

Marketplace Engagement Notice and Billing Report Guide v2.0

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Version History

Version	Date	Description
1.0	2020	Original release.
2.0	26/8/2025	Major update including new Billing Report feature for submitting bulk billing items, enhancements to user access and contact roles and updated Engagement Notice processes.

Purpose

This guide provides suppliers with step-by-step instructions for managing engagement notices and submitting quarterly billing reports through the Marketplace dashboard. It outlines recent enhancements - including the new billing report feature, updates to user access and contact roles, and improvements to engagement notice workflows - to support accurate reporting, streamlined communication, and self-management of supplier account details.

Engagement Notices

Suppliers must notify the lead agency (DIA, or MBIE for Construction) within 10 days of signing a contract with an agency for one or more services.

On the Marketplace dashboard, you'll find three sections:

- **Draft Engagement Notices** - notices in progress, not yet submitted.
- **Submitted Engagement Notices** - notices that have been finalised and sent to the Marketplace team.
- **Completed Engagement Notices** – submitted notices where the engagement has concluded and the notice can be marked as completed. This will remove it from future billing reports.

Dashboard

Engagement Notices

[+ NEW ENGAGEMENT NOTICE](#)

Applications

Engagement Notices

Billing Reports

Draft Engagement Notices

(#395) 12		Resume	Remove
Last saved on 26 Aug 2025			
Start Date:	End Date:	Agency Name:	Service:
		Law Commission	
Amount:			

Submitted Engagement Notices

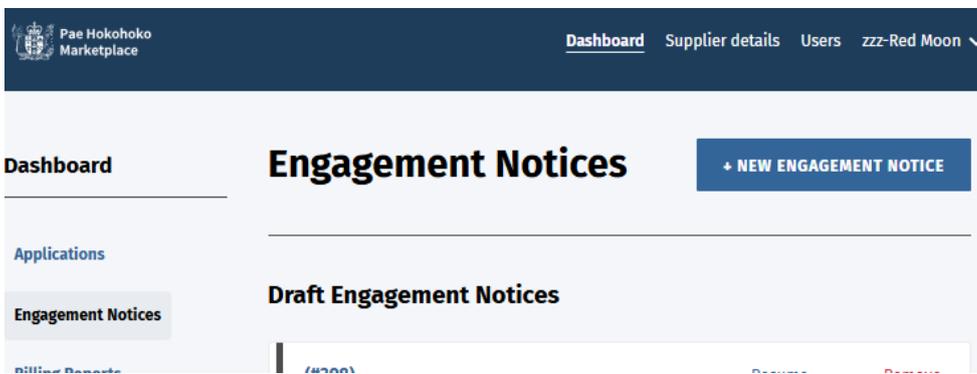
(#397) AT-PO4		Details	Mark as Completed	Withdraw
Submitted on 25 Aug 2025				
Start Date:	End Date:	Agency Name:	Service:	Amount:
25 Aug 2025	21 Aug 2025	Auckland	Planning	€5,000

Completed Engagement Notices

(#369) Test5		Details	Mark as NOT Completed	Withdraw
Completed on 17 Jun 2025				
Start Date:	End Date:	Agency Name:	Service:	Amount:
03 Jun 2025	08 Jun 2025	Gray District	Workshops	€2,200

Create a new Engagement Notice

- On the dashboard, navigate to 'Engagement Notices' and click button '+ NEW ENGAGEMENT NOTICE'



Provide Supplier Contact Details

On this page, you'll select the **Supplier Contact** for the engagement notice. This person may be contacted by the Marketplace team if any clarification or follow-up is needed regarding the engagement.

- Complete the page and click button 'CONTINUE'.

