Replace Plate

Overview:

This procedure will cover how to replace an active plate within the carrier account

Regulation:

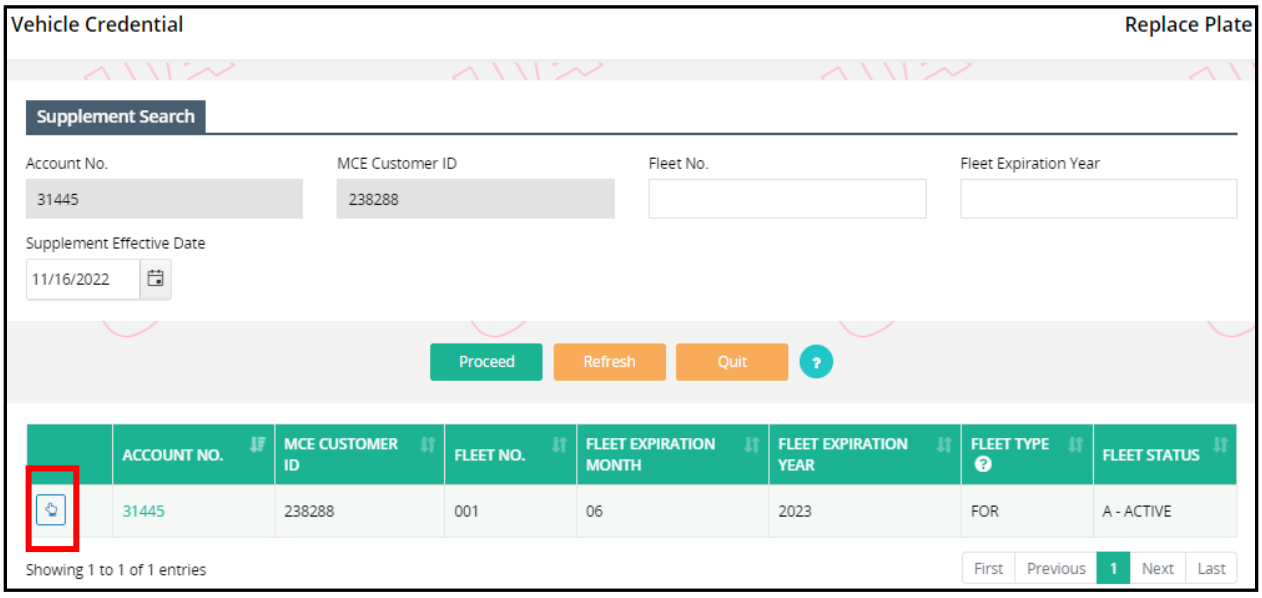
7 CSR 10-25.030

(F) Replace Plate – the reissuance of a lost, stolen, or destroyed plate

Process:

