Replace Cab Cards, Plates, and Stickers

This document will provide instruction on how to replace vehicle credentials using the Commercial Registration System (CRS) application.

New customers to the CRS Application need to contact Idaho Transportation Department Motor Carrier Services to have system access activated.

New users should read the **CRS-Full Fee-Registration** instructions prior doing anything in this module.

1) Vehicle Credential Options

   After logging in to CRS, the Customer Dashboard will be displayed.

   a) Select **Services**.

   b) Select **IRP/Intrastate**.

   c) The Site Map page opens. There are three possible Vehicle Credentials selections pertaining to Full Fee.

      i. Replace Cab Card

      ii. Replace Plate

      iii. Replace Sticker

   d) In this example, **Replace Cab Card** is selected.
2) Replace Cab Card
   a) The Account screen opens and the Account No. (number) prefills. Fleet Expiration Year may be entered to narrow the search down. Click **Proceed**.

   ![Replace Cab Card Screen 1](image1)

   b) Click **Select** for the fleet with the vehicle that needs a new cab card.

   ![Replace Cab Card Screen 2](image2)

   c) A list of vehicles available to get a new cab card will display. Check the box next to the vehicle that needs a new cab card and select **Proceed**.

   ![Vehicle Details Screen](image3)

   d) In the Reason drop down box, select the reason for a new cab card.

   e) Select **Proceed**.

   ![Vehicle Details Screen](image4)
f) If no other vehicles need a new card, select **Done**.

g) Click **Proceed** to create the invoice.

h) Click **Proceed** to go to be able to print the invoice.
i) Click the print icon at the bottom of either page.

j) Select a printer and then **Print**.
k) Close the invoice by clicking X in the top right of the screen.
l) Click **Proceed** to get to verify the payment details.

m) Click **Proceed** on the Cart Management screen.
n) Select **Electronic Payment** to go to LexisNexis payment portal.

3) The LexisNexis Payment Portal
   a) The LexisNexis payment portal will display. Do not close the CRS browser page.
   b) If a CRS session times out the customer must log back into CRS to complete the transaction.
   c) If payment is not desired at this time, close the portal by clicking the X in the upper right corner, the system will go back to the CRS Payment screen (displayed in step 2k above).
   d) Click **Reload** to bring back the Payment screen, or **Quit** to quit payment screen.

4) Making a Portal Payment
   a) To make a payment:
      i) Enter the appropriate information in each field with a black asterisk (*).
      ii) Select **Continue**.
      iii) If the E-mail address is accurate, and confirmed, a receipt is generated and emailed to the email address.
b) A Confirmation of Payment page will display.

c) Select the check **Acknowledgment** box above Pay Now and select **Pay Now**.

d) A payment receipt/authorization with a confirmation number will appear on the screen. While the LexisNexis screen is displayed, a portal receipt can be printed using the following steps:

i. Right-click on the screen.

ii. Select **Print** from the menu that opens.

iii. Select the printer from the print dialog box.

iv. Click **Print**.
5) Printing an ITD Receipt
Close or minimize the LexisNexis screen to bring the CRS screen back.

a) Once the **Payment No.** is populated, select **Proceed**.

b) The ITD receipt will display.

c) Select the print icon to print the receipt, if desired.

d) Close the invoice.

e) The Site Map displays showing the status of the request at the top of the screen.
6) Replace Plate or Stickers

**Replace Plate** or **Replace Sticker** are basically the same process. Replacing plates will provide new stickers automatically. Replacing stickers will not provide new plates. Both will print new cab cards.

a) Select either **Replace Plate** or **Replace Sticker** in the Vehicle Credential section on the Site Map screen. (The example that follows is a Replace Plate.)

b) The Account screen opens and the Account No. (number) prefills. Click **Proceed**.

c) Click **Select** for the Fleet with the vehicle that needs a new plate or stickers.
d) Put a check box in the white box of the vehicle needing a plate or stickers.
e) Click **Proceed**.

f) Select a reason for the replacement plate or stickers in the Reason drop down box.
g) Select the **Remanufacture** check box, if the same number on the plate is desired.
h) Select the **TVC** check box, if a TVC is required.
i) Click **Proceed**.

j) If no other vehicles need a new plate or stickers, click **Done**.
k) The Billing Details page displays. Click **Proceed** to produce the invoice.

l) The invoice amounts will display. Click **Proceed**.
m) The ITD Invoice will display. It can be printed by selecting the printer icon at the bottom of the page.

n) Select a printer and then **Print**.

o) Close the invoice by clicking X in the top right of the screen.

p) Click **Proceed** to get to verify the payment details.

q) Click **Proceed** on the Cart Management screen.
r) Select **Electronic Payment.**

![Payment Details](image)

After you make payment, you must come back to this screen and select PROCEED to get your Credential/Permits.

s) The LexisNexis Payment Portal opens. Follow steps 3, 4, and 5 above to make the card payment, and receive and print the ITD payment receipt.

7) Returning to CRS and Logging Out of CRS
   a) Close the screen to exit and return to the Site Map screen. Payment, receipt, and credential confirmation will appear as notes at the top of the page.
   b) If no other transactions are required, log out of CRS by selecting Logout in the upper right corner.