ANZOT entities, GST should not be charged (if tax is applicable, then it should be only IGST)
- Invoice currency and Accurate description of services or goods provided (in line with PO line reference number)
- Department code if provided by ANZ requestor.
- HSN/SAC code for the invoices irrespective of goods and services
- LUT Number and LUT date where GST is not applicable or GST not charged on invoice.
- The invoice must be digitally signed or computerized invoices. Please note we are no longer accepting hard copy invoices with supplier seal and signature. All invoices must be digitally signed and emailed to anzindin@anz.com



Important

- Invoices not associated with a PO must clearly reference the full name and email address of the ANZ Requestor based in India who ordered the goods or services.
- ANZOT, ANZETV & ANZSS are a SEZ unit. Any supply of goods or services to an SEZ unit is treated as “Inter-State” and “zero” rated supply under the GST law. All supplies must be made, and invoices must be issued as per the provisions of the India GST law.
- Invoices billed to ANZOT/ANZETV should mandatorily have PO number printed on the Invoice copy, please reach out to your ANZ Business partner for any queries.
- The current financial year LUT certificate/ARN copy, is mandatory if the invoices are raised in the new financial year i.e. from 1st April.
- The suppliers are expected to be aware of the new laws imposed by Govt of India and raise the invoices accordingly.
- If you are tagged as an MSME supplier, please ensure that detailed, complete and accurate invoices are submitted timely along with the delivery of goods / services. In the event the Invoices are received after the date of delivery of goods / services or if any correction is required therein, then the latest date of receipt of such complete and accurate invoice will be considered as the effective date / day of acceptance for the purpose of compliance with the provisions of the MSME Act.
- In case of any change in MSME status, promptly notify the ANZ business user or our helpdesk so that our database can be updated accordingly. Additionally, it is recommended to include your Udyam Registration Number (UAN) on the invoice copy to facilitate verification.
- Please check for ANZ addresses for each entity, and work with your ANZ Business Partner to raise the PO’s accordingly for ANZOT/ANZSSI and ANZETV
- Handwritten invoices are not acceptable
- The line items description on the invoice should exactly match the PO line-item description and corresponding PO line reference must be quoted in the invoice.
- If the PO is issued with a quantity one for multiple goods or services, please follow up with the ANZ business team to update the PO with the correct quantity or service period (e.g., months or number of people). Otherwise, payment for subsequent invoices may be delayed

5.2 Compliance with MSME Act

“As per the Micro, Small and Medium Enterprises Development (MSMED) Act, payments to MSME-registered vendors must be made within 30 days from the date of acceptance or deemed acceptance of goods/services” - If you fall under the MSME supplier category, please ensure that invoices are submitted well in advance to comply with the MSME Act for ANZ to make payments within 30 days from the date of receipt of accurate invoice

5.3 Sending Invoices to the right place

It is important to submit invoices on time,



All invoices must be submitted via email only to anzindin@anz.com

Invoices must be digitally signed, as unsigned/non-compliant invoices may be rejected during validation resulting in delayed payments

Requirements for submitting digitally signed Invoices via email:

- Only attach one invoice in PDF format per email. Multiple invoices on a single email will not be accepted.
- Include supporting information for invoices, such as purchase order copies or cost allocation details, in the body of the email or attached as a Word document. We cannot accept supporting documents as zipped files or in PDF format.
- Keep emails under 20 MB, including attachments. Invoices will be rejected if emails exceed this limit.
- If an invoice is being resubmitted or is overdue, please indicate it on the invoice itself before sending the documents via email.
- Delete email signatures in the HTML or PNG format.
- Remove images/graphics before converting the invoice to a PDF format.
- Refrain from using zipped formats (.zip, .zipx and .rar). These file formats will be rejected.
- For any queries, kindly reach out to the [ANZ Buy and Pay India Helpdesk](#).

Note: anzindin@anz.com email ID is for submission of invoices only. Please do not write to this email ID for follow up queries or send any other emails.

Via SBN Network:

If you are registered with SAP Business Network (SBN) ensure to submit all the PO based invoices via SBN network and attach a pdf copy of invoice

5.4 Submission of invoices via SBN Business Network

It is recommended that, where possible, you register for an SAP Business Network Account to transact electronically with ANZ. This electronic process of receiving Purchase Order and Invoice submission using SAP Business Network will result in timely processing and payment of your invoices. Suppliers registered with SAP Business Network Standard Account must submit all PO invoices through the portal only.

ANZ is enabling SAP Business Network, Standard Account registrations with zero cost for Suppliers submitting invoices directly to ANZ and that will result in simpler and faster payment of your invoices. This will make it easier for you to manage your invoices with ANZ.



