Original Date: 06/09/2008
Revision Date: 02/15/2024

POLICY	
Title: IFTA and IRP Transactions in CSC	
Effective Date: 06/09/2008	**Revision Date:** 06/25/2016
Authority: Code of Virginia §§ 46.2-703, 58.1-2712.1, and Federal Motor Carrier Safety Administration	
Policy: All IFTA and IRP transactions are processed centrally by Motor Carrier Services (MCS). Customer Service Center responsibilities include: 1. Providing the customer with required applications and forms. 2. Verifying required sections of applications/forms are completed. 3. Verifying customer information, customer stops and vehicle stops, when applicable 4. Advising customer of compliance issues that may prevent processing of applications/forms. 5. Scanning the customers' application(s) and supporting documents to MCS via Landing Zone. 6. Advising the customer of the status of their application upon request. **<<<<<REVISION** 7. Encouraging customers to utilize VirginiaMCS for faster service. **END REVISION>>>>>**	
Exception: N/A	

DEFINITIONS

International Fuel Tax Agreement (IFTA) - An agreement between states and Canadian provinces that allows motor carriers to register and pay motor fuel road tax to all participating states and provinces they travel in through the carrier's home or base state.

International Registration Plan (IRP) - A method of registering fleets of vehicles that travel in two or more member jurisdictions.

Performance and Registration Information System Management (PRISM) - A partnership between the Federal Motor Carrier Safety Administration (FMCSA) and the states to promote and enhance motor carrier safety. If a carrier is deemed unsafe, he may be denied IRP vehicle registration and issuance of credentials at a CSC via this federal program.

CUSTOMER REQUIREMENTS:

1. Submit required forms (see requirement tables below):

IRP Required Forms	
New Account or Change Account	**Renewing Account**
<<<<<REVISION • International Registration Plan Application IRP 1A and IRP 1B¹ **END REVISION>>>>>**	• International Registration Plan Renewal Notice (IRP 4)²
<<<<<REVISION ¹ DO NOT use the IRP 1A or IRP 1B for renewals. **END REVISION>>>>>** ² The IRP 4 pre-printed form is mailed to the customer. If misplaced, the customer may contact MCS for a reprint to be mailed or faxed.	

IFTA Required Forms	
New Account, Renewal, or Additional Documents	**Quarterly Tax Reports**
• International Fuel Tax Agreement (IFTA) Licensing Application (RDT-120)	• International Fuel Tax Agreement (IFTA) Quarterly Tax Return (RDT-121)

INFORMATION COUNTER CSR

1. Issue queueing ticket based on customer's transaction type:

Issuing Queueing Tickets	
Transaction	**Queueing Ticket Issued**
• **Submitting completed, signed IFTA/IRP forms and** • **Requesting Information**	• Issue a Motor Carrier Services queue ticket

2. Advise customers with incomplete documentation to:
    - Complete required sections of the application based on transaction type listed on the application.

3. Advise motor carrier customers they have the following service options when submitting applications or credentials:

Motor Carrier Service Options[1]			
Available Service Option	Submitting Applications/Documents	Receiving Credentials	Receiving Invoices
CSC	Yes	N/A	N/A
E-Mail	To: iftairp@dmv.virginia.gov	N/A	Yes
Fax	To: (804) 367-1073	N/A	Yes
Express Mail	Yes Department of Motor Vehicles Motor Carrier Services 2300 West Broad Street Room 620 Richmond, Virginia 23220	Yes[2]	Yes[2]
Mail	To: Department of Motor Vehicles Motor Carrier Services P.O. Box 27412 Richmond, Virginia 23269	Yes[1]	Yes
<<<<<REVISION VirginiaMCS	Yes[2]	Yes[3]	Yes[3] END REVISION>>>>>

[1] Customer will be contacted by MCS upon completion of transactions.
[2] Carrier must provide Carrier Express Account Number for this option.
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  Note: If using FedEx for Express mail, the carrier must provide pre-printed shipping label and envelope.
[3] Application and payment are completed Online via VirginiaMCS. **END REVISION>>>>>**

