

Replace Plate

Use this procedure to replace a plate for your IRP vehicle.

Tip: For stolen or defective plates, you must submit your request to the IRP Prorate Office.

- **Stolen Plate:** A policy report number is required.
- **Defective Plate:** A peeling or fading plate that is less than five years old must be brought to a Service Centre. If the plate is older than five years, you must pay for a replacement.

Steps

Begin in MPI Registration – IRP

1. From the left-hand Services > IRP menu, on the **Vehicle Credential** menu tile, select **Replace Plate**.
 - Under **Supplement Search**, the system auto populates your **Account No.** and **MPI Customer No.**

Tip: Consultants are required to complete the **MPI Account No.** and/or **MPI Customer No.** fields.

2. Enter your **Fleet No.** and **Fleet Expiration Year**.
3. In the lower left corner, select the disclaimer checkbox, then select **Proceed**.
 - A list of vehicles in the fleet displays.
4. Select the checkbox next to the vehicle(s) whose plate you want to replace, then select **Proceed**.

Vehicle Search

Unit No.

VIN

ACTION	UNIT NO.	VIN
☐	001	
☐	002	

- If needed, you can enter the vehicle information under **Vehicle Search** to locate the vehicle.
- On the **Replace Plate** screen, the selected vehicle(s) will display in a grid under the **Vehicle Search** section.



5. From the **Reason** drop-down, select the reason for the plate replacement.

Warning: For stolen or defective plates, you must visit an MPI Service Centre.

6. If you wish to use a plate you already own as a replacement plate, select the **Existing Plate** checkbox.
 - In the **Existing Plate No.** field, enter the plate number of the existing plate.

Important: Do not enter a space between the letters and numbers of the existing plate number.

7. Select **Proceed**.
 - The system returns to the **Vehicle Search** screen.

Tip: To replace more than one plate, repeat the steps above. To view the list of vehicles processed, select **Vehicle List**.

8. When you are finished replacing plates, select **Done**.
9. At the bottom of the **Billing Details** page, select **Proceed**.

Tip: No fee calculations have been made at this stage. It is normal to see 0.00 for all fees.

10. Verify the information on the **Billing Details** page. At the bottom of the page, select **Proceed**.
 - The system generates an invoice.
 - At the bottom of the page, select **Proceed**. On the next page, select **Pay Now**.
11. On the **Payment** page, under **Payment Details**, select your payment method.

Note: Payments can be made by Visa or Mastercard, or by using a system credit. Credit card payments can only be made in full.

12. If paying by credit card, select **Electronic Payment**.
 - In the **Payment Method** pop-up window, enter your payment information, then select **Pay**.
 - Your payment information and amount appears under **Payment Details**.

13. At the bottom of the payment page, select **Pay**.

Your invoice receipt is generated and can be printed.

14. After completing your payment, visit a service centre to pick up your plate and cab card.

Tip: To speed up your visit, please bring a copy of your paid invoice with you.