Pae Hokohoko Marketplace

Dashboard Supplier details Users zzz-Red Moon

[RETURN TO DASHBOARD](#)

SUPPLIER CONTACT DETAILS AGENCY CONTACT DETAILS ENGAGEMENT SUMMARY DETAILS CONFIRMATION

Supplier Contact Details

Contact name *
Steph

Contact number *
123456

Contact email *
s@gmail.com

CONTINUE

SAVE PROGRESS SAVE AND EXIT >

Provide Agency Contact Details

On this page, you'll select the **agency** from a dropdown list. All listed agencies are registered on Marketplace and available for engagement.

You'll also enter the **Agency Job Reference** (typically a purchase order number). This reference is critical - it links the engagement notice to the corresponding billing report and helps identify the engagement across the system.

Once the engagement notice is submitted:

- The system generates a unique Engagement Notice ID, which is concatenated with the Agency Job Reference.
- The format is: (#nnn) [Agency Job Reference]
(e.g., (#123) WCCP01)

This combined reference is used throughout the dashboard and in email communications to identify the engagement notice. It ensures consistency between the engagement notice and billing report, as the selected agency and service also automatically determine the associated catalogue and channel.

1. Complete the page and click button 'CONTINUE'.



Agency Contact Details

Agency name *

Agency Job Reference/Purchase Order

SOW Reference Number

Agency Contact Name *

Agency Contact Number *

Agency Contact Email *

Agency Signatory Name *

Agency Signatory Position *

Complete Engagement Details

On this page, you'll select the **service** being delivered under the engagement. Once selected, the system will automatically populate the corresponding catalogue and channel, ensuring consistency across reporting.

You can add multiple services under a single engagement notice.

You'll also need to complete:

- An engagement estimate.
 - The expected start and end dates of the engagement.
1. Complete the page and click button 'CONTINUE'.

SUPPLIER CONTACT DETAILS AGENCY CONTACT DETAILS **ENGAGEMENT SUMMARY DETAILS** CONFIRMATION

Engagement Summary Details

Service 1

Service *
 Advertising - (catalogue: Marketing) ▾

Catalogue
 Marketing

Channel
 SaaS

[Add additional service](#)

Engagement Title Description *
 aa

Amount *
 100
Provide estimated amount for the whole engagement

Start Date *
 01/08/2025 📅

End Date *
 30/09/2025 📅

Comments

Review, Confirm & Submit

The final page is to **review and submit** your entered engagement details.

1. Review the listed engagement notice details and use the 'Edit' functions as needed.
2. Click button 'SUBMIT'.

The finalised engagement notice is displayed in your 'Submitted Engagement Notices' section on your dashboard.

Confirmation

Please confirm all the data has been reviewed and is correct before submitting

Supplier Contact Details

EDIT DETAILS

Contact name

Steph

Contact number

123456

Contact email

s@gmail.com

Agency Contact Details

EDIT DETAILS

Agency name

Law Commission

Agency Job Reference/Purchase Order

LawC-PO5

SOW Reference Number

LawC-PO5

Agency Contact Name

Paul

Agency Contact Number

456789

Agency Contact Email

p@gmail.com

Agency Signatory Name

Paul

Agency Signatory Position

CEO

Engagement Summary Details

EDIT
DETAILS

aa

Amount

\$100

Start Date

2025-08-01

End Date

2025-09-30

Comments

< BACK

SUBMIT

Change status of Engagement Notice

Suppliers can manage the status of their engagement notices at different stages. Here's how each status works:

Draft Engagement Notices

- You can remove a draft engagement notice if it's no longer needed.
- Deleted drafts are permanently removed and cannot be recovered.
- Draft notices are not included in billing reports.

Draft Engagement Notices				
(#398)		Resume	Remove	
📅 Last saved on 26 Aug 2025				
Start Date:	End Date:	Agency Name:	Service:	Amount:

Submitted Engagement Notices

- You can withdraw a submitted engagement notice by providing a withdrawal reason.
- A withdrawn engagement notice can be reverted to submitted by the Marketplace Support Services team if needed.
- Submitted engagement notices can also be reverted to draft by the Marketplace Support Services team to allow further editing.
- Submitted engagement notices are included in billing reports.