FRONT COUNTER CSR-IRP TRANSACTIONS

1. Determine what IRP transaction is being applied for:

   - New IRP account or change to existing account
   - Renewing existing account

2. Verify completion of required IRP forms (refer to IRP Required Forms table).

3. Screen the customer's application using the IRP Application CSC Review Sheet (IRP6).

   a. If the customer's address or other required sections of the application are incomplete, return the application to the customer and request they complete the required sections.

   b. If vehicles are being added to an IRP account, inquire on the system to determine if the vehicles are titled in Virginia.

      i. For vehicles titled, or being titled in Virginia:

         1. Title the vehicles in accordance with VLIC-3.000.

         2. Advise customers who are unable to submit required titling paperwork that the applications cannot be processed until vehicles being added are titled.

            o Return all documentation to customer.

            o DO NOT forward applications to MCS for adding vehicles to the system that are not yet titled in Virginia.

      ii. For motor carriers applying for an IRP registration in Virginia, who conduct business with vehicles domiciled in another jurisdiction (outside Virginia), scan (or fax) the following proof of ownership documents to MCS via Landing Zone:

         ▪ The out-of-state title or registration card.

- Photocopies are acceptable in this case when creating a title record for vehicles that remain titled out of state to allow for IRP registration in Virginia.

- Original or copy of VSA 17A.

- For individual owners who are not licensed in Virginia, a copy of the vehicle owner's driver's license.

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   NOTE: If the vehicle is owned by the company, no driver's license is required.
   END REVISION>>>>>
   NOTE: Vehicles domiciled in other jurisdictions (outside Virginia) may be registered in Virginia for IRP registration purposes.

c. Inquire on the customer record for **both** customer **and** vehicle stops.

   NOTE: For records with more than 5 vehicles, obtain management approval before checking the records.

   i. If stops exist, verify the applicant is the customer on record then advise them of the stops found on their record.

   ii. Inform the customer that their transaction cannot be processed by MCS until the stops have been complied.

   iii. Offer the customer the opportunity to comply the stops.

   iv. Post any proof submitted for payment of Heavy Vehicle Use Tax (HVUT) in accordance with VLIC-4.630 or send to MCS for processing.

d. Complete the remainder of the IRP 6.

   i. The CSR Information section of the IRP 6 must be completed to verify that all sections required for the transaction type are reviewed and complete.

   ii. Advise the customer of outstanding issues that may prevent processing of the application or renewal form.

4. Scan the customer's application including any forms and supporting documents via Landing Zone to MCS.

   NOTE: Do not scan the proof of payment for an HVUT stop if proof was posted at the CSC.

   - Ask the customer for an email address to enable MCS to contact them via email. Enter the email address into the system.

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      o If the customer does not provide an email address or submits an application, MCS will contact them by phone and/or letter advising them of the status of their application.

   - A confirmation of receipt email will be sent to the CSR, CSC, and customer (when applicable) indicating the scanned application was received, and that the customer will be contacted by MCS.
   END REVISION>>>>>

   - If the scanner is inoperable:

      o Fax the application including any forms and supporting documents to MCS at (804) 367-1073.

         - Issue the customer the fax confirmation page indicating the documents were received.

5. If the customer did not provide an email address, print the Confirmation Receipt (attached to the confirmation received email) sent to the CSR and/or CSC email account.

6. Provide the customer the Confirmation Receipt, if applicable.

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7. Return the original application, and all other supporting documents to the customer.

END REVISION>>>>>

8. Advise the customer that:

- MCS will contact them by email, phone, and/or letter advising them of the status of their application.

- If additional information or documentation is required the customer can call, fax, mail, email, or visit a CSC to submit the information or documents to MCS.

- They can inquire on the status of their application by:
  o Contacting MCS via phone or email
  o Calling DMV Contact Center
  o Visiting a CSC

9. Shred the CSC Review Sheet (IRP-6) in accordance with CSCOM-1004.

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FRONT COUNTER CSR-IFTA TRANSACTIONS

1. Determine what IFTA transaction is being applied for:

- New IFTA account, IFTA renewal, or to submit additional documents,

  OR

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- Submission of Quarterly Tax Return.

