



## New centralized system for IRP accounts

ICBC is moving to a new centralized system that will maintain International Registration Plan (IRP) accounts for our IRP Prorate Carriers and Government stakeholders, and allow brokers the ability to better serve our mutual clients by maximizing our system's capabilities and streamlining our processes. We are replacing the existing prorated system in order to be compliant with IRPs data standards. The new prorated application software is called **Apportioned Information Management System (AIMS)**.

IRP Prorate Carriers will have access to AIMS on July 10, 2023. IRP Prorate Carriers will be able to access AIMS via the internet and have the ability to update and maintain account information at any time from anywhere. Cab cards can now be uploaded onto mobile devices and information can be viewed in real time.

If you do not see the answer to your question below, contact the ICBC Prorate Licensing Office at [irp@icbc.com](mailto:irp@icbc.com).

## Frequently Asked Questions (FAQs)

How to obtain your user ID and password for AIMS:

**Question 1:** How do I obtain my user ID and password for AIMS?

**Answer:** Contact the ICBC Prorate Licensing Office if you would like to access AIMS. You will then receive an email with your user ID and temporary password. The first time you access AIMS, you will be prompted to update your password.

**Question 2:** Where do I find the AIMS login screen?

**Answer:** Click here to get to the [AIMS login screen](#). You can also find it on [icbc.com](http://icbc.com). If you are an authorized user with existing credentials, enter your User ID and Password, and then click the "log in" button in the purple bar. You can save the URL in your Favorites for future use.



**Question 3:** If I forget my password, how do I reset it?

**Answer:** To reset your password, click on “Forgot Password?” link on the AIMS login screen.

**Question 4:** What happens if I have issues setting-up my authentication?

**Answer:** If you are having trouble with your user ID, email the ICBC Prorate Licensing Office at [irp@icbc.com](mailto:irp@icbc.com) with a description of the issue you are experiencing. If they cannot fix your issue right away, they can assist you with your transactions during business hours while your authentication issue is being resolved with IT.

#### Use cases and completing transactions:

**Question 5:** What am I able to do in AIMS?

**Answer:** When you [log into AIMS](#), you will have the ability to manage your prorate vehicle and fleet in the following ways:

- Update and maintain account information
- Look up transactions related to your account (both current and historical)
- Renew your fleet
- Upload and print support documents (only during a transaction)
- Amend vehicle attributes within your fleet
- Post payment and print a receipt
- Print IRP related supplements and credentials
- Reprint cab cards and invoices



**Question 6:** Can I still complete same day transactions with the ICBC Prorate Licensing Office?

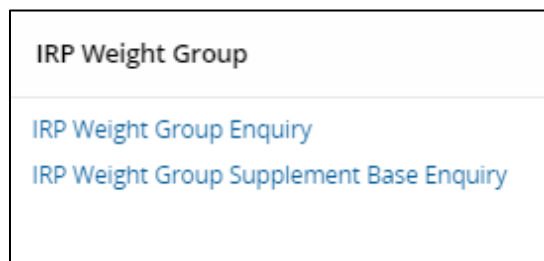
**Answer:** Same day transactions such as adding or changing information for vehicles that are already in the system can be actioned if the proper paperwork is submitted before 3:00 p.m. (Monday to Friday). New accounts can take up to five business days to complete and renewal information should be entered into the system at least two weeks in advance of the expiry date. The ICBC Prorate Licensing Office processes renewals in the order they receive them.

**Question 7:** Currently, I email supporting documents to the ICBC Prorate Licensing Office. When I start using AIMS, will anything change?

**Answer:** Yes, we have made the process easier. AIMS will ask you to enter all transactional information into the system and then ask you to upload your supporting documents during a supplement. Once you have completed your transaction and exit, you no longer have the ability to upload your supporting documents. If the ICBC Prorate Licensing Office asks you for supporting documents after you have exited the system or finished the transaction, you will have to email or fax your documents to them.

**Question 8:** What happens when I go to renew a commercial vehicle? Will the information from last year carry over?

**Answer:** All customer files stored in the legacy system will be transferred into AIMS. However, we recommend that you double-check your weight group to ensure that information was transferred over correctly. If you need to review this information, use the IRP Weight Group menu (as shown below). For renewal transactions, you can process straight renewals only. For fleet renewals with vehicle changes, contact your broker or the ICBC Prorate Licensing Office. If you make an error, you can refresh or cancel the transaction and start again.





**Question 9:** Will the cab card look different when printed from AIMS?

**Answer:** The ICBC Prorate Licensing Office will adhere to all terms and conditions set out by the IRP. The cab card will look different, but will contain the same information as before. We ask that you continue to print the cab cards on plain white computer paper.

**Question 10:** Can I go online and print a cab card replacement?

**Answer:** Yes, you can print a cab card replacement from AIMS without cost.

### Processing payments and refunds:

**Question 11:** Can I continue to do wire transfers when I transition over to AIMS?

**Answer:** Yes, if the payment is online or by wire transfer, either you or your Autoplan Broker can enter the authorization confirmation number and then email a copy to the ICBC Prorate Licensing Office. Once the wire transfer information is uploaded into AIMS, you will be able to see the payment status.

