

Electronic Road User Charges (ERUC) Provider Overview

Purpose

1. The purpose of this document is to define an end-to-end process overview for the onboarding of a new Electronic Road User Charges (ERUC) Provider.

Background

2. The New Zealand Transport Agency Waka Kotahi (NZTA) has been appointed as a Road User Charges (RUC) collector for the purposes of the Road User Charges Act 2012.
3. The Chief Executive of the Ministry of Transport has approved the delegation of the power to issue a road user charges licence under section 17(1) of the Road User Charges Act 2012 that the Transport Agency, as the RUC collector, may give to any person or persons contracted to the Transport Agency, subject to any conditions considered appropriate.

Electronic RUC Provider Partnership Summary

4. NZTA has two external partnership models that have been developed to meet NZTA's legislative obligations. These external partnership models are defined as Electronic Systems Provider (ESP) and Electronically Assisted RUC (EARUC).

ERUC Provider Model Overview

5. **Electronic Systems provider (ESP):** An electronic systems provider is an entity that purchases RUC on behalf of its customer base by way of a Common Data Interface (CDI) connection into NZTA's Motor Vehicle Register (MVR).

This model uses an Electronic Distance Recorder that is fitted to a vehicle to track the vehicles mileage. When the RUC licence is due to be renewed, the purchase of RUC is made through the ESP's system and a new RUC label is sent by way of a digital RUC label file to a digital display unit.

6. **Electronically Assisted RUC (EARUC):** An electronically assisted RUC provider is an entity that purchases RUC on behalf of its customer base by way of a CDI connection into NZTA's motor vehicle register.

This model uses the vehicles existing mileage tracking /recording devices such as the vehicles odometer. When the RUC licence is due to be renewed, the purchase of RUC is made through the EARUC providers system and a new RUC label is sent by way of a digital RUC label file to a digital display unit.

Alternatively, the EARUC provider can manage the printing and dispatch of the RUC label to their customer.

On Boarding of a New ERUC Provider Process Overview

Expression of Interest and Application

7. Generally, an expression of interest to become an ERUC provider under either of the available ERUC models is received via email, sent to the Regulatory Contracts Administration email regulatorycontractsadmin@nzta.govt.nz.

8. When an expression of interest is received, a templated reply (information pack) is sent to the potential applicant describing the two provider models and detailing the information related to delivering the services.
9. Once the applicant has assessed the information pack and decided which provider model they will be applying to become, they will email regulatorycontractsadmin@nzta.govt.nz to begin the formal application process.
10. The Regulatory Contracts, Technical Administrator will send the applicable application pack to the applicant.
11. The application process is covered in **Step 1-3** of the attached Appendix A End to End Onboarding Process Overview.

Credit Check

12. A credit application is provided to the applicant as part of the application pack and is returned with the application. The credit application is sent by the Technical Administrator to the NZTA Debt Team to complete the credit check process. The credit check must be completed prior to providing a conditional approval.
13. Once the credit check has been completed, the results will be emailed to regulatorycontractsadmin@nzta.govt.nz.
14. The Regulatory Contracts, Technical Administrator will notify relevant internal stake holders of the results of the credit check.
15. The Credit Check process is covered in **Step 4** of the attached Appendix A End to End Onboarding Process Overview.

Assessment of Application

16. Once the credit check has been completed, the application should be forwarded for review to internal stakeholders to ensure the applicants proposal aligns with NZTA's ERUC policy and legislative obligations.
17. It is rare that an applicant will provide all required information therefore, it is often necessary to arrange a meeting with the applicant to clarify the requirements and proposed solution.
18. Once the application details have been clarified, a meeting should be organised with the internal stakeholders to assess the current state and agree that a conditional approval can be granted.
19. Assessment of Application process is covered in **Step 5-7** of the attached Appendix A End to End Onboarding Process Overview.

