

*final report*

# Indiana Oversize/Overweight Permitting System

*User Manual*

Indiana Department of Revenue  
Motor Carrier Services Division

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# **1.0 Introduction**

## **1.1 PURPOSE OF THE MANUAL**

The User and Administrator Manual provides detailed instructions for using the new permitting system. It is based in part on the training manuals developed for the system training sessions, but it describes system usage in much greater detail than the training manuals. It is intended to supplement the training manuals for reference and teaching purposes after initial system training is conducted.

The sections in this manual include:

- How a user gets started in the system;
- Applying for various types of permits;
- Application review process;
- Payment and permit delivery process;
- Various compliance activities;
- Reports and queries available in the system; and
- Administrative processes available in the system.

The User and Administrator Manual is designed to be used by State of Indiana personnel who will be involved with the new system on a daily or regular basis. The DOR may elect to compile a subset of the contents that are relevant to the system's end-users into a carrier and permitting service manual that DOR can provide to its customers.

A separate System Operations and Maintenance document will be produced specifically for use by system administrators and information technology personnel, covering topics such as system monitoring procedures, backup and recovery procedures, and disaster recovery procedures.

## 1.2 ORGANIZATION OF THIS REPORT

This report contains eight sections. These sections include:

- **Section 1.0, Introduction** – Describes this report in the context of the project and states its purpose;
- **Section 2.0, Getting Started** – Describes how to get started in the system;
- **Section 3.0, Applying for Permits** – Describes how to apply for various types of permits;
- **Section 4.0, Application Review Process** – Covers the application review process;
- **Section 5.0, Payment and Delivery** – Covers the payment and permit delivery process;
- **Section 6.0, Compliance Activities** – Addresses the various compliance activities;
- **Section 7.0, Reports and Queries** – Describes the reports and queries available in the system; and
- **Section 8.0, Administration** – Covers the administration processes available in the system.

## 2.0 Getting Started

In this section, we will cover the topics involved in preparing a carrier or permitting service to purchase permits using the OSW system. Not all carriers will wish to purchase permits online, but these carriers must still have “company accounts” within the system. These carriers will submit their requests to have a company account by mail or in person at the MCSD service center.

We also will cover the basic movement around the system, including log-in, log-out, selecting tasks to complete, understanding the user home page, and viewing online help.

## 2.1 REQUESTING A COMPANY ACCOUNT

A carrier (or permitting service) may request a company account with the State either by mail, in person, or online. The online process corresponds to the physical M-201 and M-203 paper forms. A company account is required for the company to do OSW-related business with the State.

Company representatives can submit this information online, or they can mail-in or walk-in the information using the M-201 or M-203 form to the MCSD service center. Authorized MCSD users will enter the M-201/203 form information into the OSW system.

### Screen 1: Start the Request

Each user has a “home page” for the OSW system that is customized to show the specific functionality that the user is authorized to access. Customers without access to the system have an “anonymous” home page with limited information, while MCSD supervisors have the greatest access to system functionality.

Users that have the ability to enter a company request will find a menu item titled “Request Company Account” in their menu bar. [The graphic below comes from a menu for a MCSD supervisor.] Clicking on the menu item will start the request.

<b>Apply for Amendment</b>	<b>Queue Statistics</b>	<b>Transaction Queue</b>
<b>Apply for Permit</b>	Total Applications in Queue: 3	<b>Pending Junior Agent:</b>
<b>Approve/Reject (Permit/Company)</b>	Oldest Applications in Queue: 1/14/06 3:27 PM	<b>Pending Senior Agent:</b>
<b>Cancel An Application</b>	Total Applications Reviewed by Agents Today: 0	Permit Service Account Application
<b>Download and Print PDF Permit Image</b>	Total Applications Approved by Agents Today: 0	1. (4) 1/14/06 03:27 C BIG TRUCK II 123567890
<b>Log/Review Supporting Documentation</b>	Total Applications Approved Overall Today: 0	Carrier Account Application
<b>Log Violation</b>		2. (4) 1/14/06 03:27 C DARK SIDE 123456781
<b>Manage a Company Profile</b>	<b>Temporary Individual Queues</b>	Carrier Account Application
<b>Manage Bond in Company Profile</b>	None.	3. (4) 1/14/06 03:27 REBEL FREIGHT 124567873
<b>Manage Envelope Routes</b>		<b>Pending INDOT Agent:</b>
<b>Manage Fee Rules</b>		<b>Pending INDOT Engineer:</b>
<b>Manage Road Restrictions</b>		<b>Pending ISP Scheduler:</b>
<b>Manage Special Provisions</b>		<b>Pending Supporting Documentation:</b>
<b>Manage System Configuration Data</b>		Carrier Account Application
<b>Manually Expire Permits Permit Applications</b>		1. (4) 1/14/06 03:27 6306612847 JOKERCORP 123211574
<b>Override Fees</b>		
<b>Pay for Applications</b>		<b>Permitting Service Registration</b>
<b>Publish Online Help</b>		SUN No 1/14/08 Billy Joe ps-
<b>Register for Special Weight</b>		FEIN: 000000333 Holds 3:27:50 Sun 333-333-3333
<b>Reports</b>		ONHOLD PERMIT SERVICE, INC On 1/15/08 Billy Joe ps-
<b>Request Company Account</b>		FEIN: 001212124 Hold 3:27:50 555-555-5550
		IBM No 1/16/08 Billy Joe ps-
		FEIN: 000000555 Holds 3:27:50 IBM 987-654-3210



## Screen 2: Enter Company Information

The next screen is where the data entry for the company information will occur. The screen is divided into 10 data entry sections, each corresponding to a specific category of information required. Unless indicated below, all fields are required.

The process for filling out these fields is as follows.

The **Basic Account Information** section captures the official information by which the company will be referenced in the system. The *OSW account type* can be one of two choices:

- A *carrier* that actually operates the vehicle; or
- A *permitting service* that purchases permits on behalf of carriers.

The legal name field captures the name by which the company will be referenced in the system. For carriers, this is the name that will be printed on all permits.

If the business type field was set to a carrier, the user will be asked to provide the *Federal Motor Carrier* number. However, this is not a required field. If the business type field was set to a permitting service, this field is not required.

**Account identification** is needed to provide the OSW system with a unique code for the company. Most companies will provide their *Federal Employee Identification Number* (FEIN). Sole proprietors, however, will often not have an FEIN; therefore the system requires the *Social Security Number* for companies that are sole proprietorships.

Company Information - Microsoft Internet Explorer

Address: http://cvo2dev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/company-req-acct/requestCompanyAccount.action?pa...

Indiana DEPARTMENT OF REVENUE

MCS Home Logout Contact Us

Company Information

[ Help ] [ Manage Help ]

**Basic Account Information**

Business Type: Select a Business Type

OSW Account Type: Select an Account Type

Legal Name:

Doing Business As:

Federal Motor Carrier Number:

**Account Identification (Please enter only one)**

FEIN:

SSN:

The vast majority of motor carriers must have a **U.S. DOT number**. There are specific exemptions to this rule, however. If the carrier has a valid exemption, the exemption checkbox should be selected. If not, the carrier's U.S. DOT number will be required.

This section of the screen will disappear if a permitting service is selected as the company type.

The next item is the **physical address** of the company, consisting of four items:

1. *Street Address* (only the first line is required);
2. *City*;
3. *State* (from a drop-down list of choices); and
4. *Postal Code*.

Foreign carriers have two additional fields, corresponding to the *jurisdiction* and *country* of their company. These fields are only required for companies without a physical address in the United States.

Many companies will have a **mailing address** that is identical to the physical address. In these situations, just place a check mark in the corresponding box, and the system will copy in all of the physical address information. Otherwise, the fields for mailing address are identical in requirements to those for the physical address.

The screenshot shows a web browser window titled "Company Information - Microsoft Internet Explorer". The address bar displays a URL from "cvsdev2.int.camsys.com". The left sidebar contains a list of navigation links: "View Approved Permit Applications", "View Summary of Escort Needs", "Pay for Applications", "Add to Escrow Account", "Download and Print PDF Permit Image", "Manage Fee Rules", "Manage Special Provisions", "Manage System Configuration Data", "Manage a Company Profile", "Manage Bond in Company Profile", "Manually Expire Permits Permit Applications", "Manage Envelope Routes", "Manage Road Restrictions", "View an Issued Permit", and "Log Violation".

The main content area contains the following sections:

- USDOT Exemption**: A checkbox labeled "Check here if you're involved in the occasional transportation of personal property, not for compensation, nor in the furtherance of a commercial enterprise:".
- USDOT Number**: A text input field labeled "USDOT:".
- Physical Address**: Fields for "Line 1:", "Line 2:", "City:", "State:" (a dropdown menu with "Choose a State" selected), and "Postal Code:".
- State or Province**: Fields for "State or Province:" (a dropdown menu with "Choose a State or Province" selected) and "Country:".
- Mailing Address**: A checkbox labeled "Same as physical address:" and two text input fields for "Line 1:" and "Line 2:".

The next set of information is the **contact information** for the company. Each company requires a point of contact. The *first name*, *last name*, *primary phone number*, and *fax number* are required. The *middle initial*, *suffix*, and *alternate phone number* are optional. For online carriers, e-mail address is required; for all other users, it is optional. Phone numbers should be in the format 888-555-5555.

The remainder of the data entry involves general **online account information**. For mail-in or walk-in company requests, MCSD staff must enter the batch ID and item number assigned to the application request as part of MCSD's document logging and filing protocol. Storing the batch ID and item number in the system makes it easier to retrieve the original document should questions arise.

The final three fields are optional checkboxes corresponding to specific functionality within the system:

1. *Escrow* is a payment mechanism available that allows a company to submit funds in advance to MCSD and then draw against those funds as permits are purchased. Escrow is not required, but is often considered a convenient method by companies;
2. *Batch XML* allows companies that purchase a large volume of permits to bypass the data entry for each permit and submit a series of permits in a single file. Batch XML is most appropriate for companies that store permit request information in their own legacy system, where the system can gener-

ate the file. For these companies, Batch XML reduces data entry. Each company is responsible for creating its own batch XML file; and

3. *E-mail Notifications* are available if an e-mail address has been provided to notify the company about various events in the system. Examples include a notification that permit review has been completed, a notification that the company has been placed “on hold” for a violation, and a notification that a company’s escrow balance has fallen below a defined threshold.

Company Information - Microsoft Internet Explorer

Address: <http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/company-req-acct/requestCompanyAccount.action?pa>

Middle Initial:

Suffix:

E-Mail:

Use: 000-000-0000 format

Primary Phone:

Alternate Phone:

Fax:

**Online Account Information**

Batch Id:

Item Number:

Use Escrow: ☐ Escrow allows a company to deposit money into a State holding account that can be used to pay for permit applications as they are ordered.

Use Batch XML: ☐ Please contact the State to obtain an XML file definition or an Excel tool used for creating your XML batch permit submission file.

Email Notification: ☐

Cancel Next

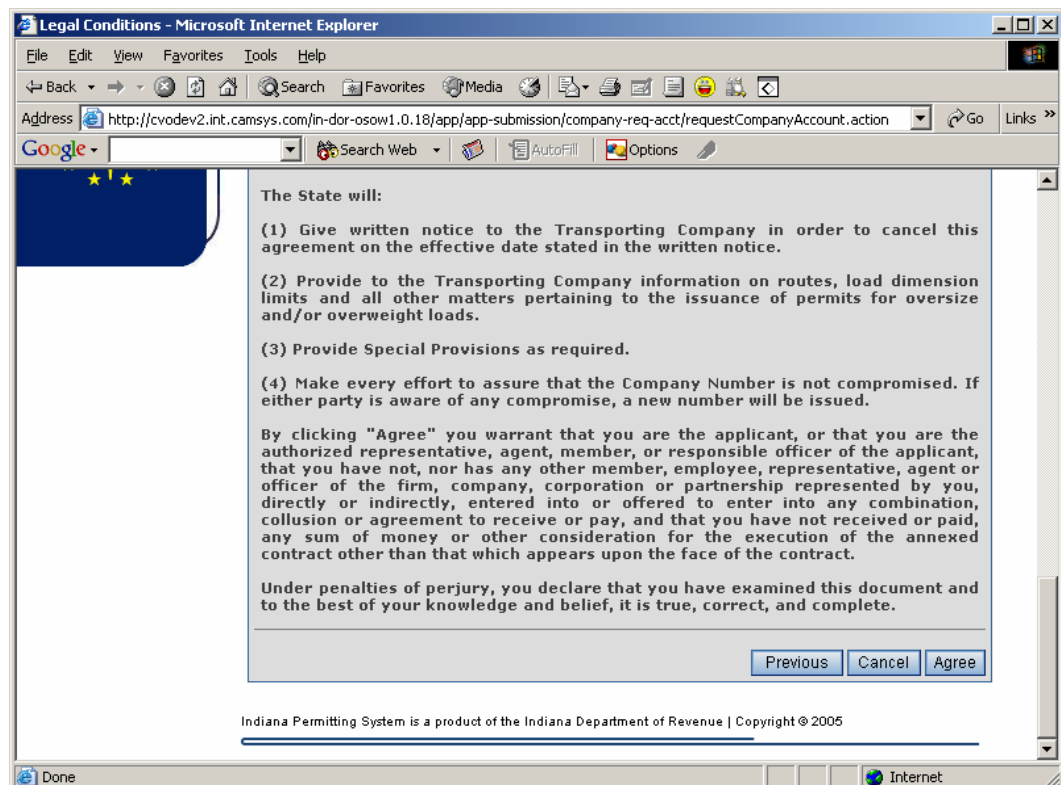
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Once the user has completed the above data entry, the user can proceed to the next screen by clicking the “Next” Button.

### Screen 3: Review Legal Conditions

The next screen provides the user with the legal conditions for a company account. The legal conditions differ based on the type of company account requested. The user must affirm that the conditions were read and that the company agrees to the conditions. [For MCSD users, the M-201/203 paper forms have a company signature block where such an affirmation is made.]

The user clicks on the “Agree” button to continue. The user also may choose to go back to the previous screen, or cancel the entire application.



## **Screen 4: Confirm the Request**

The final screen requests that the user confirm the information submitted on Screen 2. All of the information is provided, and the user must click the “Confirm” button to actually submit the application for review. The user also may choose to go back to the previous screen, or cancel the entire application.

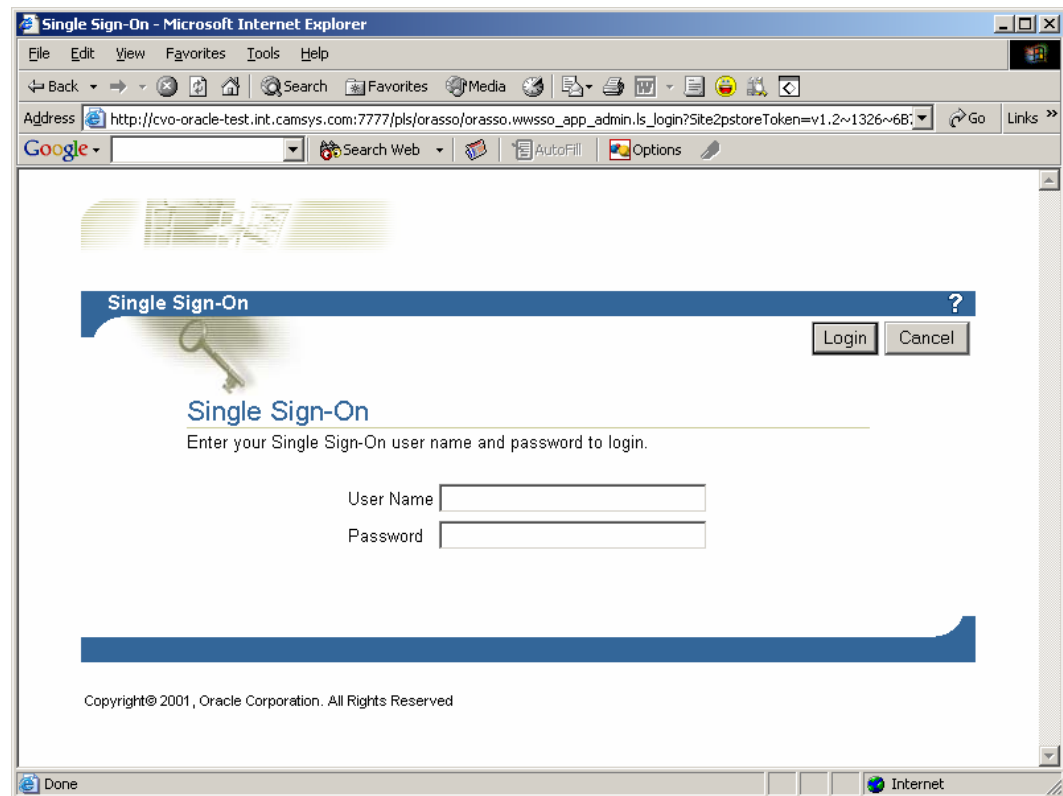
When a company clicks the “Confirm” button, they are returned to the home page. When MCSD users click the “Confirm” button, they are immediately taken to the appropriate screen to approve the request, as described in the next section.

## 2.2 LOGGING INTO THE SYSTEM

For the vast majority of activities using the system, one needs a valid user ID and password. Users will be provided with usernames and passwords as part of their registration into the MCSD single sign-on process.

Once you have a user name and password, the login process is as follows:

- Details of the login process will be provided by DOR.
- On the screen that appears, enter your user name and password in the fields provided, and press the login button.

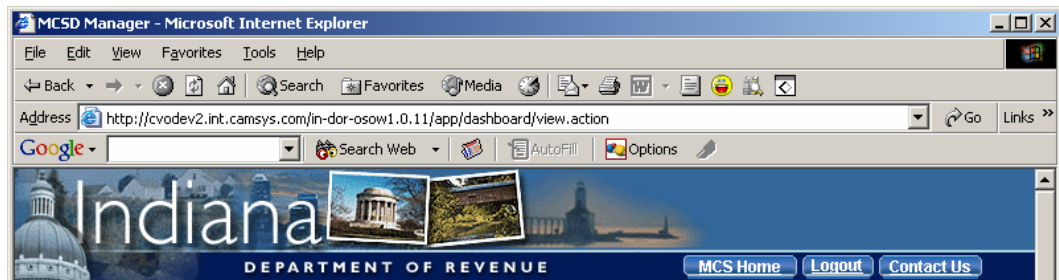


If your name and password are valid, you will be taken to a home page. If not, you will be asked to try again.

## 2.3 BASIC USER INTERFACE NAVIGATION

The user interface for the OSW system is divided into three parts:

1. The top section of each screen contains the agency banner (linked to the main INDOR home page), plus links to the MCSD home page, a Logout link, and a Contact Us link (to send an e-mail to the OSW supervisor).



2. The left column along each screen contains menu items that are customized to match the security privileges of each user. Clicking on any of these menu item starts the execution of system functionality.




3. The right section of each screen is the content area. The home page level shows the results of common queries that the user will often wish to make. As with the menu, these queries are customized for each category of user



based on security privileges. When a user invokes a menu item, the right section contains the work in progress for the system functionality requested, such as entering data or viewing search results.

**MCSD Manager**



Queue Statistics	
Total Permits in Queue:	0
Oldest Permit in Queue:	N/A
Total Permits Reviewed By Agents Today:	0
Total Permits Approved by Agents Today:	0
Total Permits Approved Overall Today:	4

Temporary Individual Queues	
Carrier Account Application	
5/16/05 10:56 0415246263	super JOKERCORP FEIN: 123211574
Permit Service Account Application	
5/16/05 10:56 1515764437	super C BIG TRUCK II FEIN: 123567890

Transaction Queue	
<b>Pending Junior Agent:</b>	
<b>Pending Senior Agent:</b>	
Carrier Account Application	
1. (4) 5/16/05 10:56 8402075360	C DARK SIDE INTERSTELLAR CARGO 123456781
Carrier Account Application	
2. (4) 5/16/05 10:56 0602356718	REBEL FREIGHT 124567873
Carrier Account Application	
3. (4) 5/16/05 10:56 2594629093	THEONHOLDCORP 1015
<b>Pending INDOT Agent:</b>	
<b>Pending INDOT Engineer:</b>	
<b>Pending Supporting Documentation:</b>	

Each content screen that is not at the home page level contains “Previous” and “Cancel” buttons. DO NOT USE YOUR BROWSER’S **PREVIOUS** OR **NEXT** BUTTONS IN THE MENU BAR to navigate between screens. Using these buttons will cause the system to lose important session information used to maintain system performance. When appropriate, the system provides navigation buttons in the content area; use the “Previous” button to move backward, and the appropriate button (marked according to the situation, often “Next” but sometimes “Agree” or “Submit” or “Confirm”) to move forward. Use links as provided for shortcuts to or entry points into system functionality.

## **2.4 LOGGING OUT OF THE SYSTEM**

Each screen of the system contains a “Logout” link. Clicking on the logout link takes the user out of the secured portion of the system. If work was in progress when the logout occurs, that work is canceled and not saved.

Closing the browser window also logs the user out of the system.

## 2.5 SPECIAL WEIGHT PROGRAM REGISTRATION

The Special Weight 24-hour permit requires that carriers register specific vehicles into the “Special Program” before permits may be issued for those vehicles. A program registration fee applies for the calendar year, for an unlimited number of power units.

The user can use the same process to add power units to an existing Special Weight program registration.

### Screen 1: Begin Program Registration

The first screen is the user’s home page. To start the process, the user selects the “Register for Special Weight” link from the left menu bar.

**Queue Statistics**

Total Permits in Queue:	0
Oldest Permit in Queue:	N/A
Total Permits Reviewed By Agents Today:	3
Total Permits Approved by Agents Today:	2
Total Permits Approved Overall Today:	9

**Transaction Queue**

**Pending Junior Agent:**

**Pending Senior Agent:**

Carrier Account Application

1. (4)	6/13/05 05:13	3931958404	REBEL FREIGHT	124567873
2. (4)	6/13/05 05:13	9864003207	JOKERCORP	123211574
3. (4)	6/13/05 05:13	0838141797	THEONHOLDCORP	1015

**Pending INDOT Agent:**

Overweight Superload

1. (5)	6/17/05 05:30	4241525737	CAMBRIDGE SYSTEMATICS	FEIN: 000012345
--------	---------------	------------	-----------------------	-----------------

**Temporary Individual Queues**

Permit Service Account Application

6/27/05 13:33	super	ROAN'S PERMITTING SERVICE 2	SSN: 010-47-8080
7703184516			

Carrier Account Application

6/13/05 17:13	super	C DARK SIDE INTERSTELLAR CARGO	FEIN: 123456781
6671979443			

### Screen 2: Identify a Carrier

Screen 2 appears for MCSD staff that are processing a mail-in or walk-in request. The user is prompted for the carrier’s unique identification. The carrier’s unique identification is their *FEIN* or *Social Security Number*. The user enters the number in the box, and selects the proper radio button. The user then clicks on the “Next” button.

Users associated with carriers skip this screen, as those users may only register their own company, and the company is identified as part of the user’s profile.

Identify Carrier - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Copy Paste Address http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/mt-registration/registerForMichiganTrains.action?page= Go Links

Google Search Web AutoFill Options

Indiana DEPARTMENT OF REVENUE MCS Home Logout Contact Us

Dashboard  
Request Company Account  
Apply for Permit  
Apply for Amendment  
Cancel An Application  
Register for Special Weight  
View Road Restrictions  
View Application Status  
Log/Review Supporting Documentation  
Approve/Reject (Permit/Company)  
Override Fees  
View Approved Permit

Identify Carrier

SW

[ Help ] [ Manage Help ]

Identification ☒ FEIN ☐ SSN

Cancel Next

Done Internet

### Screen 3: Carrier Information and Registration Year

The next screen serves two purposes. The first purpose is to confirm that the correct carrier was selected on Screen 2. This is accomplished by presenting the summary information about the carrier, generating by querying the OSS database with the FEIN/SSN in question.

