



## Hello from Commercial Vehicles Operations!

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As 2019 rolls to a close, we have made significant progress in modernizing how we do business. In partnership with our consultant, FAST Enterprises, we are preparing to move all of our Commercial Vehicles Operations online.

Beginning in the Spring of 2020, customers will no longer complete paper documents and file them in person or through the mail. All filings and payments will be made online, and each customer will have one account where all actions can be completed.

With the new online system:

- Customers file IFTA returns online
- IRP renewals are automatically generated and mailed
- Customers who file online immediately know the amount they owe and pay online
- The taxes and fees on all returns filed within the system are automatically calculated
- All returns, registration documentation, forms, and customer correspondence are housed electronically, which means less paper and greater efficiency

As we prepare to transition to electronic filings and accounts, we have taken another important step: All CVO forms have been fully revised and are now uniform. This process was completed primarily by Project Coordinator Jordan Villa, who accepted an "Improvement to Uniformity Recognition" award from the Federation of Tax Administrators (Motor Fuel Section) on behalf of the team.



Please visit the CVO webpage for more information