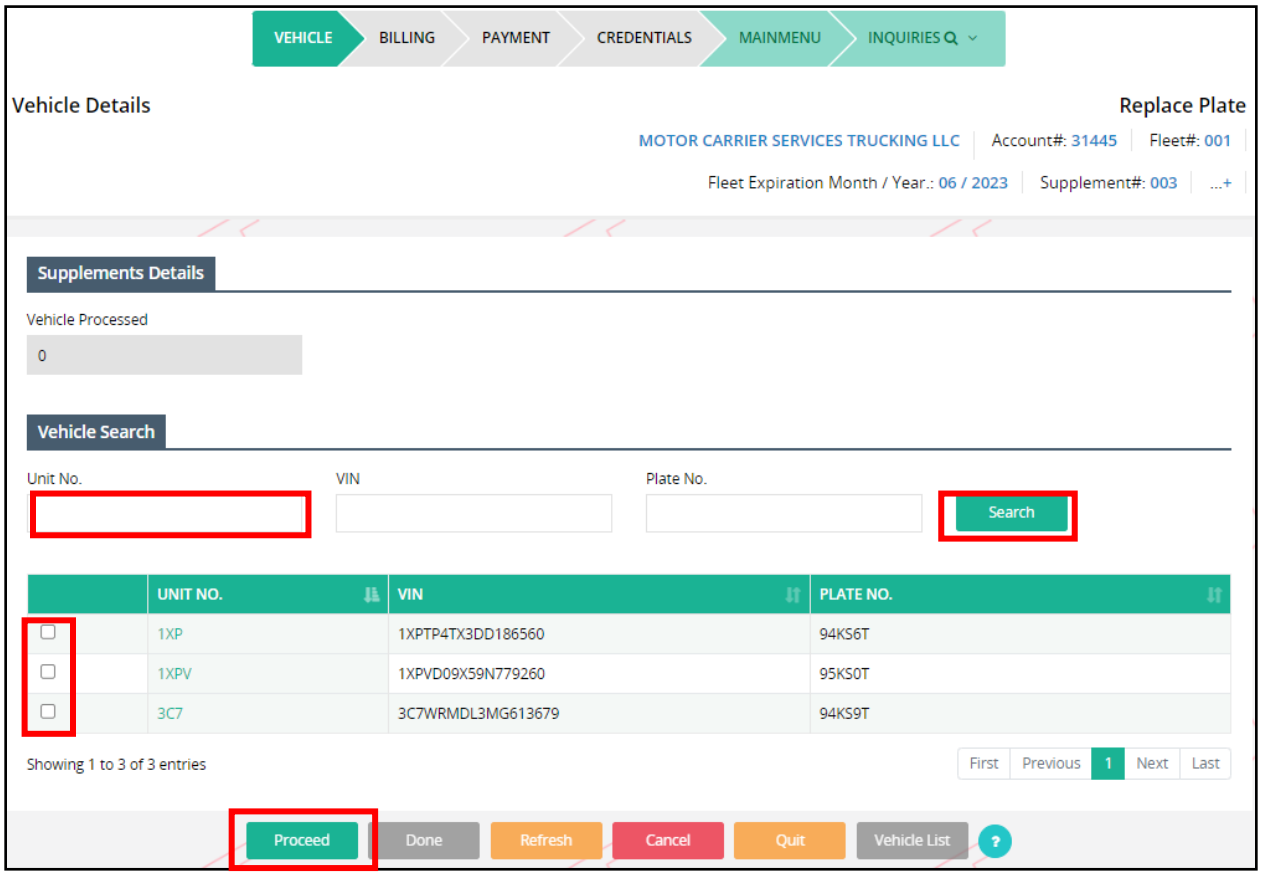
Perform the following steps to process a replace plate supplement:

- In Celtic select services, IRP, select replace plate from the vehicle credential menu tile
- Enter account number, fleet expiration year, and select proceed
- Select the hand



Replace plate vehicle details screen allows the following actions:

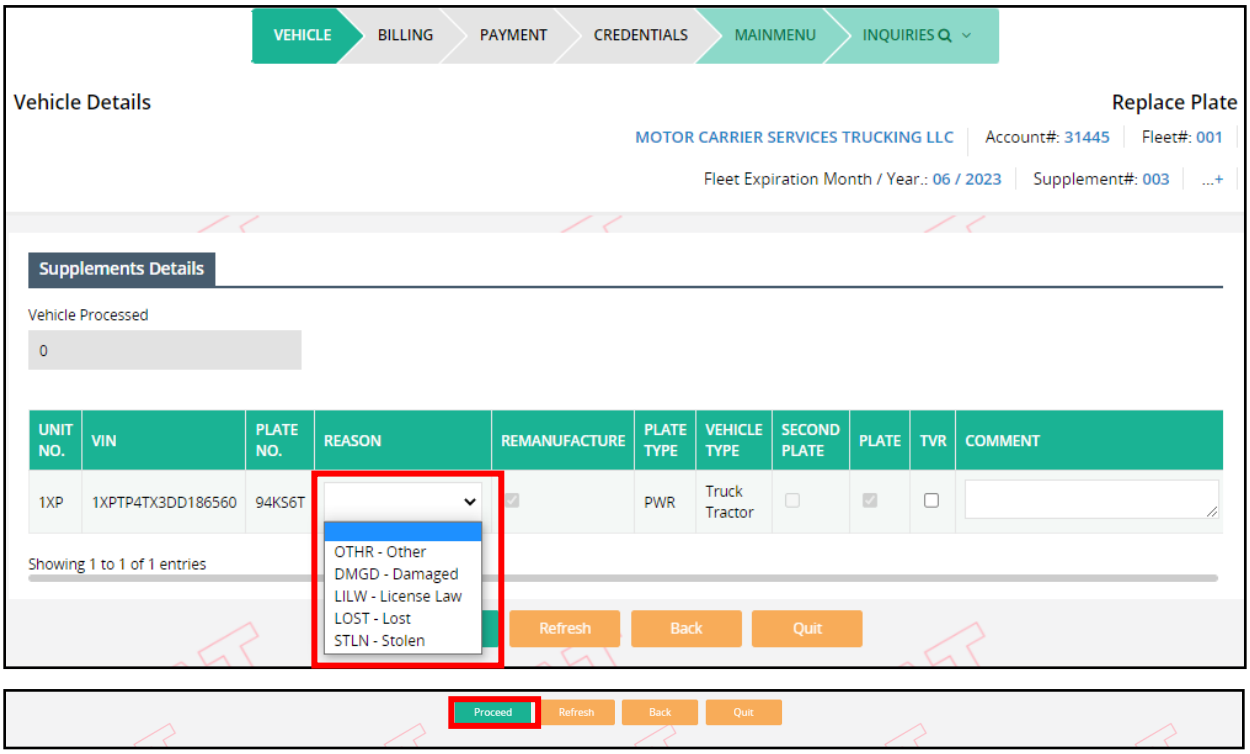
- Indicate the vehicle(s) to receive a replacement plate by doing one of the following:
  - Click the check box next to the unit number for the vehicle
  - For large fleets, the user may enter the unit no., VIN or plate number and click the search button