Special Weight Registration Status - Microsoft Internet Explorer

Address: <http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/mt-registration/summary.action>

Indiana DEPARTMENT OF REVENUE MCS Home Logout Contact Us

**Special Weight Registration Status**

[ Help ] [ Manage Help ]

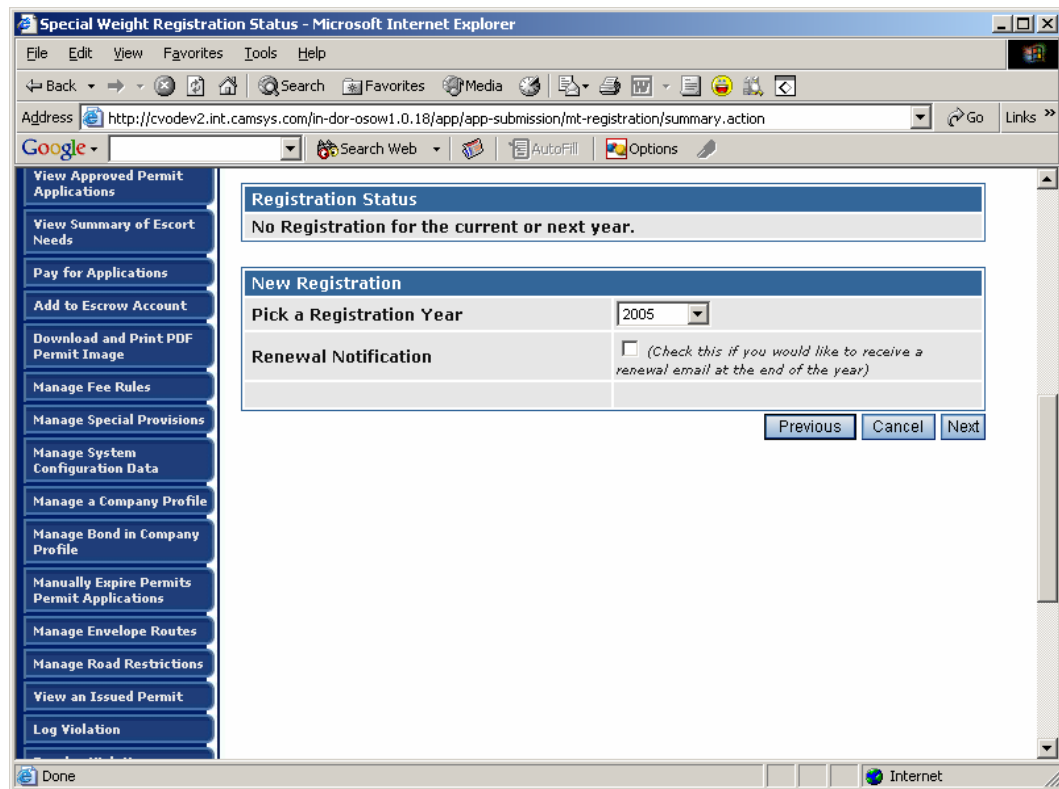
If you wish to place a bond on file to pay for Special Weight permits on a quarterly basis, complete form M-219 (Permit Fee Bond) and fax to (317) 821-2336 or contact our office at (317) 615-7320 for more information.

Carrier Details	
Name:	ROAN'S CARRIER
Physical Address:	asldkfj asldkfj, Arizona 32111 USA
Mailing Address:	asldkfj asldkfj, Arizona 32111 USA
Phone:	123-123-1234
Fax:	123-123-1234

The second purpose of the screen is to select a *registration year*. The special weight program is a calendar year program. The drop-down box allows the user to register for either this year's program or next year's program. (A user that wishes to do both must go through the process twice, once for each year.)

The *renewal notification* checkbox gives the user an option to have the system send the company's contact from the company profile an e-mail during the autumn to remind the company that the program registration must be renewed.

After these choices are made, clicking on the "Next" button takes the user to the next screen.



## Screen 4: Special Weight Fleet Management

Unlike other OSW permits, the power units for the Special Weight program must be registered with the State before Special Weight permits may be issued. The reason for this constraint is that the Special Weight program will have a transponder-based compliance component in the near future.

The vehicle registration screen has two parts. The first part allows for data entry of vehicle information in order to register the vehicle with the Special Weight program. The second part of the screen is to manage the vehicles identified. **In order for any of the changes made on this screen to be reflected in the OSS database, the user must click on the “Complete” button to leave this screen. If the “Complete” button is not selected, the changes will not take effect.**

On the top half of the screen, basic vehicle information is requested. For each vehicle that the user wishes to add to the program, the user will enter the data for that vehicle, then click the “Save” button. The fields included are:

- The Vehicle Identification Number (VIN);
- The *make* of the vehicle (e.g., “Mack,” “Mitsubishi”);
- The *model year* of the vehicle;
- The *license plate* of the vehicle;

- The *state*/province from which the license plate was obtained; and
- The (optional) *nickname* the user wishes to assign to the vehicle.

Instructions
To add a new vehicle to this registration, type in the vehicle information in the form below and click on the "Add New Vehicle" button.
To edit one of the vehicles present on the current registration, click on the "Edit" link corresponding to that vehicle.
To delete a vehicle, click on the corresponding "Delete" link. To delete multiple vehicles at a time select all the vehicles to be deleted and click on "Delete Selected Vehicles"
Clicking on the "Submit" button indicates satisfaction with the list of vehicles on this registration and will submit the application.

Add New Vehicle	
VIN	<input type="text"/>
Make	<input type="text"/>
Model Year	<input type="text"/>
License Plate	<input type="text"/>
State Plated In	<input type="text" value="Choose..."/>
Nickname	<input type="text"/>

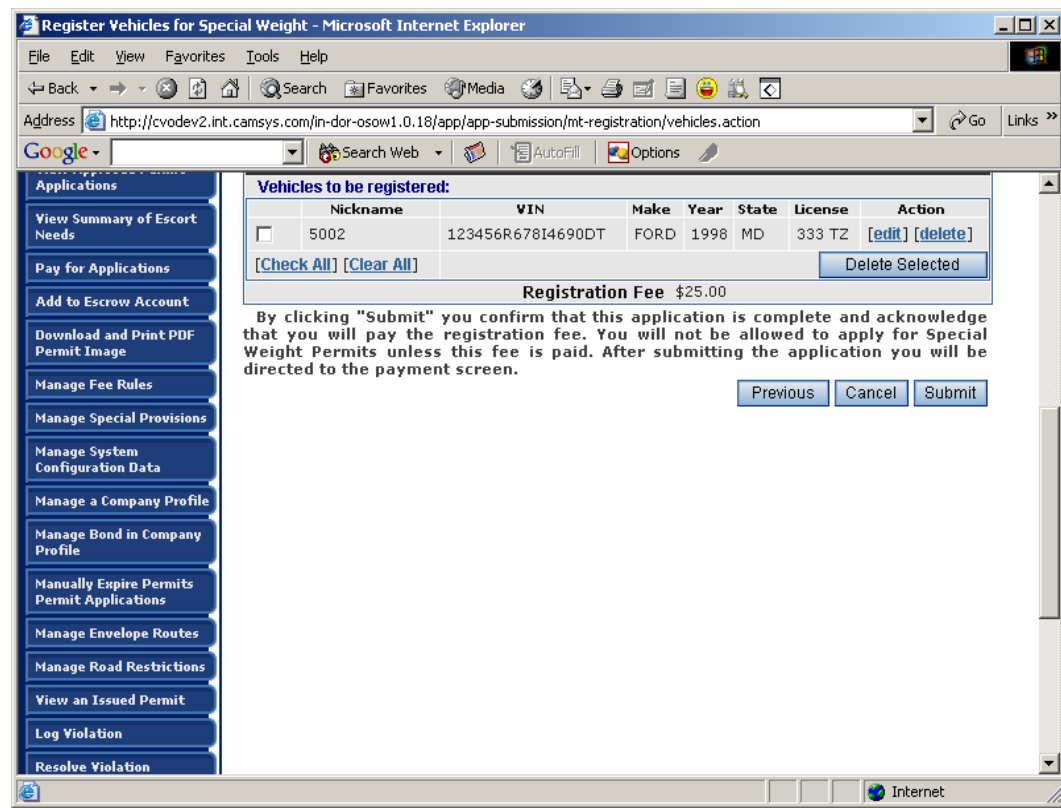
Registered Vehicles							
	Nickname	VIN	Make	Year	State	License	Action
<input type="checkbox"/>	SLAM	111	VOLVO	2003	NJ	40HGY	<a href="#">[edit]</a> <a href="#">[delete]</a>

[\[Check All\]](#) [\[Clear All\]](#)

<b>Registration Fee</b> \$25.00
By clicking "Submit" you confirm that this application is complete and acknowledge that you will pay the registration fee. You will not be allowed to apply for Special Weight Permits unless this fee is paid. After submitting the application you will be directed to the payment screen.
<input type="button" value="Previous"/> <input type="button" value="Cancel"/> <input type="button" value="Submit"/>

As vehicles are added by clicking the "Add New Vehicle" button, the bottom part of the screen shows the list of vehicles, one per row. If the user has made an error and wishes to delete one or more vehicles, the user should mark the checkbox(es) at the beginning of the vehicle's row(s), then click the "Delete Selected Vehicles" button. The "Check All" and "Clear All" links provide shortcuts for managing the checkboxes.

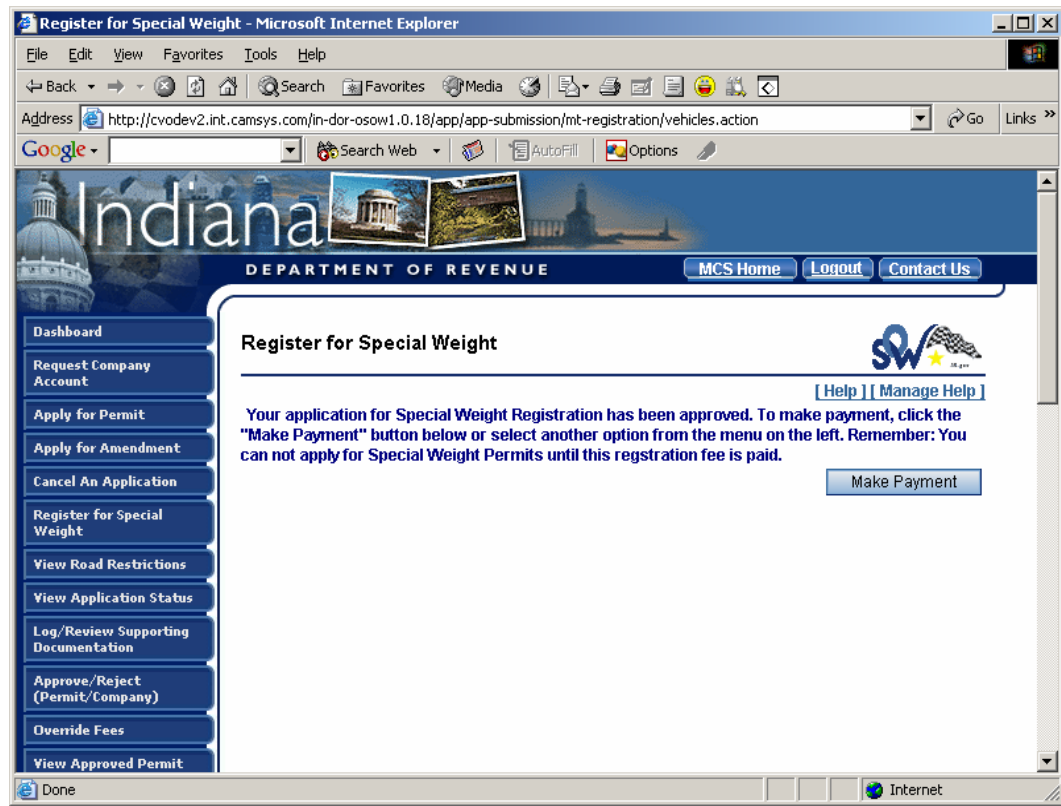
As mentioned above, the user **must** click the "Submit" button to add the vehicles listed on the screen to the OSS database.



## Screen 5: Confirmation Screen

The next screen confirms that the registration year was added (if the user was adding a new registration year) and that the vehicles were associated with the registration. If a new registration year has been added, there is an associated fee. The associated fee must be paid before any Special Weight permits may be issued for that registration year. The "Make Payment" button is a shortcut to optionally start the payment process immediately.





## **3.0 Applying for Permits**

In this section, we will cover the functionality associated with the permit application process. Permit applications may be submitted online by carriers or permitting companies, or by State employees who are processing walk-in or mail-in applications. In addition, options are available for customers with higher volumes, customers without convenient online access, as well as customers with complex superload applications.

## 3.1 APPLYING FOR TRIP PERMITS ONLINE

The most common type of OSW permit is a “trip permit.” A trip permit is valid for a specific movement of a vehicle with a particular load, and is generally valid for between 5 and 15 days depending on the type of movement.

### Screen 1: The User’s Home Page

The process begins from the user’s home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you have the appropriate security privilege to apply for multi-trip permits, you will have a menu option named “Apply For Permit” on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.



### Screen 2: Permit Type Selection

The next screen has two areas of information. The top area is for users that are starting a new permit. The bottom area is for users that are continuing a draft permit.

The screenshot displays the 'Indiana' Department of Revenue MCS Home page. The left sidebar contains a menu with options: OSW Home, Add to Escrow Account, Apply for Amendment, Apply for Permit, Approve/Reject (Permit/Company), Cancel An Application, Download and Print PDF Permit Image, Log/Review Supporting Documentation, Log Violation, Manage a Company Profile, Manage Bond in Company Profile, and Manage Envelope Routes. The main content area is titled 'Apply for Permit' and includes links for 'Help' and 'Manage Help'. It features two primary sections: 'Start a new Permit Application' and 'Continue an Application that was Saved as a Draft'. The 'Start a new Permit Application' section includes a 'Carrier Identification' section with radio buttons for 'FEIN' (selected) and 'SSN', a text input field for the identification number, and a 'Select a Type of Permit' dropdown menu with 'Choose...' as the current selection. Below these are 'Cancel' and 'Next' buttons. The 'Continue an Application that was Saved as a Draft' section includes a 'Permit Number' text input field and 'Cancel' and 'Next' buttons.

The top data entry box is titled *Start a New Permit Application*. At first, there may be either one or two data entry areas below it. All users will see the Select Type of Permit question, while users that are not associated with a specific carrier also will see a Carrier Identification question.

The process for filling out these fields is as follows.

**Carrier Identification** is requested when the user is not an employee of a motor carrier. These users include Permit Service users as well as state employees working with mail-in or walk-in applications. To identify a carrier, the *Federal Employer Identification Number* (FEIN) is required. For carriers that do not have an FEIN, the carrier's *Social Security Number* (SSN) is required.

There are two fields under Carrier Identification:

1. The radio button *FEIN/SSN*. Select the appropriate item based on what you know about the carrier; and
2. The *identification number* box. Enter the identification number for the carrier here, without any dashes or spaces.

The next step is to *Select a Type of Permit*. This field has a drop-down box with a variety of choices. The specific choices vary by user based on the privileges associated with that user. One choice is "Trip Permit" and that is the choice that should be selected for permits covering a single trip.

Note the following special permit types that may also be listed:

- Annual or 90-Day permits. See Section 3.2;
- Special Weight permits are considered separately, select "Special Weight" and follow the instructions in Section 3.3.; and

- If you are applying for a pre-approval for a superload permit, select “Pre-Approval” and refer to Section 3.7 for more information about how superload pre-approvals work in conjunction with trip permits.

For the following instructions, choose “Trip Permit.” You will notice that a new question appears below the selection:

Is This Permit for Transporting Manufactured Housing	<input type="radio"/> Yes	<input checked="" type="radio"/> No
--	---------------------------	-------------------------------------

This question asks if the permit will be used for the transportation of manufactured housing. The question is asked here because a Yes or No answer will allow the system to customize the following screens and questions. The question has a radio button answer with either “Yes” or “No,” with the default set to “No.” Answer either Yes or No based on the item to be moved.

The bottom data entry box is titled *Continue an Application that was Saved as a Draft*. The user will fill out either this box or the *Start a New Permit Application* box, not both boxes. As a user is filling out a permit application online, there are many circumstances where the user either does not have all the information needed (example: all 17 characters of the vehicle identification number), or the user is interrupted by an external need (example: a telephone call). The user will be able to place a permit application in “DRAFT” mode, and will receive a transaction number.

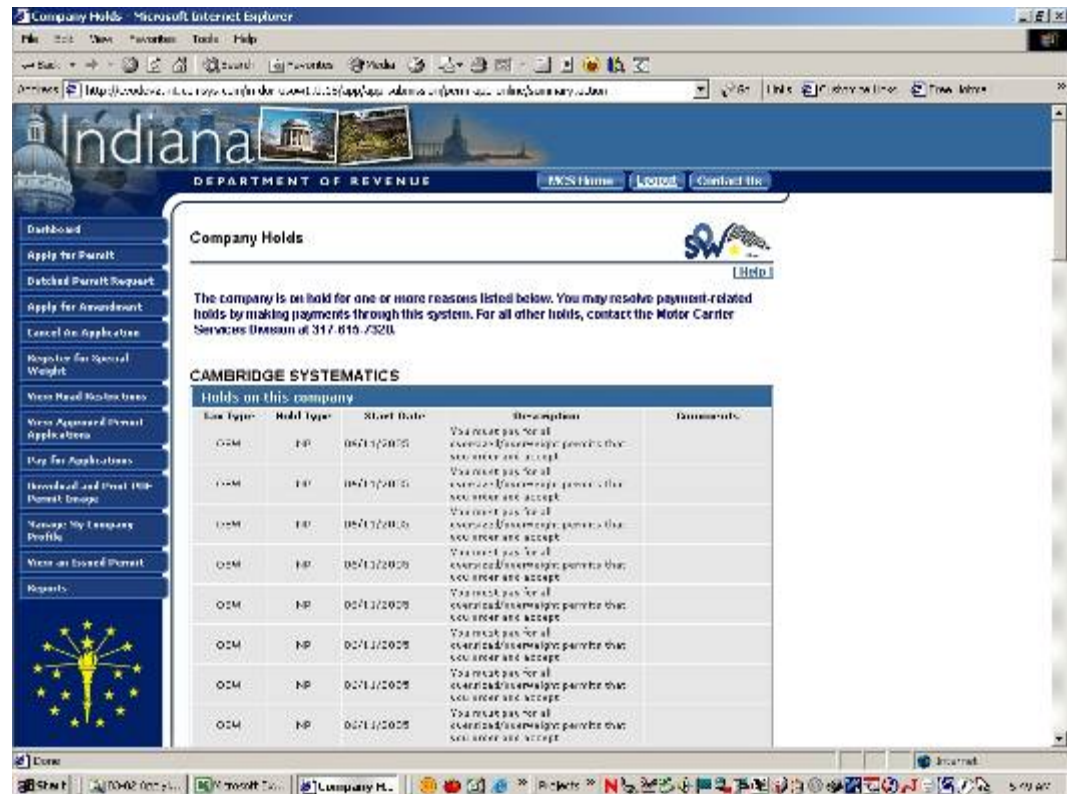
The *Permit Number* field is where the user enters the previously received transaction number in order to continue. This is a 10-digit number that the system randomly generates at the beginning of each permit transaction.

*If you have a draft transaction that you wish to continue*, enter the 10-digit number that the system provided when you saved the transaction, and click the “Next” button to continue.

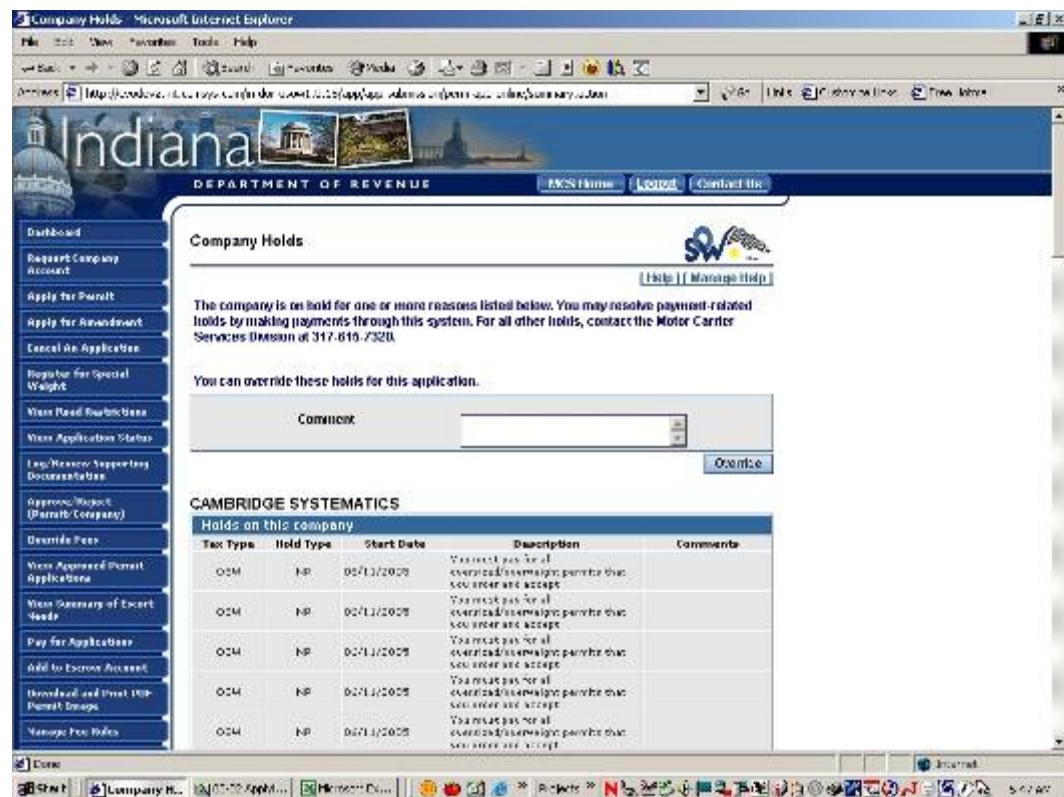
At this point, you are ready to move to the next screen, so click the “Next” button to continue.

### *Company Hold Error Message*

There are situations when a company is placed on “hold” either for violating the policies of the Department of Revenue or for roadside violations logged by the Indiana State Police. If a company is on hold, the system will stop the application here and present an error message screen outlining the situation.



DOR staff with the appropriate privilege may override the company hold for this particular transaction. These users will see the following data entry box above the detailed hold information.



If you are able to temporarily override the hold and have a business reason to do so, enter the reason in the text box labeled “Comment” and then click the “Override” button to continue. The reason, the date/time, and your user name will be logged in the system to track how the hold was overridden.

### Screen 3: Carrier Information Summary

If there are no holds, the next screen summarizes the information about the carrier. The information is derived from the carrier’s company profile. The information includes:

- The legal name of the carrier;
- The carrier’s FEIN or SSN;
- The carrier’s U.S. DOT number;
- The carrier’s physical and mailing addresses; and
- OSW-specific contact information (name, phone, e-mail).

For a specific permit, however, there may be a special point of contact. An example might be if the carrier has a power unit where the driver has a computer and printer, and is able to print out permits in the vehicle. For these situations, the system allows the user to enter permit-specific contact information, including:



- Contact name;
- Contact phone; and
- Contact e-mail.

If there is no special contact for this permit, leave these fields blank.

When you are ready, click the “Next” button to continue.

## Screen 4: Previous Transaction and Start Date

Screen 4 has two purposes. The first purpose is to provide the user with a shortcut if they are working with a previously purchased permit and wish to repeat some or all of the information from that permit. The second purpose is to identify the start date of the new permit. Each of these purposes is contained in its own data entry box on this screen.

The screenshot shows the 'Apply For Permit' screen in the Indiana Department of Revenue's online system. The page features a blue header with the Indiana state seal and navigation links. A left sidebar contains a menu of options. The main content area is titled 'Apply For Permit' and contains two sections: 'Enter the start date' and 'Identify a Previous Transaction'. The 'Enter the start date' section has a text box for the start date with a calendar icon. The 'Identify a Previous Transaction' section has a text box for the permit number and radio buttons for 'Permit which I wish to duplicate' and 'Pre-approval for a Superload'. At the bottom are buttons for 'Previous', 'Cancel', 'Save as Draft', and 'Next'.

The first data entry box is to **Enter the Start Date**. Enter the day, month, and year in the three data entry boxes. You will notice that the boxes will default to either today's date or tomorrow's date depending on the time of day.

If you are not sure of the start date, click on the small picture of a calendar next to the year. A calendar dialog box will pop up on your screen. (Note that if you have set your browser to prohibit “pop-ups” then this box will not appear, and you will need to adjust your browser's settings accordingly.) The “<<” and “>>”



links scroll the calendar backward and forward a month, respectively. Double-click on the date you wish to select to transfer the information to the main screen. The calendar box will close automatically.

