DEPARTMENT OF REVENUE
MOTOR VEHICLE DIVISION
MOTOR CARRIER SERVICES

TAXPAYER SERVICE CENTER INSTRUCTIONS
FOR
IRP/IFTA TRANSACTIONS

July 2014
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INTRODUCTION

This manual includes step-by-step instructions to assist Taxpayer Service Center (TPSC) staff with limited IRP and IFTA transactions.

The Alabama Motor Carrier (AMC) system is utilized to process all IRP and IFTA transactions. The AMC system may be accessed using the following instructions:

1. Go to the Alabama Department of Revenue website at: www.revenue.alabama.gov.
2. Select Divisions.
4. Select E-Services.
5. Select IRP & IFTA E-file.
6. Enter your User ID.
7. Enter your Password.
8. Click on the Sign On button.

Users may click on the Help button in the AMC system at any time for detailed instructions. The AMC system may also be accessed through the Motor Vehicle Title, Registration and Insurance Portal (MVTRIP).

The Motor Vehicle Division’s Motor Carrier Services (MCS) office is solely responsible for processing IRP and IFTA transactions. TPSCs may assist taxpayers with the following:

- Faxing/emailing license applications and documents to the MCS office
- Looking up the taxpayer’s IRP/IFTA account information
- Posting IRP/IFTA payments to the AMC system
- Printing or reprinting the following documents from the AMC system:
  - 30-Day IFTA Temporary Decal Permit
  - IRP Cab Card
  - IRP Temporary Evidence of Apportioned Registration (TEAR)
  - IRP/IFTA billing invoice
  - Document Shortage Notice
  - IFTA Tax Return
  - Renewal Notice

All IRP/IFTA transactions are processed in the order they are received; normally 3-5 working days. Documents and license applications submitted by taxpayers through TPSCs will not receive preferential treatment. The taxpayer will be contacted by the MCS office when the IRP/IFTA transaction has been processed and a billing invoice has been issued. Taxpayers are encouraged to utilize the online AMC system to apply for their IRP and IFTA license credentials electronically. TPSC staff may contact the MCS Unit at (334) 242-9880, for assistance with any IRP or IFTA transaction; however, this number should not be provided to taxpayers. Taxpayers may contact the MCS office using the contact information provided below:

Mailing Address: Alabama Department of Revenue
                Motor Vehicle Division
                Motor Carrier Services
                P.O. Box 327620
                Montgomery, AL 36132-7620
Office Address: Motor Carrier Services  
2545 Taylor Road  
Montgomery, AL 36117  

Note: Priority packages should be sent to the office address.

Telephone: (334) 242-2999  
Fax: (334) 242-9073  
Email: mcs@revenue.alabama.gov  

The MCS office will assist walk-in customers Monday through Friday, 8:00 AM to 5:00 PM. Taxpayers are encouraged to arrive by 4:00 PM to ensure that their transaction is processed by close of business. The MCS office is closed on all official State holidays.

Additional information is available in the MCS Manual which is available on the Motor Vehicle Division website at: http://revenue.alabama.gov/motorvehicle/.  

IRP/IFTA Forms, rules and frequently asked questions (FAQs) are also available on the Motor Vehicle Division website and may be provided to taxpayers upon request.
SYSTEM SIGN-ON

All new IRP and IFTA customers and DOR system users are issued an AMC system user id and password that allows them to electronically request IRP/IFTA credentials, file IFTA tax returns and remit payments through the AMC system. The taxpayer’s AMC user id is their nine (9) digit taxpayer identification number (FEIN or SSN) used to establish the account. Upon submission of the Motor Vehicle data access request form to the computer security office, all Department of Revenue employees, including TPSC employees will be issued an AMC system user id and password.

The above sign-on screen allows users to login to the AMC system. The user will be prompted for their user id and password. If the user has forgotten their password, the user can use forgot your password feature. This feature only can be used if user knows the select secret question and answer. If the user has forgotten their forgot password information, DOR system users must reset the password (see page 9 for instruction on how to reset the user password).
The above **Forgot Password** screen will appear. The user will be prompted to enter User Id, Secret Question, and Secret Answer then click **Submit** button. Once that is done the user will receive an email to the email address on their account with the password that is assigned to this account.
If a taxpayer has an IRP and/or IFTA account but does not know the client id number, the information can be found using the **Client Inquiry** function.

