



IRP Renewals through the IRP Portal

IRP renewal applications are mailed to IRP customers starting in April. Please read all instructions on your application thoroughly. The renewal application you receive contains all the carrier and vehicle information currently on file for your account and includes instructions for completing the application. The renewal application is organized by fleet, with a vehicle equipment list and weight table for each vehicle. You will need to complete a renewal application for each fleet in your account. The account number appears at the top of each page of the renewal application.

IRP Portal Access

If you already have access to the [IRP Portal](#)¹, log on and follow the directions in this document to complete the renewal process.



If you have not logged into the portal for over 90 days, your access will become inactive and you will see the message "This Username is no longer active" when you attempt to log into your account.

You should contact your eServices Portal Administrator for assistance. If you are the Administrator, you can email RMVBusinessPartners@dot.state.ma.us requesting to be reactivated. Please include your Username (email address) in your email.

New IRP Portal Users

To obtain online access to your **IRP Fleet Account**, visit the [Renew your IRP registration](#)² webpage, then scroll down the screen to the **Online** button under the **How to renew** heading.



Select the "+", then scroll down to the **New e-Service Portal Users** directions.

New e-Service Portal Users

To get access you will need to complete and submit the following two documents (click on each document name below to open the forms):

1. [RMV Business Partner Contact Form](#) with your most up-to-date business information.
2. [eServices Administrator Access Form](#) for each person you designate as an "eServices Administrator*." This form should only be completed for the designated user, not all the users that need eService Portal access.

Complete and return the forms to rmvbusinesspartners@dot.state.ma.us.

Follow the directions and complete the **RMV Business Partner Contact Form** and the **eService Administrator Access Form**.

- The **RMV Business Partner Contact Form** will automatically be sent to the RMV when completed.
- The **eServices Administrator Access Form** needs to be saved to your computer and emailed to the RMV at RMVBusinessPartners@dot.state.ma.us

¹ <https://atlas-mymv.massdot.state.ma.us/eServices>

² <https://www.mass.gov/how-to/renew-your-irp-registration>

IRP Renewals through the IRP Portal

Validation Errors

During the renewal process you may encounter a validation error that must be resolved before you can move forward. Here are some common validation messages you may see, along with possible resolution paths.

Validation Errors	Explanation
Incomplete Vehicle Data	One or more vehicles in your fleet are missing information. <ul style="list-style-type: none"> To resolve this, change the vehicles to input the information or submit the required documents.
Invalid USDOT	Your USDOT is out-of-service or an out-of-service order exists for one or more vehicles. <ul style="list-style-type: none"> This must be resolved with FMCSA.
Missing Miles	Mileage has not been reported for your supplement. <ul style="list-style-type: none"> To resolve this, change the distances for the jurisdictions.
Non-Contiguous Jurisdictions	The jurisdictions (states / provinces) where distances were reported do not border one another. <ul style="list-style-type: none"> To resolve this, change the distances for the appropriate jurisdictions.
Non-Renew Vehicle	One or more vehicles in your fleet have a non-renew status. <ul style="list-style-type: none"> To resolve this, resolve any outstanding obligations such as Ez Pass, Pay by plates, Bridge tolls or excise tax. If you are unsure what the mark is, contact the RMV's Contact Center at 857-368-8000. Additionally, if needed the vehicle can be removed from the fleet and re-added after the renewal is complete.
Pending Balance Exists	A balance exists that must be paid before a supplement can be completed. <ul style="list-style-type: none"> To resolve this, make a payment for the debt. This may include debt resulting from a submitted supplement.
Recycled Miles: Carrier has used the same miles as the previous registration period in one or more jurisdictions	You have keyed the same mileage for a jurisdiction as your previous registration period. <ul style="list-style-type: none"> To resolve this, change the distances for the jurisdictions. Ensure you are reporting the correct period. If it is correct, contact the RMV's IRP Unit.
Same Miles for Jurisdiction	You have reported the same mileage for two or more jurisdictions. <ul style="list-style-type: none"> To resolve this, change the distances for the jurisdictions. If it is correct, contact the RMV's IRP Unit.
Unverified Documents	The documents you have submitted must be reviewed by the RMV's IRP Unit before this validation is satisfied. Once reviewed and approved you will receive notice to complete the payment. If there is a problem you will be notified. Please allow 5 days during peak renewal times.