The second data entry box is to **Identify a Previous Transaction**. There are three situations where you will be entering information into this area:

1. If you have a permit where you wish to use some or all of that information to fill in the data for a new permit, you will select the *Permit which I wish to duplicate* radio button.
2. If you have a 90-Day or Annual permit that is about to expire, and you wish to buy a copy of the exact same permit and have it automatically start the day after the current permit expires, you will select the *Permit which I wish to renew* radio button. (When you do this, the data entry box below it will disappear, since the system can calculate the start date from the previous permit.)
3. If you have a superload pre-approval (see Section 3.7) and wish to purchase a permit for the load and trip specified in the pre-approval, you will select the *Pre-approval for a Superload* radio button.

In case 1 or 2, you will enter the transaction number from the previous permit (found in the upper right corner of the permit) in the data entry field labeled *Permit Number*. In case 3, you will enter the transaction number for the superload pre-approval that was issued previously.

When you are ready to continue, click the “Next” button.

## Screen 5: Vehicle Information

Screen 5 requests the details of the power unit that will be using this permit, as well as a confirmation about the dimensions of the combined power unit and load.

### *Power Unit Information*

The first data entry box is about the **Power Unit**. There are seven questions, and the first six of them are required values. The questions are summarized in the following table.

**Table 3.1 Data Entry Information**

Field Label	Description of What to Enter	Notes
VIN	The 17-character Vehicle Identification Number of the power unit	<ul style="list-style-type: none"> <li>If you are a carrier and only know the last five characters (or the vehicle's nickname) but have purchased a permit for that vehicle using this system, press "Lookup."</li> <li>Some older vehicles may have a smaller identification code</li> </ul>
Make	The manufacturer of the vehicle, such as MACK or MITSUBISHI	
Model Year	The four-digit model year of the vehicle, such as 2004	
License Plate	The license plate identifier of the vehicle, generally from 3-7 characters	For self-propelled vehicles without a license plate, enter the text No_Plt
State Plated In	The state (or Canadian province) where the license plate was issued	Select from a drop-down list of available values. If your choice is not found, please contact MCSD by telephone for assistance.
Type	The description that best describes the combination of the power unit and load.	Select from a drop-down list of available values. The choices are: <ul style="list-style-type: none"> <li>Truck;</li> <li>Truck-Trailer;</li> <li>Tractor;</li> <li>Tractor-Trailer;</li> <li>Self-Propelled;</li> <li>Auto/Trailer; and</li> <li>Other.</li> </ul>
Nickname/Unit Number	Often a carrier has its own internal identification for a vehicle. If there is an internal identification that you would like to use in the future to look up this vehicle, enter it here.	This field is not required. To recall a vehicle for which you have previously assigned a nickname, select the "Lookup" button next to the VIN field.

**Apply For Permit** - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.in.gov/indot/permitting/applyforpermit.asp

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**Apply For Permit**

**Overview**

VIN   
 Make  
 Model Year  
 License Plate  
 State   
 Type   
 Pick-up/Unit Number

**Vehicle Dimensions**

☐ Acknowledging that I am not aware of any other laws or regulations that may apply to this vehicle, I hereby certify that the vehicle dimensions are within the limits specified below:

Vehicle must not exceed 14 feet 6 inches in height, 8 feet 6 inches in width, 110 feet in length and 80000 lb in weight.

**Apply For Permit** - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.in.gov/indot/permitting/applyforpermit.asp

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**Apply For Permit**

**Overview**

VIN   
 Make  
 Model Year  
 License Plate  
 State   
 Type   
 Pick-up/Unit Number

Does the vehicle have an air brake system? ☐ Yes ☒ No

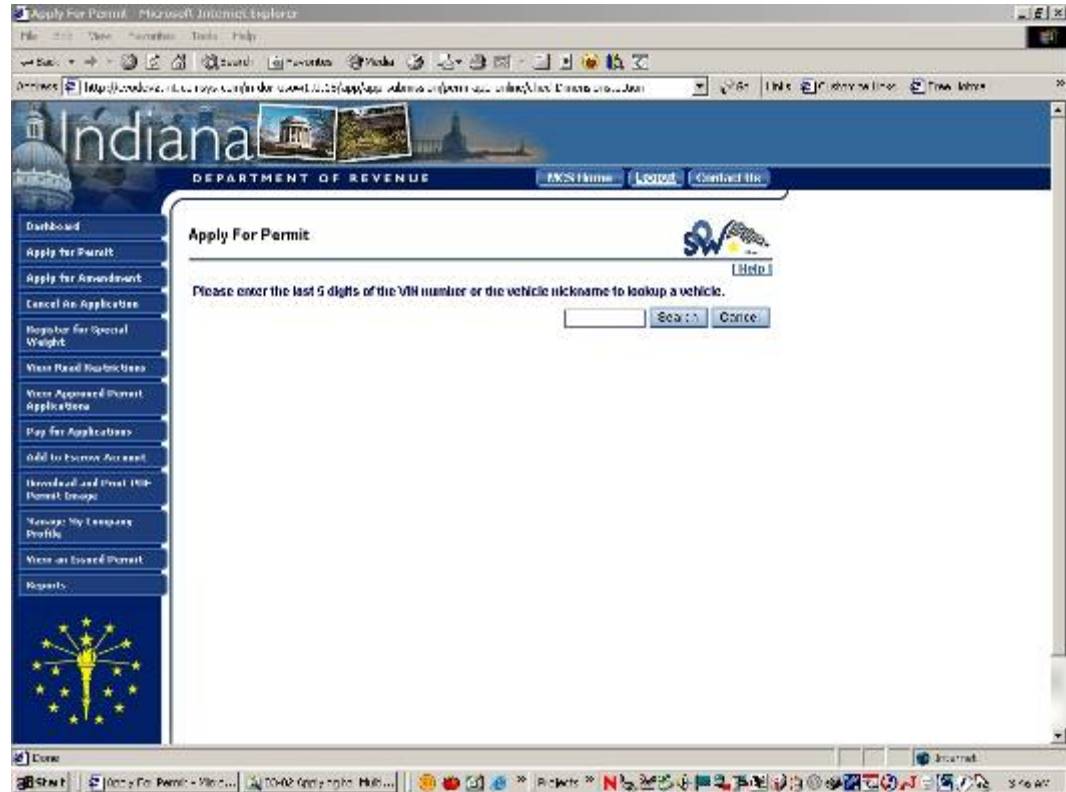
Is it a heavy-duty truck? ☐ Yes ☒ No

**Load Details**

Load Description  
 (Max 255 characters)  
 Weight  
 Load Serial Number

### Vehicle Lookup Screen Option

In some cases, the user (State employees will not have this option) may not know the full vehicle identification number, or may have used the *Nickname/Unit Number* field on a previous transaction and wishes to recall the vehicle from the system's database. In either situation, the user should click the "Lookup" button next to the VIN field. The current screen will be replaced with the following question:

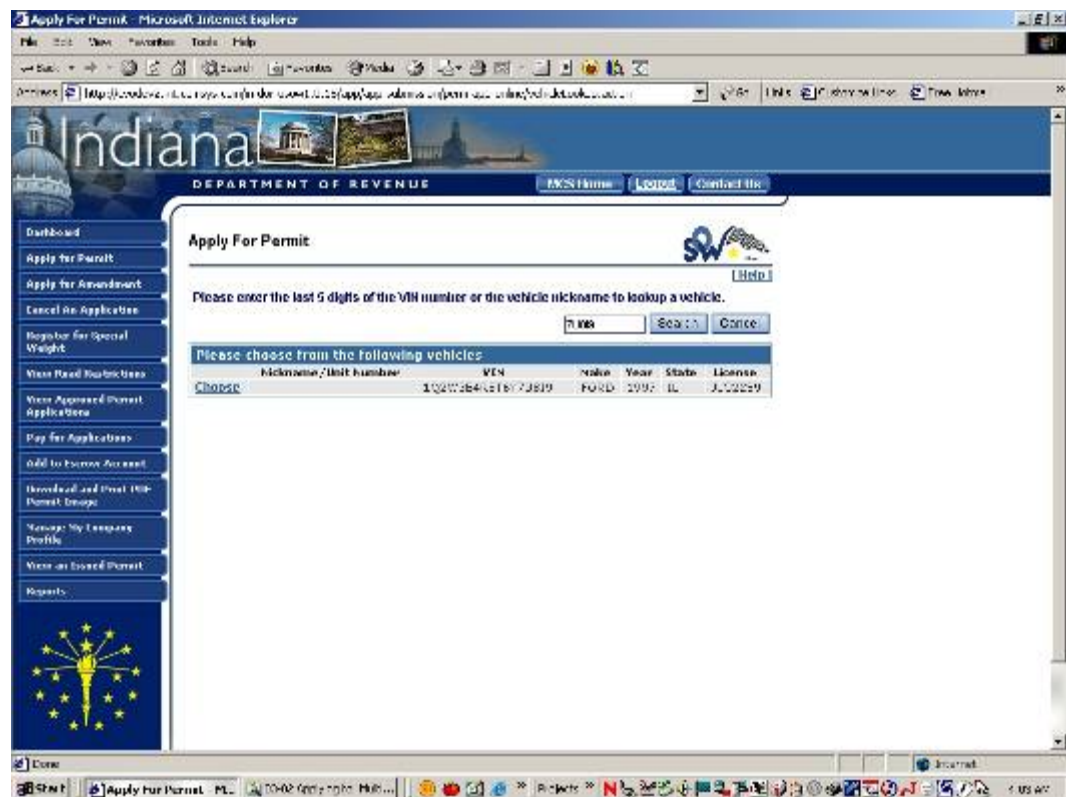


The screenshot shows a web browser window displaying the Indiana Department of Revenue's "Apply For Permit" page. The page features a blue header with the Indiana state seal and navigation links. A left sidebar contains a menu of options. The main content area is titled "Apply For Permit" and contains a text input field with a "Lookup" button next to it. Below the input field are "Search" and "Cancel" buttons.

In the data entry field, enter either one of the following:

- The last five characters of the vehicle's VIN; or
- The nickname that was associated with the vehicle on a previous transaction.

Once you have entered this information, click the "Next" button to continue. If you reached this page by inadvertently selecting the "Lookup" button, click the "Cancel" button to go back to the power unit data entry. Once "Next" is pressed, the system will search the database and return any vehicles that match the search criteria.



If the system returned the appropriate vehicle, click on the “Choose” link next to that vehicle. The system will return to the power unit data entry box and fill in the appropriate information.

If the system did not return the appropriate vehicle, you may try another search as described above, or select “Cancel” to return to the power unit data entry box.

### *Load Details*

The next section concerns the item(s) being carried on this trip. There are three fields. The first field is for a description of the load. This is a free-form text field. An entry here should be able to be understood by both the state staff that may review the application before approval, as well as any enforcement staff that review the actual permit in the field.

The second field is for how the load is situated on the vehicle if the load contains multiple pieces. There are six possible choices:

1. Single Item is selected if the load does not consist of multiple items;
2. Side by Side;
3. Crated;
4. Nested;
5. End to End; and
6. Stacked.

The final field in this section is the load serial number. Depending on the choices made earlier, this field may be required. For example, it is required for any manufactured housing permits.

### *Dimensions and Weight*

The final set of information is the dimensions and weight of the vehicle and load. There are five fields, all required:

1. The gross vehicle weight, in pounds;
2. The number of axles;
3. The relevant length of the vehicle. If this is a two-vehicle combination, and a fifth-wheel hookup is used, then enter the trailer and load length. Otherwise, enter the overall end-to-end length (bumper to bumper plus any overhangs);
4. The height of the vehicle/load, in feet and inches; and
5. The width of the vehicle/load, in feet and inches.

Load Details	
Load Description	<input type="text"/> (max 255 characters)
How is it Loaded	<input type="text"/>
Load Serial Number	<input type="text"/>

Vehicle Dimensions	
Gross Vehicle Weight	<input type="text"/>
Number of Axles	<input type="text"/>
Overall Length (If this is a two-vehicle combo and it is connected by a fifth-wheel hookup provide the trailer and load length)	<input type="text"/> 0 "
Height	<input type="text"/> 0 "
Width	<input type="text"/> 0 "

Once these fields have been entered, click the “Next” button to continue.



## Screen 6: Axle Details

On the next screen, the user is asked for information about how the weight of the vehicle/load is distributed across the vehicle. This set of information is requested to verify if the vehicle is overweight, and if so, if it is a “superload” that will require additional manual review.

Based on the number of axles entered on the previous screen, the system provides a series of rows of data entry. On each row, the user is asked to enter information about a particular axle, including:

- The *weight* (in pounds) of the overall vehicle that is loaded onto this particular axle; and
- The *distance* (in feet and inches) from the center of this axle to the center of the next axle.

Axle No.	Weight	Distance to Next axle
1	10000 lbs.	25 ft 0 in
2	19000 lbs.	14 ft 0 in
3	12000 lbs.	

The last axle does not have an associated distance. Once this data is entered, the user may click on the “Next” button to move to the next screen.

## Screen 7: Additional Axle Details for Superloads

After the “Next” button was clicked on the previous screen, the system determines if the vehicle is a “superload” movement. Superload movements require additional information and manual review by a Department of Transportation engineer.

One piece of information requested is information about the tires that will be used on the trip. Three pieces of information are requested for each axle:

1. The *number of tires* on that axle (most often 2 or 4);
2. The *width* between the tires (between the inside edge of the rightmost tire on the left side to the inside edge of the leftmost tire on the right side), in feet and inches; and
3. The *rating and rim size* of the tire, to be selected from a drop-down list of choices.

Axle No.	Number of Tires	Width Between Tires	Rating and Size of Rim
1	<input type="text"/>	<input type="text"/> ft. <input type="text"/> in.	<input type="text"/>
2	<input type="text"/>	<input type="text"/> ft. <input type="text"/> in.	<input type="text"/>
3	<input type="text"/>	<input type="text"/> ft. <input type="text"/> in.	<input type="text"/>
4	<input type="text"/>	<input type="text"/> ft. <input type="text"/> in.	<input type="text"/>
5	<input type="text"/>	<input type="text"/> ft. <input type="text"/> in.	<input type="text"/>

Previous Cancel Save as Draft Next

Once this data is entered, the user may click on the “Next” button to move to the next screen.

## Screen 8: Origin and Destination Selection

Once the details of the vehicle are captured, the next step is to determine the trip. The system captures the vehicle information first in order to help the user by filtering out any of the common trip routes for which the vehicle may have an issue due to its dimensions and/or weights.

The first step in this process is to capture the origin and destination of the trip. The origin and destination follow the same format, which is:

**CITY/HIGHWAY or BORDER/HIGHWAY**



The following conventions are used:

- For trips starting/ending at a state border, the two-letter abbreviation for the other border state (Illinois, Michigan, Ohio, and Kentucky) is used;
- For trips starting at the edge of a city, the full name of the city is used, except that Indianapolis may be abbreviated to *INDY*; and
- Highway identifiers are:
  - I for Interstate highways (I94);
  - U.S. for U.S. highways (US41); and
  - SR for Indiana State highways (SR10).

A drop-down list of the most common origin and destination points has been provided. If none of these options are appropriate, the user may enter a text field in the box underneath the drop-down list. Entering a value not on the drop-down list will cause the application to be manually reviewed by the State before approval.

Once this data is entered, the user may click on the “Next” button to move to the next screen.

## Screen 9: Route Selection

Once the origin and destination are known, the system searches for any common *envelope routes* that serve this origin/destination pair. The system has a pre-loaded set of envelope routes. These routes are the ones that are most frequently approved for the origin and destination pair.

For the vehicle dimensions entered and the start date of the permit, however, not all routes may be appropriate. The system filters out routes for two reasons:

- The route has a limit on one or more dimensions which is lower than the corresponding dimensions for the vehicle; or
- The route has a *travel restriction* such as construction that is constraining the vehicles that may use the route.

If any envelope routes are found, they are shown on the top part of the screen. Routes that cannot be used have a restriction listed in red, and the radio button for that route cannot be selected. If the user selects a radio button that is available, the system will use that route, and the route will not need to be reviewed by the State. (The permit application may still need to be reviewed for other reasons, however.)

**Apply For Permit**

**Existing Envelope Routes**

Route Number	Message	Restriction
74-5-202-25-04	214	
74-6-66-18-20-66-66	252	Route Dimensions Exceeded (overstay)
74-6-66-18-20-66-66	252	Route Dimensions Exceeded (overstay)

**Or Please Type in a Custom Route**

☐ Requested Route:  Message:

☐ Check for route in the system

☐ Check for route in the system

NOTE: Failure to provide correct information about the custom route could result in your permit application being rejected.

Previous Cancel Start as Draft Next

If none of the envelope routes are appropriate, the user may enter a custom route. There are four fields for a custom route.

The *requested route* is a series of highways and potentially exits that the trip will cover between the origin and destination. Each highway or exit is separated by a hyphen. An example of a route is:

**SR37-I465WBML-X20-I65-I94**

The highway numbers use the following syntax:

- I for Interstate highways (I94);
- U.S. for U.S. highways (US41);
- SR for Indiana State highways (SR37); and
- X for an exit off of an interstate highway (X20).

The highway number can have two additional suffixes:

1. The direction of traffic, if a ring road such as I465 is used (I465WB); and
2. The characters ML if the middle lane must be used (I465WBML).

The next field is the mileage for the trip using the route requested. This mileage should be entered as a whole number of miles.

The final two fields are checkboxes for characteristics of the trip that affect the special provisions and/or fees for the permit if approved:

1. If the Indiana Toll Road is used for any portion of the trip, check the first box.  
**Agents must be sure this box is checked if the route includes the toll road; otherwise, it should not be checked;** and
2. If the trip uses all Interstate highways, check the second box.

*A permit application using a custom route is always manually reviewed by a state employee before the application is approved.*

### *Route Survey Question*

Vehicles that are oversized may require a route survey. The system determines if a route survey is needed based on comparing the height of the vehicle/load with the current cutoff value. The cutoff value is configurable in case it must change over time, and is set by the MCSD Supervisor. As of July 1, 2005, this value was 17 feet high, 18 feet wide, and/or 130 feet long.

If the above situation exists, a question will be presented asking if a route survey was conducted. This is a yes or no answer, and the appropriate radio button should be selected. If a route survey was not conducted, the State may request additional information.

If the load exceeds 17 feet high, an additional question will be asked concerning utility lines. The State has information about height constraints from bridges and work zones, but not about the effects of utility lines. It is the carrier's responsibility to identify any utility lines that may affect the safety of the trip. If any lines

will affect the trip, a letter is required from the appropriate utility company advising how the issue will be mitigated. This also is a yes or no question.

If a letter must be sent in, the user will be provided with a *voucher* that must be printed and used when faxing or mailing in the documentation from the utility company.

### Apply For Permit

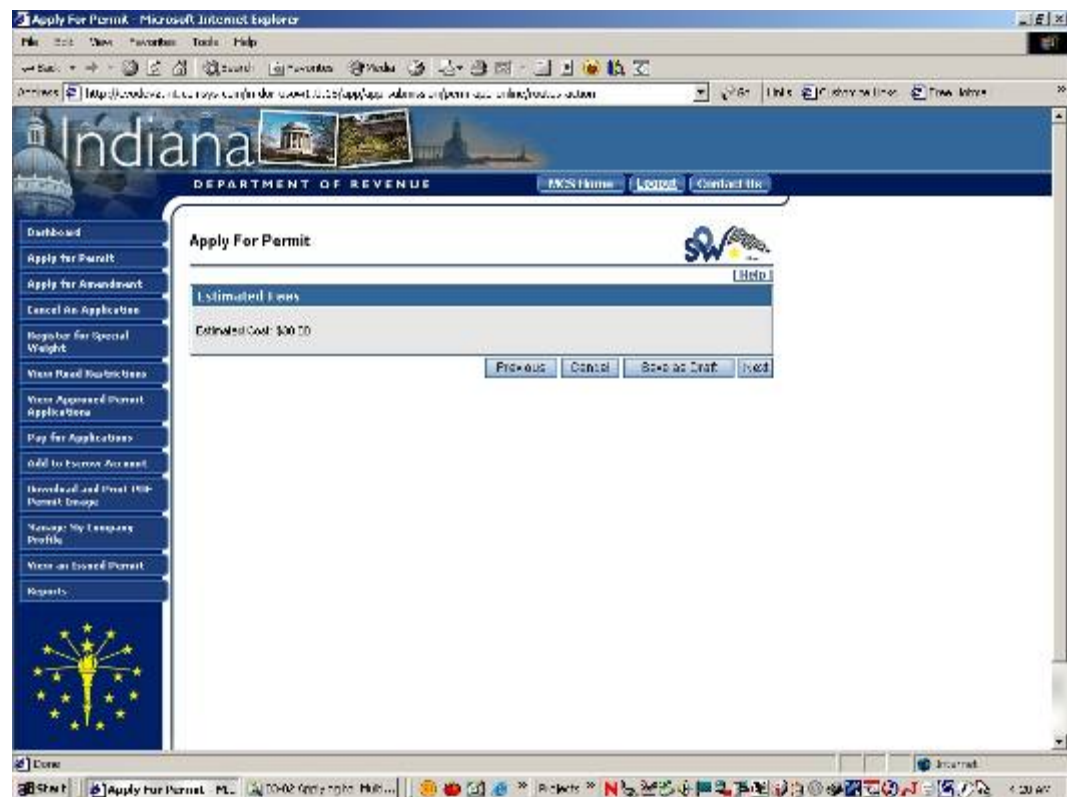
[\[ Help \]](#) [\[ Manage Help \]](#)

Oversize Vehicle	
Was a route survey conducted?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Do you need to send in any letters from utility companies?	<input type="radio"/> Yes, utility lines interfere with the route, and I will fax/mail the information to the Motor Carrier Services Division. <input checked="" type="radio"/> No. I attest that no utility lines interfere with the route.

Once this data is entered, the user may click on the “Next” button to move to the next screen.

### Screen 10: Estimated Cost

The next screen shows the estimated cost of the permit. The cost is calculated automatically by the system based on the type of permit requested, the vehicle dimensions and weights, the route selected, and the start date of the permit.



### *Special Provisions*

Based on the information provided, the system may assign one or more *special provisions* as conditions for approval of the permit. If special provisions have been identified, the user must accept the provisions by checking the box at the bottom of the screen.

### *Prequalified Signal Contractor*

One of the special provisions requires that the carrier identify a signal contractor that will accompany the trip when the vehicle is not on the Interstate Highway system. Only a prequalified set of contractors may be used, and the full set of current contractors is provided in a drop-down box.

The screenshot shows the 'Apply For Permit' web application. The sidebar on the left contains the following links: Dashboard, Apply for Permit, Apply for Amendment, Cancel An Application, Register for Special Weight, View Road Restrictions, View Approved Permit Applications, Pay for Applications, Add to Income Account, Download and Print All Permit Images, Manage My Company Profile, View an Approved Permit, and Reports. The main content area is titled 'Apply For Permit' and includes a 'Help' link. Below the title, there is a section for 'Estimated Fees' showing an 'Estimated Cost: \$60.00'. The 'Special Provisions' section states: 'You must attest acceptance of the following special provisions:'. It then lists three conditions: 1. The load is measured at the front and rear of the vehicle by a certified scale. 2. The load is measured at the front and rear of the vehicle by a certified scale. 3. The load is measured at the front and rear of the vehicle by a certified scale. Below the list, there is a 'Proceed Sign' button and a checkbox for 'Accept the special provisions'. The bottom of the page shows a taskbar with various application icons.

