



## Service Provider Role Within Regulatory Compliance

### Background

3<sup>rd</sup> party transportation service providers (Service Bureaus) serve many thousands of carriers operating millions of trucks representing a significant percentage of all trucks on the road today. (NATSA alone represents 100,000 carriers operating 1,000,000 trucks)

Service Bureaus serve every motor carrier industry segment including for-hire, private, oil field, exempt, hazmat, tanker, refrigerated, utility, farm, military, entertainment, lumber, tow, repair and many more.

Collectively, Service Bureaus work with ALL jurisdictions to perform many thousands of IFTA and IRP transactions every day. Individually, Service Bureaus work with MANY jurisdictions, with scores of IFTA and IRP transactions performed every day. Service Bureaus provide carriers with many services beyond IFTA and IRP.

Service Bureaus are an effective conduit between carriers and government that enhances regulatory compliance, carrier profitability, Jurisdiction efficiency and the fullest use of our freeways, highways and roadways throughout North America.

### A reputable Service Bureau provides value to motor carriers:

- Eliminates the need for a carrier to gain the expertise required to manage compliance tasks themselves or maintain a staff that can efficiently and correctly register equipment, renew equipment, accurately report fuel taxes and maintain the record keeping requirements.
- Service Bureaus have the expertise to be a carrier resource, know what needs to be done, who to call and address most any compliance need in a time is of the essence manner.
- Workflows developed to service many carriers allow Service Bureaus to complete and submit jurisdiction processes faster and more accurately resulting in a faster turnaround at a cheaper cost.
- Service Bureaus possess the expertise to streamline fleet management, especially for carriers with fleets based in multiple jurisdictions, addressing the uniqueness of jurisdictional commercial, apportioned and other registration processes.
- Service Bureaus maintain the technology, hardware, software and the bandwidth required to efficiently comply with IFTA and IRP jurisdictional electronic processes.

- Service Bureaus can act as a compliance clearing house allowing carriers to write one check to accomplish multiple jurisdiction compliance transactions, greatly simplifying the accounting process.
- Service Bureaus provide education to carriers supporting such causes as base state requirements, fleet consolidation, IFTA reporting consolidation, record keeping requirements, reporting deadlines and more.
- Service Bureaus provide a carrier with the comfort and relief of knowing their IFTA and registration processes are being managed expertly, accurately, efficiently, and in many cases with a guarantee of error free work.
- Most Service Bureaus provide expertise and services well beyond IFTA and IRP that enhance the value for a carrier to outsource compliance tasks. Expertise and services such as jurisdiction by jurisdiction titling, lease agreements, audit support, over dimension permits, UCR, FMCSA Authority, jurisdiction permit renewals, HazMat permits, driver training, driver log auditing, driver qualification files, maintenance files, ad valorem tax reporting, fuel tax refunds, company policy creation, mock audits, electronic distance data management and more.

**A reputable Service Bureau provides value to jurisdictions:**

- Collectively, Service Bureaus respond to many millions of carrier IRP and IFTA questions each year that would otherwise be directed to jurisdiction tech support staff.
- Collectively, Service Bureaus apply several million man hours annually to executing IFTA and IRP transactions and reporting with incentive to be efficient and accurate in what they do. Carriers without Service Bureau support work directly with jurisdictions, generally without the expertise to be as efficient and accurate, resulting in jurisdictions spending more man hours per transaction.
- Service Bureaus generally possess the technology to communicate electronically with jurisdictions, by individual carrier or in bulk file formats cutting jurisdiction processing time and banking fees.
- Service Bureaus act as a training resource and provider of jurisdiction information to carriers saving jurisdictions time, money as well as increasing communication efficiency.
- Service Bureaus can be a resource to jurisdictions for carrier information and records.

**A reputable Service Bureau will not:**

- Allow a carrier to use their address as a physical location to meet base state requirements.
- Will not knowingly misrepresent carrier data to lessen fees or taxes.