What are the benefits for you?

SAP Enterprise Account and SAP Standard Account enable e-Invoicing and below are some of the benefits of e-Invoicing:

- Receiving electronic Purchase Orders from SAP Ariba via email and portal
- Checking your Purchase Order, invoice, and payment status
- Submitting invoices via the web portal directly to ANZ (no need to send them to anzindin@anz.com or ANZ Requestor)
- Visibility of your invoices (you will receive email notifications when invoice status changes)

Contact [ANZ Supplier Support](#) for assistance.

Please refer to the guidelines below to know the mode of invoice submission in detail:

- a) Through the **SAP Standard Account** - (Suppliers that are registered with SAP Standard Account on SAP Business Network) can:
 - Transact freely without any document limitations.
 - Receive 24/7 online email support.
 - Have access to help center for FAQs, tutorials, product documentation etc.,
 - Manage multiple customers using a single account.
 - View Purchase Orders within account
 - View invoices and other created documents within accounts
 - Create/Publish Electronic Catalogs to Enhance PO Accuracy

Note: Registering for SAP Standard Account does not incur additional costs

- b) Through the **SAP Business Network, Enterprise Account** - (Suppliers who have a fully enabled account on SAP Business Network) can:
 - Integrate Your order fulfillment and invoicing systems with SAP Business Network through purchase order.



- Run reports to gain insight into your order history, document statuses, and customer transactions.
- Gain access to 24/7 online support with customer service representatives and access to SAP Ariba's global Help Center.
- Manage all your customer accounts and documents on a single dashboard and view all active and pending tasks.
- Collaborate on advanced business processes with your customers through contract invoicing, services invoicing, and inventory forecasting.
- View Purchase Orders within account
- View invoices and other created documents within account Create/Publish Electronic Catalogs to Enhance PO Accuracy

Note: Registering for an Enterprise Account incurs SAP subscription fees

Important

What could go wrong with invoice submission?

Invoices which do not meet the specifications outlined below may be returned to suppliers, resulting in queries or delayed payment:

- Incomplete information or invoice details, which are different to the delivery documentation or PO may result in additional queries and delayed payment.
- Invoices will not be processed if they are handwritten, amended/corrected by hand, have been highlighted, marked, or have sticky notes on them.
- Invoices must comply with e-invoicing requirements (if it is an e-invoice) or must be digitally signed. Not meeting this requirement will result in rejection of invoices.
- Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts, and invoices with a bottom-line total of \$0.00, third-party invoices and work orders (e.g., sub-contracting arrangements), email conversation notes or written conversation renderings, drawings and technical specification sales orders are not considered as valid invoices.
- Incomplete or Incorrect bank account details, Requester name, Contract ID# and PO (Depending on the buying channel agreed) or requester details missing on invoices sent to ANZ.



- Digitally signed or e-Invoice copy not attached when submitting invoices online.

Note: Invoices submitted through SAP business network:

Once an invoice is rejected by ANZ, SAP Ariba will not allow resubmission with the same invoice number. Therefore, please change the invoice number and resubmit the invoice, ensuring that only the revised invoice is attached

Tip

Double-check the accuracy of invoices before submitting them to ANZ.

It is recommended to onboard your organization as ASN supplier for faster processing of payments. Please refer to the email received from ANZ at the time of onboarding.

6. FOREIGN CURRENCY INVOICES

Any foreign currency invoices should be sent along with the documents listed below:

- Current FY's 10F Declaration
- Current FY No PE Declaration
- Copy of the PAN Card (Optional) – If no PAN copy is provided TDS will be deducted @ 20.8%.
- Current FY's Tax Residency Certificate

Please ensure that the above documents are submitted if you are registering as a supplier for the first time, or if you have been informed that your Supplier ID has been deactivated in the ANZ Vendor Database

Please contact [ANZ Buy and Pay India Helpdesk](#) for any queries regarding the forms to be submitted.

7. OUR PAYMENT TERMS

1. Payment terms

ANZ's standard payment terms are **30 days** from the date of receipt by ANZ of a detailed, complete, accurate & valid tax invoice which meets the requirements outlined in the [OUR INVOICING PROCESS](#) section. Please ensure that these terms are stated on the invoice unless alternative payment terms have been agreed in writing with ANZ Procurement.

Note:

- I. Refer to [OUR INVOICING PROCESS](#) to make sure your tax invoice meets ANZ's requirements to ensure prompt



payment and reduce the risk of invoice rejections.