IRP Renewals through the IRP Portal

Step-by-Step Directions

This document provides step-by-step directions to complete your IRP Renewals through the RMV's IRP Portal.



For more resources and training videos on how to use the portal visit <https://www.mass.gov/info-details/rmv-system-atlas-training-materials> and scroll down to IRP Carriers.

1

Navigate to [myRMV](#)⁴, then select the **Business Services** button.



2

Select the **IRP Fleet Renewal** button to access the [IRP Portal](#)⁵, then log in to your account.

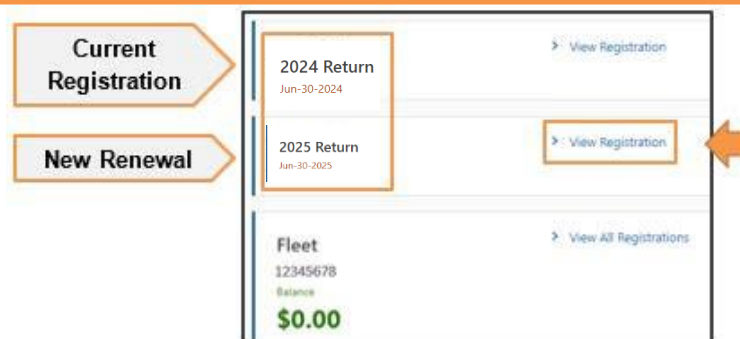


3

Select the **View Registration** hyperlink for the **2025 Return**.



Both the 2024 Return (Current Registration) and 2025 Return (New Renewal) displays on the screen.