Telematics and Distance Recorder Equipment Testing

20. Under the current ESP model there is a requirement for any applicant developed distance recorder and telematics equipment to be tested by a NZTA appointed independent tester.
21. NZTA will facilitate the introduction between the independent tester and the applicant and provide support throughout the process.
22. Telematics and Distance Recorder Equipment Testing is covered in **Step 8** of the attached Appendix A End to End Onboarding Process Overview.

Testing And Development of Digital Platform

23. To deliver services as an ERUC provider the applicant is required to interface with NZTA systems to complete transactions directly within MVR. This requires the applicant to develop their own digital platform or front end which interfaces with the MVR via a CDI.
24. The applicant must provide a test plan covering all transactional aspects of delivering the service before any testing and development can commence. The applicant will be given test data in accordance with the test plan.
25. NZTA will make the technical development specifications available to the applicant to allow them to begin development of their digital platform.
26. Once all relevant information has been provided and a test plan is in place, NZTA will set the applicant up in the Third-Party Test System (TPT) so they can complete development.
27. The development and testing does require some level of support to be provided from NZTA depending on the issues that are experienced.
28. When the applicant has completed development and internal testing NZTA will validate the applicant's development to ensure all transactions required to deliver the services, are working as they should between the applicant's system and the TPT system.
29. The testing and development of digital platform is covered in **Step 9-14** of the attached Appendix A End to End Onboarding Process Overview.

System Security

30. As an ERUC provider is interfacing with NZTA's systems and delivering digital services on behalf of the NZTA, NZTA is required to review the applicant's platform/system infrastructure to identify and resolve any potential issues or risks. To manage this the applicant is required to provide an independent system security audit report that is conducted by an all of government provider who specialised in the relevant field.
31. System Security is covered in **Step 15-16** of the attached Appendix A End to End Onboarding Process Overview.

Final review

32. Once all of the above steps have been completed, a final review of the current state will take place via a meeting with internal stakeholders to agree all of the requirements have been met.
33. When all requirements have been met, a memo addressed to the Business Owner and Manager, Contracts will be drafted confirming that all requirements have been met and requesting authorisation to enter into contract with the applicant.
34. Final review is covered in **Step 17-19** of the attached Appendix A End to End Onboarding Process Overview.

Contract Signing

35. Once the recommendation memo has been approved, the contract can be drafted and sent to the applicant for signing.
36. Upon receiving the signed contract from the applicant it will be sent to the relevant NZTA delegation holders for signing.
37. Contract signing is covered in **Step 20** of the attached Appendix A End to End Onboarding Process Overview.