Submitted Engagement Notices				
(#399) LawC-PO5		Details	Mark as Completed	Withdraw
📅 Submitted on 26 Aug 2025				
Start Date:	End Date:	Agency Name:	Service:	Amount:
01 Aug 2025	30 Sep 2025	Law Commission	Advertising	\$100

Withdraw Engagement Notice

Reason for withdrawal *

- Agency has cancelled the engagement
- Agency has requested delay in start date
- Agency has cancelled the SOW
- Agency funding delayed/not received
- Supplier no longer provides the service
- Other

Completed Engagement Notices

- You can mark an engagement notice as completed once the engagement work is finished.
- Completed notices are excluded from billing reports.
- If the engagement is ongoing, you can toggle it back to “Not Completed”, which returns it to the submitted status.
- You can invoke the withdraw function of completed engagement notice but it will have to be moved back to the submitted section to follow through with a withdrawal.

Completed Engagement Notices				
(#369) Test5		Details	Mark as NOT Completed	Withdraw
📅 Completed on 17 Jun 2025				
Start Date:	End Date:	Agency Name:	Service:	Amount:
03 Jun 2025	08 Jun 2025	Grey District Council	Webinars	\$3,399

Contact Marketplace Support Services Team

If you need assistance with engagement notices - such as reverting a submitted or withdrawn notice back to draft, please contact the Marketplace Support Services team: invoicing@dia.govt.nz

When making a request:

- Quote the relevant Engagement Notice reference. This is the concatenated system generated unique engagement notice ID and your ‘Agency Job Reference / Purchase Order’ reference, to help identify the engagement notice.

The format is: (#nnn) [Agency Job Reference/Purchase Order]
(e.g., (#123) WCCP01)

- The team will update the status as needed and send a direct link to the engagement notice. Clicking the link will take you to the updated version, ready for review or editing.

Billing Reports

Billing reports need to be submitted quarterly by suppliers to provide agency total consumption of services delivered under Marketplace engagement notices. This information is used to calculate the applicable Lead Agency Fee, which the supplier will be invoiced for.

On the Marketplace dashboard, you’ll find two sections:

- **Draft Billing Reports** - reports in progress, not yet submitted.
- **Submitted Billing Reports** - reports that have been finalised and sent to the Marketplace team.

Billing Reports + NEW BILLING REPORT

Draft billing reports

Billing Report - 26 Aug 2025 - 26 Aug 2025				Resume	Remove
Engagement Notice	Agency Name	Month	Year		
-	-	August	2025		

Submitted billing reports

demo2 - 25 Aug 2025			
Engagement Notice	Agency Name	Month	Year
(#307) AT-DOL	Auckland Transport	August	2025

Create a new Billing Report

1. On the dashboard, navigate to 'Billing Reports' and click button '+ NEW BILLING REPORT'

Billing Reports + NEW BILLING REPORT

Draft billing reports

Billing Report - 26 Aug 2025 - 26 Aug 2025				Resume	Remove
--	--	--	--	------------------------	------------------------

Provide Accounts Contact Details

On this page, you'll select the **Accounts Contact** for this billing report. This person will receive all related communications for this billing report.

1. Use the dropdown to select from existing users that have been recorded in the dashboard Users section as "Accounts Contact" or "Admin".
If no Accounts Contact is recorded, then the Admin will be the default recipient.
2. If the correct contact isn't listed, click the link 'Users management section' and add a new user into the Users table with the "Accounts Contact" role. Return to the billing report.
3. Complete the remaining fields and click button 'CONTINUE'.

[RETURN TO DASHBOARD](#)



Supplier/Provider Contact Details

Accounts Contact *

Sam (s@gmail.com) ▾

Accounts Contacts can be configured via the [Users management section](#). Note that only the admins for your Supplier can access that section.

Supplier Reference *

Billing Report - 26 Aug 2025

Invoice Purchase Order Number

Billing Report - 26 Aug 2025

Enter the purchase order number to be included on your DIA invoice.

