



Jurisdiction Serving The Customer Best Practices

1. **Best Practice:** Recognize the Service Provider as a primary stakeholder in the use of Jurisdiction processing systems as well as a valuable intermediary streamlining the needs of both Motor Carrier and Jurisdiction.
Detail: Some Jurisdictions do not recognize Service Bureaus as a primary stakeholder in performing carrier IFTA and IRP transactions. These attitudes are displayed through requiring the Service Bureau to obtain meaningless/costly bond and/or have state residency and/or other restrictions that prevents a service bureau from providing services in a jurisdiction and limiting a carrier's choice in provider. Other attitudes demonstrated prevent carrier data access as a Service Bureau entity or make system access by a Service Bureau cumbersome and inefficient.
Some Jurisdictions recognize that Service Bureaus play a necessary and vital role within their IRP and IFTA transaction process. They have realized that choice of Service Bureau allows for better service bureaus. Establishing a working relationship with Service Bureaus enhances the IFTA/IRP transactional process for both Motor Carrier and Jurisdiction.
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:** 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.
4. **Best Practice:** Build in methods where jurisdiction technicians can override red flags to allow transaction to continue in a timely fashion when appropriate.
Detail: Most jurisdictions implement systems that flag compliance issues. Some jurisdictions don't implement a method for the ability to override these flags in cases where the system data was proven to be in error. Systems where overrides must be outsourced back to software providers take days or even weeks to complete.
5. **Best Practice:** System failure back-up process established where transactions can continue to be processed in a manual, temporary or grace period status.
Detail: Some jurisdictions don't have a system failure backup process. Their practice is to halt all transactions until the system is repaired. System failures are especially burdensome in Jurisdictions that require electronic tax filing and offer no alternative when the failure affects the carrier's ability to file by deadline.
6. **Best Practice:** Systems should remain open for processing on the deadline date until midnight.
Detail: Some jurisdictions close their required online tax filing system prior to midnight on the tax deadline day. This is a burden, especially to carriers or Service Bureau located in earlier time zones.
7. **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.
8. **Best Practice:** implement online systems with intuitive data fields, using defaults where appropriate, correct data formats are demonstrated or available in a dropdown to the user.
Detail: Some jurisdiction online systems are not intuitive, requiring data entry in all fields vs defaulting to common selections. Processing becomes very labor intensive.
9. **Best Practice:** Any system rejection should clearly identify the reason why and what corrective action is necessary.
Detail: Some jurisdiction online systems reject transactions without clearly identifying the reason for rejection. This leaves the user trying to guess what needs correction.
10. **Best Practice:** Online systems should streamline processes by allowing multiple transactions to be accomplished in one session.
Detail: Some jurisdictions have built online 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.

11. **Best Practice:** Human review and authorization within transactions should only be applied to transactions appearing in red flag reporting.
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.
12. **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.
13. **Best Practice:** When online transactions are complete, a printable acknowledgement is made available.
Detail: Within the online processing systems of some jurisdictions, nothing is displayed or printed when the transaction is complete.
14. **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.
15. **Best Practice:** Provide an avenue to electronically request a credit within the transaction process.
Detail: 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. Online transaction payment gateways should be able to accommodate debits and credits from previous transactions. A variety of payment options should also be offered.
16. **Best Practice:** For electronic IFTA filing, include a process for dealing with non-receipted or non-tax paid fuel.
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 Tax processing format includes a process for dealing with non-receipted or non-tax paid fuel.
17. **Best Practice:** Remain up to date with the latest browser options and provide mobile device capability.
Detail: Some jurisdiction systems require the use of a single, outdated browser and are not mobile friendly. Technology is moving towards mobile hardware platforms.