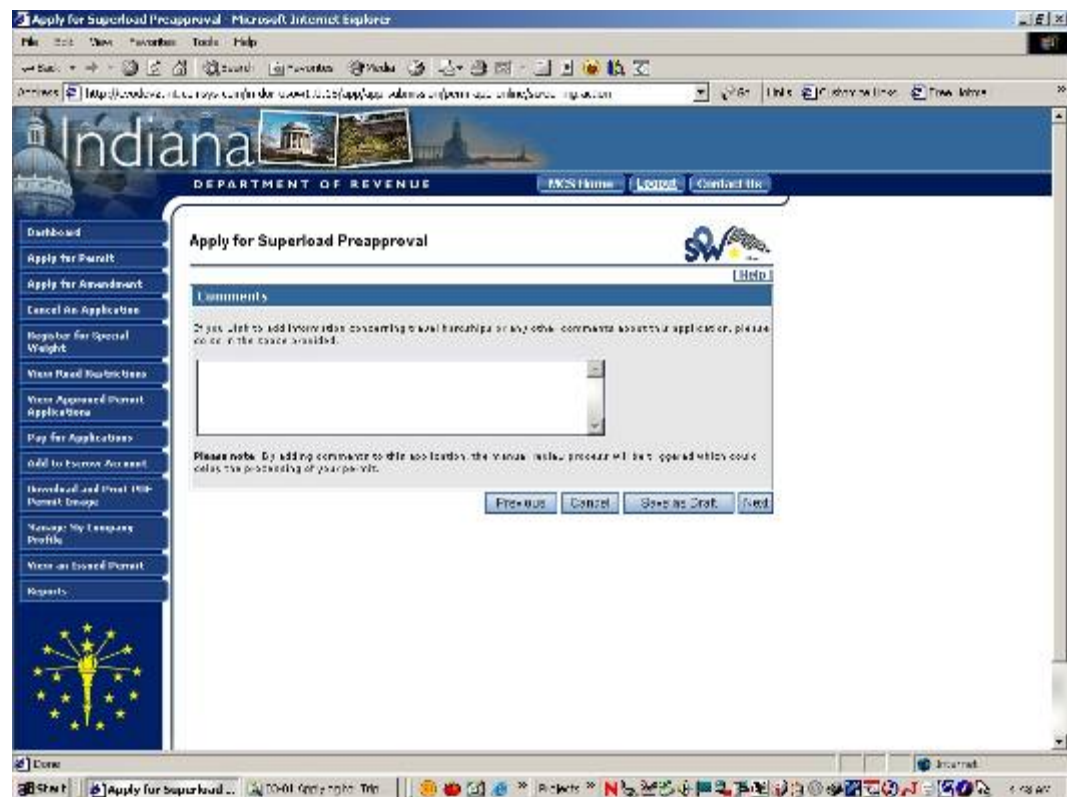
The user may then click the “Next” button to continue.

## Screen 11: Comments

At this point in the process, the system has decided if manual review by a State employee is required, or if the system itself can automatically approve the permit. If the system can automatically approve the permit, this screen is skipped.

If manual review is required, the user is presented with an opportunity to add comments that will be read by the reviewer. These comments are not printed on the approved permit. Comments are optional.



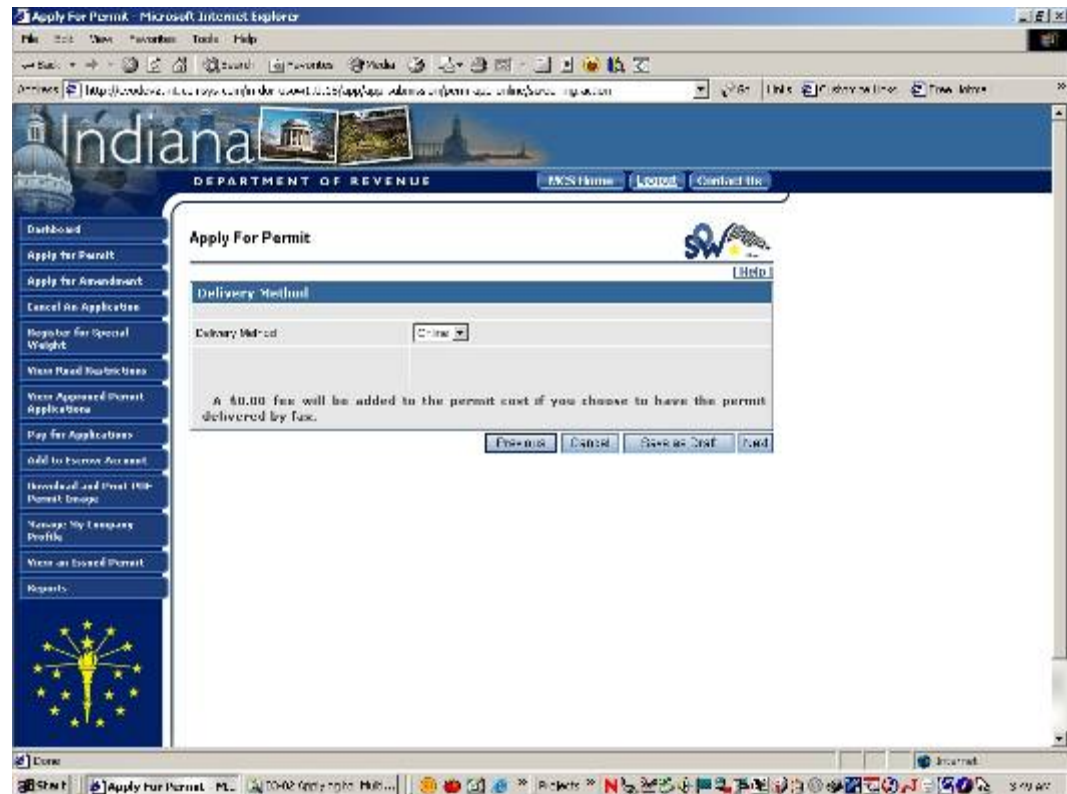


After any comments are added, the user should click the “Next” button to continue.

## Screen 12: Delivery Method

The next screen asks how the permit shall be delivered. There are two choices:

1. The permit may always be downloaded online by the user. This is the default option.



2. The user may request that the permit also be delivered by fax. The user must enter a fax number to continue. The Department of Revenue may impose a surcharge for a fax delivery. It is the customer's responsibility to ensure that the destination fax machine is operational. If for any reason the permit was not received by fax, the permit can still be obtained online.



Apply For Permit - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.dor.state.in.us/permits/apply.asp

Indiana DEPARTMENT OF REVENUE

Apply For Permit

Delivery Method

Delivery Method: [Fax]

Fax Number: 301-347-2101

A \$0.00 fee will be added to the permit cost if you choose to have the permit delivered by fax.

Previous Cancel Save as Draft Next

After you have selected a delivery method, click the “Next” button to continue.

### Screen 13: User Confirmation

The system will now return a user confirmation screen. The confirmation screen has two parts. The first part summarizes the information entered by the user about the permit.

Confirmation	
Application Status:	Will be automatically approved.
Permit Type:	14R Mobile Home-90 Day
Start Date:	Jun 13 2005
End Date:	Sep 10 2005
Carrier Name:	ROAN'S TRUCKING EMPORIUM
SSN:	222-11-5555
USDOT:	0444555
Physical Address:	4445 Willard Avenue Chevy Chase, Maryland 20815 USA
Mailing Address:	4445 Willard Avenue Chevy Chase, Maryland 20815 USA
Phone:	301-347-0123
Fax:	301-347-0101
Email:	rbennett@example.com

The next part provides a summary of conditions to which the user must agree in order to apply for the permit. The user must check any checkboxes in this section. If not, the system will not allow the user to continue the application process.

Vehicle:	VIN: 1Q2W3E4R5T6Y7U8I9 Type: Tractor-Trailer Make: FORD Model Year: 1997 License: JLG2259 State Plated In: IL
Origin:	IL/I74
Destination:	MI/I94
Route:	I74-SR32-I65-I94
Mileage:	214
Cost:	\$30.00

I understand that I have to pay for this permit if approved;	
I will submit all/any supplemental information requested within 96 hours;	
This permit is valid only for transporting commodities under the company name shown on this permit or as stated in the lease agreement between the lessee and lessor;	
The General Provisions which can be found at <a href="http://www.in.gov/dor/mcs/pdfs-forms/m204.pdf">www.in.gov/dor/mcs/pdfs-forms/m204.pdf</a> are incorporated by reference into this permit and are as binding upon the permit holder as if they had appeared on the face of this permit. This permit is void if the General Provisions are omitted or are not attached. The Indiana Department of Revenue disclaims any responsibility in relation to the correctness in the transmitting of this permit as a whole or any part thereof, including General or Special Provisions. This permit is not valid unless signed by the driver(s). The driver's signature attests to the fact that the description of the vehicle and load is accurate and that the General Provisions and any Special Provisions have been read and understood by the driver.	
Under the penalty of perjury, I have examined this permit, and to the best of my knowledge and belief, it is true, complete and correct. I also understand that all provisions of the Transporting Agreement apply in full force;	
<input type="checkbox"/>	I attest that I have read and accept the terms set forth above.

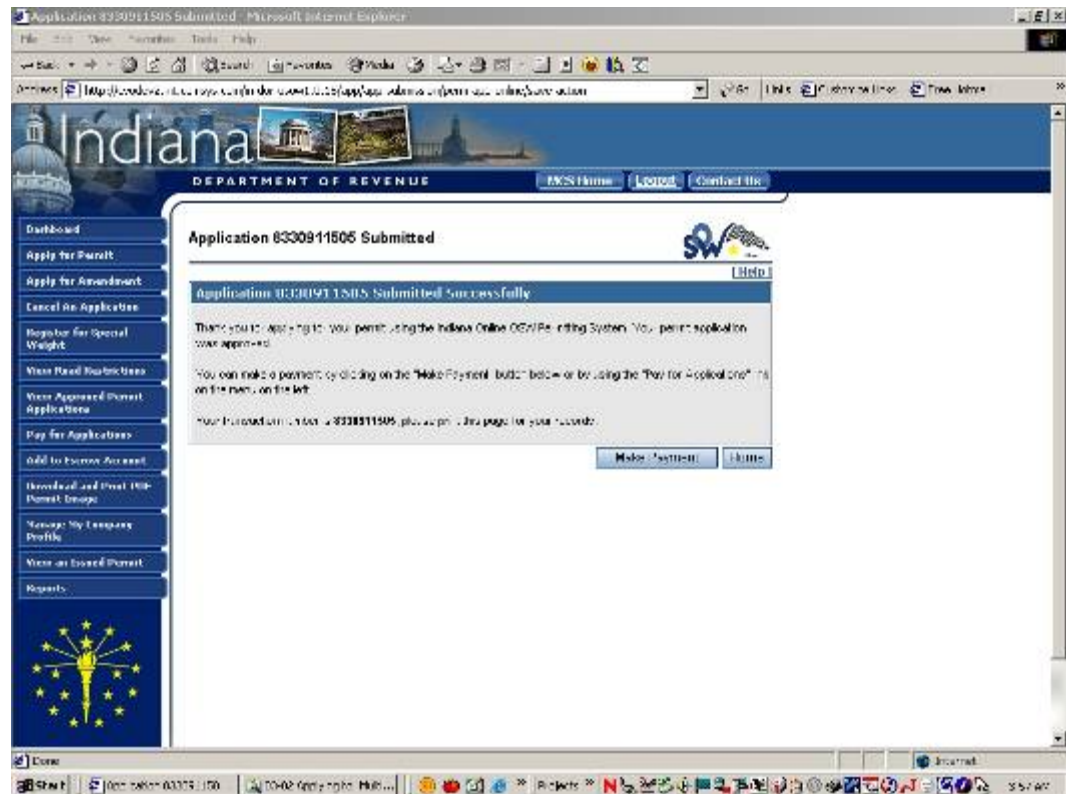
The user then presses the “Submit” button.

**ONCE THE SUBMIT BUTTON IS PRESSED, THE USER IS RESPONSIBLE FOR THE PERMIT. FAILURE TO PURCHASE THE PERMIT IN A TIMELY FASHION IS CAUSE FOR INDOR TO PLACE THE USER’S COMPANY ON HOLD.**

## Screen 14: System Confirmation

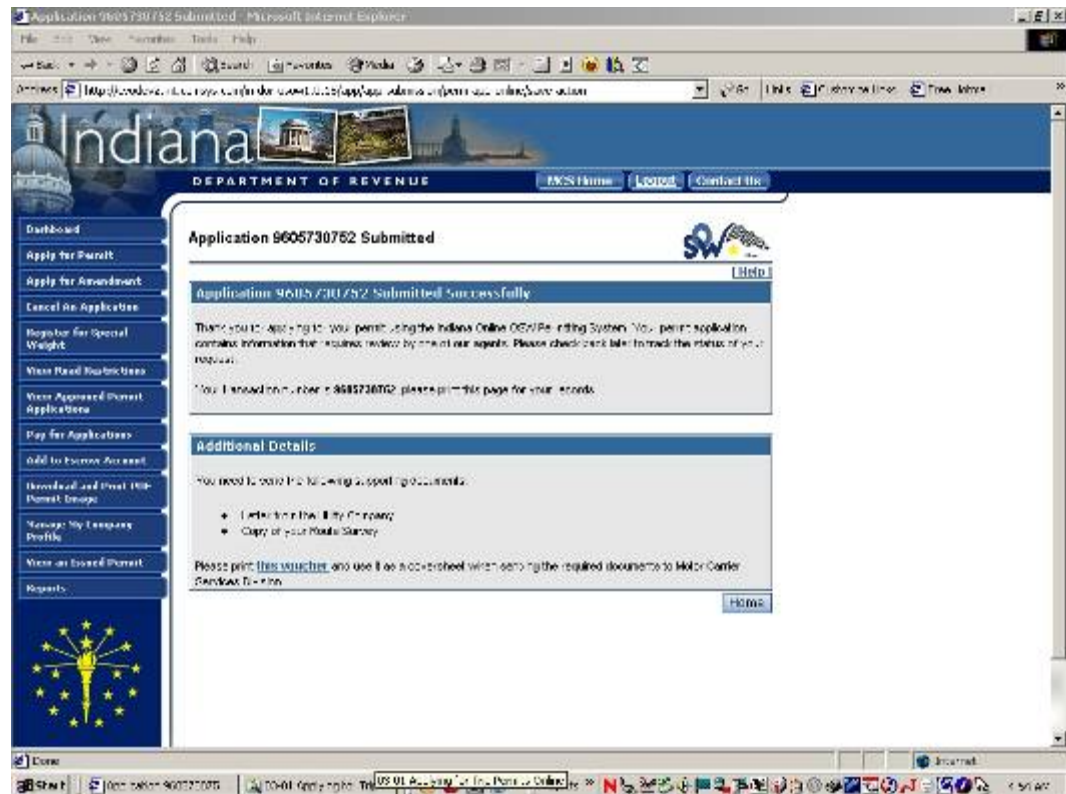
On the final screen in the process, the system confirms that the application has been received.

Trip permits that are not superloads and where the user has selected an unrestricted envelope route are automatically approved by the system. The permit cannot be downloaded or faxed, however, until payment has been received. Depending on the user’s privileges, a button may be present to “Make Payment.” Payment options are explained in detail in Section 5.0 of this manual.



If the system cannot automatically approve the permit, it will queue the permit for manual review by a State employee. If this is the case, a message will appear on the confirmation screen to that effect.

If the user has indicated that the carrier has additional information that must be faxed or mailed to the State, a *voucher page* is generated. The user is provided with a link to the voucher page; clicking the link will open a new window with a PDF file. (Users must have Adobe Acrobat Reader installed on their computer.) The user must print out this voucher and use it as a cover sheet when mailing or faxing the information to the State. The voucher page includes the transaction number for the application, and a checklist of items required.



If the user has submitted an application that the system classifies as a “super-load,” the voucher link also will appear. This voucher will not have a checklist, but is used in the event that during review, the Department of Transportation engineer determines that additional information must be submitted.

At this point, the user may select any menu item from the left to continue.

## **3.2 APPLYING FOR MULTI-TRIP PERMITS ONLINE**

In this section, we will describe how authorized users may apply for permits that cover multiple trips. These permits are valid for either 90 days or one year. There are five subtypes of annual permits and three subtypes of 90-Day permits:

- Annual Permits:
  - Oversize;
  - Toll Road Gate;
  - 12-foot Mobile Home;
  - 14-foot Mobile Home; and
  - 12-foot Mobile Home Dealer.
- 90-Day Permits:
  - Oversize;
  - 12-foot Mobile Home; and
  - 14-foot Mobile Home.

### **Screen 1: The User's Home Page**

The process begins from the user's home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you have the appropriate security privilege to apply for multi-trip permits, you will have a menu option named "Apply For Permits" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.





## Screen 2: Permit Type Selection

The next screen has two areas of information. The top area is for users that are starting a new permit. The bottom area is for users that are continuing a draft permit.

Indiana DEPARTMENT OF REVENUE MCS Home Logout Contact Us

OSW Home

Add to Escrow Account

Apply for Amendment

Apply for Permit

Approve/Reject (Permit/Company)

Cancel An Application

Download and Print PDF Permit Image

Log/Review Supporting Documentation

Log Violation

Manage a Company Profile

Manage Bond in Company Profile

Manage Envelope Routes

### Apply for Permit

[ Help ] [ Manage Help ]

#### Start a new Permit Application

Carrier Identification ☐ FEIN ☐ SSN

Select a Type of Permit

Cancel Next

#### Continue an Application that was Saved as a Draft

Permit Number

Cancel Next

The top data entry box is titled ***Start a New Permit Application***. At first, there may be either one or two data entry areas below it. All users will see the *Select Type of Permit* question, while users that are not associated with a specific carrier also will see a *Carrier Identification* question.

The process for filling out these fields is as follows.

***Carrier Identification*** is requested when the user is not an employee of a motor carrier. These users include Permit Service users as well as state employees working with mail-in or walk-in applications. To identify a carrier, the *Federal Employer Identification Number* (FEIN) is required. For carriers that do not have an FEIN, the carrier's *Social Security Number* (SSN) is required.

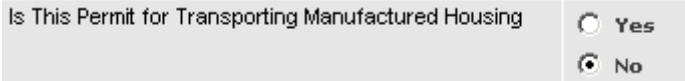
There are two fields under Carrier Identification:

1. The radio button *FEIN/SSN*. Select the appropriate item based on what you know about the carrier; and
2. The *identification number* box. Enter the identification number for the carrier here, without any dashes or spaces.

The next step is to ***Select a Type of Permit***. This field has a drop-down box with a variety of choices. The specific choices vary by user based on the privileges associated with that user, but the two choices relevant for multi-trip permits are Annual Permit and 90-Day Permit.

Select the Annual Permit if you wish to buy a permit that has a duration of one year, or the 90-Day Permit if you wish to buy a permit that has a duration of 90 days.

Once you select one of these choices, you will notice that a new question appears below the selection.



Is This Permit for Transporting Manufactured Housing

☐ Yes

☒ No

This question asks if the permit will be used for the transportation of manufactured housing. The question is asked here because a Yes or No answer will allow the system to customize the following screens and questions. The question has a radio button answer with either “Yes” or “No,” with the default set to “No.” Answer either Yes or No based on the item to be moved.

The top data entry box is titled ***Continue an Application that was Saved as a Draft***. As a user is filling out a permit application online, there are many circumstances where the user either does not have all the information needed (example: all 17 characters of the vehicle identification number), or the user is interrupted by an external need (example: a telephone call). The user will be able to place a permit application in “DRAFT” mode, and will receive a transaction number.



The *Permit Number* field is where the user enters the previously received transaction number in order to continue. This is a 10-digit number that the system randomly generates at the beginning of each permit transaction.

*If you have a draft transaction that you wish to continue*, enter the 10-digit number that the system provided when you saved the transaction, and click the “Next” button to continue.

At this point, you are ready to move to the next screen, so click the “Next” button to continue.

### Company Hold Error Message

There are situations when a company is placed on “hold” either for violating the policies of the Department of Revenue or for roadside violations logged by the Indiana State Police. If a company is on hold, the system will stop the application here and present an error message screen outlining the situation.

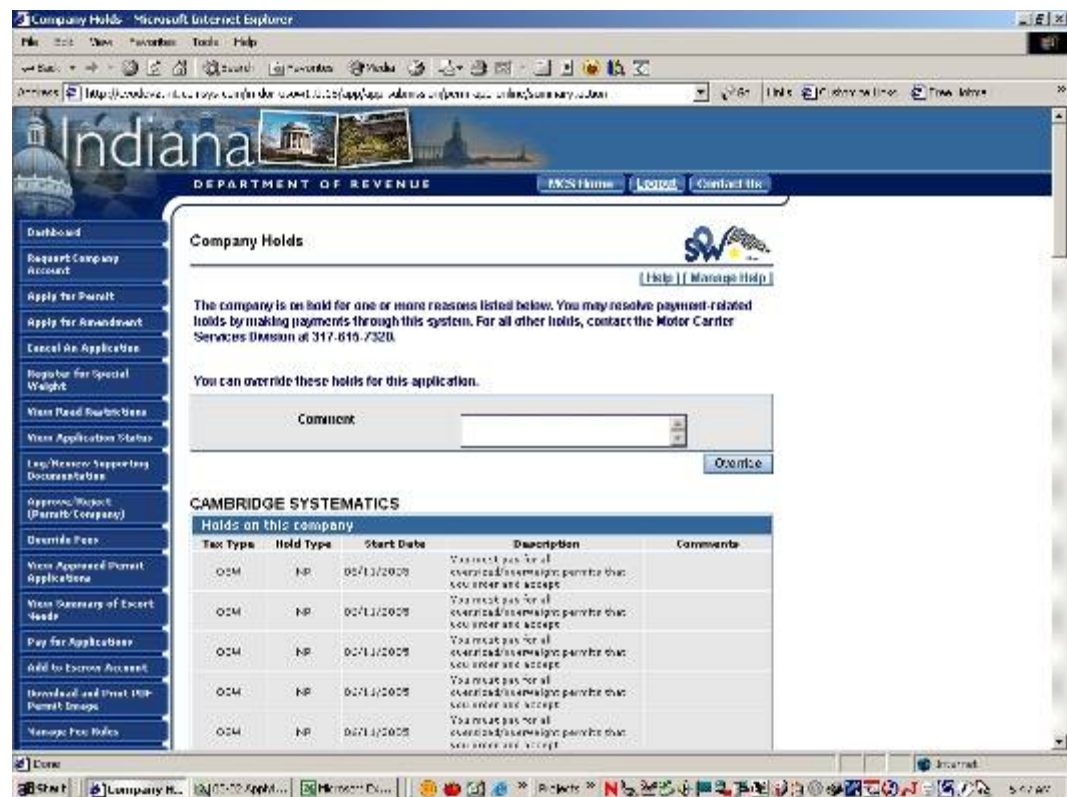
**Company Holds**

The company is on hold for one or more reasons listed below. You may resolve payment-related holds by making payments through this system. For all other holds, contact the Motor Carrier Services Division at 317-615-7320.

**CAMBRIDGE SYSTEMATICS**

Base Type	Hold Type	Start Date	Description	Comments
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	
OEM	NP	02/11/2008	You must pay for all oversized/overweight permits that you enter and accept.	

DOR staff with the appropriate privilege may override the company hold for this particular transaction. These users will see the following data entry box above the detailed hold information.



If you are able to temporarily override the hold and have a business reason to do so, enter the reason in the text box labeled “Comment” and then click the “Override” button to continue. The reason, the date/time, and your user name will be logged in the system to track how the hold was overridden.

### Screen 3: Carrier Information Summary

If there are no holds, the next screen summarizes the information about the carrier. The information is derived from the carrier’s company profile. The information includes:

- The legal name of the carrier;
- The carrier’s FEIN or SSN;
- The carrier’s U.S. DOT number;
- The carrier’s physical and mailing addresses;
- General corporate contact information (phone, fax, e-mail); and
- OSW-specific contact information (name, phone, e-mail).

For a specific permit, however, there may be a special point of contact. An example might be if the carrier has a power unit where the driver has a computer and printer, and is able to print out permits in the vehicle. For these situations, the system allows the user to enter permit-specific contact information, including:

- Contact name;
- Contact phone; and
- Contact e-mail.

If there is no special contact for this permit, leave these fields blank.

When you are ready, click the “Next” button to continue.

## Screen 4: Multi-Trip Permit Type Selection

The beginning of Section 3.2 outlined the various types of multi-trip permits. On Screen 2, you selected that you wished a 90-day or an annual permit, and if you were transporting manufactured housing. Based on your answers, the system has now filtered the choices to a smaller set, and presents this set to you for your choice.

The question has between one and three answers, controlled with a radio button. Select the type of permit that you wish to purchase, and click the “Next” button to continue.

If you believe that you made an error on Screen 2, click the “Previous” button to go back to Screen 2 and change your selection. If you are not sure, you may press “Save as Draft” to stop here and receive a 10-digit transaction number to use later, or “Cancel” to stop the application and discard your choices.

There are four possible sets of radio buttons based on the selections made on the previous screen. The four sets of radio buttons are shown below:

Identify General Permit Type	
Permit Subtype	<input type="radio"/> 12ft. Mobile Home Dealer-Annual <input type="radio"/> 14ft. Mobile Home-Annual <input checked="" type="radio"/> 12ft. Mobile Home-Annual

Identify General Permit Type	
Permit Subtype	<input type="radio"/> 14ft. Mobile Home-90 Day <input checked="" type="radio"/> 12ft. Mobile Home-90 Day

Identify General Permit Type	
Permit Subtype	<input checked="" type="radio"/> Oversize-Annual <input type="radio"/> Toll Road Gate-Annual

Identify General Permit Type	
Permit Subtype	<input checked="" type="radio"/> Oversize-90 Day

## Screen 5: Previous Transaction and Start Date

Screen 5 has two purposes. The first purpose is to provide the user with a short-cut if they are working with a previously purchased permit and wish to repeat some or all of the information from that permit. The second purpose is to identify the start date of the new permit. Each of these purposes is contained in its own data entry box on this screen.

