



Certified Service Provider

Contractor Questionnaire

Contractor:

Contract Period: January 1, 2020 to December 31, 2022

Contact Name:

Contact Phone:

Questionnaire due date: _____

Once complete, upload this document to your company's Core Team folder on the SSTGB ShareFile site and send an email to the Core Team indicating the questionnaire is available.

1. [B.1] Has your Company performed all of the sales and use tax functions of each Seller with whom your Company has contracted as a CSP for each Streamlined State in which the Seller is registered to collect sales and use tax (other than the Seller's obligation to remit tax on its own purchases)? If not, or if there were a few instances where your Company did not, please explain.

Yes No Explanation:

2. [B.1] Please provide details if you entered into an agreement with any sellers (who are not registered as a CSP-Compensated Seller, as defined in Section D.2(b), in a Streamlined State) **not to** provide CSP services on behalf of the Seller in a Streamlined State.

Yes No Explanation:

3. [B.1] Did you notify the Executive Director after agreeing with a Seller (who is not registered as a CSP-Compensated Seller) not to provide CSP services for that seller in a particular state? If not, please provide an explanation.

Yes No Explanation:



4. [B.1] Please provide an explanation of how your Company documented that notification was made timely.

Explanation:

5. [B.1(a)] Have you set up and integrated a certified automated system (CAS) with each seller's system, including a product mapping process which is defined as classification of an item or transaction within a certified category as provided in Section 502 of the SSUTA?

Yes No Explanation:

6. [B.1(a)] Explain how product mapping is performed by sellers and your involvement in this process? Explanation:

7. [B.1(b)] Does your system calculate the amount of tax due at the time of the sale for each Seller for whom you provide tax calculation services? If not, for example, if transactions are calculated in bulk subsequent to the time of sale, please explain.

Yes No Explanation:

8. [B.1.(b)] Are states' rate and boundary files used in determining the amount of tax due at the time of sale? If not, please explain.

Yes No Explanation:

9. [B.1(c)] Have you filed the required sales and use tax returns as provided for in Section 318 of the SSUTA on behalf of each Seller for whom you provide tax calculating and reporting services at the time and in the manner specified by the Governing Board, each Streamlined State in which the Seller is registered to collect sales and use tax? If not, or if there were a few instances where your Company did not, please explain.

Yes No Explanation:

10. [B.1(c)] Have you remitted the Seller Taxes on behalf of each Seller for whom you provide tax calculating and reporting services at the time and in the manner



specified by the Governing Board, each Streamlined State in which the Seller is registered to collect sales and use tax? If not, or if there were a few instances where your Company did not, please explain.

Yes No Explanation:

11. [B.1(c)] Please explain the documentation you maintain (error files, etc.) in cases where tax returns, information returns, or remittances fail or were sent late.

Explanation:

12. [B.1(c)] What steps does your Company take for monitoring and correcting instances where tax returns, informational returns or remittances fail or are sent late? Explanation:

13. [B.1(d)] What steps does your Company take to ensure that response to notices sent by states and audits conducted by states are handled in a timely manner?

Explanation:

14. [B.1(d)] If a response was not handled in a timely manner, what corrective steps have you taken to ensure they will be handled in a timely manner in the future?

Explanation:

15. [B.1(e)] Has your Company experienced any situations in which the privacy of tax information as provided in Section 321 of the SSUTA was not maintained or breached?

Yes No Explanation:

16. [B.1(f)] Does your Company meet all of the requirements contained in the Streamlined Sales and Use Tax Agreement, SSTGB Rules and Procedures, Appendices to the Rules and CSP contract such that if a seller wanted to sign up with your Company for CSP services, they would be able to do so and you would be able to meet all of the requirements? If not, please indicate which requirements you would not be able to meet.

Yes No Explanation:



17. [B.1(f)] Have you had any sellers that requested the CSP Services offered through the contract you have with the Streamlined Sales Tax Governing Board that you have either refused to provide CSP Services for or were unable to provide CSP Services?