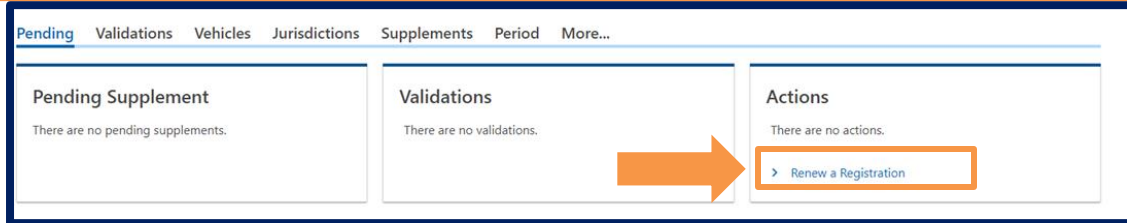


³ <https://www.mass.gov/info-details/rmv-system-atlas-training-materials>

⁵ <https://atlas-mymv.massdot.state.ma.us/eservices/>

IRP Renewals through the IRP Portal

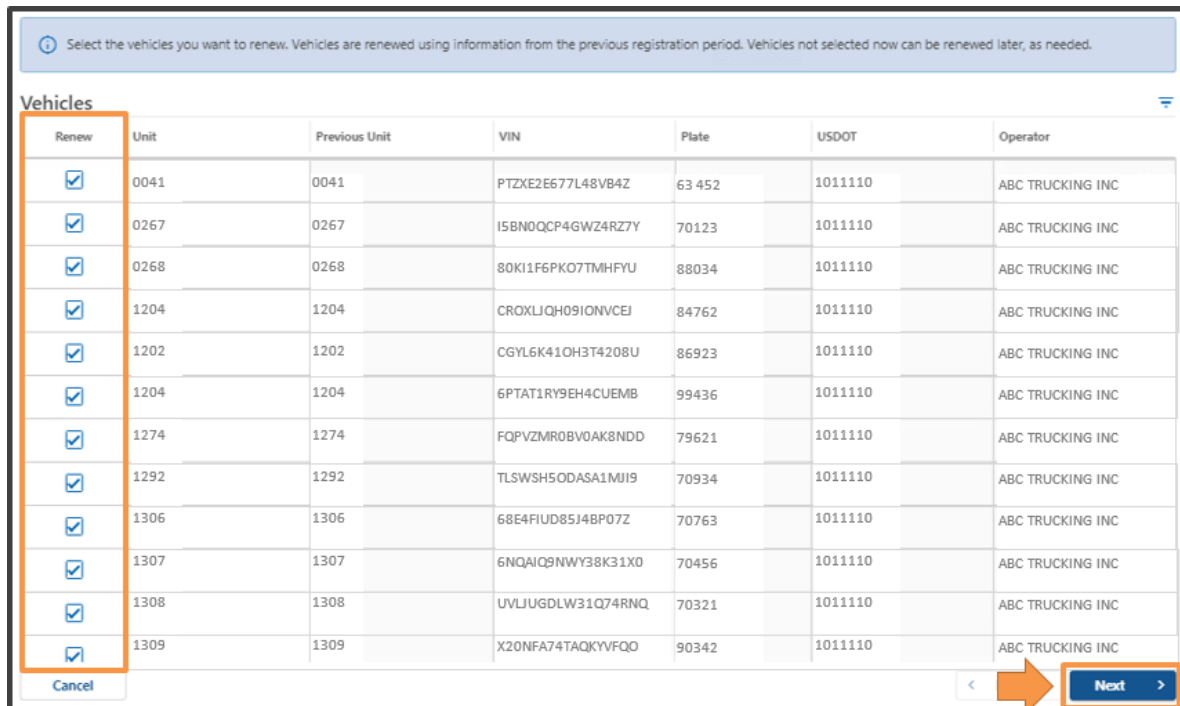
4 Under the Actions box select Renew a Registration.



The screenshot shows the IRP Portal interface with tabs for Pending, Validations, Vehicles, Jurisdictions, Supplements, Period, and More... The Actions tab is selected, showing 'There are no actions.' and a button labeled '> Renew a Registration' which is highlighted with an orange box and an arrow pointing to it.

5 Review the list of current **Vehicles** in the fleet that have been automatically selected for renewal.

Uncheck the **Renew Checkbox** for any vehicles in the fleet that you do not want to renew, then click the **Next** button.



The screenshot shows the 'Vehicles' section of the IRP Portal. A message at the top states: 'Select the vehicles you want to renew. Vehicles are renewed using information from the previous registration period. Vehicles not selected now can be renewed later, as needed.' Below this is a table with columns: Renew, Unit, Previous Unit, VIN, Plate, USDOT, and Operator. The 'Renew' column contains checkboxes, all of which are checked. The 'Unit' column lists units from 0041 to 1309. The 'Previous Unit' column lists the same units. The 'VIN' column contains various VINs. The 'Plate' column contains various plate numbers. The 'USDOT' column contains the value 1011110 for all units. The 'Operator' column contains 'ABC TRUCKING INC' for all units. At the bottom of the table, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with an orange box and an arrow pointing to it.

Renew	Unit	Previous Unit	VIN	Plate	USDOT	Operator
<input checked="" type="checkbox"/>	0041	0041	PTZXE2E677L48VB4Z	63 452	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	0267	0267	I5BN0QCP4GWZ4RZ7Y	70123	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	0268	0268	80KI1F6PKO7TMHFYU	88034	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1204	1204	CROXLJQH09I0NVCEJ	84762	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1202	1202	CGYL6K41OH3T4208U	86923	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1204	1204	6PTAT1RY9EH4CUEMB	99436	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1274	1274	FQPVZMR0BV0AK8NDD	79621	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1292	1292	TLWSH5ODASA1MIJ9	70934	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1306	1306	68E4FIUD85J4BP07Z	70763	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1307	1307	6NQAIQ9NWX38K31X0	70456	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1308	1308	UVLJUGDLW31Q74RNQ	70321	1011110	ABC TRUCKING INC
<input checked="" type="checkbox"/>	1309	1309	X20NFA74TAQKYVFQO	90342	1011110	ABC TRUCKING INC



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6

Review the list of **Inactive Vehicles** that have been removed from the fleet during the prior registration period.

Select the **Renew Checkbox** for any of inactive vehicles that you want to add to this renewal period, then click the **Next** button.