Indiana  
DEPARTMENT OF REVENUE

MCS Home Logout Contact Us

OSW Home  
Add to Escrow Account  
Apply for Amendment  
Apply for Permit  
Approve/Reject (Permit/Company)  
Cancel An Application  
Download and Print PDF Permit Image  
Log/Review Supporting Documentation  
Log Violation  
Manage a Company Profile  
Manage Bond in Company Profile  
Manage Envelope Routes  
Manage Fee Rules  
Manage Road Restrictions  
Manage Special Provisions  
Manage System Configuration Data  
Manually Expire Permits

Apply For Permit [Help] [Manage Help]

Enter the start date

You can apply for this type of permit at most 60 days in advance

Start Date Month 11 Day 1 Year 2005

Identify a Previous Transaction

If you have a previous application and want to use it as a shortcut for filling in this application please provide the following information:

Permit # 3747229294

This is a ☒ Permit which I wish to duplicate ☐ Pre-approval for a Superload

Previous Cancel Save as Draft Next

The first data entry box is to *Enter the Start Date*. Enter the day, month, and year in the three data entry boxes. You will notice that the boxes will default to either today's date or tomorrow's date depending on the time of day.

If you are not sure of the start date, click on the small picture of a calendar next to the year. A calendar dialog box will pop up on your screen. (Note that if you have set your browser to prohibit "pop-ups" then this box will not appear, and you will need to adjust your browser's settings accordingly.) The "<<" and ">>" links scroll the calendar backward and forward a month, respectively. Double-click on the date you wish to select to transfer the information to the main screen. The calendar box will close automatically.

The second data entry box is to *Identify a Previous Transaction*. There are two situations where you will be entering information into this area:

1. If you have a permit where you wish to use some or all of that information to fill in the data for a new permit, you will select the *Permit which I wish to duplicate* radio button;
2. If you have a permit that is about to expire, and you wish to buy a copy of the exact same permit and have it automatically start the day after the current permit expires, you will select the *Permit which I wish to renew* radio button. (When you do this, the data entry box below it will disappear, since the system can calculate the start date from the previous permit.)

In either case, you will enter the transaction number from the previous permit (found in the upper right corner of the permit) in the data entry field labeled *Permit Number*.

When you are ready to continue, click the “Next” button.

## Screen 6: Vehicle Information

Screen 6 requests the details of the power unit that will be using this permit, as well as a confirmation about the dimensions of the combined power unit and load.

### *Power Unit Information*

The first data entry box is about the **Power Unit**. There are seven questions, and the first six of them are required values. The questions are summarized in the following table.

**Table 3.2 Data Entry Information**

Field Label	Description of What to Enter	Notes
VIN	The 17-character Vehicle Identification Number of the power unit	<ul style="list-style-type: none"> <li>If you are a carrier and only know the last five characters (or the vehicle’s nickname) but have purchased a permit for that vehicle using this system, press “Lookup.”</li> <li>Some older vehicles may have a smaller identification code</li> </ul>
Make	The manufacturer of the vehicle, such as MACK or MITSUBISHI	
Model Year	The four-digit model year of the vehicle, such as 2004	
License Plate	The license plate identifier of the vehicle, generally from 3-7 characters	
State Plated In	The state (or Canadian province) where the license plate was issued	Select from a drop-down list of available values. If your choice is not found, please contact MCSD by telephone for assistance.
Type	The description that best describes the combination of the power unit and load.	Select from a drop-down list of available values. The choices are: <ul style="list-style-type: none"> <li>Truck;</li> <li>Truck-Trailer;</li> <li>Tractor;</li> <li>Tractor-Trailer;</li> <li>Self-Propelled;</li> <li>Auto/Trailer; and</li> <li>Other.</li> </ul>



Field Label	Description of What to Enter	Notes
Nickname/ Unit Number	Often a carrier has its own internal identification for a vehicle. If there is an internal identification that you would like to use in the future to look up this vehicle, enter it here.	This field is not required. To recall a vehicle for which you have previously assigned a nickname, select the “Lookup” button next to the VIN field.

### Vehicle Lookup Screen Option

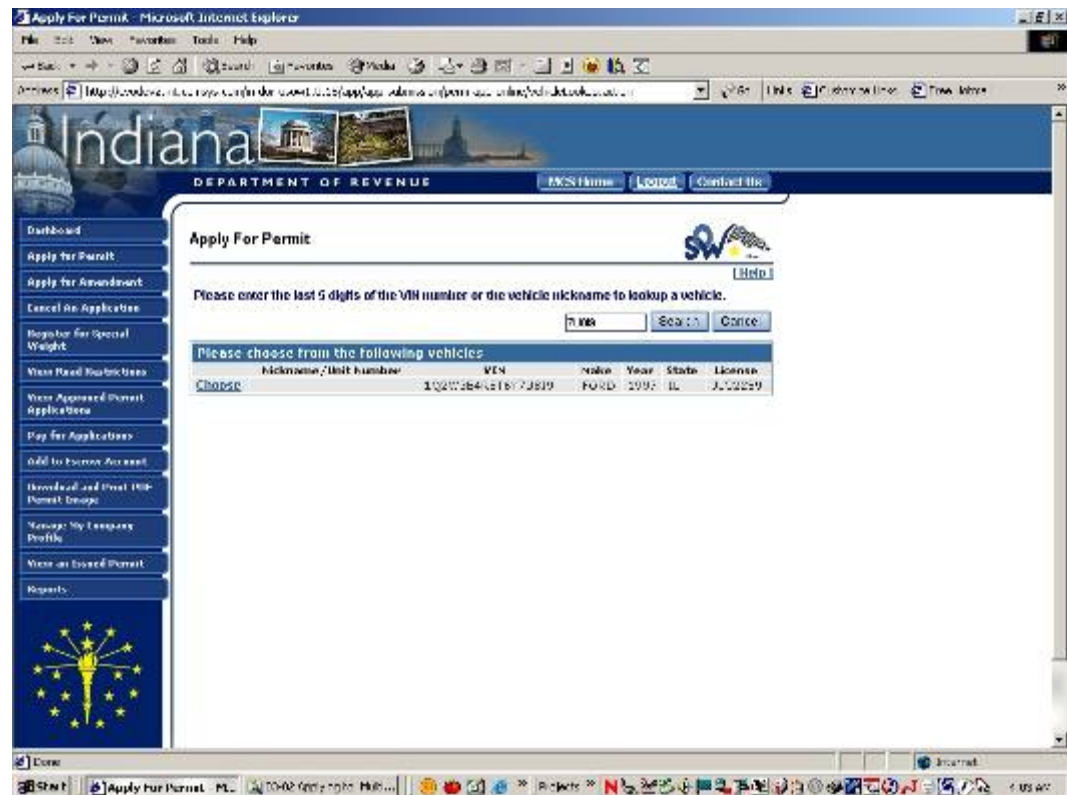
In some cases, the user (State employees will not have this option) may not know the full vehicle identification number, or may have used the “Nickname/Unit Number” field on a previous transaction and wishes to recall the vehicle from the system’s database. In either situation, the user should click the “Lookup” button next to the VIN field. The current screen will be replaced with the following question:

In the data entry field, enter either one of the following:

- The last five characters of the vehicle’s *VIN*; or
- The *nickname* that was associated with the vehicle on a previous transaction.

Once you have entered this information, click the “Next” button to continue. If you reached this page by inadvertently selecting the “Lookup” button, click the “Cancel” button to go back to the power unit data entry. Once “Next” is pressed,

the system will search the database and return any vehicles that match the search criteria.



If the system returned the appropriate vehicle, click on the “Choose” link next to that vehicle. The system will return to the power unit data entry box and fill in the appropriate information.

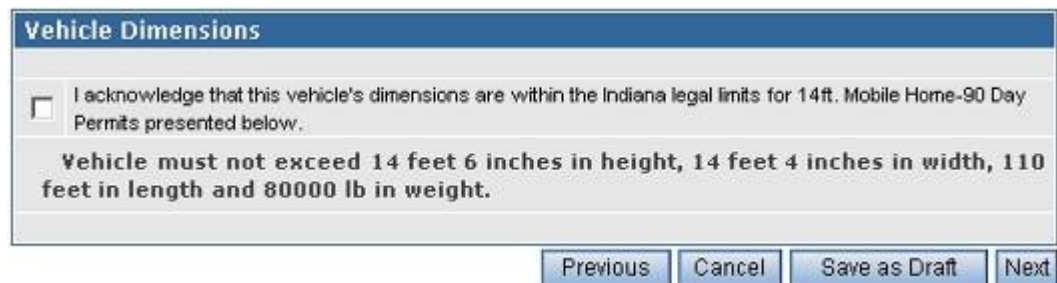
If the system did not return the appropriate vehicle, you may try another search as described above, or select “Cancel” to return to the power unit data entry box.

### *Dimension Verification Information*

Because you are applying for a multi-trip permit, there may be no one particular height, length, and width that will apply for all trips using this permit. The permit, however, has limitations on the size of the vehicle plus load that can be moved.

Based on your previous answers about permit type, the system determines the maximum dimensions that you will be able to have for any trip using this permit. The system will display these limits in a box similar to the one below.





**Vehicle Dimensions**

☐ I acknowledge that this vehicle's dimensions are within the Indiana legal limits for 14ft. Mobile Home-90 Day Permits presented below.

**Vehicle must not exceed 14 feet 6 inches in height, 14 feet 4 inches in width, 110 feet in length and 80000 lb in weight.**

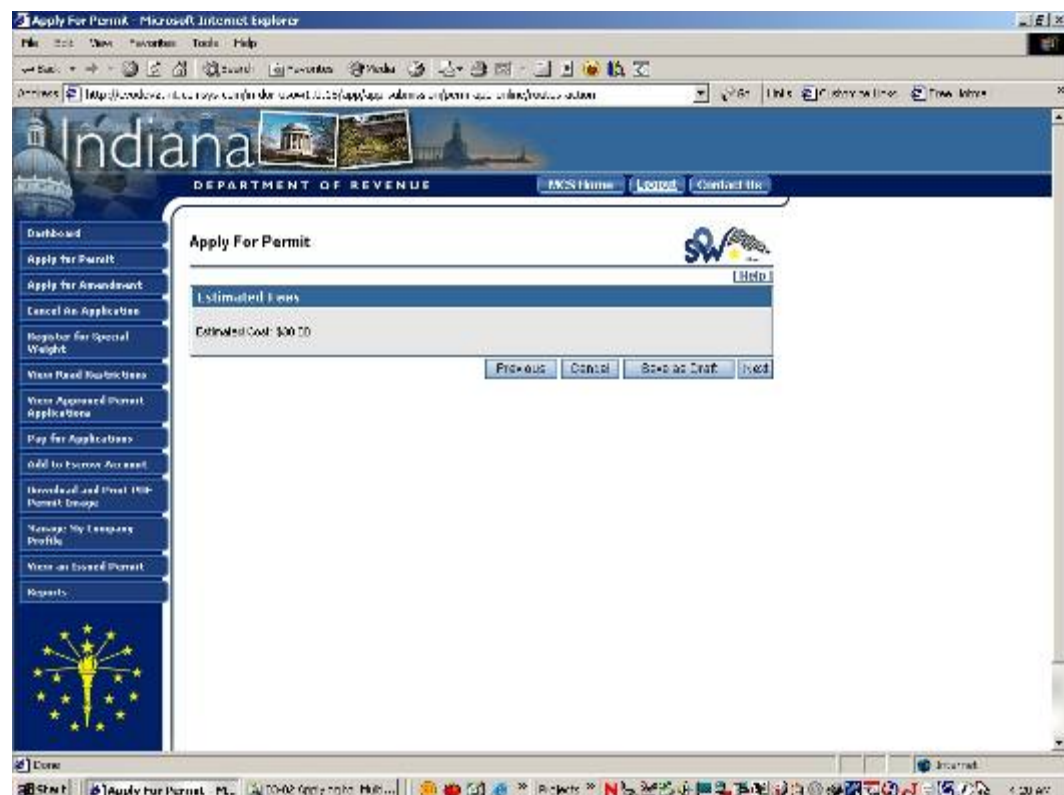
Previous Cancel Save as Draft Next

You must check the box to indicate that you affirm that the permit will only be used within the legal limits presented. If you do not check the box, the system will not allow you to proceed with your application.

When you have filled out the information on this screen, click the “Next” button to continue.

## Screen 7: Estimated Cost

The next screen shows the estimated cost of the permit. The cost is calculated automatically by the system based on the type of permit requested and the start date of the permit.



Apply For Permit - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://indiana-revenue.com/apply/applications/estimatedcost.aspx

Indiana DEPARTMENT OF REVENUE

Apply For Permit

Estimated Fees

Estimated Cost: \$0.00

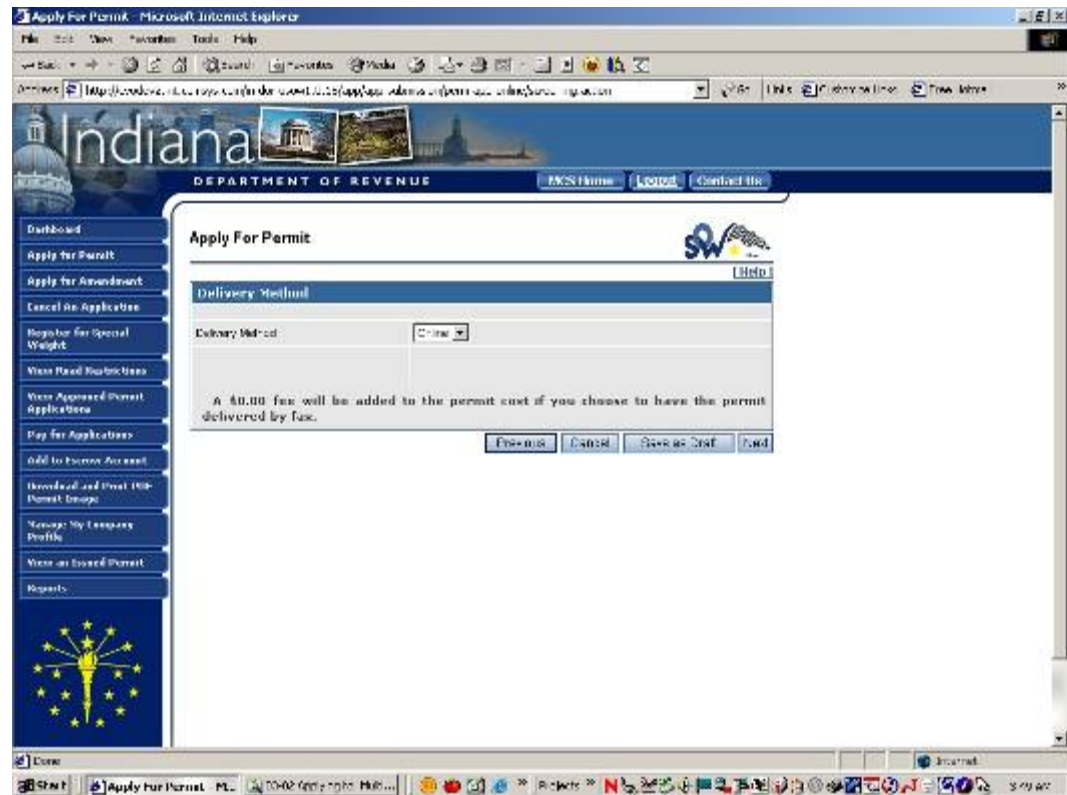
Previous Cancel Save as Draft Next

If you wish to continue with this transaction, click the “Next” button.

## Screen 8: Delivery Method

The next screen asks how the permit shall be delivered. There are two choices:

1. The permit may always be downloaded online by the user. This is the default option.



2. The user may request that the permit also be delivered by fax. The user must enter a fax number to continue. The Department of Revenue may impose a surcharge for a fax delivery. It is the customer's responsibility to ensure that the destination fax machine is operational. If for any reason the permit was not received by fax, the permit can still be obtained online.

The screenshot shows a web browser window titled "Apply For Permit - Microsoft Internet Explorer". The address bar shows a URL starting with "http://www.doe...". The page header includes the "Indiana" logo and "DEPARTMENT OF REVENUE" with links for "RMS Home", "Logout", and "Contact Us". A left sidebar contains a menu with options like "Dashboard", "Apply for Permit", "Apply for Amendment", "Cancel An Application", "Register for Special Weight", "View Road Restrictions", "View Approved Permit Applications", "Pay for Applications", "Add to Recent Account", "Download and Print All Permit Images", "Manage My Company Profile", "View an Expired Permit", and "Reports". The main content area is titled "Apply For Permit" and features a "Delivery Method" section. It includes a dropdown menu for "Delivery Method" (set to "Fax"), a "Fax Number" field (containing "716-111-0000-0000"), and a note: "A \$0.00 fee will be added to the permit cost if you choose to have this permit delivered by fax." At the bottom of this section are buttons for "Previous", "Cancel", "Save as Draft", and "Next".

After you have selected a delivery method, click the “Next” button to continue.

## Screen 9: User Confirmation

The system will now return a user confirmation screen. The confirmation screen has two parts. The first part summarizes the information entered by the user about the permit.

Confirmation	
Application Status:	Will be automatically approved.
Permit Type:	14R Mobile Home-90 Day
Start Date:	Jun 13 2005
End Date:	Sep 10 2005
Carrier Name:	ROAN'S TRUCKING EMPORIUM
SSN:	222-11-5555
USDOT:	0444555
Physical Address:	4445 Willard Avenue Chevy Chase, Maryland 20815 USA
Mailing Address:	4445 Willard Avenue Chevy Chase, Maryland 20815 USA
Phone:	301-347-0123
Fax:	301-347-0101
Email:	rbennett@example.com

The next part provides a summary of conditions to which the user must agree in order to apply for the permit. The user must check any checkboxes in this section. If not, the system will not allow the user to continue the application process.

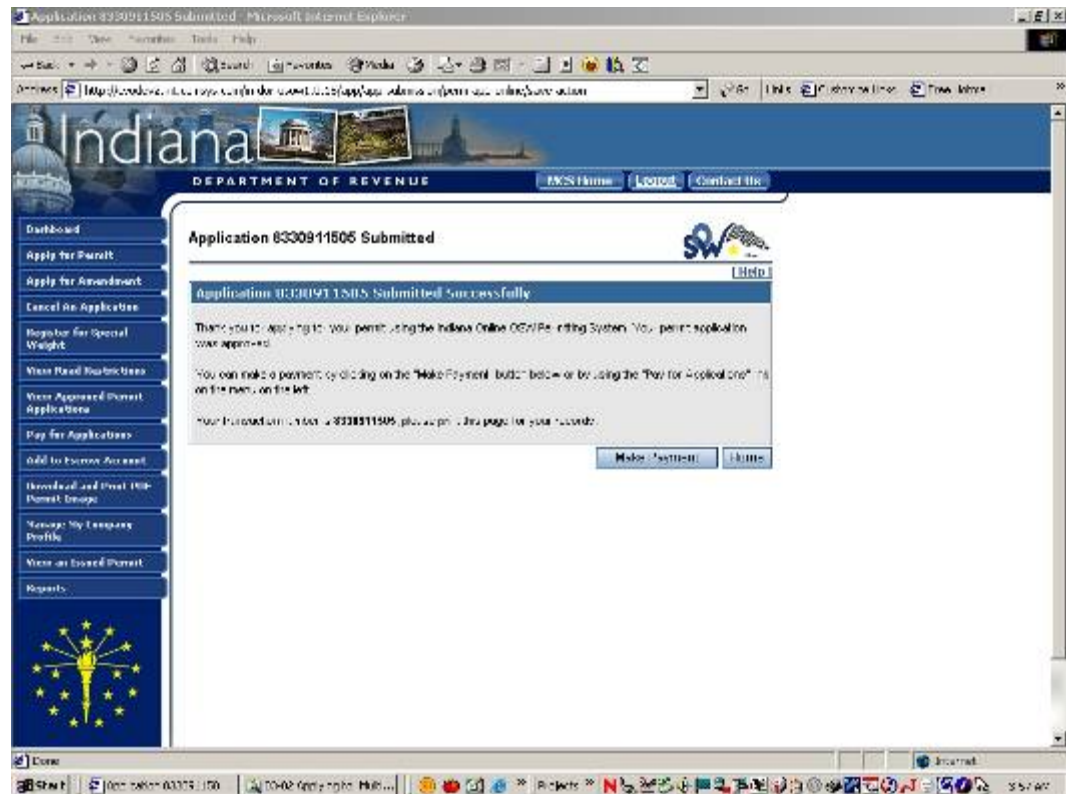
I understand that I have to pay for this permit if approved;	
I will submit all/any supplemental information requested within 96 hours;	
This permit is valid only for transporting commodities under the company name shown on this permit or as stated in the lease agreement between the lessee and lessor;	
The General Provisions which can be found at <a href="http://www.in.gov/dor/mcs/pdfs-forms/m204.pdf">www.in.gov/dor/mcs/pdfs-forms/m204.pdf</a> are incorporated by reference into this permit and are as binding upon the permit holder as if they had appeared on the face of this permit. This permit is void if the General Provisions are omitted or are not attached. The Indiana Department of Revenue disclaims any responsibility in relation to the correctness in the transmitting of this permit as a whole or any part thereof, including General or Special Provisions. This permit is not valid unless signed by the driver(s). The driver's signature attests to the fact that the description of the vehicle and load is accurate and that the General Provisions and any Special Provisions have been read and understood by the driver.	
Under the penalty of perjury, I have examined this permit, and to the best of my knowledge and belief, it is true, complete and correct. I also understand that all provisions of the Transporting Agreement apply in full force;	
<input type="checkbox"/>	I attest that I have read and accept the terms set forth above.

The user then presses the "Submit" button.

**ONCE THE SUBMIT BUTTON IS PRESSED, THE USER IS RESPONSIBLE FOR THE PERMIT. FAILURE TO PURCHASE THE PERMIT IN A TIMELY FASHION IS CAUSE FOR INDOR TO PLACE THE USER'S COMPANY ON HOLD.**

### Screen 10: System Confirmation

On the final screen in the process, the system confirms that the application has been received. For multi-trip permits, the system is able to automatically approve the application without staff review. Therefore, the screen will always show that the application was approved.



The permit cannot be downloaded or faxed, however, until payment has been received. Depending on the user's privileges, a button may be present to "Make Payment." Payment options are explained in detail in Section 5.0 of this manual.



### 3.3 APPLYING FOR SPECIAL WEIGHT PERMITS ONLINE

Special Weight permits are valid for 24 hours, and are valid for multiple moves with a single vehicle. The tradeoff is that there is a limited route network available (see state documentation for the current list), and there are specific weight and size limits. In addition, vehicles must be on a registered list within the system (see Section 2.7 for details).

The effect is that the effort to apply for Special Weight permits is much easier than trip or multi-trip permits.

#### Screen 1: The User's Home Page

The process begins from the user's home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you have the appropriate security privilege to apply for multi-trip permits, you will have a menu option named "Apply For Permits" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.



#### Screen 2: Permit Type Selection

The next screen has two areas of information. The top area is for users that are starting a new permit. The bottom area is for users that are continuing a draft permit.

The screenshot displays the 'Indiana' Department of Revenue MCS Home page. The header includes the state name, department name, and navigation links for MCS Home, Logout, and Contact Us. A left sidebar contains a menu with options like OSW Home, Add to Escrow Account, Apply for Amendment, Apply for Permit, Approve/Reject (Permit/Company), Cancel An Application, Download and Print PDF Permit Image, Log/Review Supporting Documentation, Log Violation, Manage a Company Profile, Manage Bond in Company Profile, and Manage Envelope Routes. The main content area is titled 'Apply for Permit' and contains two sections: 'Start a new Permit Application' and 'Continue an Application that was Saved as a Draft'. The first section has a 'Carrier Identification' section with radio buttons for FEIN and SSN, a text input field, and a 'Select a Type of Permit' dropdown menu. The second section has a 'Permit Number' text input field. Both sections include 'Cancel' and 'Next' buttons.