CONTINUE

[SAVE PROGRESS](#)

[SAVE AND EXIT >](#)

Complete Billing Report Details

This is the main section where you enter billing data. You have two options

- **Download Template** for bulk importing of billing items using a downloadable Excel template.
- **Direct entry** to add and edit billing items into the Billing items table.

[RETURN TO PREVIOUS STEP](#)

SUPPLIER/PROVIDER CONTACT DETAILS BILLING REPORT DETAILS CONFIRMATION

Billing Report Details

Import Billing Items via excel or csv

Enter Billing items directly into the Billing Items table below, or to use a spreadsheet for bulk entry follow these steps:

- **Download the template:** Use the link below to download a customised Excel template. This template is pre-filled with your current Engagement Notices and Services.
- **Complete the template:** Fill in the required billing information for the quarter.
- **Upload the completed template:** Once filled out, upload the template using the upload option below. The data will automatically populate the table for your review and submission.

If an engagement has concluded, mark the corresponding Engagement Notice as "Completed." This will remove it from future billing reports.

[See the guidance on submitting engagement notices and billing reports](#)

DOWNLOAD TEMPLATE

UPLOAD

Billing items

Engagement Notice	Service	Month	Year	Amount
		Aug	2025	

+ ADD BILLING ITEM

DOWNLOAD AS EXCEL EXPORT TO CSV

Download the Template:

1. Click button 'DOWNLOAD TEMPLATE'.

The spreadsheet will be pre-filled with your current engagement notices and services. Each row represents a unique combination of engagement notice and service. **If an engagement has concluded, mark the Engagement Notice as 'Completed' in the Engagement Notices section. This will remove it from future billing reports.**

Complete the Excel Template:

1. Review the instructions tab on the template.
2. Complete the template. You can:
 - Duplicate rows for additional or recurring billing.
 - Edit date, amounts and comments.
 - Delete rows you don't need.

Validation Rules:

- Do not edit or delete Engagement Notice or Service (catalogue) fields.

- Do not use future dates or years before 2000.
- Do not enter free text rows.
- Missing amounts will be treated as deleted rows.
- You may add columns or delete the agency name, but they won't affect processing.

Upload the Template:

1. Click button 'UPLOAD'.
2. Choose to Append (add to existing table) or Overwrite (replace current table).
3. Click button 'PROCESS UPLOADED DATA'.

Errors will be flagged with row numbers and descriptions.

4. You must fix errors in the spreadsheet and reupload*. (*Some date errors can be fixed in the dashboard table instead.)

Billing Report Details

Import Billing Items via excel or csv

Enter Billing items directly into the Billing Items table below, or to use a spreadsheet for bulk entry follow these steps:

- **Download the template:** Use the link below to download a customised Excel template. This template is pre-filled with your current Engagement Notices and Services.
- **Complete the template:** Fill in the required billing information for the quarter.
- **Upload the completed template:** Once filled out, upload the template using the upload option below. The data will automatically populate the table for your review and submission.

If an engagement has concluded, mark the corresponding Engagement Notice as "Completed." This will remove it from future billing reports.

[See the guidance on submitting engagement notices and billing reports](#)

DOWNLOAD TEMPLATE

UPLOAD

Error(s) found in the uploaded file:

- Row 8: Service "[object Object]" does not match provided options for Engagement Notice "(#391) WSNZ-PO-1". Please ensure these match the options provided in the template. If you're using an old version of the template, you may need to download the latest version.
- Row 9: Engagement Notice "new row " does not match provided options. Please ensure this matches the options provided in the template. If you're using an old version of the template, you may need to download the latest version.

Warning(s) about the uploaded file:

- Row 5: Excluded due to missing Amount value.