Inactive Vehicles

Renew	Unit	Previous Unit	VIN	Plate	USDOT	Operator
<input checked="" type="checkbox"/>	409	409	J9Y15G7PDWGX3XDL3	77352	1011110	ABC TRUCKING INC
<input type="checkbox"/>	205	205	ZRZDGJ5JUX4ZN93XN	81903	1011110	ABC TRUCKING INC
<input type="checkbox"/>	405	405	DGS8KB7SPSGSK4OQM	79134	1011110	ABC TRUCKING INC
<input type="checkbox"/>	407	407	YXHA205AO60P4AU8Z	77849	1011110	ABC TRUCKING INC
<input type="checkbox"/>	204	204	D4O10IHADWMQIYTU8	76134	1011110	ABC TRUCKING INC
<input type="checkbox"/>	144	144	FC9P1FXXY00NMJ5RC	87543	1011110	ABC TRUCKING INC
<input type="checkbox"/>	145	145	H5S70QH24VDT0ZMMI	87034	1011110	ABC TRUCKING INC

Cancel < **Next** >

7

Review the list of **Renewing Vehicles** selected to renew.

Click the **Submit** button and click the **OK** button.



If any adjustments need to be made to the renewal list, click the **Previous** button to return to prior screens and edit the information accordingly.

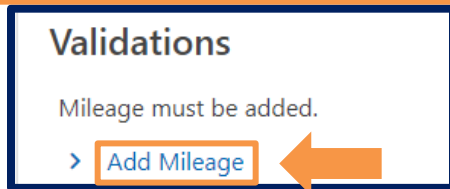
Renewing Vehicles

Unit	Previous Unit	VIN	Plate	USDOT	Operator
0041	0041	PTZXE2E677L48VB4Z	63452	1011110	ABCTRUCKING INC
0267	0267	I5BN0QCP4GWZ4RZ7Y	70123	1011110	ABCTRUCKING INC
0268	0268	80KI1F6PKO7TMHFYU	88034	1011110	ABCTRUCKING INC
1204	1204	CROXLIQH09IONVCEJ	84762	1011110	ABCTRUCKING INC
1202	1202	CGYL6K41OH3T4208U	86923	1011110	ABCTRUCKING INC
1204	1204	6PTAT1RY9EH4CUEMB	99436	1011110	ABCTRUCKING INC
1274	1274	FQPVZMR08V0AK8NDD	79621	1011110	ABCTRUCKING INC
1292	1292	TLWSH50DASA1MJ9	70934	1011110	ABCTRUCKING INC
1306	1306	68E4FIUD85J4BP07Z	70763	1011110	ABCTRUCKING INC
1307	1307	6NQA1Q9NWWY38K31X0	70456	1011110	ABCTRUCKING INC
1308	1308	UVLJUGDLW31Q74RNQ	70321	1011110	ABCTRUCKING INC
1309	1309	X20NFA74TAQKYVFQO	90342	1011110	ABCTRUCKING INC

Cancel < **Submit** >

IRP Renewals through the IRP Portal

- 8 Under **Validations**, select **Add Mileage** hyperlink to bring you to the Jurisdictions tab,



Validations

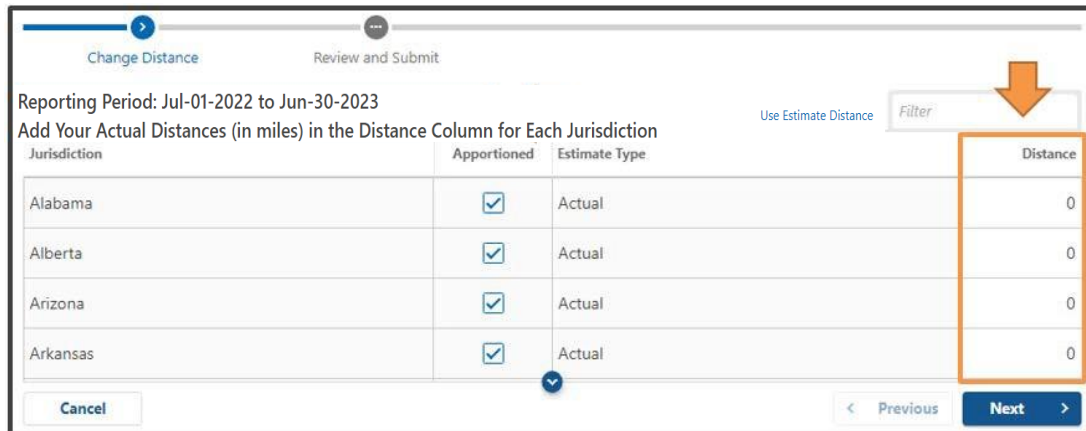
Mileage must be added.