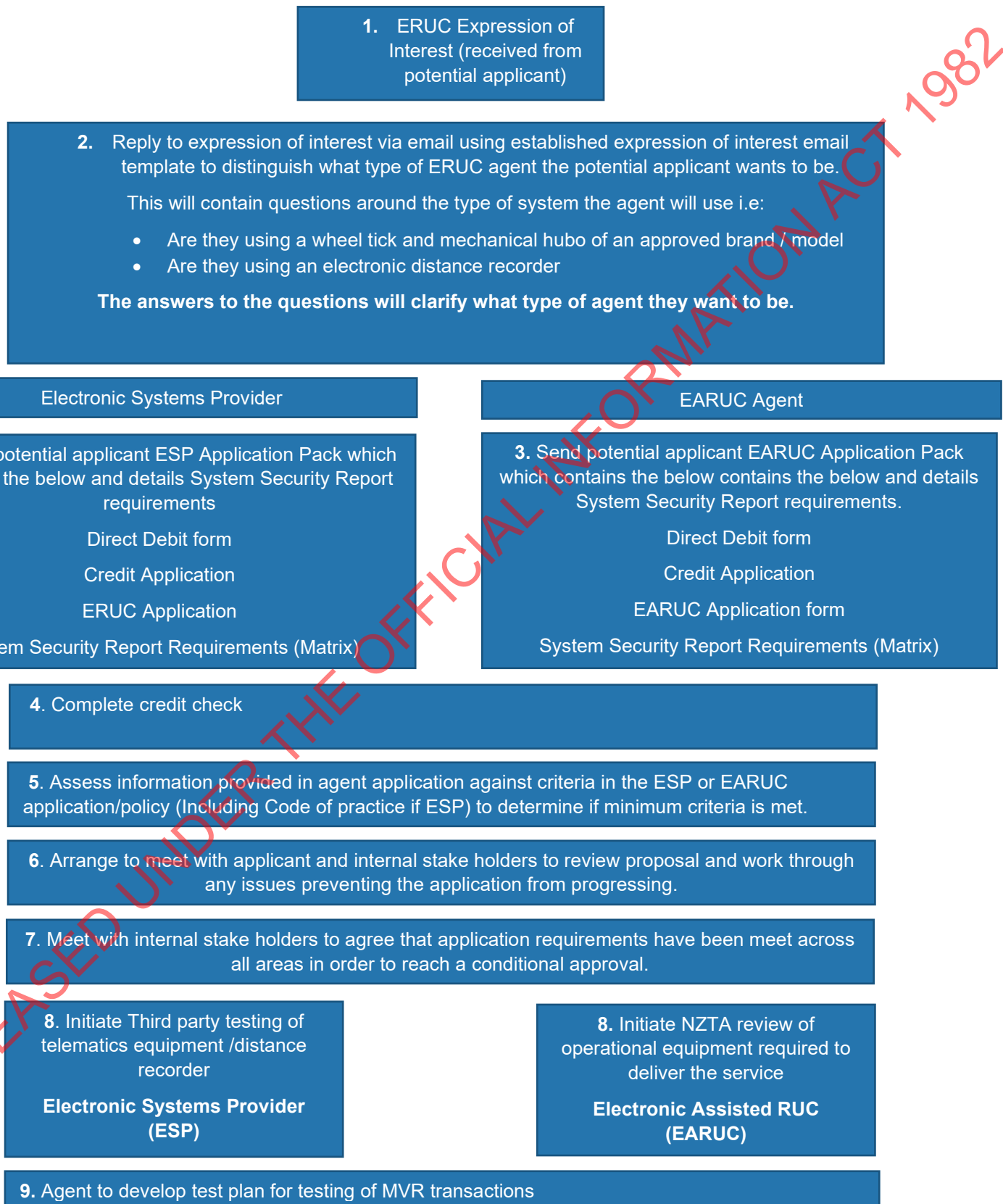
Production Setup

38. NZTA is required to complete a production set up in MVR to provide the new Agent with access for them to begin transacting once user and login credentials have been provided. The NZTA will notify the relevant internal and external stakeholders of the new Contract holder details using the Advise All process.

New Agent Production Information Pack and Stakeholder notification (Advise All)

39. To enable the new Agent to begin delivering the service, once the production set up is complete, an email will be sent to the agent containing the signed contract and username and login credentials required to access the MVR.
40. Agent Production Information Pack is covered in **Step 22-23** of the attached Appendix A End to End Onboarding Process Overview.

Appendix A End to End Onboarding Process Flow Diagram.



10. Test Data to be provided to the applicant in accordance with test plan

11. Set up testing profile in the third-party test system (TPT).

- Set up in TPT (facilitate TPT establishment)
- Facilitate IP address whitelisting

14. Complete development validation testing to ensure all transactions required to deliver the services are working correctly between NZTA's system and the applicant's system.

15. Applicant to provide System Architecture Diagram for NZTA Security/Digital review.

16. Applicant to provide third party System Security Audit Report for NZTA Security/Digital review.

17. Meet with Internal stake holders to confirm all requirements have been met.

18. Draft memo to Business Owner and Manager, Contracts confirming that all due diligence has been completed and all policy requirements have been met. Provide recommendation to enter into contract.

19. Approval to enter into contract granted / declined (if further requirements need to be met)

20. Prepare and send out contract for signing

21. Set up Agent Profile in MVR production environment.

- Complete Production Establishment (via Unisys)

22. Send fully signed contract and MVR login, password and user credentials to new agent.

23. Send out advise all documentation to inform stake holders of the new provider/agent

- Update the Master List
- Set up agent folder in info hub
- Move all correspondence and application documentation to Agent's info hub Folder