2. Verify completion of required IFTA forms (refer to IFTA Required Forms table).

3. Scan the RDT-120 application or RDT-121 report and any supporting documents, and send to MCS.

- If the scanner is inoperable fax the application or report, and any supporting documents to MCS at (804) 367-1073.

END REVISION>>>>>

  o Issue the customer the fax confirmation page indicating the documents were received.

4. Return the original application, fax confirmation page (if the documents were faxed), and all other supporting documents to the customer.

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5. MCS will contact the customer once the transaction has been processed for further information. **END REVISION>>>>>**

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FRONT COUNTER CSR-APPLICATION STATUS INQUIRY (IRP)

1. Determine which CSC the customer submitted the work to.

- If the customer returns to the CSC that submitted the application to MCS, check CSC email for the customer's most recent Application Status.

  o The subject line will include the application's status, account holder's name, account number, and IRP fleet number, if applicable.

- If the customer returns to a CSC that did **NOT** submit the application, inquire in OnBase using one of the following:
  o Account holder's name
  o Account number
  o DMV log number
  o SSN/FEIN/TIN, when applicable.

2. Review the Application Status and advise the customer according to the table below:

Actions Based On Application Status	
Application Status	**CSR Actions**
RECEIVED **or** **IN PROCESS**	• Advise the customer the application has been received. • Advise the customer MCS will contact them by email, phone, and/or letter of status change.

ON HOLD	• Advise customers the application is placed on hold and the reason it is on hold.
	 • Provide a printout of the hold letter from OnBase.
	 • Ask the customer if they would like to comply with the requirements of the hold:
	  o To comply requirements of the hold, go to Complying Hold Requirements
	  o Otherwise:
	   ▪ Advise that requirements must be satisfied within 2 weeks from hold date or they must resubmit application.
	   ▪ Customer may fax, mail, email, or submit to a CSC required documents for MCS.
	   ▪ Customer may inquire on the status of their application by:
	    ▫ Contacting MCS via phone or email
	    ▫ Calling DMV Contact Center
	    ▫ Visiting a CSC

UNABLE TO PROCESS	• Advise customer the application cannot be processed. • Advise customer of reasons indicated in the Application Status in OnBase. **NOTE:** This is often due to hold conditions not being complied within 2 weeks from hold date.
PROCESSED	**<<<<<REVISION** • Advise customer the application has been processed and they may pay online or by phone and the credentials will be mailed. **END REVISION>>>>>**

FRONT COUNTER CSR-COMPLYING HOLD REQUIREMENTS

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1. Check the Application Status in OnBase to determine the hold requirement:
   - Inquire in OnBase using one of the following:
     o DMV log number (found on the hold letter, if provided by the customer)
     o Account holder's name
     o Account number
     o SSN/FEIN/TIN number.

END REVISION>>>>>

2. If the customer provides only verbal information to comply with **ALL** the hold requirement(s):

   - Note the verbal information by adding a comment to the Application Status in OnBase, and
   - Remove the application from hold so MCS can review the application.

   NOTE: If the customer is unable to satisfy **ALL** hold requirements verbally, **do not** submit to MCS. Note the verbal information by adding a comment on the Application Status and advise the customer they must satisfy all hold requirements before MCS can review their application.

3. If the customer provides supporting documentation in order to comply with any of the hold requirements:

   a. Include the DMV log number on the documents being submitted.
   b. Enter any verbal information provided by the customer by adding a comment to the Application Status, if applicable.
   c. Scan the customer's documents via Landing Zone and send to MCS for review.

      - Ask the customer if they have an email address they would like to provide to enable MCS to contact them via email and enter into the system.

- o If the customer does not provide an email address or submits an application, MCS will contact them by phone and/or letter advising them of the status of their application.
- A confirmation email will be sent to the CSR, CSC, and customer (if they provided an email) indicating the scanned application was received, and further notification will be sent when the status changes.

- If the scanner is inoperable:
  - o Fax the application including any forms and supporting documents to MCS at (804) 367-1073.
    - ▪ Issue the customer the fax confirmation page indicating the documents were received.
- Documents submitted to comply with requirements for an application that was placed on hold will receive a high priority.

