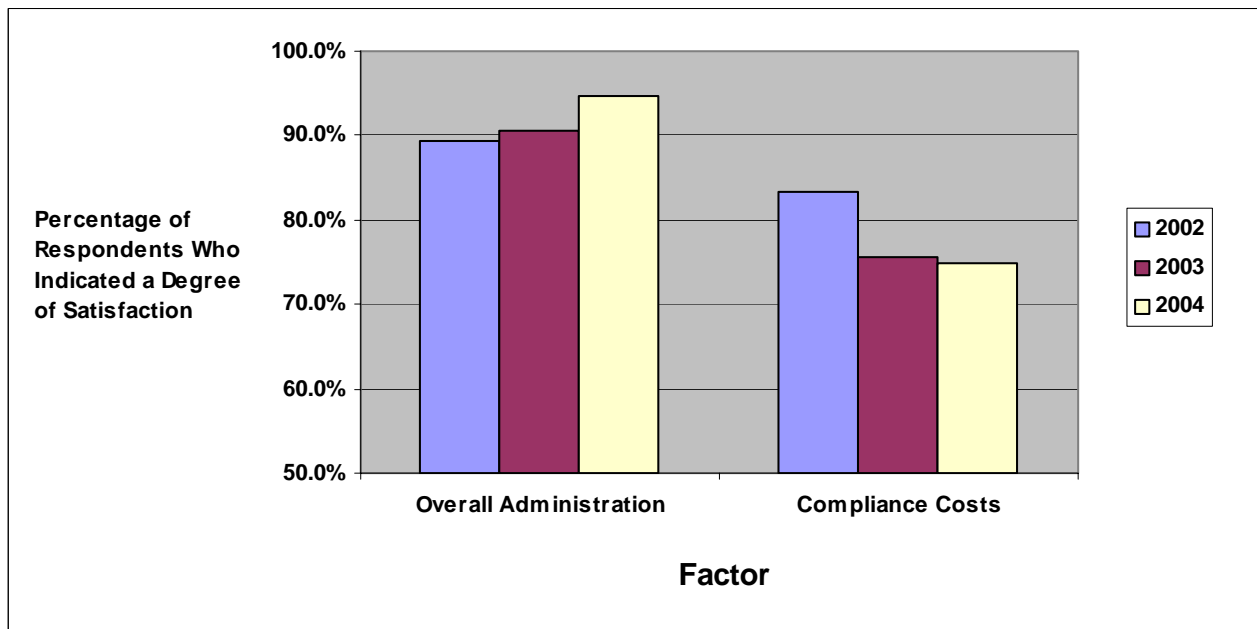


## Results Comparison for the Years 2002 to 2004



## Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- The system for entering marked diesel through Internet is very slow. There should be another method that is quicker and more convenient. (1)
- The TEFS system should have a keyboard only option for data entry. (1)
- Internet filing using TEFS takes too much time that we are not compensated for. Dial-up Internet service is all that is available to us and it is slow and often unreliable. If TRA requires fuel agents to file electronically, you should at least pay for it. (1)
- I should be able to prepare reports for my customers to summarize their yearly purchases. If I cannot have that option, I need to duplicate the work, which is a waste my time. (1)
- Invalid customers should be listed separately by agent, instead of 300 pages for Alberta. (1)
- When entering customer invoices, having to navigate between the various windows using the mouse, slows the data entry process. The tabbing method that Saskatchewan's system uses is much quicker and simpler. (1)

- We incurred a significant cost in making our system ready for the new filing system. Although TRA staff were helpful, this was a cost we shouldn't have had to pay. A rebate of some sort would be beneficial. (1)
- The cancelled purchases report on the TEFS website should have options to sort by date, permit #, or name. There should also be an option to separate TEFU & AFFB. (1)
- The 2 wallet sized cut outs that come with the letter of certificate for marked fuel should include the customer name along with the permit number. (1)
- An additional field (split status START/END DATE) should be added to the TEFS website. This way, we could be proactive when license numbers are all expiring at the same by checking the website to find out whether license numbers have been extended (June 30, 2007 as with TEFS removal). (1)
- I don't understand why it is necessary to log in with [extern.gov.ab.ca](http://extern.gov.ab.ca). It should be acceptable without the extension. (1)
- The sales reports on TEFS should be enhanced so that they can be initiated by date of sale in addition to the current submission date option. It would be really helpful to be able print a final report for a month's sales, to correspond with hard copies on site. (1)
- TEFS Acceptance report needs to give more information. Currently, it only provides detailed information on rejected sales. If the dollar amount doesn't balance and there are no rejected sales, we cannot locate the discrepancy. (1)
- A report should be included with AFFDA rebate cheques to detail what is being paid. It is virtually impossible to track the system to see if any transactions have been missed. (1)
- Agents should be compensated for doing all the paper work and entering data each day. (1)
- Our computer needs upgrading before we can consider filing on the Internet. (1)