Yes No Explanation:

18. [B.2] Has your Company executed a Contract with each Seller addressing the services to be performed and does that Contract include the required statement outlined in Section B.2 of your Contract with the Governing Board? If not, please explain.

Yes No Explanation:

19. [B.5] In such instances where a State debited your bank account more than once for the same tax payment, were there any instances where your Company was unable to pursue corrective action to issue an effective stop payment on the duplicate payment? If so, please explain.

Yes No Explanation:

20. [B.5] In such instances where your Company was able to pursue corrective action to stop payment on the duplicate payment, did any state hold your Company liable, or issue any fines or penalties, on account of the stopped payment? If so, please explain.

Yes No Explanation:

21. [B.5] Were there any instances where a state provided incorrect primary or back-up contacts for your Company to notify during an attempt to stop payment on a duplicate payment? If so, please explain.

Yes No Explanation:

22. [D.1] Were there any instances where your company determined errors in compensation? If so, please list the errors and the dates corrected.

Yes No Errors and dates corrected:



23. [D.3] Do you have a procedure in place for Sellers to notify you if they lose their CSP-compensated seller status in a Streamlined State? If so, please describe.

Yes No Description:

24. [D.4] Have you included in your contracts with Sellers an obligation to report their status in writing within thirty (30) days of your request? If not, please explain.

Yes No Explanation:

25. [D.4] Has your Company obtained from each Seller that meets the 24-month or post 24-month annual lookup a response regarding the statement of its status in each Streamlined State? If not, please list those Sellers that failed to respond or responded past the thirty-day response period.

Yes No Explanation:

26. (D.4) Were all notifications of change in status communicated to Testing Central no later than the last day of the month following the month your Company chose to obtain the statements?

Yes No Explanation:

27. [D.5] (A) For 2020 (prior CSP contract), please explain if you deviated from the compensation formula outlined in D.5.(a) through D.5.(g), on any CSP-compensated seller.

Explanation:

(B) For 2021 and 2022, please explain if you deviated from the compensation formula outlined in D.5.(a) through D.5.(c), on any CSP-compensated seller.

Explanation:

28. [D.6] (A) For 2020, are you following for all Volunteer Sellers the example outlined in D.6. (see below) on allocating compensation rates when the rates reach the adjustment levels? If not, please explain your allocation methodology.

Yes No Explanation:



For example, if taxes are remitted monthly and the total amount of Taxes Due from a Volunteer Seller to all Streamlined States combined rises from \$225,000 at the end of one month to \$300,000 at the end of the following month, the Contractor shall receive eight percent (8%) of \$25,000 (\$2,000) and seven percent (7%) of \$50,000 (\$3,500) as compensation and the remainder (\$69,500) shall be remitted to the Streamlined States for that month.

(B) For 2021 and 2022, are you following for all CSP-compensated sellers the example outlined below on adjusting compensation rates when the rates reach the adjustment levels?

Yes No Explanation:

For example, if taxes are remitted monthly and the total amount of Taxes Due from a CSP-compensated Seller rises from \$400,000 at the end of one month to \$550,000 at the end of the following month for State A, the Contractor shall receive five percent (5%) of \$100,000 (\$5,000) and two percent (2%) of \$50,000 (\$1,000) as compensation and the remainder (\$144,000) shall be remitted to Streamlined State A for that month.

29. [D.6] For 2020, when allocating rate changes between all Streamlined States are you using the method outlined in D.6. (see below)? If you are using an allocation methodology that you believe is more accurate, please explain.

Yes No Explanation:

“...the adjustment shall be applied proportionately among the Streamlined States regardless of which individual purchases were made before or after the adjustment level was reached during the period.”