The errors displayed above correspond to the errors made in the template below:

1	Engagement Notice	Agency	Service (Catalogue)	Month	Year (yyyy)	Amount (ex GST)	Comment	New column
2	(#397) AT-PO4	Auckland Transport	Advertising (Marketing)	July	2025	100	comment	
3	(#397) AT-PO4	Auckland Transport	Affiliate Marketing (Marketing)	July	2025	200		
4	(#392) WCC-PO2	Wellington City Council	User Insight (Digital Experience Professional	August	2025	300		
5	(#391) WSNZ-PO-1	WorkSafe New Zealand	Web Accessibility (Digital Experience Profess	August	2025			
6	(#391) WSNZ-PO-1	WorkSafe New Zealand	Webinars (Marketing)	August	2025	100		
7	(#391) WSNZ-PO-1	WorkSafe New Zealand	Webinars (Marketing)	August	2025	100		
8	(#391) WSNZ-PO-1	WorkSafe New Zealand	Webinars (Marketing) & management	August	2025	100		
9	new row		service			100		

The successfully uploaded file is displayed in the Billing items table:

Billing Report Details

Import Billing Items via excel or csv

Enter Billing items directly into the Billing Items table below, or to use a spreadsheet for bulk entry follow these steps:

- **Download the template:** Use the link below to download a customised Excel template. This template is pre-filled with your current Engagement Notices and Services.
- **Complete the template:** Fill in the required billing information for the quarter.
- **Upload the completed template:** Once filled out, upload the template using the upload option below. The data will automatically populate the table for your review and submission.

If an engagement has concluded, mark the corresponding Engagement Notice as "Completed." This will remove it from future billing reports

[See the guidance on submitting engagement notices and billing reports](#)

DOWNLOAD TEMPLATE

UPLOAD

7 rows inserted below.

Billing items

Engagement Notice	Service	Month	Year	Amount			
(#397) AT-PO4 Auckland Transport	Advertisinꝰ - (catalogue: Marketinꝰ)	Jul	2025	100			
(#397) AT-PO4 Auckland Transport	Affiliate Marketinꝰ - (catalogue: Marketinꝰ)	Jul	2025	200			
(#392) WCC-PO2 Wellington City Council	User Insight - (catalogue: Digital Experie...	Aug	2025	300			
(#391) WSNZ-PO-1 WorkSafe New Zealand	Web Accessibility - (catalogue: Digital Ex...	Aug	2025	50			
(#391) WSNZ-PO-1 WorkSafe New Zealand	Webinars - (catalogue: Marketinꝰ)	Aug	2025	100			
(#391) WSNZ-PO-1 WorkSafe New Zealand	Webinars - (catalogue: Marketinꝰ)	Aug	2025	100			
(#391) WSNZ-PO-1 WorkSafe New Zealand	Webinars - (catalogue: Marketinꝰ)	Aug	2025	100			

+ ADD BILLING ITEM

DOWNLOAD AS EXCEL EXPORT TO CSV

Add or Edit the Billing items directly in table:

1. You can:
 - Add new billing items.
 - Click on the copy icon to duplicate rows.
 - Click on the rubbish bin icon to delete rows.
 - Click on the comment icon to add comments.
 - Edit date, amounts and comments.

Download the Billing items table as Excel:

Once you've populated your billing items table, you can download it as excel using the same template format as the original spreadsheet.

1. Click the button 'DOWNLOAD AS EXCEL' to export the current table.
2. You can:
 - Continue editing the billing data in Excel using the same validation rules.
 - Reupload it to the dashboard Billing items table – choose to overwrite it or append new rows.

Export the Billing items table to CSV:

Use the Export to CSV function to save a copy of the final table for your records.

1. Click the button 'EXPORT TO CSV' to export the current table and save as your own record.

Review, Confirm & Submit

Only data in the dashboard Billing items table is submitted. **The spreadsheet is a tool for entry, not the submission itself.**

1. Review the Billing items table.
2. Click button 'REVIEW AND CONFIRM' and ensure all data is correct.
3. Click button 'SUBMIT'.

The finalised report is displayed in your 'Submitted billing reports' section on your dashboard.

