

A-NZ Peppol All Stakeholders Working Group Meeting Summary

27 March 2024

Item	Summary	Presenter
1	<p>Welcome</p> <p>Matt Lewis and Simon Foster welcomed attendees to the first A-NZ Peppol All Stakeholders Working Group meeting. Matt then provided an Acknowledgement of Country and Māori welcome.</p>	<p>Matt Lewis, Simon Foster & A-NZ Peppol Authorities</p>
2	<p>Peppol Authority Updates</p> <p>Alan Carnaby provided an update from the Ministry of Business Innovation and Employment (MBIE) including recent announcements from the New Zealand government to ramp up eInvoicing adoption. Alan noted that the government will look to pursue the following initiatives:</p> <ul style="list-style-type: none"> • Bringing more government agencies into scope • Requiring government agencies to have sending and receiving capabilities • Introducing a five working day payment target for government agencies to pay eInvoices and publishing this data each quarter to track progress • Consultation with Government Chief Financial Officers <p>Alan reiterated that adopting adoption and enabling large businesses to send to smaller businesses remain a key focus for MBIE.</p> <p>Finally, Alan shared that MBIE recently hosted the government of Japan to learn from New Zealand's adoption strategies as they consider the next phase of driving eInvoicing uptake.</p> <p>Mark Stockwell from the Australian Taxation Office (ATO) provided an update on their inputs into developing options for Treasury and the Minister's consideration about accelerating adoption. Mark noted the number of registrations had reached 120,000, making Australia the second-highest country for total registration volumes.</p>	<p>Alan Carnaby (MBIE), Mark Stockwell (ATO)</p>

	<p>A question was raised about whether there are upcoming mandates. Mark noted the government has yet to announce any further mandates other than the government mandate announced in 2022.</p>	
3	<p>Large suppliers sending to small business Simon Foster and Alan Carnaby shared Xero and MBIE's efforts to enable large suppliers to send invoices to small businesses.</p> <p>Simon presented the changes Xero have made to their billing and receivables processes by enabling eInvoicing for customers. Simon shared that through these changes, Xero has allowed buyers to control how they receive their invoices, which removes supplier onboarding requirements. Simon provided an overview of the resulting increase in eInvoicing registrations and other statistics.</p> <p>Simon noted that an important takeaway for the group is to think about their onboarding strategies and how to offer eInvoicing at the right time to the end user.</p> <p>Alan then provided an update on MBIE's focus to enable large businesses and drive the benefits to small businesses. Alan shared some of the techniques they have used, including:</p> <ul style="list-style-type: none"> • Letters from Ministers • General marketing and advertising • Identifying organisations willing to champion eInvoicing adoption • Leveraging MBIE's relationships. <p>Matt Lewis summarised the key takeaways from this item:</p> <ul style="list-style-type: none"> • Presenting the opportunity for eInvoicing at the point in time when the customer is feeling the pain and leveraging wording such as "automation" that the end user understands • How changing the onboarding process is not a one-size-fits-all solution and requires continual improvement to minimise the burden and increase uptake and benefits to end users. 	<p>Simon Foster (Xero), Alan Carnaby (MBIE)</p>
4	<p>Intel and observations Chao Wang provided a breakdown of recent observations into issues across the A-NZ network and how they can be resolved. Examples included:</p> <ul style="list-style-type: none"> • Ability to receive credit notes via Peppol – reminder that Credit Notes are a separate transaction type. If 	<p>Chao Wang (ATO), Lisa Archbold (MBIE)</p>

	<p>required, buyers need to ensure their Peppol provider registers them for credit notes.</p> <ul style="list-style-type: none"> ● Buyers wanting to receive eInvoices from selected suppliers (often during pilot phases) - reminding participants that if they are registered in the SMP, they are discoverable to all of their trading partners and could receive eInvoices from any enabled supplier. ● Initial experiences with unexpected invoice rejections due to business validations - reminding participants that not all eInvoicing data is mandatory and participants (C4 and their solution providers) should consider exception management including: <ul style="list-style-type: none"> ○ Minimise automatic rejections as not all suppliers can receive Invoice Responses ○ Communicate rejections with both suppliers and buyers with enough detail so that buyers can manage exceptions promptly ○ The ability to access complete eInvoice data will help buyers to manage exceptions, e.g. a supplier may include information in a free text field. ○ The above is important, especially during the initial transitioning period ● Some suppliers attach a PDF copy of invoices with an eInvoice to support buyers with change management, but it is not mandatory for suppliers to do this. If buyers do not receive enough data in eInvoices, they need to negotiate with their suppliers. Buyer solution providers or systems may render eInvoice data (XML) into the desired format. Over time, buyers are expected to rely less on PDF copies of invoices. <p>Chao wanted to test the assumption below with the group:</p> <ul style="list-style-type: none"> ● Adjustments (e.g. credit or debit adjustments) can be sent as a separate transaction (e.g. negative invoice or credit note). So, an eInvoice only contains new charges, which makes it easier for buyers to do matching (e.g. with a PO). ● An adjustment can reference the previous invoice that is being adjusted, which helps buyers with processing. <p>Chao thanked participants for sharing their experiences and reiterated the importance of sharing this information to enable consistent approaches to issues.</p>	
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	<p>If participants have feedback and/or are interested in unpacking these examples further with the ATO or MBIE, please email hello@dspanz.org.</p>	
	<p>Uplifting buyer contact field in the Invoice Content Industry Practice Statement Mark Stockwell provided a high-level summary of the ongoing Invoice Content Industry Practice Statement review process. Key drivers for the review included streamlining and automating invoice processing while meeting industry requirements and uplifting the buyer contact field to best practice.</p> <p>Discussions focused on options to support and uplift the buyer contact field to best practice, considering potential impacts and determining a suitable transition timeframe. Matt Lewis highlighted community feedback around including buyer contact details in Peppol invoices.</p>	<p>Matt Lewis (DSPANZ), Mark Stockwell (ATO), Lisa Archbold (MBIE)</p>
	<p>Other Business Concerns were raised about some government departments relying on buyer contact details for internal invoice redirection and potential compliance challenges faced by C1 and C2 participants.</p> <p>Attendees are encouraged to use the Access Point Issues Form on DSPANZ's website to raise any concerns anonymously. DSPANZ then shares the responses for the benefit of the broader Peppol community.</p>	<p>Group Discussion</p>
	<p>Meeting Close Matt Lewis closed the meeting and thanked everyone for their attendance. Attendees were encouraged to send any questions or issues to DSPANZ or your Peppol Authority:</p> <ul style="list-style-type: none"> • DSPANZ - hello@dspanz.org • AU Peppol Authority - el invoicing@ato.gov.au • NZ Peppol Authority - support@nzpeppol.govt.nz 	<p>Matt Lewis, Simon Foster & A-NZ Peppol Authorities</p>