



TERMS OF REFERENCE

A-NZ Service Provider Forum

1. Context

The A-NZ Service Provider Forum has been established by the Australian and New Zealand Peppol Authorities (PAs) as per clause 2.4.7 in annex 5 to the Peppol Transport Infrastructure Agreement.

2. Terms of reference

2.1 Purpose

The Forum will facilitate regular, open discussion and information sharing with Peppol Service Providers (Access Point Providers and Service Metadata Publisher Providers) under local jurisdiction and Peppol members that support the A-NZ environment.

2.2 Scope

The Service Provider Forum will enable collaboration at an operational level for the:

- a) Effective monitoring of the health of local operations.
- b) Timely raising and resolving of issues in a collaborative manner, including the resolution of disputes between Peppol Service Providers.
- c) Open discussion of topic related to the future development of the Peppol eDelivery Network and potential improvements to A-NZ local requirements.
- d) Distribution of key messages and information to Peppol Service Providers.

Excluded from the scope of this group are:

- e) All matters that should be escalated via the online services technical management process.

3. Membership

3.1 Appropriate representation

The Forum will comprise:

- a) Access Point Providers (APs) accredited with the Australian and/or New Zealand Peppol Authorities
- b) Service Metadata Publisher Providers (SMPs) accredited with the Australian and/or New



Zealand Peppol Authorities, and

- c) Peppol members that support the A-NZ environment (this may include APs and SMPs who are accredited with other jurisdictions).

Non-accredited AP and SMP Providers who have started the accreditation process may be invited to observe meetings.

3.2 Expectations of members

All members are expected to:

- a) Demonstrate a high level of personal and professional integrity.
- b) Work together in a collegiate manner, sharing information and contributing to discussions in good faith.
- c) Respect the sensitivity of information shared and not take unfair advantage of access to confidential information.
- d) Notify the Chair as soon as practical of any matter which may affect the good operation of the Peppol eDelivery Network.
- e) Contribute any other relevant experience or expertise to provide advice that aids the good operation of the Peppol eDelivery Network.

Members and their organisations commit to:

- a) Attend the regular events.
 - (1) APs accredited with the Australian and/or New Zealand Peppol Authorities are expected to attend all meetings.
 - (2) APs and SMPs accredited with the Australian and/or New Zealand Peppol Authorities are to nominate a proxy 10 days prior to the meeting to attend if they cannot attend.
 - (3) Peppol members that support the A-NZ environment and attend the A-NZ Service Provider Forum are to advise the secretariat 10 days prior to the meeting if they cannot attend.
- b) Maintain a satisfactory attendance record for meetings.
- c) Act with due diligence.
- d) Members of the group will abide by roles and responsibilities of the forum.
- e) Members of the group are considered as equals and will be treated accordingly by others.
- f) Members of the group will act professionally, interact and communicate with courtesy and



diplomacy and use appropriate language during meetings.

4. Operations

4.2 Roles

Chair: Meeting will be co-chaired by the ATO and NZMBIE. The co-chairs will:

- a) Chair the forum.
- b) approve the agenda and any associated meeting papers.
- c) Endeavour to keep Members informed of any issues impacting the Peppol eDelivery Network.
- d) Facilitate discussions and investigations to resolve issues impacting the Peppol eDelivery Network.

Secretariat: The Australian or New Zealand PA will supply secretariat support, and is responsible for:

- a) preparing and circulating meeting agendas, with agenda being distributed at least 5 business days before meeting.
- b) drafting supporting papers
- c) taking and circulating meeting minutes.

Members: Actively participate in meetings.

3.3 Frequency and format of meetings

- a) Initially meetings will be held monthly determined by teleconference, with the frequency, duration and format of meetings refined with the members.
- b) The Australian and New Zealand PAs will endeavour to hold at least one face-to-face meeting per year. Members will be required to meet their own costs of attending meetings and contributing to the working group. No consultancy or sitting fees will be paid.
- c) If required, additional sub-groups or working groups may be established.

3.4 Participation

- a) AP Provider Members are expected to be in attendance at all scheduled meetings. An appropriate proxy must be nominated in the event the AP Provider Member is unable to attend.



Australian Government

New Zealand Government

- b) The Chair may invite Service Provider Forum members to form focus groups for a specific task/goal and meet “out-of-session” to complete the task/goal. Documentation of outcomes must be provided to the secretariat for records and distribution.