Confirmation

Please confirm all the data has been reviewed and is correct before submitting

Supplier/Provider Contact Details

Accounts Contact

Sam (s@gmail.com)

Supplier Reference

Billing Report - 26 Aug 2025

Invoice Purchase Order Number

Billing Report - 26 Aug 2025

Billing Report Details

Engagement Notice	Service	Month	Year	Amount	
(#397) AT-PO4 - Auckland Transport	Advertising Marketing	Jul	2025	\$100.00	
(#397) AT-PO4 - Auckland Transport	Affiliate Marketing Marketing	Jul	2025	\$200.00	
(#392) WCC-PO2 - Wellington City Council	User Insight Digital Experience Professional Services	Aug	2025	\$300.00	
(#391) WSNZ-PO-1 - WorkSafe New Zealand	Web Accessibility Digital Experience Professional Services	Aug	2025	\$50.00	
(#391) WSNZ-PO-1 - WorkSafe New Zealand	Webinars Marketing	Aug	2025	\$100.00	
(#391) WSNZ-PO-1 - WorkSafe New Zealand	Webinars Marketing	Aug	2025	\$100.00	
(#391) WSNZ-PO-1 - WorkSafe New Zealand	Webinars Marketing	Aug	2025	\$100.00	

< BACK

SUBMIT

Engagement & Billing Report Reminders

Each quarter, on the 20th of March, June, September, and December, suppliers receive a reminder email to complete their engagement notices and submit their quarterly billing report.

These reminders are sent to:

- All listed Accounts Contacts for the supplier.
- The first Admin user, if no Accounts Contact is provided.

Suppliers are responsible for keeping their Accounts Contact details up to date in the dashboard. This ensures reminders are sent to the correct and current recipients, improving communication accuracy.

If your organisation had no engagements with agencies during the quarter, the email instructs to simply reply to the reminder email with:

"No engagements this quarter."

If your application for services is still pending approval or your Service Listings are not yet published on the agency-facing portal, you can ignore the reminder until you begin engaging with agencies via Marketplace.

User Access

Marketplace suppliers can self-manage their user details and dashboard access through the Users table in the dashboard. This includes reviewing and updating contact roles, such as CISO, Security Contacts, and Accounts Contacts, and assigning dashboard permissions where needed.

Dashboard Access and Authentication

- Dashboard access requires authentication via the Marketplace login system.
- At the time of supplier registration, the first Admin user is recorded and granted dashboard access once authenticated.
- Only users with Admin access can maintain the Users table, including adding or updating contact roles and permissions.
- Users with dashboard access (Admin or Dashboard User) must be authenticated before they can access the dashboard. They can also be assigned any of the other contact type roles.

Keeping contact roles accurate ensures the right people receive the correct communications and have access to perform necessary actions in the portal.

User Roles and Contact Types

Admin

- Has dashboard access once authenticated and can be assigned additional contact type roles.
- Can manage all users and contact roles within the supplier account.
- Can manage and process all dashboard features – Applications, Engagement Notices, Billing Reports, Supplier and User details.

User

- Has dashboard access once authenticated and can be assigned additional contact type roles
- Can manage and process dashboard features – Applications, Engagement Notices and Billing Reports.

Contact type - CISO (Chief Information Security Officer)

- Mandatory: Only one CISO. Each supplier must have one user recorded as the CISO.
- Used for security-related communications.
- May or may not have dashboard access.

