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Mileage-based User Fee (MBUF) System

Designed and built on the ServiceNow platform, Deloitte's MBUF system offers a simple, sustainable and straightforward solution to reliably collect revenues at a low cost and with minimal disruptions from automobile owners based on miles driven on State and US highways.

Challenge	Solution	Potential Benefits

Common challenges faced by Department of Transportation

- With the fuel efficiency of cars increasing, and advent of electric vehicles, the fuel tax is becoming an increasingly unsustainable way to pay for highways

- Transportation funding shortfall will grow even more acute in the coming years as improved fuel economy and adoption of alternative-fuel vehicles reduce federal and state tax revenues by billions of dollars per year

Deloitte's MBUF accelerator enables states to rapidly implement a comprehensive MBUF platform that integrates with their digital DMV solution.

The accelerator enables business to be conducted with customers 100% virtually as allowed by legislation or business rules. Key features include:

- **Enrollment into MBUF program,** which allows drivers to enroll qualified vehicles into this program,

- **Customer Account Management –** Provides a comprehensive, self-service customer account management that includes reporting of vehicle mileage and MBUF/HUF payments

- **Invoicing and Billing** – Provides a comprehensive invoicing and billing function for enrolled vehicles

- Improves customer experience for the MBUF activities, thereby, stimulates adoption for the program

- Provides "out-of-the-box" reports and dashboards for citizens and DOT workers, thereby improving monitoring capability for the program

- Provides an accurate and timely billing solution to facilitate improved fee collection and account management

- Realtime integration of Digital DMV solutions allows exchange of vehicle and MBUF/HUF data with the State's systems

Application Users and Benefits

Customers
Easy to use solution for paying HUF/MBUF fees

State Employees
Effective monitoring tool to allow timely and accurate collection of MBUF and program monitoring

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DMV *powered by ServiceNow*

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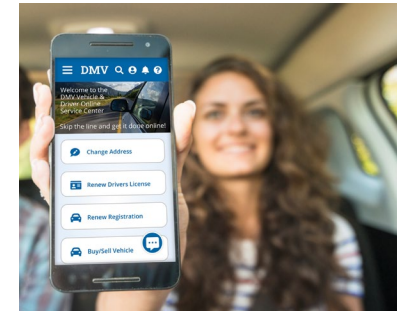
deloitte.com/us/ServiceNow

Virtual Services

- Intuitive online customer journeys, which enable transactions to be completed without human intervention

- Improves efficiency and throughput of in-person services, as clerks are able to focus on quality of service due to shortened work queues

- Live video chats supplement in-person services with imbedded security verification

Remote Workforce

- Provides customer help through chatbots, virtual verification processes, conferencing capabilities, and real-time reviews by clerks

- Customer can initiate a chatbot to ask questions at any time during virtual DMV visit

- When human interaction is preferred, the customer experience is enhanced by audio or video conferencing

- Clerks can view customer online transaction to provide customized service

Existing Systems Integration

- Existing System Integration

- Provide a modular application portal that seamlessly integrates with the DMV's existing system rather than requiring a large-scale modernization effort

- Automated processes such as prepopulated forms, increasing the agency's throughput

- Provide scalability of services to help meet unpredictable patterns of usage

- Assists in the elimination of backlogs

Why Deloitte and Servicenow?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to automate your current processes: We reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction. As a leading Global Systems Integrator and ServiceNow's Global Transformation Partner of the Year, Deloitte applies its breadth of industry and technology experience to help clients extract value from this powerful technology to create a united workflow with one platform.