

**THIRD PARTY AUTHORIZATION AGREEMENT
ARIZONA DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE DIVISION**

Exhibit D

Section 9 Performance Measurements

Gold Star Providers - Companies can obtain Gold Star Provider level by meeting or exceeding all Performance Measure Expectations.	Providers - Companies are considered Providers without any special designation if they meet less than all Performance Measure Expectations.	Not In Good Standing - Companies that are under probation or suspension are not considered to be in good standing with the Department.
---	---	--

Measurement	Methodology	Expectation	Results
Overall Transaction Accuracy	The Overall Transactions Accuracy rate for the Company and its processors is calculated from system generated sampling, system generated error reports, customer inquiries and other error discovery.	A 95% Accuracy Rate is expected for both Title and Registration and Driver License transactions.	Unacceptable accuracy rates may subject the Company to appropriate corrective actions permitted by law, up to and including cancellation.
Error Correction/Resolution Reporting	Any errors that are identified through the Quality Assurance Process must be resolved in a timely manner.	Transactions returned to the Company for correction must be completed and returned to the ADOT MVD Compliance QA Unit by the return date indicated on the "Additional Requirements" form.	Errors which are not completed and/or returned as required may subject the Company to appropriate corrective actions permitted by law, up to and including cancellation.
Minimum Audit Standards/Repetition of Audit Findings	The ADOT Office of Audit & Analysis, the ADOT MVD Compliance Program, and/or Independent Auditors acting on behalf of ADOT will conduct ATP Audits and Inspections.	The Company may not have a recurrence of the same finding in any consecutive Audit or Inspection.	A recurrence of the same finding on consecutive Audits or Inspections may subject the Company to appropriate corrective actions permitted by law, up to and including cancellation.
		The Company must provide a plan for and resolve all findings; the ADOT MVD Compliance Program will verify that the finding have been resolutioned.	Unresolved findings may subject the Company to appropriate corrective actions permitted by law, up to and including cancellation.
Revenue Due	The Company is at all times required to deposit all revenue due and payable to the Department as prescribed.	The Company must remit all nightly deposits to ADOT MVD by the next business day after the transaction date.	Failure to comply with statutory and other regulatory requirements that govern Authorized Third Party (ATP) Providers and its Certified Processors may subject the Company to appropriate corrective actions permitted by law, up to and including cancellation
		The Company is solely responsible and liable for all uncollected revenue owed to ADOT MVD, including any and all revenue that the Company fails to collect or remit due to processor error.	