The top data entry box is titled *Start a New Permit Application*. At first, there may be either one or two data entry areas below it. All users will see the *Select Type of Permit* question, while users that are not associated with a specific carrier also will see a *Carrier Identification* question.

The process for filling out these fields is as follows.

**Carrier Identification** is requested when the user is not an employee of a motor carrier. These users include Permit Service users as well as state employees working with mail-in or walk-in applications. To identify a carrier, the *Federal Employer Identification Number* (FEIN) is required. For carriers that do not have an FEIN, the carrier's *Social Security Number* (SSN) is required.

There are two fields under Carrier Identification:

1. The radio button *FEIN/SSN*. Select the appropriate item based on what you know about the carrier; and
2. The *identification number* box. Enter the identification number for the carrier here, without any dashes or spaces.

The next step is to *Select a Type of Permit*. This field has a drop-down box with a variety of choices. If the carrier has registered for the Special Weight program (see Section 2.7), then the Special Weight choice will appear.

The bottom data entry box is titled *Continue an Application that was Saved as a Draft*. As a user is filling out a permit application online, there are many circumstances where the user either does not have all the information needed (example: all 17 characters of the vehicle identification number), or the user is interrupted by an external need (example: a telephone call). The user will be able to place a permit application in "DRAFT" mode, and will receive a transaction number.

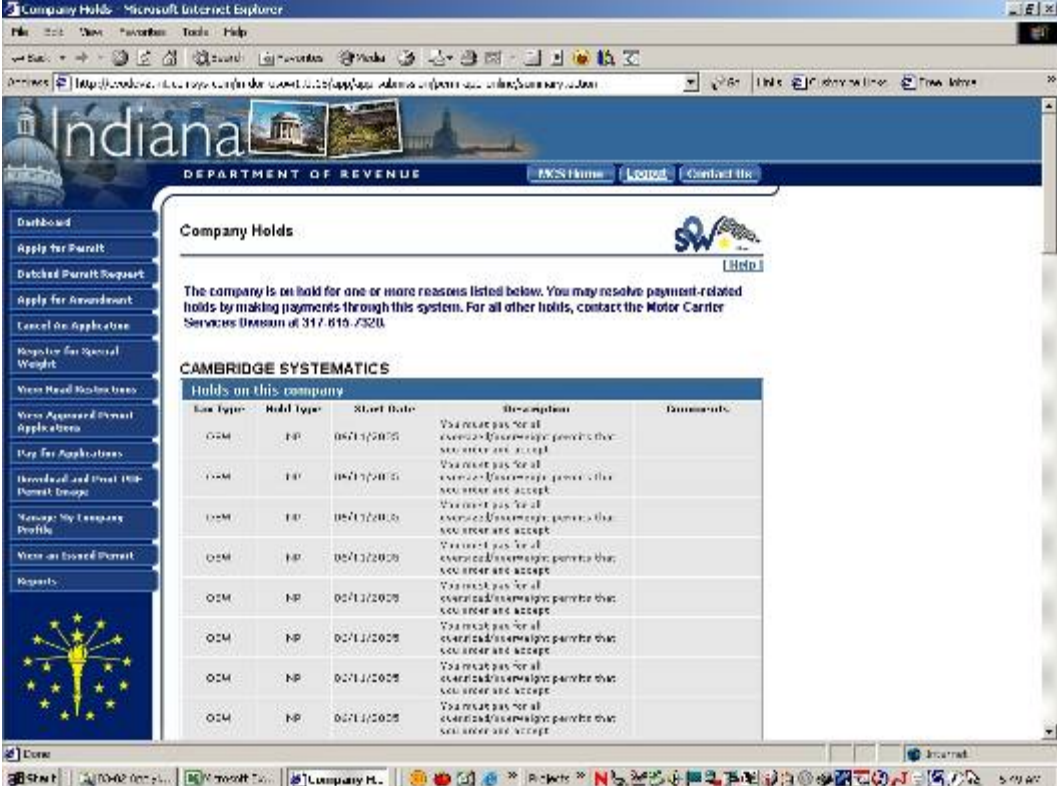


The *Permit Number* field is where the user enters the previously received transaction number in order to continue. This is a 10-digit number that the system randomly generates at the beginning of each permit transaction.

*If you have a draft transaction that you wish to continue*, enter the 10-digit number that the system provided when you saved the transaction, and click the “Next” button to continue.

### Company Hold Error Message

There are situations when a company is placed on “hold” either for violating the policies of the Department of Revenue or for roadside violations logged by the Indiana State Police. If a company is on hold, the system will stop the application here and present an error message screen outlining the situation.



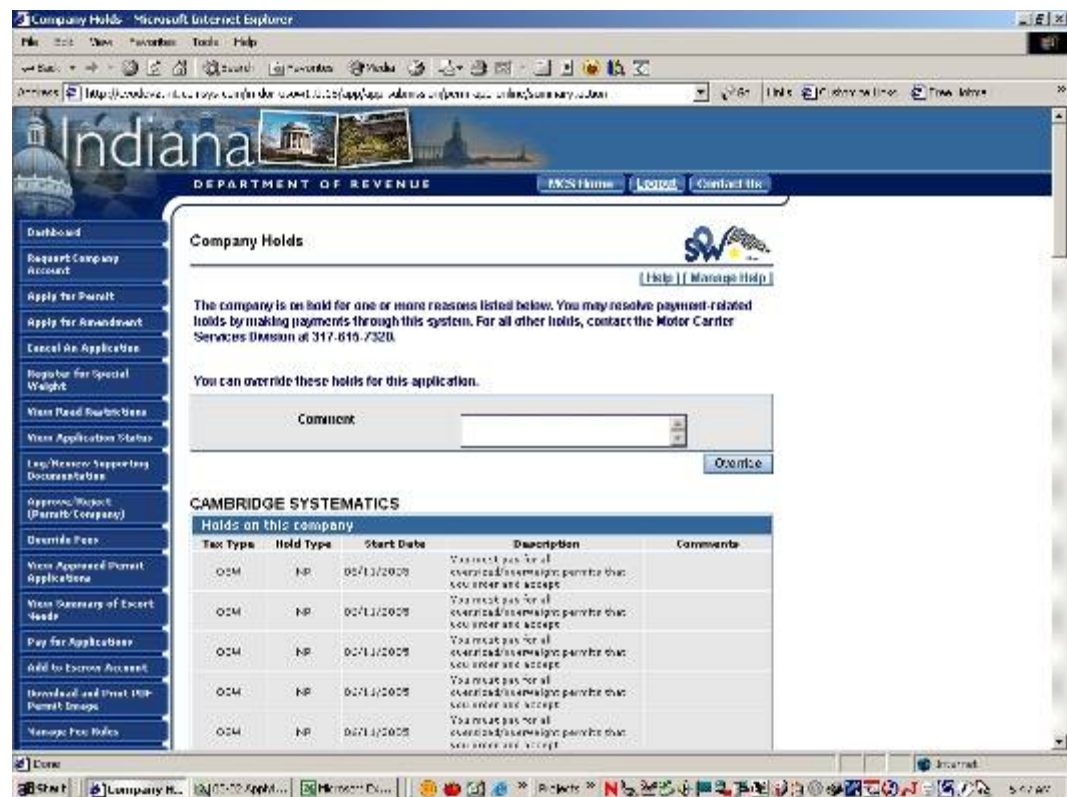
**Company Hold**

The company is on hold for one or more reasons listed below. You may resolve payment-related holds by making payments through this system. For all other holds, contact the Motor Carrier Services Division at 317.616.7320.

**CAMBRIDGE SYSTEMATICS**

Line Type	Hold Type	Start Date	Description	Comments
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	
02M	NP	05/13/2005	You must pay for all oversized/overweight permits that you order and accept.	

DOR staff with the appropriate privilege may override the company hold for this particular transaction. These users will see the following data entry box above the detailed hold information:



If you are able to temporarily override the hold and have a business reason to do so, enter the reason in the text box labeled “Comment” and then click the “Override” button to continue. The reason, the date/time, and your user name will be logged in the system to track how the hold was overridden.

### Screen 3: Carrier Information Summary

If there are no holds, the next screen summarizes the information about the carrier. The information is derived from the carrier’s company profile. The information includes:

- The legal name of the carrier;
- The carrier’s FEIN or SSN;
- The carrier’s U.S. DOT number;
- The carrier’s physical and mailing addresses;
- General corporate contact information (phone, fax, e-mail); and
- OSW-specific contact information (name, phone, e-mail).

For a specific permit, however, there may be a special point of contact. An example might be if the carrier has a power unit where the driver has a computer and printer, and is able to print out permits in the vehicle. For these situations, the system allows the user to enter permit-specific contact information, including:

- Contact name;
- Contact phone; and
- Contact e-mail.

If there is no special contact for this permit, leave these fields blank.

When you are ready, click the “Next” button to continue.

## Screen 4: Previous Transaction and Start Date

Screen 4 has two purposes. The first purpose is to provide the user with a short-cut if they are working with a previously purchased permit and wish to repeat some or all of the information from that permit. The second purpose is to identify the start date of the new permit. Each of these purposes is contained in its own data entry box on this screen.

The screenshot shows the 'Apply For Permit' interface. The header includes the Indiana Department of Revenue logo and links for 'MCS Home', 'Logout', and 'Contact Us'. The left sidebar lists various actions like 'OSW Home', 'Add to Escrow Account', 'Apply for Amendment', 'Apply for Permit', 'Approve/Reject (Permit/Company)', 'Cancel An Application', 'Download and Print PDF Permit Image', 'Log/Review Supporting Documentation', 'Log Violation', 'Manage a Company Profile', 'Manage Bond in Company Profile', 'Manage Envelope Routes', 'Manage Fee Rules', 'Manage Road Restrictions', and 'Manage Special Provisions'. The main content area is titled 'Apply For Permit' and contains two sections. The first section, 'Enter the start date', includes a note about applying at least 60 days in advance and a date picker with fields for Month (11), Day (1), and Year (2005), along with a time picker set to 5:30 PM. The second section, 'Identify a Previous Transaction', asks if the user has a previous application and provides a text box for the Permit # and a radio button labeled 'Permit which I wish to duplicate'. At the bottom are buttons for 'Previous', 'Cancel', 'Save as Draft', and 'Next'.

The first data entry box is to *Enter the Start Date*. Enter the day, month, and year in the three data entry boxes. You will notice that the boxes will default to either today’s date or tomorrow’s date depending on the time of day.

If you are not sure of the start date, click on the small picture of a calendar next to the year. A calendar dialog box will pop up on your screen. (Note that if you have set your browser to prohibit “pop-ups” then this box will not appear, and you will need to adjust your browser’s settings accordingly.) The “<<” and “>>” links scroll the calendar backward and forward a month, respectively.

Double-click on the date you wish to select to transfer the information to the main screen. The calendar box will close automatically.

Special Weight permits differ from other permits in that permits can be ordered to start at a specific time. Enter the time in the fields provided.

The second data entry box is to **Identify a Previous Transaction**. There are two situations where you will be entering information into this area:

1. If you have a permit where you wish to use some or all of that information to fill in the data for a new permit, you will select the *Permit which I wish to duplicate* radio button; and
2. If you have a permit that is about to expire, and you wish to buy a copy of the exact same permit and have it automatically start the day after the current permit expires, you will select the *Permit which I wish to renew* radio button. (When you do this, the data entry box below it will disappear, since the system can calculate the start date from the previous permit.)

In either case, you will enter the transaction number from the previous permit (found in the upper right corner of the permit) in the data entry field labeled “Permit Number.”

When you are ready to continue, click the “Next” button.

## Screen 5: Vehicle Information

Screen 5 requests the details of the power unit that will be using this permit, as well as a confirmation about the dimensions of the combined power unit and load. Please remember that you can only apply for a permit for vehicles that have been registered with the Department of Revenue.

### *Power Unit Information*

The first data entry box is about the **Power Unit**. There are seven questions, and the first six of them are required values. The questions are summarized in the following table.

**Table 3.3 Data Entry Information**

Field Label	Description of What to Enter	Notes
VIN	The 17-character Vehicle Identification Number of the power unit	<ul style="list-style-type: none"> <li>• If you are a carrier and only know the last five characters (or the vehicle's nickname) but have purchased a permit for that vehicle using this system, press "Lookup."</li> <li>• Some older vehicles may have a smaller identification code</li> </ul>
Make	The manufacturer of the vehicle, such as MACK or MITSUBISHI	
Model Year	The four-digit model year of the vehicle, such as 2004	
License Plate	The license plate identifier of the vehicle, generally from 3-7 characters	For self-propelled vehicles without a license plate, enter the text No_Plt
State Plated In	The state (or Canadian province) where the license plate was issued	Select from a drop-down list of available values. If your choice is not found, please contact MCSD by telephone for assistance.
Type	The description that best describes the combination of the power unit and load.	Select from a drop-down list of available values. The choices are: <ul style="list-style-type: none"> <li>• Truck;</li> <li>• Truck-Trailer;</li> <li>• Tractor;</li> <li>• Tractor-Trailer;</li> <li>• Self-Propelled;</li> <li>• Auto/Trailer; and</li> <li>• Other.</li> </ul>
Nickname/ Unit Number	Often a carrier has its own internal identification for a vehicle. If there is an internal identification that you would like to use in the future to look up this vehicle, enter it here.	This field is not required. To recall a vehicle for which you have previously assigned a nickname, select the "Lookup" button next to the VIN field.



Apply For Permit - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.in.gov/dor/revue/0,1215/app/app\_admin.asp?perm=acc\_online/vehicle.action

Links Customer Links Free Info

# Indiana

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Dashboard  
Apply for Permit  
Apply for Amendment  
Cancel An Application  
Register for Special Weight  
View Road Restrictions  
View Approved Permit Applications  
Pay for Applications  
Add to Existing Account  
Download and Print PDF Permit Images  
Manage My Company Profile  
View an Existing Permit  
Reports

## Apply For Permit

Power Unit

VIN  Lockup

Make

Model Year

License Plate

State Taxes In

Type

Vehicle ID Number

### Vehicle Dimensions

☐ acknowledge that this vehicle's dimensions are within the online application for 140,000-lb axle-to-dow permit presented below.

Vehicle must not exceed 14 feet 6 inches in height, 84 feet 4 inches in width, 110 feet in length and 80000 lb in weight.

Previous Cancel Save as Draft Next

Apply For Permit - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.in.gov/dor/revue/0,1215/app/app\_admin.asp?perm=acc\_online/vehicle.action

Links Customer Links Free Info

# Indiana

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Home Logout Contact Us

Dashboard  
Apply for Permit  
Apply for Amendment  
Cancel An Application  
Register for Special Weight  
View Road Restrictions  
View Approved Permit Applications  
Pay for Applications  
Add to Existing Account  
Download and Print PDF Permit Images  
Manage My Company Profile  
View an Existing Permit  
Reports

## Apply For Permit

Power Unit

VIN  Lockup

Make

Model Year

License Plate

State Taxes In

Type

Vehicle ID Number

Does the vehicle have an air conditioner? ☐ Yes ☒ No

Is it a tow vehicle as provided? ☐ Yes ☒ No

### Unit Details

Unit Description

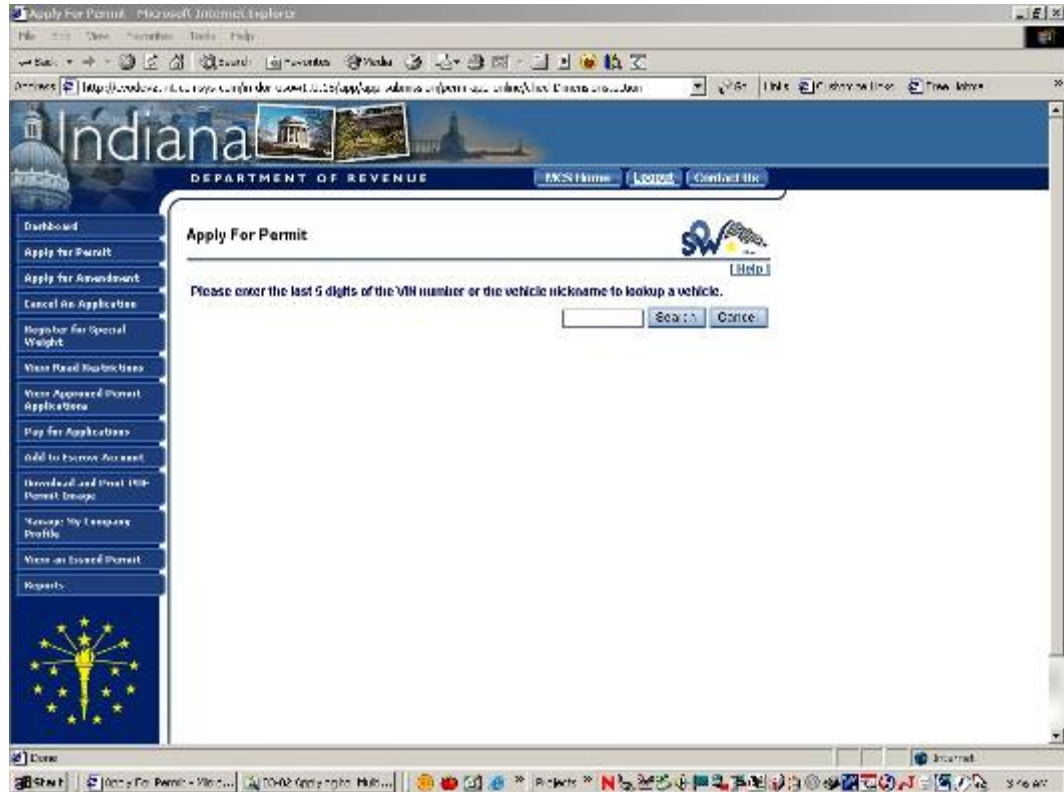
(100-255 characters)

Power and Location

Unit Serial Number

### Vehicle Lookup Screen Option

In some cases, the user (State employees will not have this option) may not know the full vehicle identification number, or may have used the “Nickname/Unit Number” field on a previous transaction and wishes to recall the vehicle from the system’s database. In either situation, the user should click the “Lookup” button next to the VIN field. The current screen will be replaced with the following question:

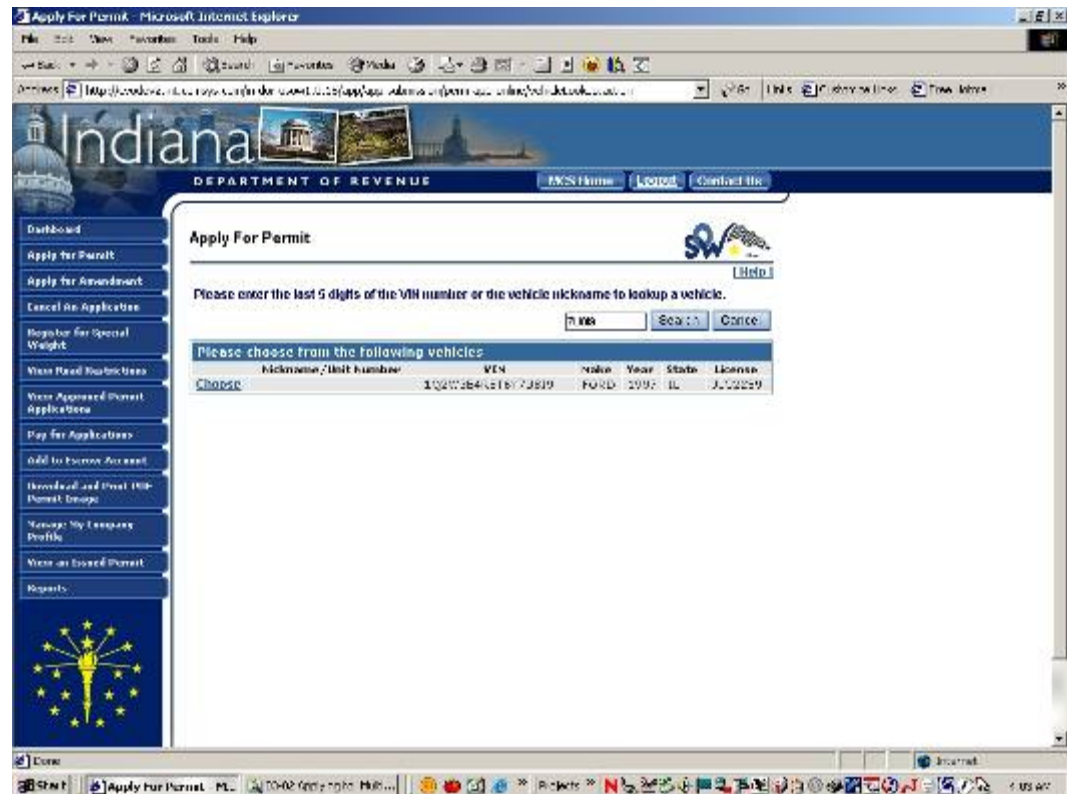


In the data entry field, enter either one of the following:

- The last five characters of the vehicle’s *VIN*; or
- The *nickname* that was associated with the vehicle on a previous transaction.

Once you have entered this information, click the “Next” button to continue. If you reached this page by inadvertently selecting the “Lookup” button, click the “Cancel” button to go back to the power unit data entry. Once “Next” is pressed, the system will search the database and return any vehicles that match the search criteria.





If the system returned the appropriate vehicle, click on the “Choose” link next to that vehicle. The system will return to the power unit data entry box and fill in the appropriate information.

If the system did not return the appropriate vehicle, you may try another search as described above, or select “Cancel” to return to the power unit data entry box.

### *Vehicle Dimensions and Weights*

The Special Weight permit program places limits on the weights and dimensions allowed for travel using a Special Weight permit. The system provides the limits for the start date selected. Check the check box if the vehicle will meet these limits, and press Next to continue.

**Vehicle Dimensions**

☐ I acknowledge that this vehicle's dimensions are within the Indiana legal limits for Special Weight Permits presented below.

Single axle weight must not exceed 18,000 pounds per axle; no axle in any axle combination may exceed 13,000 pounds per axle, with the exception of one tandem group that may weigh 16,000 pounds per axle or a total of 32,000 pounds. The maximum gross weight must not exceed 134,000 pounds; axle spacings may not be less than 3'6" between each axle in an axle combination; axle spacings may not be less than 8 feet between each axle or axle combination; weight per inch width of tire measured between flanges of rim shall not exceed 800 pounds.

Previous

Cancel

Save as Draft

Next

## Screen 6: Estimated Cost

The next screen shows the estimated cost of the permit. The cost is calculated automatically by the system based on the type of permit requested and the start date of the permit.

Apply For Permit - Microsoft Internet Explorer

File Edit View Favorites Tools Help

http://www.in.gov/dor/permits/apply/apply.htm

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Dashboard  
Apply for Permit  
Apply for Amendment  
Cancel An Application  
Register for Special Weight  
View Road Restrictions  
View Approved Permit Applications  
Pay for Applications  
Add to Screen Access  
Download and Print All Permit Images  
Manage My Language Profile  
View an Expired Permit  
Reports

**Apply For Permit**

Estimated Fees

Estimated Cost: \$00.00

Previous

Cancel

Save as Draft

Next

If you wish to continue with this transaction, click the “Next” button.

## Screen 7: Delivery Method

The next screen asks how the permit shall be delivered. There are two choices.

1. The permit may always be downloaded online by the user. This is the default option.

The screenshot displays the 'Apply For Permit' web application in a Microsoft Internet Explorer browser. The page header includes the Indiana Department of Revenue logo and navigation links for 'FCS Home', 'Logout', and 'Contact Us'. A left sidebar contains a menu with options such as 'Dashboard', 'Apply for Permit', 'Apply for Amendment', 'Cancel An Application', 'Register for Special Weight', 'View Road Restrictions', 'View Approved Permit Applications', 'Pay for Applications', 'Add to Income Account', 'Download and Print Your Permit Image', 'Manage My Company Profile', 'View an Issued Permit', and 'Reports'. The main content area is titled 'Apply For Permit' and features a 'Delivery Method' section. This section includes a dropdown menu currently set to 'Online'. Below the dropdown, a message reads: 'A \$0.00 fee will be added to the permit cost if you choose to have the permit delivered by fax.' At the bottom of this section are four buttons: 'Previous', 'Cancel', 'Save as Draft', and 'Add'.

2. The user may request that the permit also be delivered by fax. The user must enter a fax number to continue. The Department of Revenue may impose a surcharge for a fax delivery. It is the customer's responsibility to ensure that the destination fax machine is operational. If for any reason the permit was not received by fax, the permit can still be obtained online.