- Select proceed when you are finished to display a screen with the selected vehicles

On the Replace Plate screen:

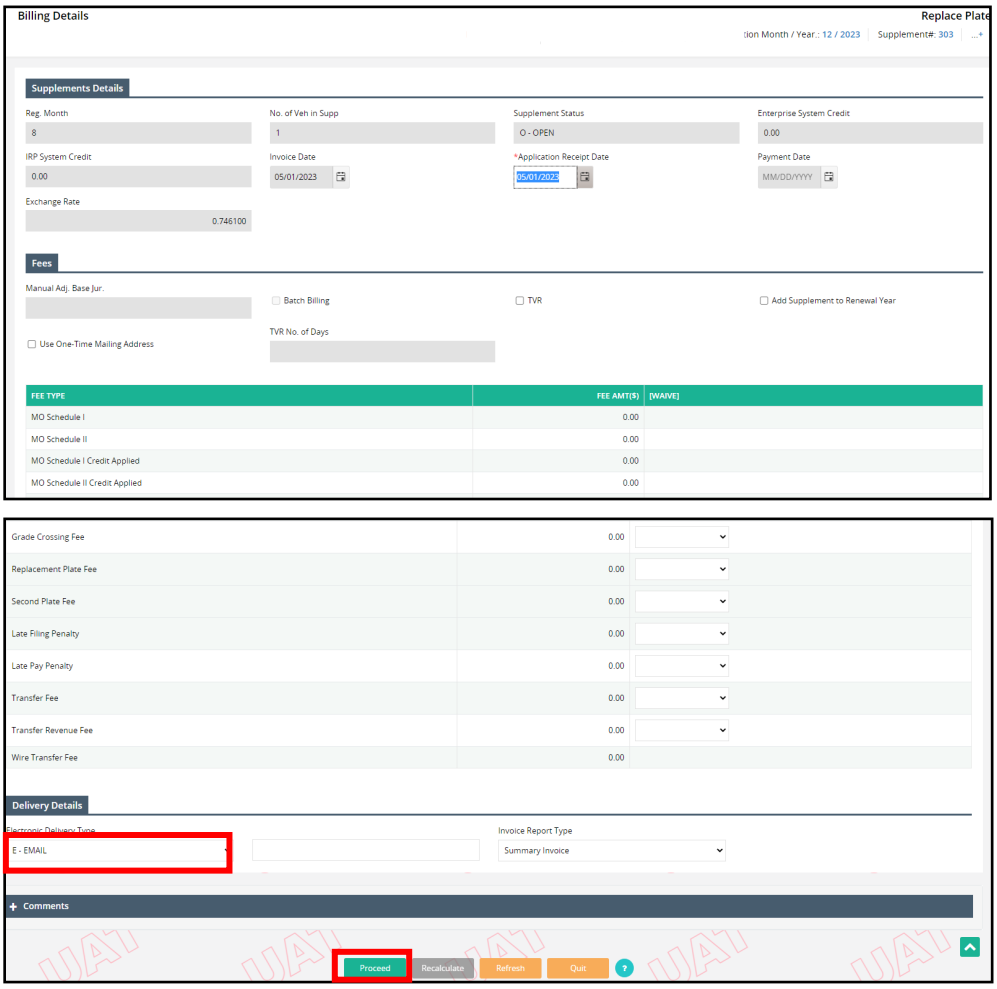
- Select a reason from the available dropdown list, which include:
  - OTHR – Other
  - DMGD – Damaged
  - LILW – License Law
  - LOST – Lost
  - STLN – Stolen