- II. If you need to update and resubmit your invoice because it didn't meet the requirements outlined in the OUR INVOICING PROCESS section, the payment will be made **30 days (unless alternative payment terms have been agreed in writing with ANZ Procurement)** from the date your latest revised invoice is received and it is detailed, complete and accurate.
- III. If your invoice due date falls on a weekend, i.e., Saturday or Sunday, or on a public holiday, your payment will be made on the following working day.

2. [Payment Remittance advice](#)

For India-based suppliers submitting invoices in Bengaluru, remittance advice will be sent automatically to the registered email address. For any other remittance queries, please contact [ANZ Buy and Pay India Helpdesk](#).



8. CREDIT NOTES

Please send accurate credit notes to ANZ once you have confirmation from your ANZ business contact.

Where and how do I send credit notes?

Please send your credit notes by email only to the email ID mentioned in the [CONTACT INFORMATION](#) section.

Important

- **What could go wrong?** Incomplete or incorrect Invoices will be returned to you to amend and resubmit. This could hold up future payments.
- Double-check the accuracy of credit notes before submitting them to ANZ.
- Debit reference # to be mentioned on Credit note.
- If Debit reference is not available, then the department BSBCC or requester details to be mentioned

9. SUSTAINABLE PROCUREMENT

As a large Organization with an extensive supply chain, we recognize that our procurement activities have social and environmental impacts.

Supplier Code of Practice (SCOP)

As part of ANZ's purchasing process, ANZ is committed to engaging suppliers whose environmental, ethical, and social performance is of a high standard. In providing goods and services to ANZ you must comply with ANZ's Supplier Code of Practice. Details of the code and ANZ's expectations can be found here: [ANZ Supplier Code of Practice](#).

Human Rights and Modern Slavery

In providing good and services to ANZ you must comply with all applicable modern slavery laws and regulations and take reasonable steps to ensure that there is no modern slavery or human trafficking in your or your subcontractors' supply chains or business operations. ANZ takes its responsibilities to minimize the risk of forced Labour in its supply chain and business operations very seriously. To understand the steps we are taking, our Modern Slavery Statement can be found at: [Sustainable Procurement and Modern Slavery](#)

If you have any questions or would like to discuss our approach, please email: groupprocurement@anz.com



Whistleblowing

ANZ has a Whistleblower Channel which allows suppliers and their subcontractors (as well as relatives and family members) to report any reasonable and genuine concern they have about actual or suspected misconduct within or by ANZ and anyone connected with the ANZ Group. Reports can be made anonymously. More details and how to access this channel can be found here: [ANZ Whistleblower Policy](#)

Any questions regarding Sustainable Procurement should be directed to: groupprocurement@anz.com

10. CONTACT INFORMATION

Important: For faster assistance, please keep the necessary information ready if your query relates to a specific topic. If a ticket has been assigned while responding to your query, kindly quote the ticket number when following up on the same issue. This will help us resolve your request more quickly

ANZ Buy and Pay India Helpdesk

Email: [ANZ Buy and Pay India Helpdesk](#)

11. FREQUENTLY ASKED QUESTIONS

i. How do I obtain payment for an invoice?

To ensure an invoice is processed and paid, make sure that your company is set up in the ANZ supplier database.

Refer to [REGISTER YOU AS A SUPPLIER](#).

ii. Is a valid and correct ANZ PO number provided on the invoice?

ANZ purchases via PO - An invoice must be preceded by the issuance of a valid ANZ PO. Sending an invoice without a valid PO may result in processing and payment delays.

Refer to [OUR PURCHASING PROCESS](#) and [OUR INVOICING PROCESS](#) for information. Also refer to the next question, which addresses invoices without PO.

iii. How do I invoice if I have rendered the services/goods, but have not been issued a PO?

Invoices that were not raised as a PO must clearly reference the correct ANZ Group legal entity, (ANZOT/ANZETV or ANZSS) as well as the full name and email of the ANZ staff member who ordered the goods or services.

iv. Where do I send an invoice?



Refer to [OUR INVOICING PROCESS](#) under the sub-heading “Sending invoices to the right place” for information.

v. [How do I get a valid ANZ PO?](#)

Talk to your ANZ contact person who is making the purchase to first obtain a valid ANZ PO **before** delivering goods or services. Sending an invoice without a valid PO number may result in processing and payment delays.

vi. [How do I follow up on an existing enquiry?](#)

All new enquiries to the India Procurement & Payments Helpdesk are issued with a case number.

