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Motor Vehicle Division Policy Memo # 18-08

IFTA AND IRP ACCOUNT PROCESSING AT WALK-IN COUNTER

DATE: November 21, 2018

FROM: Angel Robinson, Director, Office of Vehicle & Motor Carrier Services

TO: All Motor Vehicle Division staff, Motor Carriers, Process Servers, and the Iowa Motor Truck Association

SUBJECT

This policy memo explains a change to the Office of Vehicle & Motor Carrier Services' (OVMCS) walk-in counter services related to new accounts, including International Registration Plan (IRP) accounts and International Fuel Tax Agreement (IFTA) accounts, account reinstatements (older than 12 months) and their related processing time.

EXPLANATION

Effective January 1, 2019, we will be changing the services provided at the OVMCS walk-in counter at the Ankeny Motor Vehicle Division Building. We will no longer process new accounts and reinstatements (older than 12 months) at the front walk-in counter. Currently, processing these transactions for walk-in customers may take a processing time of up to 2 hours or more and can keep other customers waiting long periods of time unnecessarily. We have determined that it would be more efficient to have customers first submit paperwork to our office via email, fax, mail, or in-person, rather than processing the application directly at the counter when customers walk in. This will free up the walk-in counter clerks to assist more clients and in less time.

Additionally, this will aid in efficiently processing and educating multiple customers with their paperwork at once, including those customers that have incomplete paperwork that need our educational assistance. The turnaround time will be slightly modified to 3 days instead of 2 days, once all paperwork is filled out correctly and all documentation is received by our office. We are looking to assist as many customers more efficiently and as timely as possible.

HELPFUL QUESTIONS AND ANSWERS

The following questions and answers provide additional information that will be helpful to you and to customers.

HOW WILL THIS CHANGE BENEFIT OUR CUSTOMERS?

This change will allow staff to service more customers at the counter by not spending multiple hours processing one new application or reinstatement (older than 12 months). It will also allow staff to spend more time processing the application/reinstatement with more attention to detail, rather than rushing to meet a deadline and potentially making a mistake or overlooking vital information.

HOW WILL THIS BE EASIER FOR STAFF AND CUSTOMERS?

Once we receive the paperwork and start to process it, if any paperwork is missing, or information is not clear, we can then contact the customer to clarify and/or have them submit the missing documentation. If this happens at the walk-in counter, often they need to make multiple calls to try and get the documentation/information needed while standing at the counter.

HOW MANY ACCOUNTS WILL THIS AFFECT?

Though the total will fluctuate some, the totals for calendar year 2017 are provided below.

2017 New Accounts

IFTA	IRP
496	516

2017 Carriers Reinstated Over 12 Months

IFTA	IRP
364	54

HOW WILL WE NOTIFY CUSTOMERS AND PROCESS AGENTS?

We will record an updated phone message, and include a notification of the change in our quarterly newsletter, email signatures, live chat signatures. We will include the updated message on the New Carrier Checklist that all new carriers receive, and place the message on our website and our IRP/IFTA home page. We will also place signs on the OVMCS door to the counter area and on the counter. We have also contacted the active process agents doing business with our office to inform them of the changes, as well as sending a follow-up email confirming the changes.

WHEN WILL THIS CHANGE BE EFFECTIVE?

This change will be implemented gradually with a mandatory effective date of January 1, 2019. We will first encourage customers to submit the application/reinstatement via email, fax, mail or drop off beginning immediately through December 31, 2018. However, we will not turn a customer away, especially if they have driven a long distance to have their application/reinstatement processed.