Original Date: 06/09/2008
Revision Date: 06/10/2018

Definitions
Customer Requirements
Information Counter CSR
Front Counter CSR-IRP Transactions
Front Counter CSR-IFTA Transactions
Front Counter CSR-Application Status Inquiry
Front Counter CSR-Complying Hold Requirements
Front Counter CSR-Picking Up Invoice/Credentials
CSC Management-Retrieving Credentials
DMV Direct Actions
Points To Remember
Related Links
Contacts

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
7. Collecting and posting payments in the appropriate revenue fields in the system (if the carrier did not prepay or process via webCAT)
8. Issuing credentials (cab cards, licenses, decals, and/or plates)
9. Encouraging customers to utilize webCAT for faster service

CSCs are to destroy any IFTA/IRP issued credentials (plates, decals, cab cards, etc) that have NOT been picked up by the carrier after 90 days.

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**
• International Registration Plan Application (IRP 1-FRP)[1]	• International Registration Plan Renewal Notice (IRP-4)[2]

[1] DO NOT use the IRP-1 for renewals
[2] The IRP-4 pre-printed form is mailed to the customer. If misplaced, the customer may contact MCS for a reprint to be emailed, mailed or faxed, or CSRs may request a reprint be mailed to the CSRs email account to be printed at the counter for the customer.

IFTA Required Forms	
New Account, Renewal, or Additional Documents	**Quarterly Tax Reports**
• International Fuel Tax Agreement (IFTA) Licensing Application (RDT-120)	• Motor Carrier Fax Cover Sheet (MCS-100) • International Fuel Tax Agreement (IFTA) Quarterly Tax Return (RDT-121)

2. Submit payment

Return to top of page

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,** • **Requesting Information,** • **Picking up Unpaid Work**	• Issue a Motor Carrier Services queue ticket
▫ **Picking up Prepaid Work[1]**	• Issue Priority Customers/Transactions queue tickets
[1] Management may authorize Information Counter CSRs equipped to perform transactions to distribute IRP/IFTA prepaid credentials.	

2. Advise customers with incomplete documentation to:
   - Complete required sections of the application based on transaction type listed on the application.
   - Complete the MCS-100 when submitting the RDT-121 only.
3. Advise motor carrier customers they have the following service options when submitting invoices or credentials, or picking up invoices and credentials:

Motor Carrier Service Options[1]			
Available Service Option	**Submitting Applications/Documents**	**Picking Up Credentials**	**Picking Up Invoices**
CSC	Yes[2]	Yes[2]	N/A
E-Mail	To: iftairp@dmv.virginia.gov	Yes[3]	Yes
Fax	To: (804) 367-1073	N/A	Yes
Express Mail	N/A	Yes[4]	N/A
Mail	To: Department of Motor Vehicles Motor Carrier Services P.O. Box 27412 Richmond, Virginia 23269	N/A	Yes
webCAT	Yes[4]	Yes[5]	N/A
[1] Customer will be contacted by MCS upon completion of transactions. [2] $5 service fee per vehicle when paying for IRP registration renewal or picking up credentials. [3] This option not available if plates/decals/overload permit was issued. [4] Carrier must provide Carrier Express Account Number for this option. [5] Application and payment are completed Online via webCAT.			

Return to top of page

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, or
   - Pickup invoice and/or credentials (go to Picking Up Invoice/Credentials).
2. Verify completion of required IRP forms (refer to IRP Required Forms table).
3. Screen the customer's IRP 1-FRP or IRP4 using the IRP Application CSC Review Sheet (IRP6).
   a. If the customer's address or other required sections of the IRP 1-FRP or IRP4 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. Advise customer that the application cannot be processed until all vehicles have been titled.
2. Title the vehicles in accordance with VLIC-3.000.
3. Customers who are unable to submit required titling paperwork cannot be processed until vehicles being added are titled.
   - Return all documentation to customer.
   - DO NOT forward to MCS applications for adding vehicles to the system that are not yet titled in VA.

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 when sending any other required transaction documents:

- 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 VA.
- Original or copy of VSA 17A
- For owners who are not licensed in Virginia, a copy of the vehicle owner's driver's license

NOTE: Vehicles domiciled in other jurisdictions (outside Virginia) may be registered in VA 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 him of the stops found on his record.

ii. Inform the customer that his 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 payment 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.
  - If the customer does not provide an email address, or submits an IFTA application (RDT-120 or RDT-121), 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 within 5 minutes to the CSR, CSC, and customer (when applicable) indicating the scanned application was received, and that the customer will be contacted by MCS.
- If the scanner is inoperable:
  - Fax the application including any forms and supporting documents to MCS at (804) 367-1073.
    - The MCS-100 is only required when also faxing an RDT-121 report.
    - 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.