In order to search for a client account, click the **client** tab & Select **Inquiry** on the above screen.
The above **Client Search** Screen will appear. Use one of the four search options to look up the taxpayer’s account. A Partial name may be entered and will return a list of possible matches. Click **view** to review the selected account details.

The above client detail screen will be displayed. **IRP and IFTA** tabs located in the lower left-hand side of the screen displays the taxpayer’s IFTA and IRP account information. Please be sure to review this information to ensure this is the correct taxpayer.
The User Admin menu will allow DOR system users to reset the taxpayer’s password.

On the above screen, click the User Admin tab & Select Reset Password.

The above Reset Password screen will appear. Enter the taxpayer’s user id and enter “password” as the new and confirm password. See page 7 for instructions on how to query the user id. Once the user accesses the system the user will be directed to change their password. If the TPSC has a computer that is available to taxpayers, the taxpayer can use the machine to continue the transaction.
POSTING PAYMENTS

The IRP/IFTA menus are accessed through the Application Tab. At any point users may go back to the main menu by clicking on the word Enterprise in the top left hand corner of the screen.

Under the IRP Module select Continue/Payment. The taxpayer should have an IRP or IFTA billing invoice in order to make a payment. If the taxpayer doesn’t have an invoice, the invoice can be accessed with the taxpayer’s client id number. If the taxpayer doesn’t know his/her client id number, refer to the Inquiry function section for instructions on how to query the client id number.
Enter the taxpayer’s account number, fleet number, fleet Expiry year and supplement number (this information is reflected on the billing invoice) and click the Next button.

The above Billing Detail screen will appear. Follow the instructions at the top of the screen. Click the Next button to proceed to the Payment Collection screen.
If you receive the above warning message about a payment, STOP and call the MCS unit to confirm the status of the electronic payment attempt. Do not attempt to post another payment.

Select payment type from the drop down menu, enter the payment amount, remittance number and click Next. The system will not allow the user to post a payment amount other than the amount reflected.

After a payment is posted, if required documents are outstanding, the following document shortage notice will be displayed as a PDF document. The document shortage notice will reflect any items that are required to be submitted to the MCS office before credentials can be issued. If the taxpayer provided all required documents, a Temporary Evidence of Apportioned Registration (TEAR) or cab card will be displayed as a PDF document.
Please note any documents required to complete the transaction will be marked with an XX in the list of documents above.
Under the **IFTA Module** select **Continue/Payment**, then **Search Supplement**. The taxpayer should have an IFTA billing invoice in order to make a payment. If the taxpayer doesn’t have an invoice, the invoice can be accessed with the taxpayer’s client id number. If the taxpayer doesn’t know his/her client id number, refer to the Inquiry function section for instructions on how to look up the client id number.
The above Search Supplement screen will appear. Enter the required information. The boxes with the asterisk”*” are required fields, but the other fields may be entered to refine the search (this information is reflected on the billing invoice) and click the Proceed button.
The above payment **Billing Detail** screen will appear. Follow the instructions at the top of the screen. Click the **Proceed** button to proceed to the **Payment Collection** screen.
If you receive the above warning message about a payment, STOP and call the MCS unit to confirm the status of electronic payment attempt. Do not attempt to post another payment.

Select payment type from the drop down menu, enter the payment amount, remittance number and click Next. The system will not allow the user to post a payment amount other than the amount reflected.

The above Payment Collection confirmation screen will appear. Click the Finish button to proceed to the Temporary Permit screen.
Enter the IRP vehicle number (if applicable) or VIN, Make, and Model Year and click the **Proceed** button. If the taxpayer doesn’t want a temporary permit then click the **Done** button.

The above **Temporary Permit** screen will appear. Verify the vehicle information and click **Proceed**.
You should receive the above message stating that the 30-Day IFTA Temporary Decal permit has been generated. The permit will be displayed as a PDF document.
REPRINTING DOCUMENTS

Prior to displaying or printing any PDF Documents (invoice, cab card, TEAR, etc.) the pop-up blocker must be turned-off. To turn off pop-up blocker: select Tools from the Internet Explorer menu bar, select Pop-Up Blocker and Turn off Pop-up blocker. All documents should print on the Windows default printer.