> **Add Mileage**

- 9 Add your actual distances (in miles) in the **Distance Column** for each jurisdiction, then select the **Next** button when all the miles have been added.



Reporting Period is for the previous year, **July 1st, 2022 - June 30th, 2023**.



Change Distance Review and Submit

Reporting Period: Jul-01-2022 to Jun-30-2023

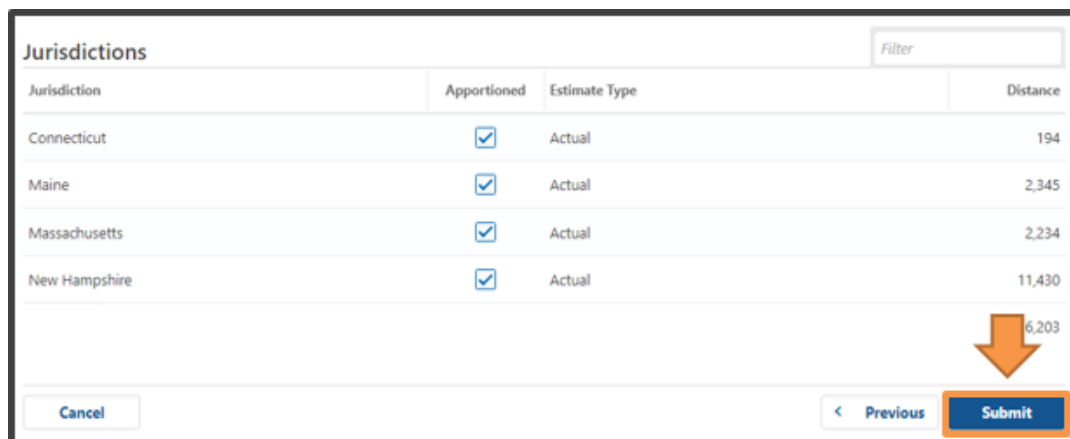
Add Your Actual Distances (in miles) in the Distance Column for Each Jurisdiction

Use Estimate Distance Filter

Jurisdiction	Apportioned	Estimate Type	Distance
Alabama	<input checked="" type="checkbox"/>	Actual	0
Alberta	<input checked="" type="checkbox"/>	Actual	0
Arizona	<input checked="" type="checkbox"/>	Actual	0
Arkansas	<input checked="" type="checkbox"/>	Actual	0

Cancel Previous Next

- 10 Verify that the distances (in miles) were entered correctly.
Click the **Submit** button, then click the **OK** button.



Jurisdictions Filter

Jurisdiction	Apportioned	Estimate Type	Distance
Connecticut	<input checked="" type="checkbox"/>	Actual	194
Maine	<input checked="" type="checkbox"/>	Actual	2,345
Massachusetts	<input checked="" type="checkbox"/>	Actual	2,234
New Hampshire	<input checked="" type="checkbox"/>	Actual	11,430
			6,203

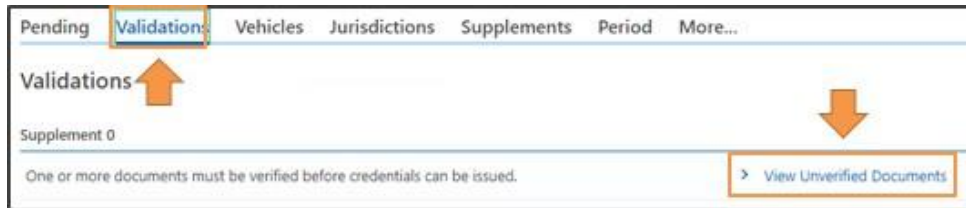
Cancel Previous Submit

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- 11** Review the **Validations** section and review any remaining requirements that are required to submit your renewal.



