Jurisdiction Serving The Customer Best Practices

1. **Best Practice:** Allow Service Provider login security level, with one login access to all granted carrier accounts and administration capabilities to add/remove internal users.
Detail: Some jurisdictions have systems that associate an email with a single account and cannot be used for any other account which greatly restricts the Service Provider.

2. **Best Practice**: Establish a paperless, non-transaction specific and non-expiring Power of Attorney (POA) process by allowing the Carrier's granting of 3rd Party account login credentials to act as the POA.
Detail: Jurisdictions do not share common practices in regards to the POA process.
   a. Some jurisdictions don't require a POA.
   b. Some Jurisdictions require an extremely burdensome POA process. Processes that require POA's to be transaction specific and/or original signatures and/or notarized and/or automatically expire, place a huge burden in both time and cost on the motor carrier. These requirements have little to low security value and do nothing but place bottlenecks in the transaction process for both government and customer.
   c. Of note:
      i. Time is of the essence. Requiring a paper POA to be on file within the system before allowing 3rd Party access can take a Jurisdiction hours and even days to complete.
      ii. A carrier may have more than one Service Bureau/POA on file for different purposes. Example: Service Bureau A with POA does all IRP transactions. Service Bureau B with POA does all IFTA transactions.

3. **Best Practice**: Processing systems should include computer to computer data file transfer or upload capabilities.
Detail: Some jurisdictions have simply transferred the online data entry from government responsibility to carrier responsibility and have called it online processing. For the Service Bureau, processing many hundreds of IFTA filings and the carriers themselves filing one return, this accomplishes nothing in the scope of the tax collection process. Not being able to file transfer bulk data costs government, carriers, and Service Bureaus time and money.

4. **Best Practice:** Allow system access to view account status and history.
Detail: Some jurisdictions require online processing but offer no method for a carrier to look up the status of his account or account history. Jurisdictions would save many phone calls with a system that allows access to view account status and history.

5. **Best Practice:** Implement online systems with multiple browser options, intuitive data fields, using defaults where appropriate, correct data formats are demonstrated or available in a dropdown and multiple transactions can be done in a single session.
   Detail: Some jurisdiction online systems are not intuitive, requiring data entry in all fields vs defaulting to common selections. Systems where one transaction is done at a time requiring the user who wants to complete multiple transactions to enter into a new session and re-enter much of the same information required in the previous transaction. Processing becomes very labor intensive.

6. **Best Practice:** Any system rejection should clearly identify the reason why and what corrective action is necessary. System failures should have a manual back up process where transactions can continue to be processed.
   Detail: Some jurisdiction online systems reject transactions without clearly identifying the reason for rejection. This leaves the user trying to guess what needs correction. A system failure backup process should be developed where transactions can continue to be processed and not affect the carrier's ability to file by deadline.

7. **Best Practice:** Human review and authorization within transactions should only be applied to transactions appearing in red flag reporting and can be accomplished without vendor support.
   Detail: Some jurisdictions have left human interaction requirements within their workflow in every transaction. This can slow what should be an instant transaction to one that can take hours and even days. Transactions should be performed using a time is of the essence policy where humans are only required to deal with red flag events. Some jurisdictions don't implement a method for the ability to override flagged events where the system data was proven to be in error. Systems where overrides must be outsourced back to software vendor often take days or even weeks to complete.

8. **Best Practice:** Jurisdiction systems should allow the user to manage their own password.
   Detail: Some jurisdictions manage the user password process, dictating the password and/or how long it should be valid. Passwords should be made to be complex but come without the need to change every 90 days. Adequate security can be accomplished without expiring passwords but if required, an expired password should not deactivate the account as happens in some jurisdictions.

9. **Best Practice:** When online transactions are complete, a printable acknowledgement is made available. Jurisdiction Bank processing should clearly detail the transaction.
   Detail: Within the online processing systems of some jurisdictions, nothing is displayed or printed when the transaction is complete. Bank transaction reporting should separate any processing fee from actual item purchased. Include the name of the carrier for whom the transaction was processed. This will greatly enhance the ability for service providers to reconcile bank statement charges and apply them to the correct carrier client.

10. **Best Practice:** For electronic IFTA filing, include a process for dealing with non-receipted or non-tax paid fuel along with the ability to request a credit or debit be used within the payment process.
    Detail: Some jurisdictions require online IFTA tax filing but their system format does not allow for non-receipted or no-tax paid fuel. Best practice is to accommodate an IFTA

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Tax processing format includes a process for dealing with non-receipted or non-tax paid fuel. Some jurisdictions require online processing but the process does not allow for any existing debits or credits to be added that the carrier may have within his account. A variety of payment options should also be offered.