30. [D.7] Were there any exceptions in resetting compensation rates at January 1, 2020, 2021 or 2022 for any of your volunteer/CSP-compensated sellers? If so, please list those sellers:

Yes No Explanation:

31. [D.8] For 2020, what criteria does your company use to determine if the Seller is part of a group of Affiliated Volunteer Sellers? For example, do your new client procedures and/or information sheets include questions or prompts to confirm with the Seller whether they would be classified as an Affiliated Volunteer Seller?

Criteria:

Please supply a listing of all known Affiliated Volunteer Sellers.

Affiliated Volunteer Sellers:

“Affiliated Volunteer Sellers shall be treated as a single Volunteer Seller if they would qualify as “related persons” under section 267(b) or 707(b) of the Internal Revenue Code.”

32. [D.9] Please provide a listing of Volunteer/CSP-compensated sellers your company has charged a fee for processing non-taxable transactions that have exceeded thirty percent (30%) of all transactions processed annually for the Volunteer/CSP-compensated seller in a particular state.

Volunteer/CSP-compensated sellers charged a fee:

33. [D.9] In the event that a new Volunteer/CSP-compensated seller anticipated non-taxable transactions to be in excess of thirty percent (30%) in its first year or for subsequent years, was it documented whether a Volunteer/CSP-compensated seller’s actual non-taxable transactions were in excess of thirty percent (30%)?

Yes No Explanation:

34. [D.9] Did you notify the Executive Director prior to negotiating with the Volunteer/CSP-compensated seller to determine a mutually agreeable fee for



processing the non-taxable transactions? If not, or if there were a few instances where your Company did not, please explain.

Yes No Explanation:

35. [D.10] If for any reason you had a Seller lose their status as a Volunteer/CSP-compensated seller in a Streamlined State, please list them along with the date you were notified about their change in status.

Yes No Sellers and dates of notification:

36. [D.12] Were there any periods that your Company was not able to provide electronic compensation calculation reports to the Executive Director through Testing Central? If so, please indicate the specific sellers and the months involved: Sellers and months involved:

37. [E.1] Did your Company remit all sales and use taxes due and receivable from the Sellers to the Streamlined States when due? If not, please explain.

Yes No Explanation:

38. [E.1] Please provide details if your Company did not provide remittance of sales and use taxes to the Streamlined States within ten (10) business days after the date of written notice of delinquency, including a listing of delinquent returns.

Details:

List of delinquent returns:

39. [E.2] If one or more of your Sellers did not remit to your Company all or part of the Seller's Taxes when due, did you notify each affected Streamlined State and the Seller of the failure to remit within ten (10) business days after the due date of the remittance to the Streamlined State? If so, also indicate the Sellers, the States, and the dates that you contacted them.

Yes No Seller:

States: Dates of contact:



40. [E.2] If upon notification by a Streamlined State that one of your Sellers has failed to remedy the delinquencies for more than one payment period, has your Company discontinued providing services for that Seller? If so, please indicate the name(s) of the Seller(s).

Yes No Seller:

41. [E.2] In the event that services to a Seller were discontinued, did your Company discontinue providing services to the Seller for all Streamlined States in which your Company was receiving compensation under this Contract? If so, please indicate the Seller(s) for which services were discontinued, the States from which your Company was receiving Compensation related to this Seller under this contract, and the dates that you discontinued providing services for the Seller. If not, please explain.

Yes No

Seller:

States:

Date service was discontinued:

Additional Explanation:

42. [E.2] Did your Company notify the Executive Director of the Governing Board if your Company had discontinued providing services to such a Seller? If so, please indicate the dates and Sellers for which you contacted the Executive Director that your Company discontinued providing services to specific Sellers.

Yes No

Seller:

Dates:

43. [E.3] Did your Company, within ten (10) business days from the date of notification by a State, revise the Automated System to conform with changes to



its tax rates, boundaries, or taxing jurisdiction assignments which have been listed in the state's rates and boundaries databases; the taxability matrix; or the classification of the taxability of a category of items or transactions pursuant to Sections 328 and 502 of the SSUTA? If so, please indicate the States that sent your Company notifications, including the dates.