Apply For Permit - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.doe.state.in.us/permits/apply.asp Links Print History Home

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Apply For Permit

Delivery Method

Delivery Method: [Fax]

Fax Number: 001-400-4000

Fax E-Mail: 801-347-2101

A \$0.00 fee will be added to the permit cost if you choose to have the permit delivered by fax.

Previous Cancel Save as Draft Next

After you have selected a delivery method, click the “Next” button to continue.

## Screen 8: User Confirmation

The system will now return a user confirmation screen. The confirmation screen has two parts. The first part summarizes the information entered by the user about the permit:

Confirmation	
Application Status:	Will be automatically approved.
Permit Type:	14R, Mobile Home-90 Day
Start Date:	Jun 13 2005
End Date:	Sep 10 2005
Carrier Name:	ROAN'S TRUCKING EMPORIUM
SSN:	222-11-5555
USDOT:	0444555
Physical Address:	4445 Willard Avenue Chevy Chase, Maryland 20815 USA
Mailing Address:	4445 Willard Avenue Chevy Chase, Maryland 20815 USA
Phone:	301-347-0121
Fax:	301-347-0101
Email:	rbennett@example.com

The next part provides a summary of conditions to which the user must agree in order to apply for the permit. The user must check any checkboxes in this section. If not, the system will not allow the user to continue the application process.

Contact:	Name: Roan Bennett Phone: 301-347-0121 Email: rbennett@example.com
Vehicle:	VIN: 1Q2W3E4R5T6YU819 Type: Tractor-Trailer Make: FORD Model Year: 1997 License: JLG2259 State Plated In: IL
Cost:	\$500.00



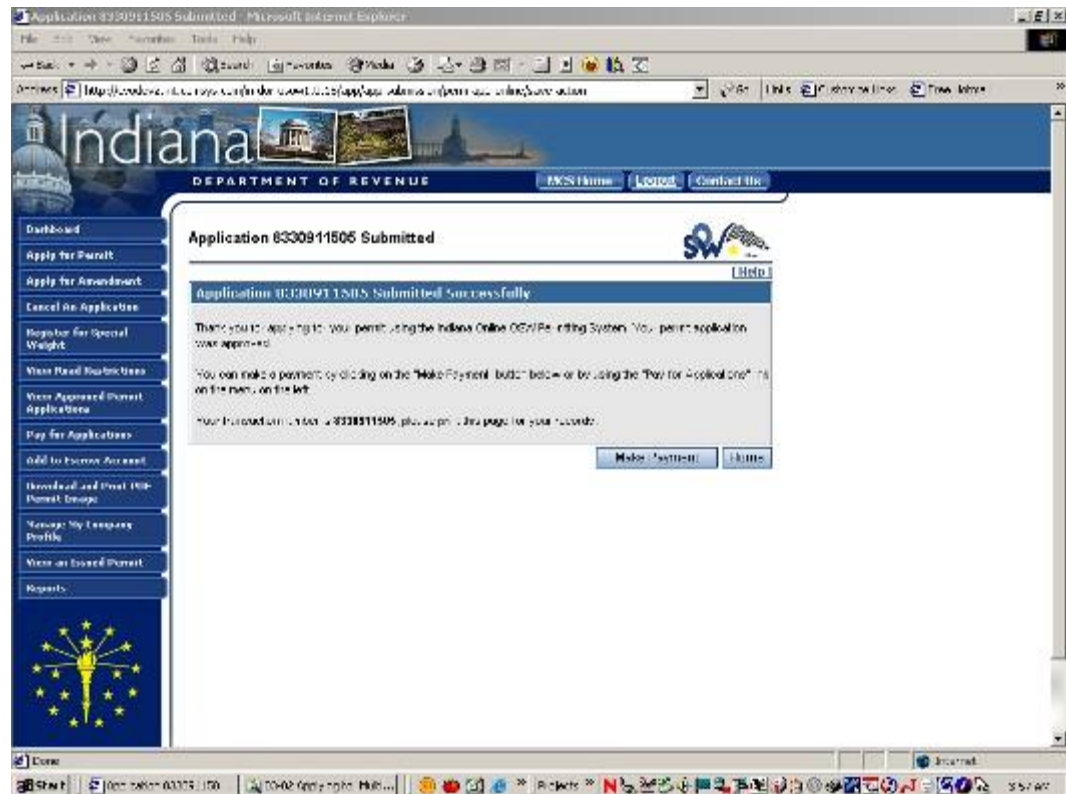
I understand that I have to pay for this permit if approved;	
I will submit all/any supplemental information requested within 96 hours;	
This permit is valid only for transporting commodities under the company name shown on this permit or as stated in the lease agreement between the lessee and lessor;	
The General Provisions which can be found at <a href="http://www.in.gov/dor/mcs/pdfs-forms/m204.pdf">www.in.gov/dor/mcs/pdfs-forms/m204.pdf</a> are incorporated by reference into this permit and are as binding upon the permit holder as if they had appeared on the face of this permit. This permit is void if the General Provisions are omitted or are not attached. The Indiana Department of Revenue disclaims any responsibility in relation to the correctness in the transmitting of this permit as a whole or any part thereof, including General or Special Provisions. This permit is not valid unless signed by the driver(s). The driver's signature attests to the fact that the description of the vehicle and load is accurate and that the General Provisions and any Special Provisions have been read and understood by the driver.	
Under the penalty of perjury, I have examined this permit, and to the best of my knowledge and belief, it is true, complete and correct. I also understand that all provisions of the Transporting Agreement apply in full force;	
<input type="checkbox"/>	I attest that I have read and accept the terms set forth above.

The user then presses the “Submit” button.

**ONCE THE SUBMIT BUTTON IS PRESSED, THE USER IS RESPONSIBLE FOR THE PERMIT. FAILURE TO PURCHASE THE PERMIT IN A TIMELY FASHION IS CAUSE FOR INDOR TO PLACE THE USER’S COMPANY ON HOLD.**

## Screen 9: System Confirmation

On the final screen in the process, the system confirms that the application has been received. For multi-trip permits, the system is able to automatically approve the application without staff review. Therefore, the screen will always show that the application was approved.



The permit cannot be downloaded or faxed, however, until payment has been received. Depending on the user's privileges, a button may be present to "Make Payment." Payment options are explained in detail in Section 5.0 of this manual.



## **3.4 USING VOICE RESPONSE TO APPLY FOR PERMITS**

For customers that have routine permit requests for special weight and multi-trip permits, the State has provided a voice response interface. Customers may use the voice response unit for “data entry” of permit information, and the permit application is transferred to the OSW system.

The data to be entered is similar to the information covered in Sections 3.3 and 3.4. The syntax and process, however is slightly different. For more information about the data entry process, consult the voice response unit documentation.

## 3.5 HIGH-VOLUME PERMITS USING XML

For customers who submit high volumes of permit applications and who have legacy systems which store their internal permit requests, the system has a batch interface which allows a user to submit multiple applications in a single XML file. The carrier or permitting service will be responsible for creating the XML file. The current specifications for the XML file are available from the Department of Revenue.

The process allows users to submit a batch of applications, which are then parsed by the system and treated as a series of individual applications. The system parses the applications in the background, so there may be a slight time delay (generally 3-5 minutes) for larger batches.

### Screen 1: The User's Home Page

The process begins from the user's home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you have the appropriate security privilege, you will have a menu option named "Batched Permit Request" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.

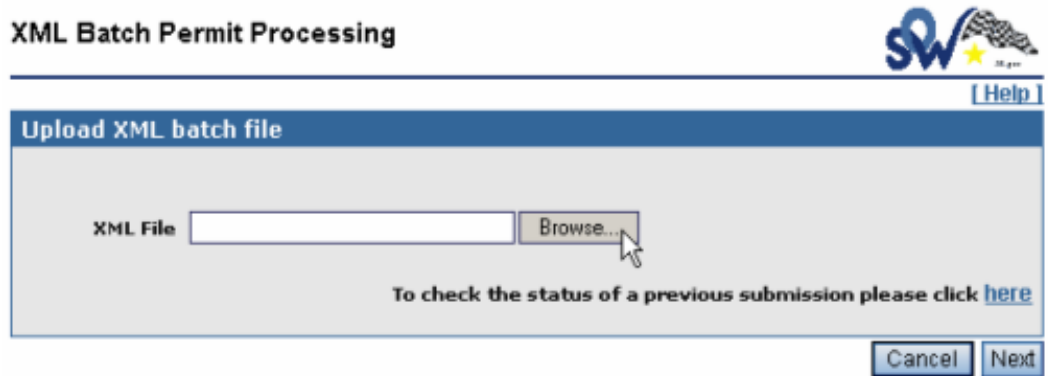


### Screen 2: Identify File To Upload

On this screen, you can specify which file containing batched applications should be uploaded to the system. If you have already submitted a batch of applications and wish to check the status of that batch, click the link in the bottom right corner of the display.

If you know the path and file name on your hard drive, you can type it into the "Upload Help Content" field. As an alternative, you can use the "Browse" button which will open a Windows dialog to help you find the file.

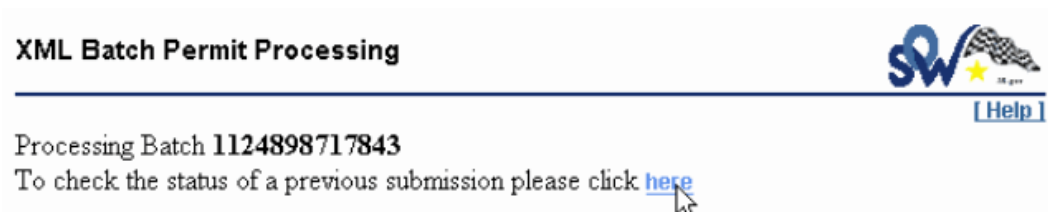
Once the file name has been specified, click the “Next” button to load the applications into the system.



The screenshot shows a web application titled "XML Batch Permit Processing" with a logo in the top right corner. Below the title bar is a "Help" link. The main content area is titled "Upload XML batch file". It contains a text input field labeled "XML File" followed by a "Browse..." button. Below this, a message states: "To check the status of a previous submission please click [here](#)". At the bottom right, there are "Cancel" and "Next" buttons.

### Screen 3: Upload Confirmation Message

Once the file has been loaded, the system will process the applications in the background. To check on the status of the batch, click on the link in the message below.



The screenshot shows the same "XML Batch Permit Processing" interface. The main content area now displays "Processing Batch 1124898717843". Below this, a message states: "To check the status of a previous submission please click [here](#)". The "Cancel" and "Next" buttons are still present at the bottom right.

### Screen 4: Batch Status

This screen allows the user to learn the status of a previous XML batch upload of applications, and link to individual transactions. When each batch is uploaded, the system provides the user a batch number. To check the status of a particular batch, enter the batch number into the first field, and click “Next.”

The bottom of the screen shows the information about the batch. This area is split into two parts. The first part is the summary of the batch, including the date and time of submission, the user who submitted the applications, and the current status in the queue. If multiple batches are submitted, there may be a brief delay in processing the applications.

Beneath the summary is a table containing each of the applications from the batch. If the application was syntactically correct, a transaction number will appear on that row. Clicking on the transaction number will show the application details. If there was an error, an error message will appear on that row.

To search for a different batch, enter the new batch number and click the “Next” button.

## XML Batch Permit Processing Status



[\[ Help \]](#)

Type in a batch number to check its status

Batch Id

[Cancel](#)

[Next](#)

### Quick Batch Summary

**Batch ID:** 1124898717843

**Submitted:** Aug 24 2005 11:51 AM

**Applicant:** ioan (CAMBRIDGE SYSTEMATICS)

**Queue Status:** Processed

Id	Status	Error	Transaction
01	processed	NONE	<a href="#">0759219290</a>
02	processed	NONE	<a href="#">1532859391</a>
03	processed	NONE	<a href="#">8401736492</a>
05	processed	NONE	<a href="#">8396809419</a>
06	processed	NONE	<a href="#">6014520148</a>
07	processed	NONE	<a href="#">7400761770</a>

## 3.6 SUPERLOAD PRE-APPROVAL APPLICATIONS

A significant improvement provided by the system is that carriers with Superload movements may separate the request for the superload analysis from the request for the permit application. This allows a carrier to use a specific superload analysis for multiple permits, and to obtain these permits on a 24/7 basis online once the superload analysis has been completed. A superload permit is valid for a specific period of time, currently 30 days.

A superload pre-approval does not generate an actual permit. Instead, it generates a transaction number that can be used for purchasing permits at a late date and bypassing the engineering analysis. A superload pre-approval includes the design and bridge evaluation fees. When actual permits are purchased, these fees are not duplicated, and only the base fee for the permit is charged at that point. Fees must be paid for a superload pre-approval before it may be used to purchase permits.

The process of applying for a superload pre-approval is nearly identical to applying for a superload permit without a pre-approval. The only differences are as follows:

- The start date for the pre-approval must be today's date;
- The additional axle details (Screen 7) are always requested; and
- The delivery method (Screen 12) is omitted as there is no permit to deliver.

Once your superload pre-approval has been approved and you wish to purchase an actual permit using the pre-approval, follow the instructions in Section 3.1. The key points to remember are as follows:

- On Screen 2, select "Trip Permit" as the type of permit;
- On Screen 4, enter the pre-approval number in the data entry box and select the radio button referencing the fact that you will be using a pre-approval; and
- The trip permit purchased must have all the same details as requested on the pre-approval.

## 3.7 CANCELING A PERMIT APPLICATION

There are situations where a carrier may realize that a permit application should be canceled. The system attempts to accommodate the carrier, while still protecting the need to compensate the State for completed efforts. In general, only permit applications that have not been approved (either by the system or by a state employee) can be canceled. There may be fees, however, that must still be paid even if the permit application is canceled. Failure to pay these fees in a timely fashion is cause for INDOR to place the company on hold.

### Screen 1: The User's Home Page

The process begins from the user's home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you have the appropriate security privilege, you will have a menu option named "Cancel A Permit" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.

**Queue Statistics**

Total Permits in Queue:	0
Oldest Permit in Queue:	N/A
Total Permits Reviewed By Agents Today:	2
Total Permits Approved by Agents Today:	2
Total Permits Approved Overall Today:	8

**Temporary Individual Queues**

Permit Service Account Application			
6/27/05 13:33	super	ROAN'S PERMITTING SERVICE 2	SSN: 010-47-7703184516
Carrier Account Application			
6/13/05 17:13	super	C. DARK SIDE INTERSTELLAR CARGO	FEIN: 123456781

**Transaction Queue**

**Pending Junior Agent:**

**Pending Senior Agent:**

Carrier Account Application

1. (4)	6/13/05 05:13	REBEL FREIGHT	124567873
	3931958404		
Carrier Account Application			
2. (4)	6/13/05 05:13	JOKERCORP	123211574
	9964003207		
Carrier Account Application			
3. (4)	6/13/05 05:13	THEONHOLDCORP	1015
	0838141797		
1. (5)	6/17/05 05:30	CAMBRIDGE SYSTEMATICS	FEIN: 000012345
	4241525737		

## Screen 2: Search Criteria

There are four possible search criteria:

1. By a specific transaction number;
2. By a specific company name;
3. By a permitting service's FEIN/SSN; or
4. By a carrier's FEIN/SSN.

Choose Application To Cancel - Microsoft Internet Explorer

Address: <http://cvodev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/cancel/searchApplications.action>

Indiana DEPARTMENT OF REVENUE

MCS Home Logout Contact Us

Choose Application To Cancel

[ Help ] [ Manage Help ]

Enter Search Criteria	
Search by Transaction Number:	<input type="text"/>
or	
Company Name:	<input type="text" value="ROAN'S"/>
PermitService Identification:	<input checked="" type="radio"/> FEIN <input type="radio"/> SSN
Carrier Identification:	<input checked="" type="radio"/> FEIN <input type="radio"/> SSN
Carrier USDOT:	<input type="text"/>
<input type="button" value="Clear Search Criteria"/> <input type="button" value="Search"/>	

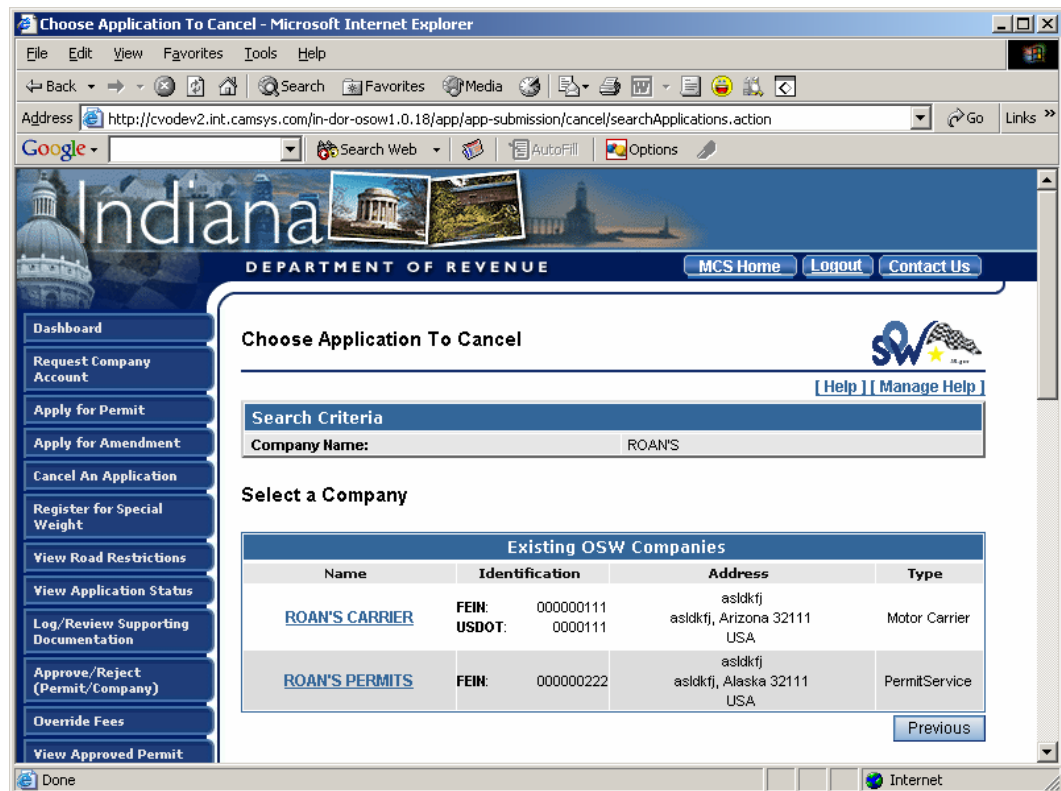
State employees may use any of the four criteria. Carriers may not use the permitting service criterion, and are limited to search for their own permits. Permitting services also must provide the U.S. DOT number of the carrier.

Click the “Next” button to continue the search.

## Screen 3: Company Selection

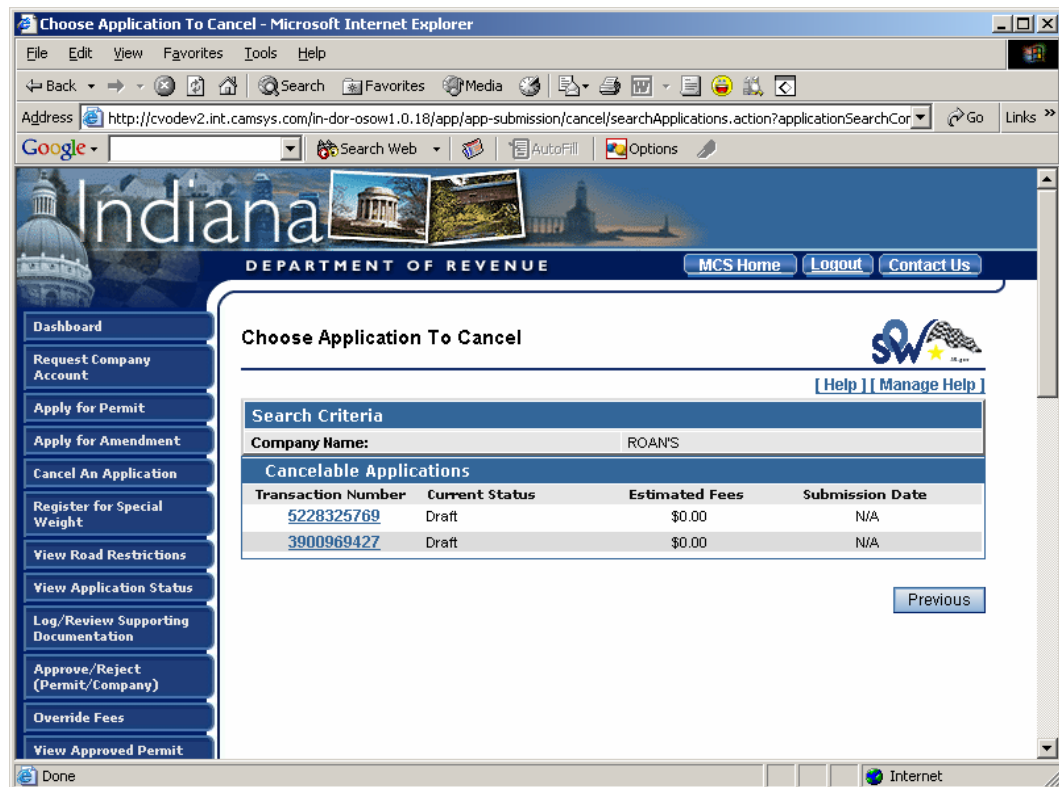
If a company search was requested, Screen 3 will appear. This screen returns a list of all companies that meet the search criteria. If the desired company appears, click on the company's name to continue. Otherwise, click on the “Previous” button to change the search criteria.





## Screen 4: Permit Selection

Once the company has been identified, the system will return the set of all permit application that may be canceled. Each permit application is on its own row, along with its current status, estimated fees, and submission date. If the desired transaction appears, click on the transaction number to continue. Otherwise, click on the "Previous" button to change the search criteria.



## Screen 5: Permit Details Screen

Once a permit application has been selected, the system provides the user with the relevant information about the permit, so that the user may double-check that this in fact is the appropriate permit application to be canceled.

Cancel Application #5228325769 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/cancel/searchApplications.action?applicationSearchCor>

Google Search Web AutoFill Options

VIEW ON APPROVED PERMIT

Log Violation

Resolve Violation

Reports

Publish Online Help

Load Serial No

Load Description

Transport Method

ROUTE INFORMATION

Origin	
Destination	
Mileage	
Route Description	
Is a Custom Route	
Is Toll Road	
Is All Interstate	
Route Survey Conducted	No
Letters from Utility Companies Needed	No
Signal Contractor	None Needed
Hardship Comments	

Override Fees

By clicking "I Agree", you agree on behalf of ROAN'S CARRIER that ROAN'S CARRIER shall pay all non-refundable fees associated with this application.

Previous I Agree

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If you are certain that this permit application should be canceled, click on the “I Agree” button. Otherwise, click on the “Previous” button to change the search criteria.

## Screen 6: Cancellation Reason

State employees are asked to provide a reason why this permit application should be canceled. This is a free-form text field, and formatting such as carriage returns will not be kept. Click on the “Confirm” button to continue.

Carrier and Permitting service users do not see this screen.

## Screen 7: Cancellation Confirmation

The system will now confirm that the permit application has been canceled. If any fees could not be canceled, the total will be provided to the user on this screen. The user must pay these fees in a timely fashion, failure is cause for INDOR to place the company on hold.

## 3.8 AMENDING AN EXISTING PERMIT

There are cases where once a permit has been approved, a change must be made to the permit. When possible, the system will allow the user to amend an issued permit. If a permit has been approved but not yet paid and issued, the payment must take place before the permit is amended.

### Screen 1: The User's Home Page

If you have the appropriate security privilege, you will have a menu option named "Apply for an Amendment" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.

Queue Statistics			
Total Permits in Queue:	0		
Oldest Permit in Queue:	N/A		
Total Permits Reviewed By Agents Today:	2		
Total Permits Approved by Agents Today:	2		
Total Permits Approved Overall Today:	6		

Transaction Queue			
<b>Pending Junior Agent:</b>			
<b>Pending Senior Agent:</b>			
Carrier Account Application			
1. (4)	6/13/05 05:13	REBEL FREIGHT	124567873
Carrier Account Application			
2. (4)	6/13/05 05:13	JOKERCORP	123211574
Carrier Account Application			
3. (4)	6/13/05 05:13	THEONHOLDCORP	1015
<b>Pending INDOT Agent:</b>			
Overweight Superload			
1. (5)	6/17/05 05:30	CAMBRIDGE SYSTEMATICS	FEIN: 000012345

Temporary Individual Queues			
Permit Service Account Application			
6/27/05 13:33	super	ROAN'S PERMITTING SERVICE 2	SSN: 010-47-6080
Carrier Account Application			
6/13/05 17:13	super	C DARK SIDE INTERSTELLAR CARGO	FEIN: 123456781

### Screen 2: Permit Identification

On the next screen, the user is asked to enter the transaction number for the issued permit that is to be amended. The user also is asked for the type of amendment. Time extensions are only provided for trip permits.

