

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

**Performance Measurements Specific To Quality  
Evaluated within rolling 12 months  
Egregious activity will escalate progression as per Agreement**

<b>No offenses - or first verbal warning (Failure To Comply Letter)</b>	<b>Second Offense- Letter of Concern or Cease and Desist depending on the severity of the violation - ATP not allowed to expand until 3 mos of compliance have been met</b>	<b>Third Offense - Probation or may result in Suspension, or Cancellation - ATP not allowed to expand for a min of 12 mos from last infraction</b>
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Quality Assurance		
Measurement	Methodology	Expectation
<b>Overall Transaction Accuracy (Self QA) The Self reported accuracy rate will be determined based on the Self reported accuracy adjusted for unsubmitted QC's</b>	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. Accuracy rates will be adjusted for late or incomplete self-check sampling completions.	A 95% Accuracy Rate is expected. Corrective action will be taken on anything below 90%
Process Adherence		
<b>Accuracy Based On The QA Double Check &amp; Self Check Completions</b>	The QA Double Check Accuracy rate for the Company is calculated based on a MVD QA parallel review of the system generated sampling. Parallel sampling may be initiated randomly, due to error reports, customer inquiries, and other error discovery or any other audit conducted. Evaluate weekly Self QA Completions by identifying compliant and non-compliant companies.	A 95% Accuracy Rate is expected. Corrective action will be taken on anything below 90%. Threshold variance must be within 5%.  Companies will complete 100% of their weekly quality assurance samplings in accordance with the outlined weekly schedule.
Quality Assurance Error Follow-Up		
Measurement	Methodology	Expectation
<b>Error Correction/Resolution Reporting</b>	When an ATP discovers or is made aware of error(s) within a transaction they must attempt to resolve immediately. Errors that are unable to be resolved at the point of discovery will require letters to be sent to the customer.	The Company will be responsible for the tracking and resolution of all findings. The Company is responsible for submitting finding disputes in accordance with the QA Due Date Schedule.
MVD Required Trainings and Updates		
Measurement	Methodology	Expectation
<b>Training and communication participation requirements - Frequency - Monthly and/or as required/needed by MVD to communicate changes and business critical information.</b>	MVD has required training and updates that ATPs will be required to take/attend	The company is required to have at least one representative attend the required trainings and review training materials/resources provided in the ATP Training Academy.
Audits and Inspections		
Measurement	Methodology	Expectation
<b>Minimum Audit Standards/Repetition of Audit Findings</b>	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 must provide a detailed action plan how it will resolve and prevent future findings; The Third Party Program will verify that the finding have been resolved.