**Question 12:** Can I continue to submit payments by cheque when I transition over to AIMS?

**Answer:** Yes, you can continue to submit payments if paying by cheque or certified cheque. Brokers can collect from IRP Prorate Carriers and either send the cheque via courier or bring it to the ICBC Head Office, where an ICBC Prorate Representative will post payment.

**Question 13:** When entering a payment, will I need a separate ID number outside of AIMS to access information?

**Answer:** No, only one login User ID is required. The payment step is integrated into AIMS.





**Question 14:** Does AIMS and ICBC's Insurance System share the same information?

**Answer:** Yes, AIMS and ICBC's Insurance System are integrated. When you process a payment in AIMS and an Autoplan Broker issues your Owner's Certificate of Insurance and Vehicle Licence, your cab card will have the same vehicle and registrant information.

**Question 15:** Will I be charged any fees when posting payments?

**Answer:** No, you will not be charged any fees for posting payments in AIMS.

**Question 16:** Will there be any changes to the process when I post payments in AIMS?

**Answer:** Yes, there will be a process change and AIMS will guide you through the steps. When you get to the payment step, note that you can only use one credit card per transaction in AIMS. For payments posted in United States (U.S.) dollars on credit cards, it can be converted to Canadian funds. Other forms of payment will be accepted in U.S. funds.

**Question 17:** Can AIMS handle multiple payments and multiple credit cards?

**Answer:** AIMS will accept multiple payment types; however, credit cards can only be used once per invoice. You can put multiple credit cards in escrow while you wait for an invoice to arrive for payment. Note that anything posted in U.S. dollars on credit cards will be converted to Canadian dollars. Until payments are fully paid, the account will show as an open transaction with an outstanding balance.

**Question 18:** Will there be any changes to the details on the prorated invoice?

**Answer:** The information on the invoice will remain the same as before. AIMS allows you to see invoices in real time. You have the option to print selected pages or the whole detailed invoice.

**Question 19:** Can I receive my prorated refund faster in 2023?

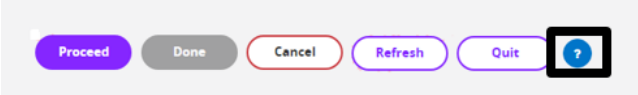
**Answer:** Yes, IRP Prorate Carriers from British Columbia (B.C.) can now expedite prorated refunds back into their account by completing an Electronic Funds Transfer Authorization and Direction Form. To download the form and learn more about this service, go to [icbc.com](https://www.icbc.com) (see under Additional Resources).



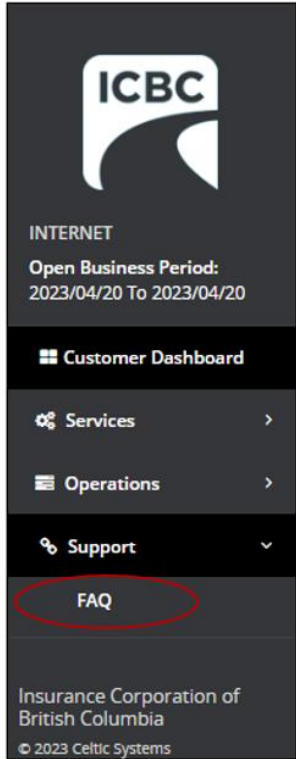
Where to find training material:

**Question 20:** How will I learn to use AIMS?

**Answer:** The AIMS training courses can be found on [icbc.com](http://icbc.com). Everything is posted online and accessible 24 hours a day, seven days a week; therefore, you have the flexibility to learn when it is convenient for you. Once you have access to use AIMS, an embedded user guide can be found by clicking on a blue question mark icon within any AIMS transaction.



In addition, there is a FAQ section to help you navigate through common AIMS functions.





**Question 21:** Are there any demo videos I can watch to learn AIMS?

**Answer:** Yes, listed below are three demo videos that cover the key transactions you will most often use in AIMS.

1. [IRP Weight Group Enquiry - Commercial Carriers](#)
2. [Replace a Cab Card - Commercial Carriers](#)
3. [Renew a Prorate Fleet - Commercial Carriers](#)

Technical issues:

**Question 22:** Whom should I contact if I experience authentication or technical issues with AIMS?

**Answer:** First, check that your computer is in good working order before contacting the ICBC Prorate Licensing Office. Have a description ready of the issue you are experiencing.

Contact Us:

### ICBC Prorate Licensing Office

*Contact for all issues concerning AIMS. This includes system errors, password and transactional issues.*

Email: [irp@icbc.com](mailto:irp@icbc.com)

Phone: 604-443-4450 (Greater Vancouver)

Phone Toll Free: 1-800-665-4336 (Outside Vancouver)

Fax: 604-443-7381

### Hours of Operation:

- Monday to Friday (8:30 a.m. - 4:30 p.m.)