Select the appropriate Application.

Four (4) options are located under the Reprint menu for IRP: Invoice, Cab card, TEAR and Renewal Notice.
When **IRP Invoice** is selected, the above Reprint Module screen should appear. Enter the required information. The boxes with the asterisk “*” are required fields; but other fields may be entered to refine the search. The system is defaulted to “Fees by Jur with Mileage %” but if the taxpayer wants the invoice select **Invoice Report Type** from the drop down box and pick Fees by Unit, or Fees by Unit and Jurisdiction. Click **Proceed** and the PDF billing invoice will be displayed on the screen. Click the Windows **print icon** to print the invoice.

**A sample invoice is reflected below:** The IRP billing invoice reflects fees in all jurisdictions for which registration is sought.
Please note any documents required to complete the transaction will be marked with an XX in the list of documents above.
When IRP cab card is selected, the above Reprint Module screen should appear. Enter the required information and click Proceed in order to view a list of the taxpayer’s vehicles. Click on the selected unit and click Proceed. If a copy of the cab card is needed for all vehicles in the fleet enter the Supplement number, select the reprint all vehicle box and click Proceed. The PDF cab card will now appear on the screen. Click the Windows print icon to print the document.
A sample cab card is reflected below: The cab card is the IRP registration receipt. It will only be available if all fees have been paid and all required documents have been received. If a license plate will be issued by the MCS office, the cab card will not be displayed. The license plate and cab card will be mailed to the taxpayer.

IRP TEAR (Temporary Evidence of Apportioned Registration)

When IRP Tear is selected, the above Reprint Module screen should appear. Enter the required fields. If a copy of the TEAR is needed for all vehicles enter the Supplement number, select the reprint all vehicle box and click Proceed. The TEAR will be displayed. Click the Windows print icon to print the document.
A sample Tear is reflected below: TEAR is generated only after payment has been received. TEAR is not generated for renewal license applications. A Tear is issued in lieu of a cab card and license plate to allow the taxpayer to operate for 60 days.

IRP Renewal Notice

When IRP Renewal Notice is selected, the above Reprint Module screen should appear. Enter the required information and click Proceed. The PDF renewal notice will now appear on the screen. Click the Windows print icon to print the document.
A sample Renewal Notice is reflected below:

<table>
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<th>APPS MILEAGE TION</th>
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</table>

Total Fleet Mileage: 

I AFFIRM UNDER OATH THAT THE INFORMATION IS TRUE AND ALL VEHICLES ARE INSURED AS REQUIRED BY ALABAMA LAW.

By: ____________________________ Title: ____________________________ Date: ____________________________

* MUST BE AN OWNER, PARTNER, CORPORATE OFFICER, OR HOLD POWER OF ATTORNEY FOR THE COMPANY.
Four (4) options are located under the Reprint menu for IFTA: Invoice, Permit, License, and Tax Return.
When Reprint Invoice is selected, the above Search Supplement screen should appear. Enter the required information. The boxes with the asterisk “*” are required fields; other fields may be entered to refine the search. Click Proceed and the PDF invoice will be displayed on the screen. Click the Windows print icon to print the invoice.
Below is a sample IFTA Invoice. The IFTA billing invoice reflects the cost of the decal(s) and any required documents that are needed to issue the license and decals.

**ALABAMA DEPARTMENT OF REVENUE**
**MOTOR VEHICLE DIVISION**
**INTERNATIONAL FUEL TAX AGREEMENT**
P.O. Box 327620, Montgomery, AL 36132.6220 - (334) 202-2969

**IFTA BILLING INVOICE**

To: MOTOR CARRIER SERVICES UNIT

date: 09/11/2012

Address: P.O. BOX 327620
Montgomery, AL 36132

License #: A12345678901
Client #: 123456
Fleet #: 2
Registration Year: 2012
Supplement #: 0
Supplement Type: NEW FLEET
Number of Decals: 1

<table>
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<th>FEE TYPE</th>
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<tbody>
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<tr>
<td>Client Credit Consumed</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Supplement Due</td>
<td>$17.00</td>
<td>$17.00</td>
</tr>
</tbody>
</table>

ANY PAYMENT OF $75.00 OR MORE MUST BE REMITTED ELECTRONICALLY. PAYMENTS LESS THAN $75.00 MAY BE MADE BY PERSONAL CHECK, CERTIFIED CHECK, CASHIER'S CHECK, OR MONEY ORDER. PAYMENTS MADE IN PERSON MAY INCLUDE CASH AND CREDIT CARDS. DO NOT SEND CASH IN THE MAIL. PLEASE MAKE CHECK PAYABLE TO: ALABAMA DEPARTMENT OF REVENUE.