7. Return the original application, MCS-100 (if applicable), and all other supporting documents to the customer and provide them the Fleet-Related Programs Contact Information Flyer (DMV 241D).
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, and
    - They can inquire on the status of their application by:
        - Contacting MCS via phone or email,
        - Calling DMV Direct, or
        - Visiting a CSC.
9. Shred the CSC Review Sheet (IRP-6) in accordance with CSCOM-1004.

Return to top of page

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
    - Submission of Quarterly Tax Report.
2. Verify completion of required IRP forms (refer to IRP Required Forms table).
3. To post IFTA revenue:
    - Post revenue to the system for any IFTA revenues associated with IFTA tax reports (RDT-121) and decals (RDT-120) and print a receipt.

      NOTE: IFTA Revenues must be posted to the system before scanning completed information to MCS.
4. Scan the RDT-120 application or RDT-121 report, customer receipt, and any supporting documents, and send to MCS.
    - If the scanner is inoperable fax the application or report, customer receipt, and any supporting documents to MCS at (804) 367-1073.
        - MCS-100 is required when faxing an RDT-121 report.
        - Issue the customer the fax confirmation page indicating the documents were received.
5. Return the original application, customer receipt, fax confirmation page (if the documents were faxed), the MCS-100 (if applicable) and all other supporting documents to the customer.
6. MCS will contact the customer once the transaction has been processed for further information or to advise them to pick up credentials.

Return to top of page

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.
        - 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:
        - Account holder's name,
        - Account number,
        - IRP fleet number, and
        - DMV log number,

          OR

          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 customer the application has been received • Advise MCS will contact them by email, phone, and/or letter of status change • Provide customer with the Contacts publication (DMV 241D)

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:
	  ○ To comply requirements of the hold, go to Complying Hold Requirements
	  ○ Otherwise:
	  ▪ Provide customer with the DMV 241D
	  ▪ 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 DMVDirect
	  ▫ 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 • Provide customer with the DMV 241D
PROCESSED	• Advise customer the application has processed and they may pay (when applicable) and pick up their credentials

Return to top of page

FRONT COUNTER CSR-COMPLYING HOLD REQUIREMENTS

1. Check the Application Status in OnBase to determine the hold requirement:
   - Inquire in OnBase on the:
     - DMV log number (found on the hold letter, if provided by the customer),
     - Account holder's name,
     - Account number, and
     - IRP fleet number or SSN/FEIN/TIN number.
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 they 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 verbal 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.
        - If the customer does not provide an email address or submits an IFTA application (RDT-120 or RDT-121), MCS will contact them by phone and/or letter advising them of the status of their application.
      - A confirmation email will be sent within 5 minutes 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:
        - Fax the application including any forms and supporting documents to MCS at (804) 367-1073.

FRONT COUNTER CSR-COMPLYING HOLD REQUIREMENTS (continued)

- MCS-100 is only required when faxing an RDT-121 report.
- 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, and
   - They can inquire on the status of their application by:
     - Contacting MCS via phone or email,
     - Calling DMV Direct, or
     - Visiting a CSC.

Return to top of page

FRONT COUNTER CSR-PICKING UP INVOICE/CREDENTIALS

CREDENTIALS WITH UNPAID INVOICE:

1. Retrieve envelope containing credentials, email, and invoice from the secure holding file.
2. Remove banner pages from the envelope.
3. Post payment under IRP Invoice Payment (MCSREV) using invoice information and retrieve the customer receipt.
   - A $5 per vehicle service fee will be added to each IRP renewal transaction conducted in a DMV customer service center. MCS will determine the amount of the service fee and it will appear on invoice.
   - If you receive an error when trying to post the payment, contact MCS. They will either be able to fix the issue so you can try again or advise you on how to proceed.
4. Issue credentials to customer and ask customer to review credentials to ensure they've received the proper credentials. If the credentials are:
   - Correct
     - Complete the transaction by issuing the receipt to customer.
   - Incorrect
     - CSR may call MCS and relay a summary of the problem, provide the contact information for the customer and await further instruction by MCS.
       OR
     - Request the customer contact MCS directly.
5. Shred the banner pages after the customer has ensured their credentials are correct.

CREDENTIALS WITH PAID INVOICE:

1. Retrieve the envelope containing credentials and email from the holding file.
2. Remove banner pages from the envelope.
3. Issue credentials to the customer and request they review them to ensure they've received the proper credentials. If the credentials are:
   - Correct
     - Transaction is complete
   - Incorrect
     - CSR may call MCS and relay a summary of the problem, provide the contact information for the customer and await further instruction by MCS.
       OR
     - Request the customer contact MCS directly.
4. Shred the banner pages after the customer has ensured their credentials are correct.

