

Recertification Process

The purpose of the recertification process is to ensure that a Certified Service Provider (CSP) continues to comply with all requirements and standards as set by the Streamlined Sales Tax (SST) Governing Board. The recertification process shall be conducted by the Certification Committee at intervals approved by the board.

General Understanding

The Certification Committee shall contact the CSP representative to schedule a time to begin the process. The parties will hold an entrance meeting to discuss the process.

As per the *Certification Standards* paper, the Certification Committee shall be provided with sufficient and timely access to those staff, facilities, systems, databases, documentation, and records deemed necessary for performing the recertification process. Confidentiality agreements may be required.

Timely communication between all parties is important. Testing Central shall monitor the operational performance of a CSP and will inform the appropriate representative(s) of any issues. Information obtained during the recertification process may be communicated to the Audit Committee.

Recertification Process

The recertification process may include, but is not limited to the following:

- 1) Verification that the CSP meets the requirements outlined in the Streamlined Sales and Use Tax Agreement (SSUTA).
- 2) Verification of contract compliance.
- 3) Verification that the CSP meets the requirements found in the *Certification Standards* and the *Minimum Standards* documents.
- 4) Verification of compliance with Testing Central requirements.
- 5) Verification that a web-based administrative site is provided as prescribed in the *SST Testing Process for Certification of Service Providers*.
- 6) Review of the existence and severity of complaints from member states against the CSP.
- 7) Determination if there are any changes in financial position or operations that could have a negative impact on the ability of the CSP to continue as a going concern.