- If you are following up an existing enquiry, leverage the existing email correspondence by forwarding your past email to the Helpdesk. In the subject of the email:
 - Include the words FOLLOW UP
 - Your existing case number

vii. [How do I register to become an ANZ supplier?](#)

Refer to [REGISTER YOU AS A SUPPLIER](#).

viii. [What are ANZ’s standard payment terms?](#)

ANZ’s standard payment terms are **30 days** from the date of receipt of a valid tax invoice, which meets the requirements outlined in the [OUR INVOICING PROCESS](#) section unless alternative payment terms have been agreed in writing with ANZ Procurement.

ix. [What are ANZ’s standard purchase order terms?](#)

ANZ PO terms and conditions are published on our website at:

- [ANZ Standard Terms and Conditions of Purchase | ANZ](#)

x. [Where do I send my TDS exemption or Lower TDS certificate?](#)

Please send your TDS exemption certificates to [ANZ Buy and Pay India Helpdesk](#).

Also do attach TDS exemption certificate with every invoice submitted to ANZ so ANZ can ensure that lower TDS rates are applied.

xi. [Where do I get my TDS certificate?](#)



Please contact [ANZ Buy and Pay India Helpdesk](#).

xii. Where do I send my audit confirmation queries?

Please send to [ANZ Buy and Pay India Helpdesk](#).

xiii. Should I inform ANZ if I am sending an invoice with the new GST number or new bank details?

Yes, the GST number and bank details on your invoice should match details available in ANZ database. If there is a change in your details, please contact the ANZ team and provide details requested in the [REGISTER YOU AS A SUPPLIER](#) section to [ANZ Buy and Pay India Helpdesk](#).

xiv. What is a Digitally Signed Invoice?

Digital Signature means authentication of any electronic record by the Supplier by means of an electronic method or procedure in accordance with the provisions of section 3 of the Information Technology Act 2000. For this definition to digitally sign a document (by using a combination of private and public keys), the Supplier must have a valid digital ID issued from one of the approved Certifying Authorities (CA) such as NIC, SafeScrip, e-Mudhra, NSDL, etc.

xv. What is ANZ's GST registration number?

Entity	ANZ's GST Provisional Registration Number
ANZ SSI	29AAGCA5549M1Z3
ANZOT	29AABCA9002G1ZX
ANZOT(ETV)	29AABCA9002G2ZW

xvi. What is ANZ's PAN number?

Entity	PAN Number
ANZ SSI	AAGCA5549M
ANZOT	AABCA9002G
INETV	AABCA9002G



xvii. What is ANZ's Purpose?

Our purpose is to shape a world where people and communities thrive. That is why we strive to create a balanced sustainable economy in which everyone can take part and build a better life. For more details, please see the following link ([ANZ Profile](#)).

xviii. What is ANZ's Supplier Code of Practice?

ANZ's Supplier Code of Practice (SCOP) outlines our minimum requirements for all suppliers in relation to governance and general compliance, Human Rights and workplace relations, occupational health & safety, ethical business practices and environmental management

xix. When are Invoices Returned to Supplier (RTV)?

Invoices which do not meet the specifications outlined below may be returned to suppliers, resulting in queries or delayed payment:

- Incomplete/Incorrect information or invoice details (listed below), which are different to the delivery documentation or PO may result in additional queries and delayed payment.
 - ✓ Missing/Incorrect ANZ Requestor's E-mail ID on the Invoice copy
 - ✓ Incorrect GST calculation
 - ✓ Unclear Invoice image
 - ✓ GST # missing.
 - ✓ Multiple Invoices in one PDF
 - ✓ Invalid PO
 - ✓ ANZ bill to address is missing.
 - ✓ Incorrect Bill to Address
 - ✓ Future dated invoice
 - ✓ Missing pages in invoice
 - ✓ The invoice date is missing.
 - ✓ Duplicate Invoice



- ✓ Missing/Wrong Bank details of Supplier on the Invoice
- ✓ Wrong Calculation with amount
- ✓ Missing Supplier Address
- ✓ Missing HSN/SAC codes
- ✓ Missing LUT details
- ✓ Invoices will not be processed:
 - ✓ if they are handwritten, amended/corrected by hand, have been highlighted, marked, or have sticky notes on them.
 - ✓ if they are Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts, and invoices with a bottom-line total of \$0.00,
 - ✓ Incorrect ANZ/Supplier GST # Incorrect Bill-to and Ship-to address on the invoice. The Bill-to and Ship-to addresses must match the entity for which the invoice is raised
 - ✓ Incorrect ANZ and Supplier GST # on the invoice
- Third-party invoices and work orders (e.g., sub-contracting arrangements), email conversation notes or written conversation renderings, drawings and technical specification sales orders



Thank you

ANZ Group Procurement
Email : APIndia@anz.com