Contact type - Security Contact

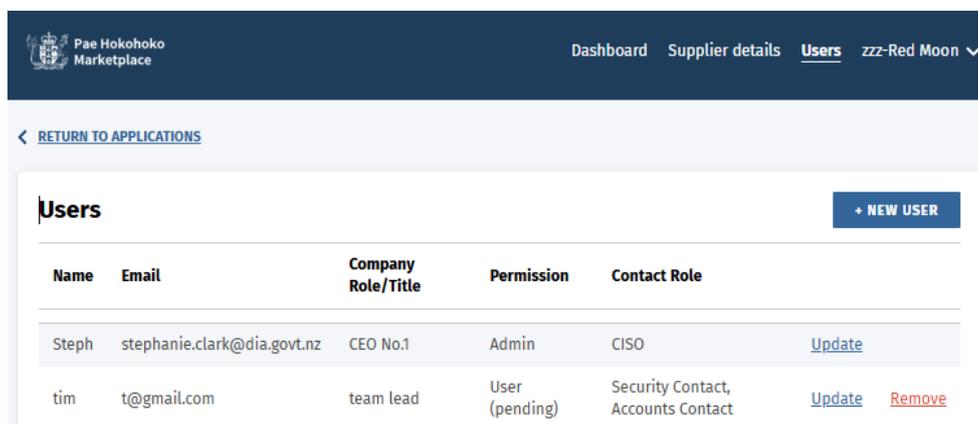
- Optional: Multiple users can be assigned.
- Used for security and operational communications.
- May or may not have dashboard access.

Contact type - Accounts Contact

- Optional: Multiple users can be assigned.
- Used for billing report reminder emails and other billing-related communications.
- May or may not have dashboard access.

Admin Add User

1. On the dashboard, navigate to 'Users' and click button '+ NEW USER'.



The screenshot shows the 'Users' management interface in the Pae Hoko Marketplace. The header includes the marketplace logo and navigation links for Dashboard, Supplier details, Users, and zzz-Red Moon. Below the header, there is a 'RETURN TO APPLICATIONS' link. The main content area is titled 'Users' and features a '+ NEW USER' button. A table lists the current users:

Name	Email	Company Role/Title	Permission	Contact Role	
Steph	stephanie.clark@dia.govt.nz	CEO No.1	Admin	CISO	Update
tim	t@gmail.com	team lead	User (pending)	Security Contact, Accounts Contact	Update Remove

Validation Rules:

- Can add a user with permission – Dashboard Admin or Dashboard User, with or without another contact type role.
 - Can add a user as a contact type role with permission – No Dashboard access.
 - Can add a user as a contact type role with permission - Dashboard Admin or Dashboard User.
 - Can NOT add a user with permission – No Dashboard access AND not a contact type role.
 - Can NOT remove a user with a CISO role. The role must be changed to another user first.
 - Can NOT add a CISO role to more than one user.
 - Can NOT remove an exclusive active Admin.
2. Complete the form and click button 'CREATE USER'.

New User

Invite a new user to the supplier listing:

zzz-Red Moon

Name *

Email *

Company role / title *

Supplier Security Contacts

Individuals listed as email contacts for security-related communications, who do not necessarily require access to the dashboard.

Is Security Contact

Can have multiple contacts listed for security related communications.

Is Chief Information Security Officer (CISO)

A mandatory role with only one designated contact; selecting this role will automatically remove it from any other user.

Supplier Accounts Contact

Individuals listed for billing reports communications, who do not necessarily require access to the dashboard. Admin contact is used in the absence of an Accounts Contact.

Is Accounts Contact

Can have multiple contacts listed for accounts communications.

Dashboard permission *

Note:

- **No Dashboard Access** – The user cannot log in to the Dashboard. Typically used for recording security contacts who do not need access to manage applications.
- **Dashboard User** – Allows the user to view and manage applications.
- **Dashboard Admin** – Includes all User permissions, plus the ability to manage users and update supplier details.

CREATE USER

The new user is added to the Users table on the dashboard.

[RETURN TO APPLICATIONS](#)

Users

+ NEW USER

Name	Email	Company Role/Title	Permission	Contact Role	
Steph	stephanie.clark@dia.govt.nz	CEO No.1	Admin	CISO	Update
tim	t@gmail.com	team lead	User (pending)	Security Contact, Accounts Contact	Update Remove
Lisa	l@gmail.com	Accounts Officer	No access	Accounts Contact	Update Remove

END