

EZ Haul Transition FAQs

Old System (VAHPS) Questions:

Will I have access to VAHPS after EZ Haul goes live?

- Yes. While some features will no longer be available (applying for, copying, or transferring permits), you will have access view, purchase, and print permits previously issued in VAHPS.

I applied for a permit in VAHPS before EZ Haul went live. Do I need to reapply?

- No. The permit office will finish processing all permit requests that were submitted through VAHPS. You will be able to purchase your permit in VAHPS once it's been approved.

What about my previously issued permits? Will I still have access to them?

- You will have access to view and print permits that were previously issued in VAHPS for 60 days after EZ Haul's launch. We recommend that you print or download any permits you may need to reference for future use.

Will our current permits issued from VAHPS still be valid or will we have to reapply for them in EZ Haul?

- Permits previously issued in VAHPS will be valid until their expiration.

Company/User Accounts:

Can we have multiple USDOT accounts uploaded to one username?

- No. You will need separate accounts, usernames and passwords for each company.

Can you use the same email address for multiple accounts?

- Yes. However, this will affect your ability to automatically retrieve a username if it is forgotten and you would have to contact the permit office for assistance.

How many user can a company have?

- There is no limit to the users your customer account can have.

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Insurance:

Will the insurance information we have already provided be transferred to EZ Haul?

- No. We will not be migrating insurance information from VAHPS into EZ Haul. You will need to upload your insurance document to EZ Haul.

Who do we list as the certificate holder?

- Virginia Dept. of Motor Vehicles
2300 W. Broad St.
Richmond, VA 23269

Permit Services:

We are a permit service company. Will we have to create a user account for each of our customers?

- If your customer has not already set up an account, then you can create an account on their behalf. If your customer has already created their own account, you will be able to use the existing record to submit permit applications on their behalf.

We are a permit service company. Can we create an account without a username and password?

- No. Usernames are assigned to a particular user on the account. Once you create your account for the permit service, you can add each user to the account with unique usernames and passwords.

Payments:

What payment types are accepted?

- Credit/Debit card
- E-check
- ACH Debit (must be approved through a separate process)

Route Surveys:

Does the route survey have to be performed by a third party or can we still do them in-house?

- A third party is not required. The route survey will have to be signed and verified by the person who ran the route.

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Other:

Will permits be able to be carried on an electronic device or do they have to be printed?

- Enforcement may accept a digital copy, however, we recommend having a physical, printed copy of the permit in the vehicle.

Besides the email, where do you get a notification of a Note response?

- There will be an icon next to the application that identifies that a note has been added.

If one user of a company uploads to the vehicle import, will the inventory be visible to all users?

- Yes. Vehicle inventory is attached to the customer account and not a specific user.