INVOICE/CREDENTIALS NOT FOUND

1. Inquire on the Application Status in OnBase on the:
   - DMV log number (found on the hold letter, if provided by the customer),
   - Account holder's name,
   - Account number, and
   - IRP fleet number, or SSN/FEIN/TIN number, or DMV log number, if applicable.

   The Application Status will indicate the pickup location and if the credentials have been PAID or NOT PAID.
2. Investigate the designated secure holding file and IFTA/IRP area to see if credentials were retrieved.
3. If the credentials still can't be found, contact MCS for further information.

Return to top of page

CSC MANAGEMENT-RETRIEVING CREDENTIALS

1. For webCAT customers, continue to step 5.
    - No email will be sent regarding transactions processed through webCAT.
    - Credentials will print to the selected printer (referred as the "99" printer) when a carrier selects a pick up location and processes their payment in webCAT.
2. For NON-webCAT customers, check for an e-mail sent from MCS indicating if the customer has PAID or NOT PAID for their credentials.
    - The subject line of the e-mail will indicate IFTA or IRP PROCESSED, account holder's name, account number, and IRP fleet number, if applicable.
3. Print the email indicating if the customer has PAID or NOT PAID for their credentials.
    - Collect any required documents as listed in the email.
4. If the customer did NOT PAY, click on the link attached to the email and print the invoice in OnBase.
    - If the link to the invoice is not attached to the email, inquire in OnBase on the:
        - DMV log number (found on the hold letter, if provided by the customer),
        - Account holder's name,
        - Account number, and
        - IRP fleet number or SSN/FEIN/TIN number.
    - If an invoice cannot be found in OnBase, contact MCS requesting they resend the email with the invoice.
5. Collect appropriate documents (banner pages, cab cards, licenses) from the IFTA/IRP printer as indicated below:

DOCUMENTS PRINTED AT CSC FROM MCS		
webCAT Customer[1]	**Non-webCAT PAID[1]**	**Non-webCAT Not Paid[1] (IRP ONLY)**
○ webCAT beginning banner page (IRP only)	○ Banner Page (IRP only)	○ Banner Page
○ IRP Cab cards (if applicable)	○ IRP Cab Cards (if applicable)	○ IRP Cab Cards
○ webCAT END banner page (IRP only)	○ END banner Page	○ END banner Page
○ IFTA License (if applicable)	○ IFTA License (if applicable)	
[1] If IRP Cab Cards or IFTA Licenses are missing, contact MCS		

6. Retrieve any required plates and/or decals to be issued.
    - Person retrieving credentials must sign out inventory as required by management.
    - If inventory is missing, contact MCS immediately. DO NOT send the customer away.
7. Compile the credentials (cab cards, licenses, decals, plates), email, invoice (if applicable), and ensure the banner pages are placed on top.
8. Place credentials (cab cards, license(s), decals, plates), email, invoice (if applicable), and the banner pages in an envelope with the carrier name and indicate PAID or NOT PAID.
9. Place envelope in the secure holding file designated by CSC management for IFTA/IRP processed work.

Return to top of page

DMV DIRECT 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#
6. Encourage customers to use webCAT for faster service
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**
    - Inquiry on USDOT# (MCMICS System)
        - IRP 119 – PRISM Overview
        - IRP 120 – PRISM Transactions
        - IRP 121 – PRISM Discrepancies
        - IRP 122 – PRISM MCSIP Steps

- Inquiry on USDOT# (VISTA-RS)

- **Federal Motor Carrier Safety Administration**
  - http://www.fmcsa.dot.gov/forms/forms.htm
  - Printable Registration Forms
    http://www.fmcsa.dot.gov/forms/forms.htm
  - Frequently Asked Questions (FAQ) about PRISM
  - PRISM Brochure

Return to top of page

POINTS TO REMEMBER

- 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 Direct, or visiting a CSC.
- 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 804-249-5130.

<<<<<REVISION

- Vehicles domiciled in jurisdictions other than VA may be registered in VA when operating under the International Registration Plan (IRP). In order for DMV's system to allow a vehicle domiciled in another state to be registered under IRP in VA:
  - 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 these vehicles is: **CPY"XX".** A title HELD code "**CPYMD"** indicates that the customer submitted copies of ownership documents showing the vehicle was titled and domiciled in Maryland.
    END REVISION>>>>>

Return to top of page

RELATED LINKS

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

Return to top of page

CONTACTS:

For additional information contact:

- Motor Carrier Services (804) 249-5130
- DMV Direct Help Desk at (804) 367-6646

Return to top of page