View Unverified Documents hyperlink indicates there are documents that need to be submitted and reviewed by the RMV's IRP Unit.



- 12** Review the **Documents** list and note the required documentation for each Unit, then click the **Cancel** button.



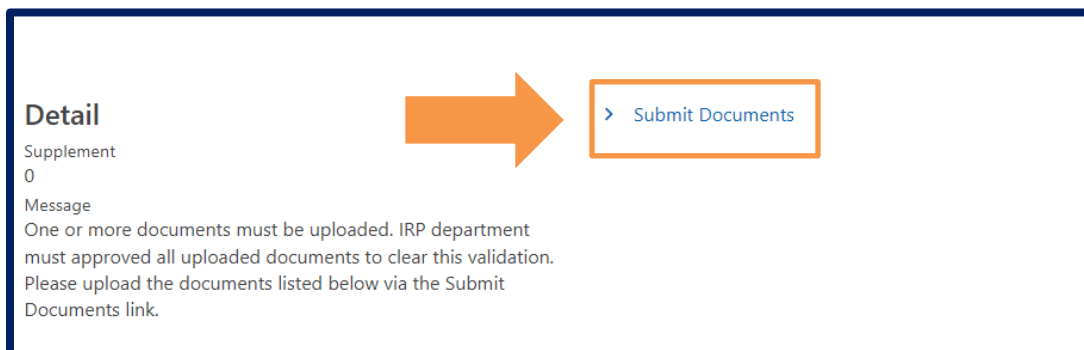
Proof of the Heavy Vehicle Use Tax payment (Form 2290) should be dated:

- **July 1st, 2023-June 30th, 2024**

Validation	
Documents	
Unit 1203	
Heavy Vehicle Use Tax (Form 2290)	US federal tax form for heavy highway vehicle use tax on vehicles with GVW 55,000+ lbs.
Unit 1207	
Heavy Vehicle Use Tax (Form 2290)	US federal tax form for heavy highway vehicle use tax on vehicles with GVW 55,000+ lbs.
Unit 1270	
Heavy Vehicle Use Tax (Form 2290)	US federal tax form for heavy highway vehicle use tax on vehicles with GVW 55,000+ lbs.
Proof of Lease	Form certifying that a lease agreement exists with the registered owner (lessor) of the vehicle

Add Documents:

- 13** Select the **Submit Documents** hyperlink at the top of the screen



IRP Renewals through the IRP Portal

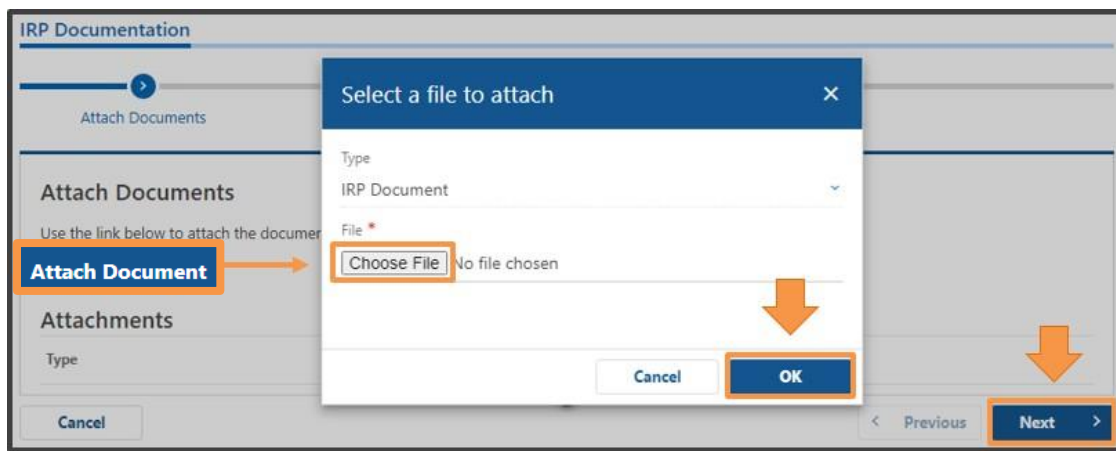
14

Select the **Attach Document** hyperlink, then select the **Choose File** button in the **Select a file to attach** window.

