

## A-NZ Peppol Stakeholder Working Group - Access Point Migration & Exit Focus Group

### Meeting Summary - 4 August 2022

Item #	Outcomes
1	<p><b>Introduction</b> Maggie Leese welcomed everyone to the group and acknowledged Traditional Owners in Australia and NZ.</p>
2	<p><b>New Principles</b> Andrew Stein started the meeting with a discussion on the proposed new principles relating to hostile or unresponsive Service Providers (SPs) and the role of Peppol Authorities (PAs) and OpenPeppol. These can be found in the <a href="#">slide pack</a> for the meeting.</p> <p>Acknowledged the existing Peppol dispute resolution process and that Peppol Authorities (PA) can escalate issues to OpenPeppol. It was agreed that PAs have a role to play but this is currently limited to facilitating a meeting for SPs to try and resolve issues and escalating unresolved issues to OpenPeppol. There is no policy to penalise hostile / unresponsive SPs.</p> <p>Discussed scenario of how an end user without a new SP (i.e. unable to utilise the Peppol dispute resolution process) would know how to escalate their issue. Possible solutions discussed where BMS/SP could provide a link on their website / support pages to a PA or OpenPeppol page with the dispute resolution process. Where contracts are involved, SPs can articulate in their T&amp;Cs the website that dictates the escalation process for 'issues'.</p> <p>In an extreme scenario where OpenPeppol are required to remove listings, there was a discussion about how this can be communicated out. Where there is a single end user, OpenPeppol can inform the end user but where it involves many end users (i.e. a hostile exit), neither OpenPeppol or PAs can access these contact details. It was noted that under the SP agreement, SPs are required to notify third parties [about issues or exits] and avoid adverse outcomes.</p> <p>The group acknowledged there is no requirement to individually contact end users in the extreme scenario where many end users are impacted by a hostile or non-responsive SP. It is assumed that at this point in the process, they would be well aware of the ongoing issues. It was agreed that either the PA or OpenPeppol should communicate if an SP has been removed, which can be done via the ATO website for example.</p>
3	<p><b>Developing clauses / contracts</b> As there was limited time to discuss this agenda item, it was agreed that DSPANZ, ATO and MBIE will draft potential clauses for contracts as they have the required information. They will be reflected in the draft outcomes document and the group will have a chance</p>

	to provide feedback when the document is out for review.
4	<b>Next steps</b> The focus group will meet again in a month's time to review the draft outcomes document. A placeholder meeting will be scheduled for 8 September at 11.30am AEST / 1.30pm NZST.
5	<b>Meeting close</b>