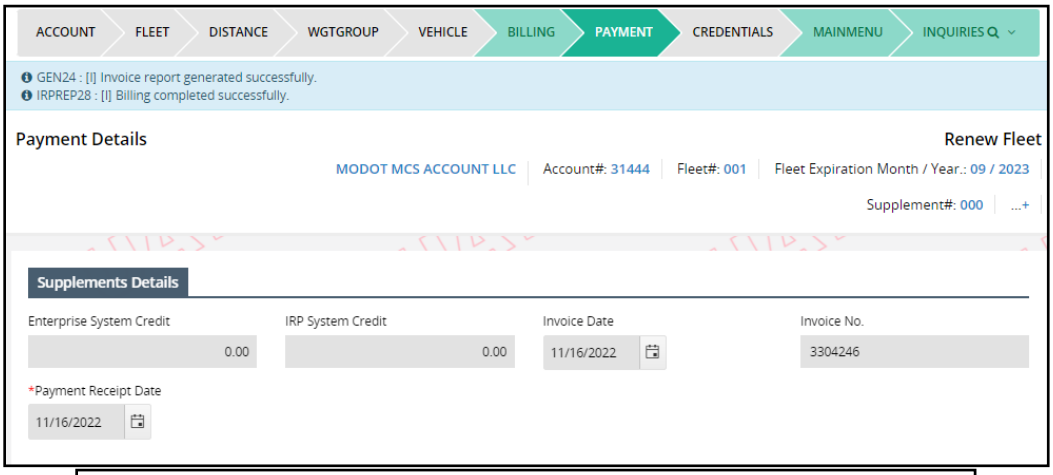
- The plate checkbox will default to checked and cannot be changed
- A comment box is available to add text, if desired
- The TVR checkbox can be checked, if a temporary is desired and will come by email once payment is made
- Select proceed to complete the process. You will return to the active list of vehicles in case you want to replace plates on additional vehicles.
- Select done when you are finished to display the Billing Details screen

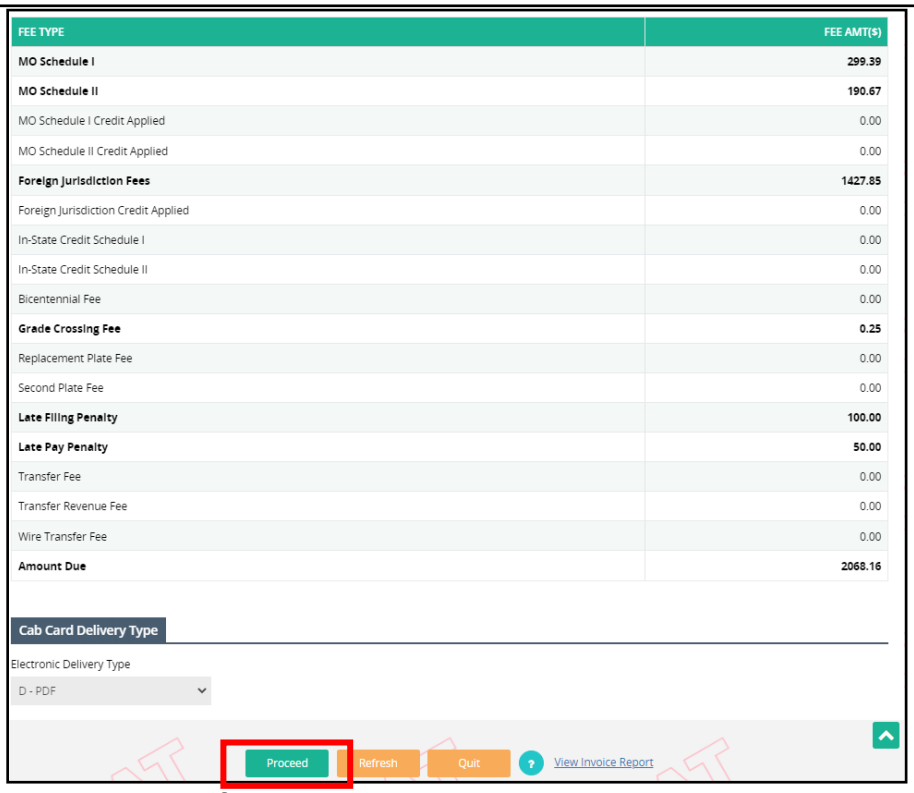


- On the billing details page enter an email address in the electronic delivery type to receive billing summary by email and select proceed twice. This will generate the fees by invoicing the supplement.



- Payment details will show the billing details. Cab card delivery type set to PDF and proceed twice.





- On the payment verification screen, select with pay now or add to cart
    - Pay now will take you to the payment screen, select form of payment
    - Add to cart will allow for payment later



Note: Once payment is made the remanufacture process can take up to 3 week to receive the plate by UPS