Locate the PDF document(s) on your computer that you want to attach, then click the **OK** button.

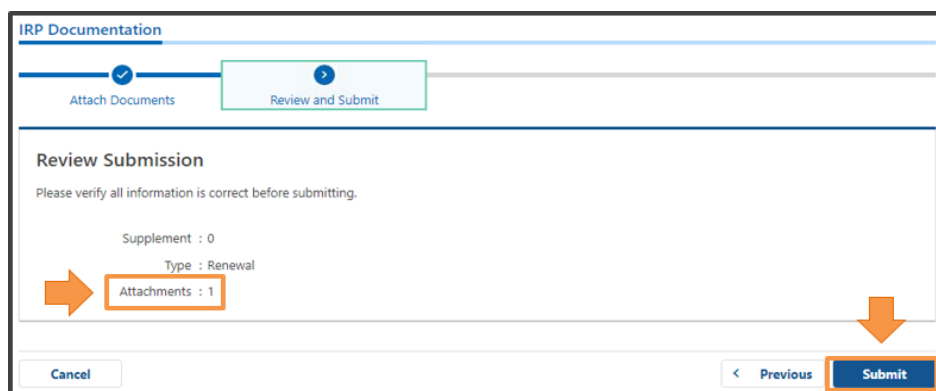


The RMV only accepts PDF files, do not attach images or Microsoft document types.



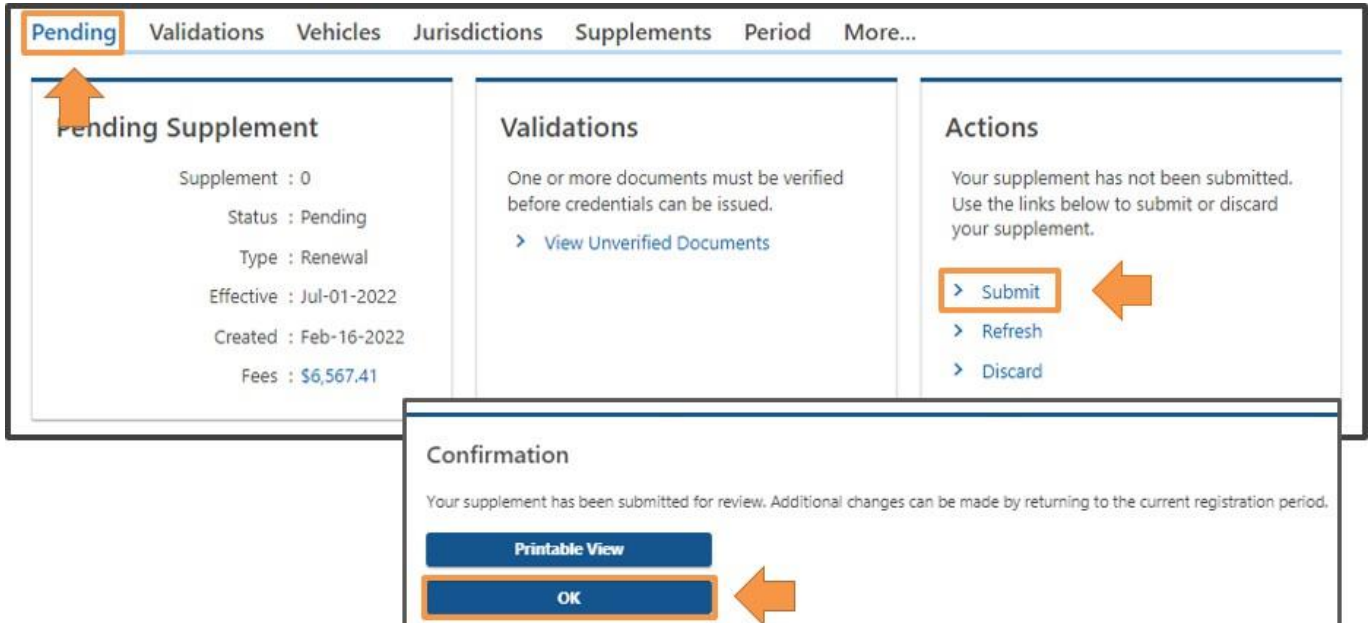
15

Verify that all of the required documents have been attached by reviewing the total number of attachments, then click the **Submit** button and the **OK** button.