**MISSING/INCOMPLETE INFORMATION**

- [X] OUTSTANDING LIABILITY
- [X] DELINQUENT IFTA QUARTERLY FUEL USE TAX RETURN(S)
- [X] INCOMPLETE APPLICATION FORM, PLEASE COMPLETE HIGHLIGHTED AREAS ON THE FORM
- [ ] POWER OF ATTORNEY FORM WAS NOT SUBMITTED
- [ ] OTHER - SEE ATTACHED

Please go to our website at https://amprod.iftaal.com/acs to electronically pay for your transaction and print your credentials.

Please note any documents required to complete the transaction will be marked with an XX in the list of documents above.
Below is a Sample 30-Day IFTA Temporary Decal Permit. The 30-Day IFTA Temporary Decal Permits are generated only after payment has been received for non-renewal license applications. A 30-Day IFTA temporary decal permit is generated in lieu of decals, is valid for all member jurisdictions, is vehicle specific and must be carried in the vehicle with a copy of the IFTA license. Upon issuance of the permit, the decals and license will be mailed to the taxpayer.

When Reprint Permit is selected, the above Search Supplement screen should appear. Enter the required information. The boxes with the asterisk "**" are required fields; other fields may be entered to refine the search. A list of supplements will appear, if applicable. Click the Client ID for the desired supplement and click Proceed and the PDF permit will be displayed on the screen. Click the Windows print icon to print the permit.
ALABAMA DEPARTMENT OF REVENUE
MOTOR VEHICLE DIVISION
INTERNATIONAL FUEL TAX AGREEMENT

P.O. Box 327620 - Montgomery, AL 36122-7620 - (334) 242-2000
(www.revenue.alabama.gov)

30-DAY IFTA TEMPORARY DECAL PERMIT

LICENSE # : AL2245678901
LICENSE : MOTOR CARRIER SERVICES UNIT
Address : 50 N. RIPLEY STREET, ROOM 1239
MONTGOMERY, AL 36104

CLIENT # : 12345
FLEET # : 1
EXPIRE YEAR : 2012

PERMIT # : 123-45-34567-540561
ISSUE DATE : 06/29/2012

ISSUE CLERK : CLERK123
EXPIRE DATE : 07/29/2012

THE ABOVE LICENSEE HAS AUTHORITY TO OPERATE THE FOLLOWING:

YEAR : 2000
MAKE : KW
VIN : 1N8PT8SVEH0123456

THIS PERMIT IS ISSUED UNDER THE TERMS OF THE INTERNATIONAL FUEL TAX AGREEMENT AND IS
VALID FOR VEHICLES OPERATED BY THE LICENSEE IN ALL IFTA JURISDICTIONS. THIS PERMIT
MUST BE ACCOMPANIED BY AN IFTA LICENSE AND CARRIED IN THE VEHICLE IDENTIFIED ABOVE.

THIS PERMIT IS NOT TRANSFERABLE.
When Reprint License is selected, the above Search Supplement screen should appear. Enter the required information. The boxes with the asterisk "*" are required fields; other fields may be entered to refine the search. A list of supplements will appear, if applicable. Click the Client ID for the desired supplement and click Proceed and the PDF license will be displayed on the screen. Click the Windows print icon to print the permit. Reprint is only available if outstanding payments, tax returns and all required documents have been received by the MCS office.

Below is a Sample IFTA License – A copy of the license must be carried in each vehicle. The license period is a calendar year (January 1\textsuperscript{st} through December 31\textsuperscript{st}). The IFTA license is not vehicle specific. The IFTA license is only available to be printed after outstanding payments, tax returns and all required documents have been received by the MCS office. The IFTA license is also issued when a 30-Day IFTA Temporary Decal Permit is generated.