



Jurisdiction Serving The Customer Best Practices



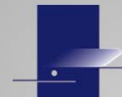
About NATSA

- Established in 1986
- Service Providers throughout the US and Canada
- Have influence over 125,000 carriers operating 2,000,000 trucks
- We work with your best practice behaviors & staff every day!
 - Hundreds of IRP transactions every day
 - Thousands of IFTA filings every quarter



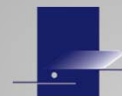
Jurisdiction Action Committee (JAC)

*Add value to the industry and government by
focusing issues and moving them forward as
one effective and influential voice*



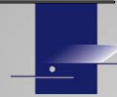
More About The JAC

- Formed in September 2016
- Started with 5 NATSA members
- Currently comprised of 11 NATSA members
- The committee members have over 225 years of combined experience with IFTA/IRP



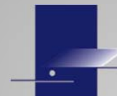
JAC Committee Members

<u>Committee Member</u>	<u>Company</u>	<u>Phone #</u>	<u>Email Address</u>
Kim Brunner - Chair	Fleetworthy	808-230-8228	kim.brunner@fleetworthy.com
Casey Bullard - Co-Chair	2290Tax.com	808-588-0050	casey@2290tax.com
Dave Gray - NATSA President	Glostone	503-807-1088	daveg@glostone.com
Sandy Johnson - Canadian Liaison	North Star Fleet	403-220-9829	sjohnson@northstarfleet.com
Connie Owen	JJ Keller	920-727-7345	cowen@jjkeller.com
Dennis Vanderslice	ARI Fleet	866-914-7593	dvanderslice@arifleet.com
Eric Shriver	Disa Global	877-445-2058	eric.shriver@disa.com
Gladys Work	Comdata	615-378-8922	gwork@comdata.com
Margie Hughes	Comdata	615-370-7088	mbhughes@comdata.com
Loretta Clevenger	Custom Permits	818-224-8170	ljclevenger@sbcglobal.net
Tami Gary	TBS	800-207-7861	tami@tbsokc.com



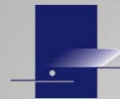
The JAC Best Practice Project

The purpose of the *Serving the Customer Best Practice* project is to provide and promote the system user interface requirements needed to accomplish the service and efficiency Industry requires for IFTA and IRP transactions at the Jurisdictional level.



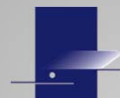
Our Path Forward

- Work with IAC's and State Associations to help promote and move best practices forward
- Work through system providers to educate and adopt best practices within system programming
- Meet with individual jurisdictions undergoing system upgrades to encourage adoption



Best Practices

- Allow a service provider security level
- Establish a paperless POA process
- Enable data file uploads
- Allow access to view history
- Implement intuitive workflow systems
- Identify reasons for rejection
- Minimize human review
- User based password management
- Provide printable transaction acknowledgements
- Ability to submit non-receipted fuel electronically



What We Are Asking

The chance to work with you during your upgrade process and avoid having to fix things after the fact!

Contact:

Kim Brunner, JAC Committee Chair, kim.brunner@fleetworthy.com

Dave Gray, NATSA President, daveg@glostone.com

Or any other committee member!

