

## VIRGINIA MOTOR CARRIER SERVICES IRP and IFTA Service Changes

### We're Changing to Serve You Better

The Department of Motor Vehicles is changing the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) services. Customer input from surveys, exit interviews, round table discussions and daily interactions led to the new service structure which provides options, flexibility, and convenience.

You can vary the way you conduct business with DMV. Preferred service options detailed below provide the fastest service for you, at a lower cost to taxpayers.

### Preferred Service Options

Service Option	Expected Service Time*
<p>webCAT (Internet service) A free full-service system for IRP and IFTA which allows you to put a new vehicle on the road, add a state to your registration, increase your registration weight, obtain replacement plates or decals, file your tax returns, and much more.</p> <p>Create, submit and pay for your application online. Choose to have your credentials mailed to you or pick them up in one of our customer service centers. Coming soon, IRP cab cards emailed directly to you.</p>	<p>Credentials will be <b>mailed</b> to you that <b>same business day</b> or you can <b>pick them up</b> at any customer service center that <b>same business day</b>. Express shipping is also available.</p>
<p>Fax or mail your application to our central processing unit. DMV will mail your credentials.</p> <p>Fax: 804-367-1073</p> <p>Mail: Department of Motor Vehicles Motor Carrier Services P. O. Box 27412 Richmond, VA 23269-0001</p>	<p>If DMV receives your application by 3:00 p.m., your credentials will be <b>mailed</b> no later than the <b>next business day</b>. Express shipping is also available.</p>

### Other Service Options

Service Option	Expected Service Time*
<p>Fax or mail your application to our central processing unit and pickup your credentials in any customer service center.</p>	<p>If DMV receives your application by 3:00 p.m., your credentials will be available for <b>pickup within two business days</b>.</p>
<p>Drop off your application and pickup credentials at any customer service center.</p>	<p>If your application is dropped off by 3:00 p.m., your credentials will be available for <b>pickup within three business days</b>.</p>

\* Expected service times at the end of the month may vary. Use webCAT or plan ahead for fastest service.

## Payment Options

**Automated Bank Draft:** Take advantage of our automated bank draft services and avoid the hassle of waiting for an IRP invoice and coming back to DMV to pay. It's simple, convenient and free. For an ACH Authorization application (DMV form FMS 310), visit [www.dmvNOW.com](http://www.dmvNOW.com). ACH banking services are available for all IRP and IFTA transactions. Coupled with our online (webCAT) or fax based services you are sure to receive quick service.

**Check:** Payment by check works well when you are doing business by mail or picking up credentials in a customer service center.

**Credit Card:** Credit card payments are accepted for any service option. DMV absorbs the credit card service fees so we ask that customers making larger payments keep the cost to taxpayers in mind and consider using other payment methods.

**Cash:** Payment by cash is accepted at any customer service center.

**Effective July 1, a \$5 fee per vehicle will be added to each IRP renewal transaction conducted in a DMV customer service center, unless only picking up pre-paid credentials.**

## Forms

Our IRP and IFTA applications are being updated to better reflect the available service options. Until revised forms are available please refer to MCS 202, IRP 001 Application/RDT 120 Application Addendum for information regarding service options and expected service times. MCS 100, Motor Carrier Fax Cover Sheet should be used in conjunction with the current application forms (IRP 001, International Registration Plan Application and RDT-120, International Fuel Tax Agreement Licensing Application) for fax service or service through one of our customer service centers. These forms are available on our web site [www.dmvNOW.com](http://www.dmvNOW.com) or by contacting us at the number below.

## Questions

We appreciate your patience and cooperation as we go through this transition together. All the service options outlined are now available. Once fully transitioned all applications dropped off at a customer service center will be processed by the central processing unit. We anticipate that the transition will be complete by the end of this year. If you have questions about our services contact us at 1-800-713-9581.