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- 16 Select the **Pending** tab. Click the **Submit** hyperlink in the **Actions** panel, then click the **OK** button.



Pending Validations Vehicles Jurisdictions Supplements Period More...

Pending Supplement

Supplement : 0
Status : Pending
Type : Renewal
Effective : Jul-01-2022
Created : Feb-16-2022
Fees : \$6,567.41

Validations

One or more documents must be verified before credentials can be issued.
> View Unverified Documents

Actions

Your supplement has not been submitted. Use the links below to submit or discard your supplement.

> Submit
> Refresh
> Discard

Confirmation

Your supplement has been submitted for review. Additional changes can be made by returning to the current registration period.

Printable View
OK

Make a Payment:

The RMV's IRP Unit needs to review any **Unverified Documents** before taking payment. Once the documents have been reviewed and approved you will receive an email with a payment link to complete the renewal process. You will be notified if there is a problem. Please allow 5 days during peak renewal times.

If you don't receive an email within 5-7 business days, please check your IRP Account.

- 💡 If the Unverified Documents Validation has been removed, you can pay your renewal fees through your IRP Account.
- 💡 If the Unverified Documents Validation remains and it has been over 7 business days since you submitted your documents, you can contact the IRP Unit for a status update.

- 17 Review the **Balance** due, then select the **Make a Payment** hyperlink.



Jun-30-2024
IRP Fleet
12345678
ABC TRUCKING INC

Balance
\$25,853.84

> Make a Payment
> Submit Documents
> Update Garage Address
> Request Duplicate Cab Card/Plate Swap

Pending Period Supplements Validations Vehicles Jurisdictions More...



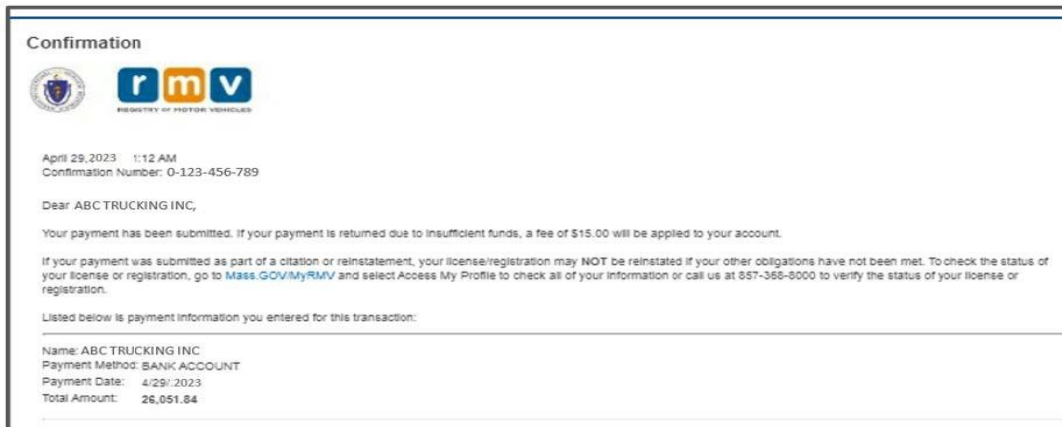
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18 Follow the payment instructions on the screen and click the **Next** button to proceed through the payment process.

19 Once the payment is complete, you will receive a **Confirmation** notice. At this point, there is no further action required.



You will receive your IRP Cab cards and decals in the mail. Do not go to the service center for decals. If there are any issues with your submission, you will be contacted by the RMV's IRP Unit directly.



Questions or Issues



For IRP Renewal or portal related questions, contact us at 857-368-8120 or email RmvMalRP@dot.state.ma.us.



For issues logging into the portal, password resets or any other log in issues, contact us at 857-368-7930 or email RMVBUSINESSPARTNERS@dot.state.ma.us.