Yes No

States: _____ Dates: _____

44. [E.3] Please provide details in cases where your Company failed to make such changes within the ten (10) business day period. Specifically, indicate whether your company was granted additional time.

Details: _____

45. [E.4] Did your Company remit an incorrect amount of sales or use tax related to your Company's reasonable reliance on an issue made available for review but not discovered in the certification process? Please provide details in cases where your Company failed to make changes within the ten (10) business day period to correct the issue causing the incorrect amounts to be charged and collected.

Yes No

Details: _____

46. [E.4.(b) and (c)] Did your Company add any additional product categories to its CAS after its initial certification that one or more of the States did not certify by the first day of the calendar month that is at least 30 days (or 60 days if an extension was granted) from the date Testing Central notified the State(s) of your request to certify additional categories?

Yes No Explanation and list of states and categories that were not timely certified: _____

47. [E.5] Did your Company notify the Executive Director (through Testing Central or otherwise) that a seller or former seller for whom CSP services were provided had filed for bankruptcy?



Yes No Explanation and dates of notification:

48. [E.6] Did your Company notify the Executive Director in writing for sellers it is no longer providing CSP services?

Yes No Explanation and dates of notification:

49. [E.7] Did your Company notify the Executive Director that a seller or former seller for whom it provided CSP services has gone out of business?

Yes No Explanation and dates of notification:

50. [E.11] Did your Company notify the Governing Board of the assignment of this contract or enter into any subcontract for any services that have a material impact on tax calculation, system security, databases, telecommunications, systems development, systems testing, systems maintenance, systems operation, or any other critical functions?

Yes No Explanation and dates of notification:

If so, was written approval received from the Governing Board?

Yes No Explanation and dates approval received:

Was the assignment or subcontracting to be performed outside of the United States, whether or not of a material impact?

Yes No Explanation:

51. [E.11] Did your Company assign it rights to the compensation under the current CSP contract to a financial institution or other third party?

Yes No Explanation and dates of notification:

If so, was written approval received from the Governing Board?

Yes No Explanation and dates approval received:

52. [E.12] Was or is your Company the subject of a merger, consolidation, reorganization or other combination, or the subject of an acquisition?



Yes No Explanation:

If so, was the Governing Board notified as soon as practical if a merger, consolidation, reorganization or other combination, or acquisition was anticipated?

Yes No Explanation and dates of notification:

53. [E.14] Did your Company pay, give or transfer any of its compensation received or other resources to any employee, official of the Governing Board or delegate to the State and Local Advisory Council as wages, compensation or gifts in exchange for acting as an officer, agent, employee, subcontractor or consultant related to the work contemplated or performed related to this contract?

Yes No Explanation:

54. [E.18] Is your Company in compliance with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority?

Yes No Explanation:

55. [E.20] Does your Company always submit data transmissions as required by the contract using appropriate encryption mechanisms?

Yes No Explanation:

56. [E.21] Has your Company provided the Executive Director, through Testing Central, the name, address, telephone number and email address of the person or people designated to receive communications from the Streamlined States.

Yes No Explanation:

57. [E.24] Did your Company enter into any type of contract or agreement with a state or government authority that is not a Streamlined State, to provide sales tax collection and remittance services for that state or government authority?

Yes No Explanation:



58. [E.24] Did your Company provide a copy of that contract or agreement to the Governing Board within ten (10) days of the execution date of that contract? If so, please explain and provide the date(s) that these sales tax collection and remittance services began.

Yes No Explanation:

Dates collection and remittance began:

59. [E.24] Has your Company entered into any revisions or modifications to the contract or agreement entered into with the State of Pennsylvania as of January 1, 2020?

Yes No Explanation:

60. [E.26] Does your Company maintain any computer systems, data files or back-up sites related to the performance of this Contract outside of the U.S.?