4. Provide the customer the Confirmation Receipt, if applicable.
5. Return the required documents to the customer.
6. Advise the customer that:
   - MCS will contact them by email, phone, and/or letter advising them of the status of their application.
   - If additional information or documentation is required the customer can call, fax, mail, email, or visit a CSC to submit their information or documents to MCS
   - They can inquire on the status of their application by:
     - o Contacting MCS via phone or email
     - o Calling DMV Contact Center
     - o Visiting a CSC

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DMV CONTACT CENTER ACTIONS
1. Provide the customer with information on the status of IFTA/IRP applications.
2. Provide the customer with relevant information about applications and forms.
3. Verify customer information, customer stops and vehicle stops, when applicable.
4. Advise the customer of compliance issues that may prevent the processing of applications/forms.
5. Inquire on the status of customer's USDOT#.

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6. Encourage customers to use VirginiaMCS for faster service.

END REVISION>>>>>

7. Advise motor carrier customers of all service options available for the type of transaction being transacted (see [Motor Carrier Service Options](#) table).

List of helpful links:

- **Data Entry Procedures**
  - o Inquiry on USDOT# (MCMICS System)
    <<<<<REVISION
    - ▪ IFTA/IRP 116 – PRISM Overview
    - ▪ IFTA/IRP 117 – PRISM Transactions
    - ▪ IFTA/IRP 118 – PRISM Discrepancies
    - ▪ IFTA/IRP 118.3 Complying Out of Service Orders
    - ▪ IFTA/IRP 119 – PRISM MCSIP Steps
    END REVISION>>>>>
- **Federal Motor Carrier Safety Administration**
  - o http://www.fmcsa.dot.gov/forms/forms.htm

  - o Printable Registration Forms
    http://www.fmcsa.dot.gov/forms/forms.htm

  - o [Frequently Asked Questions (FAQ) about PRISM](#)

  - o [PRISM Brochure](#)

POINTS TO REMEMBER

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- CSC personnel will no longer issue IFTA or IRP credentials (cab cards, licenses, decals, and/or plates). All credentials are mailed from MCS (DMV headquarters building).

- CSC personnel will no longer accept or post payments for IFTA or IRP transactions. Payments can be made to MCS via telephone at 804-249-5140, at e-mail address IFTAIRP@dmv.virginia.gov or online at www.VirginiaMCS.com .

END REVISION>>>>>

- This procedure does not apply to For-Hire Intrastate Operating Authority vehicles, refer to VLIC-4.220.
- Customers can inquire on the status of their application and submit their email address by contacting MCS via email, calling DMV Contact Center, or visiting a CSC.

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- If the customer requires more detailed information about the status of their application than is covered in this procedure, advise the customer to contact MCS at 804-249-5140.

END REVISION>>>>

- Vehicles domiciled in jurisdictions other than Virginia may be registered in Virginia when operating under the International Registration Plan (IRP). For DMV's system to allow a vehicle domiciled in another state to be registered under IRP in Virginia:
    - The vehicle must be registered to an IRP registrant who has established a base jurisdiction according to IRP requirements, and Motor Carrier Services (MCS) must create a title record in DMV's system for the purpose of IRP registration.
    - The title record is created in the same name as that shown on the out-of-state ownership document(s) submitted by the customer.
    - Customers are NOT required to surrender the out-of-state vehicle's ownership documents.
    - Because these title records are not actual titles but are created to allow for IRP registration in VA, system edits exist to prevent the title record from being sent to the National Motor Vehicle Title Information System (NMVTIS), ensuring that Virginia does not show as the last state of title, and keeping the title HELD from being satisfied in error, ensuring the title will not print.

        NOTE: The title HELD code for this type of vehicle is: **CPY"XX".** For example, a title HELD code "**CPYMD**" indicates that the customer submitted copies of ownership documents showing the vehicle was titled and domiciled in Maryland.

RELATED LINKS

Frequently Asked Questions (PRISM)
PRISM Brochure
Processing IFTA and IRP Applications in CSC (sample emails)

CONTACTS

For additional information contact:
- Motor Carrier Services (804) 249-5140
- DMV Contact Center Help Desk at (804) 367-6646