

Saskatchewan Permit Office



Auto Fund Division

*Vehicle Registration Policy and Permit Services
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April 9, 2007

SASK TRUCKING
ASSOCIATION
1335 WALLACE ST
REGINA SK S4N 3Z5

Dear Customer:

Effective April 21, 2007, the SGI Permit Office will be implementing a new computer system for issuing permits.

This is a new computer system and not a change in permit rules or policies. The weight, dimension, operating authority regulations/policies are not changing, only our computer system used to issue permits and some day to day procedures that we use to issue your permits will be affected.

You'll still apply for permits in the same way as you do today. For example, you'll still receive a permit number over the phone or a hard copy of your term permit in the mail. We expect to be able to offer you **the option** of purchasing permits via the Internet sometime in 2008.

All permits issued prior to April 21 and that are effective past this date will continue to be valid with the same permit number (and documentation where applicable).

Changes To Expect:

New Customer Number

Beginning **April 21, 2007**, your existing customer number will be automatically converted to a new customer number. Our Permit Representatives will provide you with your new customer number the first time you contact the Permit Office after the new computer system is in place. This new number will also appear on any invoices and statements that you receive. **(For our Saskatchewan customers, your new customer number will be your current SGI "PIC" number.)**

Vehicle Information

We will retain your name and address information, however your plate numbers and vehicle information will have to be re-entered into your customer file. This data is not being transferred directly from the old system to the new system. The old computer system did not have the ability to confirm the accuracy of vehicle information. Now that we have the ability to do this with our new computer system, we want to re-enter the data to ensure its accuracy. We will do this for each vehicle at

the time a permit is requested. Our new system will be linked to the SGI vehicle database, and the databases for other Canadian jurisdictions, which means the vehicle information for Canadian carriers (in most cases) will be automatically filled based on your plate number.

Additional Permit Information

Although we expect to be able to get most VIN (vehicle identification number) information from Canadian registration data bases, please be prepared to provide us with your entire VIN for your vehicle rather than just the last 6 digits as required now.

In addition, we will be asking for more detail about your specific axle groups, the number of tires and tire sizes when you call for a permit. This additional information will improve the accuracy of our permit issuing process by allowing us to display both legal and permit weight and dimension values on each permit. We will be asking for the name of the individual requesting the permit, and we will also give you the option of providing a reference or trip number. The name and reference/trip number will then be recorded on both the permit and invoice sent to you at the end of each month.

Copy Previous Permits

Our new computer system will have the ability to copy into a new permit any or all of the information contained in a permit issued to you on or after April 21, 2007. By providing us with a previous permit number, it will make it easier and faster for you to obtain a new permit that is similar to the permits you have received in the past.

Statement Mail-Out for April Permits

We are shutting down our old computer system on April 20, 2007. You'll receive your statement (around April 23). That statement will include only the permits issued from April 1 to April 20, 2007. The billing for permits issued from April 21 to April 30 will be included with your May permit invoice that will be sent out during the first week in June.

Thank you for your patience during the conversion to our new computer system. We will have additional staff available to serve you during the initial implementation. However, we anticipate you may initially experience longer wait times. We're excited and hopeful that the new computer system will allow us to improve our service to you in the upcoming months!

If you have any questions and/or concerns, please contact the Permit Office at 1-800-667-7575 (in Saskatchewan) or (306) 775-6969.