Yes No Explanation:

61. [E.27] Does your Company maintain documentation in an electronic format for all of the Seller Taxes due under the contract?

Yes No

62. [E.27] Is this documentation maintained within the United States?

Yes No

63. [E.27] Does your Company prepare its financial statements in accordance with generally accepted accounting principles?

Yes No Explanation:

64. [E.28] Does your Company provide the delivery street level addresses of sales as required by Appendix F?

Yes No Explanation:



65. [E.29] Does your Company allow periodic and random testing and sampling of the CAS as well as the Contractor's processes and systems used in performing its obligations under this Contract?

Yes No Explanation:

66. [E.30] Does your Company have in place and does it administer a sales and use tax trust bank account to process all Seller Taxes due and owing to the Streamlined States?

Yes No

67. [E.30] Is the trust account a separate bank account established at a banking institution?

Yes No Explanation:

Banking institution name and location:

Account number:

68. [E.30] Is the current trust account different than the trust account approved by the Governing Board?

Yes No Explanation:

69. [E.30] Is the trust account established as an account that requires the deposit of all Seller Taxes processed by your Company, and segregates all Seller Taxes from your Company's own funds?

Yes No Explanation:

70. [E.30] Is there a corresponding general ledger account on your Company's accounting system that provides a clear audit trail of all deposits of Seller Taxes, remittances of taxes to the Streamlined States, transfers of the CSP's compensation from the trust account to your Company's general business accounts, and all other account transactions?

Yes No Explanation:



71. [E.30] Are there any states that have not pulled monies from the trust bank account in a timely manner?

Yes No Explanation:

72. [E.30] What are the security limits of the trust bank account?

Limits:

73. [E.30] Have the trust fund deposits exceeded the security limits?

Yes No Explanation:

74. [E.30] Is the account administered according to generally accepted practices that segregate duties among administrators of the trust bank account?

Yes No Explanation:

75. [E.30] Does the trust bank account have in place the necessary electronic controls to prevent unauthorized access to and transfers from the account?

Yes No Explanation:

76. [E.31] Does your Company have in place a performance bond and/or security as provided in Section E.31 (please provide a copy of the policy or other approved security)?

Yes No Details:

77. [E.31] Please indicate the effective coverage period of this performance bond or other security. Coverage Period:

78. [E.31] What is the amount of the performance bond/security? Include any changes in dollar amount between _____ and the present date.

Explanation:

79. [E.33] Please provide a sample of your Company's advertising, marketing, or other communications, whether public or private, for services provided to Sellers.



80. [E.34] Has your Company adhered to the confidentiality standards as outlined in the contract?

Yes No Explanation:

81. [E.36] Have there been any material changes in your Company's systems or operations between the time of certification and the effective date of the contract, except as communicated to Testing Central in writing?

Yes No Explanation:

82. [E.40] (A) Has your Company or its principals been debarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from covered transactions by any federal or state department or agency?

Yes No Explanation:

[E.40] (B) Has your Company or its principals in the preceding 3 years been convicted of or had a civil judgement rendered against them from a commission of fraud, or criminal offense in connection with obtaining or attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, made false statements, or received stolen property?

Yes No Explanation:

[E.40] (C) Is your Company or any of its principals presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in (B) of this Section?

Yes No Explanation:

[E.40] (D) Has your Company or any of its principals, within the preceding three years had one or more public transactions (federal, state, or local) terminated for cause or default?



Yes No Explanation:

[E.40] (E) Is your Company or any of its principals presently delinquent or in arrears on any federal, state, or local tax obligations?

Yes No Explanation:

83. [E.42] Does your Company exclude from participation, deny benefits, or otherwise subject to discrimination in the performance of this Contract on the grounds of disability, age, race, color, religion, sex, national origin, marital status, sexual orientation, or any other class protected by the Federal Laws or the laws of any Streamlined State?

Yes No Explanation:

84. Please add any other information not specifically asked for in this questionnaire that you feel would be of help during this audit.