Apply for Amendment - Microsoft Internet Explorer

Address: http://cvodev2.int.camsys.com/in-dor-osow1.0.18/app/app-submission/perm-app-online/amend.action?pageOrigin=sidebar

Indiana DEPARTMENT OF REVENUE

MCS Home Logout Contact Us

Dashboard  
Request Company Account  
Apply for Permit  
Apply for Amendment  
Cancel An Application  
Register for Special Weight  
View Road Restrictions  
View Application Status  
Log/Review Supporting Documentation  
Approve/Reject (Permit/Company)  
Override Fees  
View Approved Permit

Apply for Amendment

[Help] [Manage Help]

Please Type in the Permit Number of the Permit to be Amended

Permit Number: [Text Input Field]

Amendment Type: ☐ Time Extension Request ☒ Change Request

Cancel Next

Click the “Next” button to continue.

## Permit Changes

Based on the type of permit previously purchased, over the next screens the system will provide the data entry screens for the fields that are allowed to be changed. The screens are identical to those for the application process – the only difference is that the system knows that this is an amendment and will prevent fields to be changed if inappropriate.

## Time Extensions

For a time extension, enter the permit number and select the time extension amendment type. Click the “Next” button. The following screen will be presented.

## Apply For Amendment

[ Help ] [ Manage Help ]

Delivery Method	
Delivery Method	Online ▼
<p>A \$0.00 fee will be added to the permit cost if you choose to have the permit delivered by fax.</p>	
<div> <div>Previous</div> <div>Cancel</div> <div>Save as Draft</div> <div>Next</div> </div>	

You will be able to specify that your amendment be delivered online or via fax. Click the “Next” button to continue.

The next screen will display the amendment details at the top, and at the bottom, you will be asked to agree to the conditions.

## Apply For Amendment

[ Help ] [ Manage Help ]

Confirmation	
<b>Application Status</b>	Will be automatically approved
<b>Cost</b>	\$41.00

Oversize/Overweight	
<b>PERMIT APPLICATION # 3371728897</b>	<b>Amends #8460934503</b>
	<b>1st Amendment</b>
	<b>Fee: \$41.00</b>

\*\* This is not an actual OSW Permit \*\*

CONTACT INFORMATION	
<b>Contact Name</b>	Bob
<b>Contact Phone</b>	789-123-9870
<b>Contact Email</b>	bob@example.com

DELIVERY INFORMATION	
<b>Delivery Method</b>	Online
<b>Delivery Fax</b>	781-324-5555

APPLICANT INFORMATION	
<b>Legal Name</b>	CAMBRIDGE SYSTEMATICS
<b>Type</b>	Carrier
<b>FEIN</b>	000012345
<b>USDOT</b>	0009876
<b>Physical Address:</b>	100 Cambridgepark Dr Cambridge, Massachusetts 12345 USA
<b>Mailing Address:</b>	100 Cambridgepark Dr Cambridge, Massachusetts 12345 USA

<b>I understand that I have to pay for this permit if approved;</b>	
<b>I will submit all/any supplemental information requested within 96 hours;</b>	
<b>This permit is valid only for transporting commodities under the company name shown on this permit or as stated in the lease agreement between the lessee and lessor;</b>	
<b>The General Provisions which can be found at <a href="http://www.in.gov/dor/mcs/pdfs-forms/m204.pdf">www.in.gov/dor/mcs/pdfs-forms/m204.pdf</a> are incorporated by reference into this permit and are as binding upon the permit holder as if they had appeared on the face of this permit. This permit is void if the General Provisions are omitted or are not attached. The Indiana Department of Revenue disclaims any responsibility in relation to the correctness in the transmitting of this permit as a whole or any part thereof, including General or Special Provisions. This permit is not valid unless signed by the driver(s). The driver's signature attests to the fact that the description of the vehicle and load is accurate and that the General Provisions and any Special Provisions have been read and understood by the driver.</b>	
<b>Under the penalty of perjury, I have examined this permit, and to the best of my knowledge and belief, it is true, complete and correct. I also understand that all provisions of the Transporting Agreement apply in full force;</b>	
<input type="checkbox"/>	I attest that I have read and accept the terms set forth above.
<div>Previous Cancel Agree</div>	

Accepting the terms (small checkbox at the bottom left of the screen) and clicking the “Agree” button will display the successful submission screen. At this time, you will be directed to pay for the amendment.

## Refunds

The refund for an amendment is based on the difference in cost between the original permit and the amendment. To access a refund voucher to obtain a refund, go to View an Issued Permit or Download and Print PDF Permit Image to find the permit. If the permit has a refund, it will be displayed as a negative amount in the fee column as shown below.

### Issued Permit Applications

[\[ Help \]](#) [\[ Manage Help \]](#)

Click on the Permit Application's Transaction Number to see details.

[Download the General Provisions.](#)

Issued Applications					
ID	Permit Type Origin/Destination	VIN	Nickname /Unit Number	Fee	Start Date
<a href="#">4600684778</a>	Oversize/Overweight OH170 to IL170	DFG23423400000	OSOW2	-\$42.60	Jan 31 2006

Previous



The negative fee amount is a link to a refund voucher. Clicking on the link will bring up the refund voucher in a separate window. The voucher will be pre-populated with the company information, the reason for the refund (in this case, oversize/overweight permit amendment), and the total amount of the refund. The voucher must be printed, signed, and mailed to the Department of Revenue.

## 3.9 AUTOMATED APPROVAL VERSUS MANUAL REVIEW

One of the major advantages of an automated system is that routine transactions may be handled automatically by the system. The permit application process is designed to evaluate permit applications as they are entered, correct obvious errors that would normally lead to rejection by a human reviewer, and determine which permits the system can automatically approve without human intervention.

### Validation

The system is designed to catch obvious errors of validation. For example, suppose a field requests a distance in miles. The system will trap situations where the user enters values such as -33 or *Bob*.

The system also catches less obvious errors. If a vehicle has a height of 15 feet, the system will not allow the user to select an envelope route of 14 feet, 9 inches.

### Field Skipping

The paper forms must have fields to cover all combinations of potential data entry. This approach means that often fields are irrelevant. The system is able to utilize what it knows about the user, the user's company (if not a state employee), and the application details provided already; screens and screen entries are filtered appropriately.

A few examples of this behavior are:

- For a Special Weight permit, the question regarding Manufactured Housing is omitted;
- For a user belonging to a carrier, the system knows to set the carrier to the user's company, while users from permitting services or State agencies are asked to provide the carrier; and
- If a permit application can be automatically approved, there is no field provided for users to enter comments to be seen by a reviewer.

### Automated Screening

The system automatically applies evaluation criteria to each permit application and attempts to eliminate all reasons why a State reviewer would be necessary. (Section 4.1 discusses these criteria in more detail.)

If the system is able to eliminate any potential reasons for review by a State employee, the system then goes ahead and approves the permit automatically. If this is the case, then the permit application goes into the Issuance process; see Section 5.0 for more details. If a manual review is still required, the permit application first goes into the review process. The next section covers the review process and its included system functions.

## **4.0 Application Review Process**

In this section, we will cover the processes involved in application review. The initial application review occurs during the submission process, and is handled by the system itself. If the system cannot completely review the application because human judgment is needed or insufficient data exists, the application is reviewed by either INDOR MCSD staff or (if engineering analysis is needed) by INDOT engineering staff. Once the application has been approved, additional review may be required by ISP staff in order to find an appropriate time for an escorted move to take place.

## 4.1 AUTOMATED PROCESS SCREENING STEPS

The OSW system attempts to approve as many permit applications as possible without having a State employee review the application. Similarly, the system attempts to identify situations where a permit application would be rejected, and proactively prevent the user from completing the application.

There are a number of key areas where the OSW system reviews applications and may either request human intervention or outright reject the application:

- **Request Type** – New company requests and superload pre-approval requests always generate manual review, by MCSD or INDOT respectively. Conversely, 90-day permit applications, annual permit applications, and special weight permit applications are always processed by the system without manual review.
- **Company Holds** – The system will not let a company apply for a permit if there is a hold on that company for nonpayment. Similarly, the system will not allow a carrier to be assigned to an application if the carrier has an OSW travel violation, or one of a limited set of other OSS program area violations.
- **Engineering Analysis** – The system applies a prescreening formula that considers the distribution of axle weights and the spacing between axles. This formula replaces the algorithm in place on the mainframe system. A vehicle and load exceeding the limit allowed for the overall gross weight will require INDOT engineering review.
- **Route Analysis** – The system uses envelope routes as a method of facilitating the approval of the most common travel routes. If a vehicle is too large to fit on an envelope route (or if there is a travel restriction on that route), the system will not allow the user to select the route. If the user elects to construct a custom route, the application will require manual review of the requested route.
- **Vehicle Special Provisions** – The MCSD supervisor may enter a special provision into the system that requires that all vehicles, regardless of route, that exceed certain size or gross weight limits must be reviewed. Different limits can be set up to require different agencies to review the application.
- **Utility/Municipal Documentation** – If the carrier must submit documentation for interference with utility lines, the application must be reviewed.

If the system reviews all of the above aspects of an application (note that some of these are not found in every application) and cannot find a reason to indicate manual review of the application, the application is approved. If review reasons are found that do not include structural engineering review, the application is queued for MCSD agent review. If review reasons are found that include structural engineering review (even if other items are found as well), the application is queued for INDOT engineering review.

Once the manual review generates an approved permit, the system checks to see if a police escort is required. If so, the system queues the application for ISP scheduling. If not, or once scheduling is completed, the permit is queued for payment acceptance and delivery.

## 4.2 VIEWING THE STATUS OF AN APPLICATION

All reviewers may review the status of an application, although not all reviewers will be able to then process the application out of sequence. To do so, the following search process is used.

### Screen 1: The User's Home Page

The process begins at the user's home page. Users who are authorized to view submitted permits will have a menu link with the name "View Pending Applications" on the left side of the screen. Click this link to begin.

<b>Approve/Reject (Permit/Company)</b>	<b>Companies on Hold</b>	Your Applications Reviewed Today: 0
<b>Cancel An Application</b>	<b>ONHOLD CARRIER</b> FEIN: 001212123	Total Applications Reviewed by Agents Today: 0
<b>Download and Print PDF Permit Image</b>	12/2/05 5:14 PM Your account has been placed in an Out of Service status by law enforcement	Total Applications Approved by Agents Today: 0
<b>Log/Review Supporting Documentation</b>	12/2/05 5:14 PM You have an outstanding travel violation	Total Applications Approved Overall Today: 0
<b>Log Violation</b>	12/2/05 5:14 PM Your interstate account is not active due to information from the federal government	
<b>Manage a Company Profile</b>	<b>ONHOLD PERMIT SERVICE, INC</b> FEIN: 001212124	
<b>Manage Bond in Company Profile</b>	12/2/05 5:14 PM Your account has been placed in an Out of Service status by law enforcement	
<b>Manage Road Restrictions</b>	12/2/05 5:14 PM Your interstate account is not active due to information from the federal government	
<b>Pay for Applications</b>		
<b>Publish Online Help</b>		
<b>Register for Special Weight</b>		
<b>Reports</b>		
<b>Request Company Account</b>		
<b>View an Issued Permit</b>		
<b>View Approved Permit Applications</b>		
<b>View Pending Applications</b>		
<b>View Road Restrictions</b>		

### Screen 2: Search Criteria

If a carrier user selects the menu option, the system knows to search for that carrier's transactions, and skips to Screen 4.

When other users select the menu option, the system brings up a search parameters screen. The user may search using any of the following criteria:

- A specific *transaction number*, generated when the application was submitted (if this field is used, it is the only field that should be filled);
- The *name*, *FEIN*, or *SSN* of either the carrier or the permitting service;
- The *carrier's U.S. DOT number*; or
- The *submission date* of the application (as a range inclusively between two dates).

## View Application Status



[\[ Help \]](#) [\[ Manage Help \]](#)

Enter Search Criteria	
Search by Transaction Number:	<input type="text"/>
or	
Company Name:	<input type="text"/>
PermitService Identification:	<input checked="" type="radio"/> FEIN <input type="radio"/> SSN <input type="text"/>
Carrier Identification:	<input checked="" type="radio"/> FEIN <input type="radio"/> SSN <input type="text"/>
Carrier USDOT:	<input type="text"/>
Submitted Between:	
Start Date:	<input type="text"/> <input type="text"/> <input type="text"/>
End Date:	<input type="text"/> <input type="text"/> <input type="text"/>
Show expired applications :	<input type="checkbox"/>
<input type="button" value="Clear Search Criteria"/> <input type="button" value="Search"/>	

my/in-dor-osow1.0.18/app/man-approval/app-view/viewApplicationStatus.action?pag

If the user is associated with a permitting service, the system automatically fills in the user's company information in the permitting service field and filters the search to only return applications submitted by that permitting service. Permitting service users also must enter the U.S. DOT number of the carrier as a security precaution.

The user may continue by clicking the "Search" button. If the user wishes to change the search criteria, the user may click the "Clear Search Criteria" button.

### Screen 3: Application Results Screen

The next screen returns a table the permits that have been submitted by (or on behalf of) the company, but have not been processed. Each permit is shown as its own row, with the following columns:

- Transaction number (formatted as a link);
- Carrier information (company name and FEIN or SSN);
- Permit type;
- Application status; and
- Submission date.



## View Application Status for



[\[ Help \]](#) [\[ Manage Help \]](#)

Click on an Application's Transaction Number to view its status

Company Applications				
Transaction Number	Identification	Name	Status	Submission Date
<a href="#">0838141797</a>	FEIN: 1015	THEONHOLDCORP		6/13/05

[Previous](#)

To review the details for a specific application, click on the transaction number. Otherwise, click on the “Previous” button to select a different company.

### Screen 4: Application Details

The system now retrieves the details about the permit application. The details include the following sets of information:

- Contact information;
- Delivery information;
- Applicant information;
- Travel information (if applicable);
- Escort information (if applicable);
- Vehicle information; and
- Route information.

## View Application Status



[\[ Help \]](#) [\[ Manage Help \]](#)

**Application #0838141797 is Pending MCSD Agent Review**

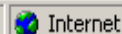
[Add Required Documentation](#)  
[Log Supporting Documentation](#)

[Review this Application](#)  
[Cancel this Application](#)

### Basic Account Information

OSS Company type:	Corporation
OSW Company type:	Carrier
Legal Name:	THEONHOLDCORP
FEIN:	1015
USDOT	N/A
Federal Motor Carrier Number:	N/A
Company DBA name:	N/A

### Address Information



In addition to the previous information, State users have actions that can be performed by clicking the link at the top of the page. Below are the four possible actions that, depending on the user's permissions, determine which actions could be presented:

1. Review the application, regardless of its position in the review queue;
2. Add supplemental documentation that has arrived for this application;
3. Require additional documentation to be obtained from the carrier before this application may be reviewed; or
4. Cancel the application.

Clicking on any of these links will launch the appropriate function with the current application.

After reviewing the information, click the "Previous" button to return to the table of approved applications.

## **5.0 Payment and Delivery**

In this section, we will cover the processes that allow users to pay for permits and have them delivered. There are a variety of payment methods allowed, depending on the characteristics of the company and the method of submission. There also are a variety of delivery methods, the most common of which is to download the permit(s) directly from the system.

## 5.1 VIEWING APPROVED PERMITS

Before you pay for permits, you may first identify the permits that have been approved and that for which payment can be accepted. (Permits that have been approved but require ISP escort cannot be paid for until the escort is approved.)

### Screen 1: The User's Home Page

The process begins at the user's home page. Users who are authorized to view approved permits will have a menu link with the name "View Approved Permit" on the left side of the screen. Click this link to begin.



### Screen 2: Search Criteria

If a carrier user selects the menu option, the system knows to search for that carrier's transactions, and skips to Screen 4.

When other users select the menu option, the system brings up a search parameters screen. The user may search using any of the following criteria:

- A specific *transaction number*, generated when the application was submitted (if this field is used, it is the only field that should be filled);
- The *name*, *FEIN*, or *SSN* of either the carrier or the permitting service;

- The U.S. DOT number of the carrier; or
- The approval date of the application (as a range inclusively between two dates).

**View Approved Permit Applications - Microsoft Internet Explorer**

Address: <http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/post-approval/view-approved/searchApprovedApplications.action?pag>

**DEPARTMENT OF REVENUE** [MCS Home](#) [Logout](#) [Contact Us](#)

**View Approved Permit Applications** [Help](#) [Manage Help](#)

**Enter Search Criteria**

Search by Transaction Number:

or

Company Name:

PermitService Identification: ☐ FEIN ☐ SSN

Carrier Identification: ☐ FEIN ☐ SSN

Carrier USDOT:

Approved Between:

Start Date:

End Date:

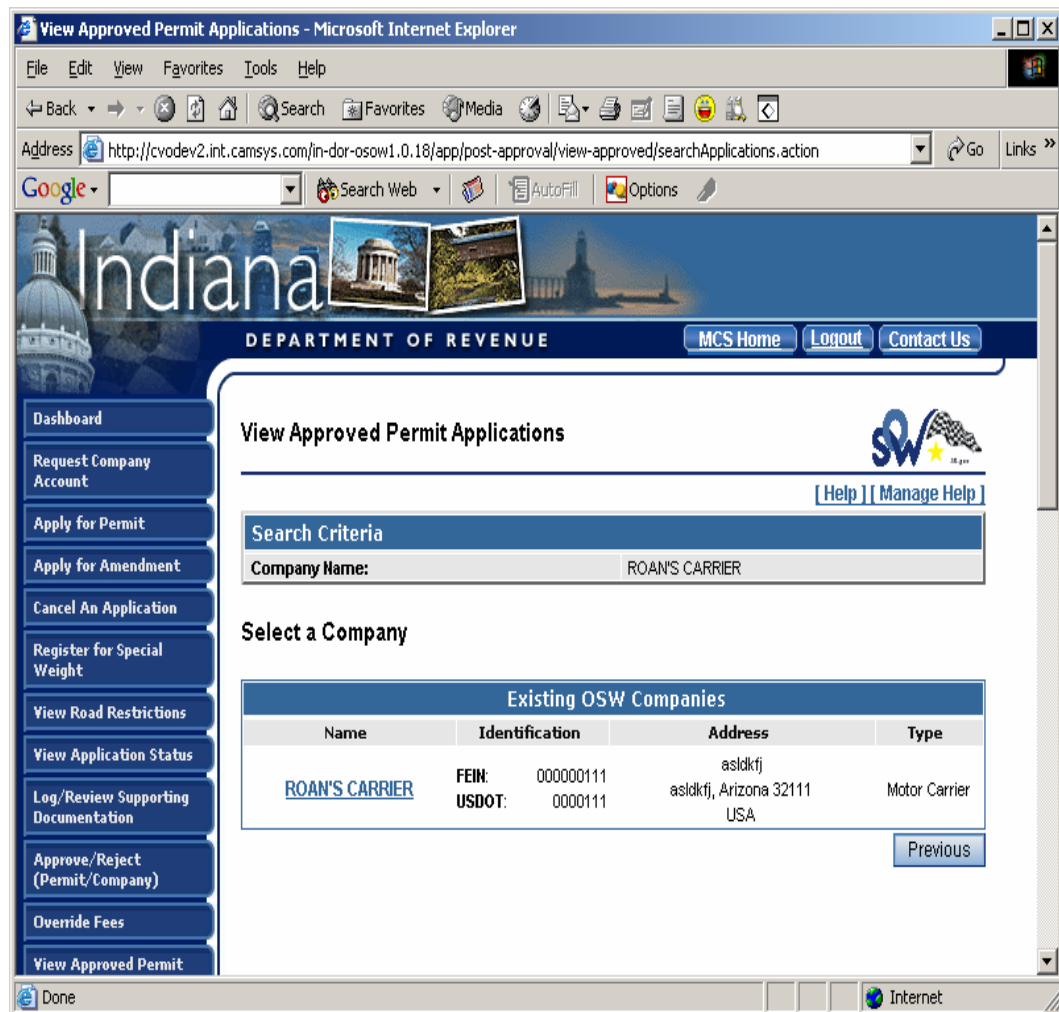
[Clear Search Criteria](#) [Search](#)

If the user is associated with a permitting service, the system automatically fills in the user's company information in the permitting service field and filters the search to only return applications submitted by that permitting service. Permitting service users also must enter the U.S. DOT number of the carrier as a security precaution.

The user may continue by clicking the "Search" button. If the user wishes to change the search criteria, the user may click the "Clear Search Criteria" button.

### Screen 3: Company Selection

The next screen returns a table containing the set of companies that meet the search criteria. Each company in the set is shown on its own row of the table, with the company name shown as a link. The other columns of the table are the company's FEIN/SSN, the company's address, and whether the company is a carrier or a permitting service.



Click on the link for the desired company, or click the “Previous” button to change the search criteria.

#### Screen 4: Permit Results Screen

The next screen returns a table of permits that have been approved for the company, but have not been delivered. Each permit is shown as its own row, with the following columns:

- Transaction number (formatted as a link);
- Permit type;
- Origin/Destination (if a trip permit, otherwise it shows NA);
- Fee to be paid;
- Submission date; and
- Start date.

## Approved Permit Applications



[\[ Help \]](#) [\[ Manage Help \]](#)

Click on the Permit Application's Transaction Number to see details.

Transaction Number	Permit Type	Origin/Destination	Fee	Submission Date	Start Date
<a href="#">4887776660</a>	Oversize-Annual	N/A	\$405.00	Jun 30 2005	Jul 05 2005

[Previous](#)

To review the details for a specific permit, click on the transaction number. Otherwise, click on the “Previous” button to select a different company.

### Screen 5: Permit Details

The system now retrieves the details about the approved permit. The details include the following sets of information:

- Delivery information;
- Applicant information;
- Travel information (if applicable);
- Escort information (if applicable);
- Vehicle information;
- Route information (if applicable); and
- Special provisions (if applicable).



Permit Application Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print AutoFill Options

Address <http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/post-approval/view-approved/searchApplications.action?applicationSe...> Go Links »

Google Search Web

# Indiana

DEPARTMENT OF REVENUE

[MCS Home](#) [Logout](#) [Contact Us](#)

- Dashboard
- Request Company Account
- Apply for Permit
- Apply for Amendment
- Cancel An Application
- Register for Special Weight
- View Road Restrictions
- View Application Status
- Log/Review Supporting Documentation
- Approve/Reject (Permit/Company)
- Override Fees
- View Approved Permit

## Permit Application Details

[\[ Help \]](#) [\[ Manage Help \]](#)

**Oversize-Annual**

**PERMIT APPLICATION # 4887776660** **Fee: \$405.00**

**\*\* This is not an actual OSW Permit \*\***

### CONTACT INFORMATION

Contact Name	Roan Bennett
Contact Phone	123-456-7890

### DELIVERY INFORMATION

Delivery Method	Online
Delivery Fax	123-123-1234

### APPLICANT INFORMATION

Legal Name	ROAN'S PERMITS
Type	Permit Service
FEIN	000000222
Physical Address	asldkfj asldkfj, Alaska 99111

Done Internet

**Permit Application Details - Microsoft Internet Explorer**

Address: <http://cvodev2.int.camsys.com/in-dor-osow1.0.18/app/post-approval/view-approved/searchApplications.action?applicationSe>

**Navigation Links:**

- Manage Fee Rules
- Manage Special Provisions
- Manage System Configuration Data
- Manage a Company Profile
- Manage Bond in Company Profile
- Manually Expire Permits Permit Applications
- Manage Envelope Routes
- Manage Road Restrictions
- View an Issued Permit
- Log Violation
- Resolve Violation
- Reports
- Publish Online Help

**Application Details:**

Type	Carrier
FEIN	000000111
USDOT	0000111
Physical Address:	asldkfj asldkfj, Arizona 32111 USA
Mailing Address:	asldkfj asldkfj, Arizona 32111 USA
Phone	123-123-1234
Email	

**TRAVEL INFORMATION**

Trip Start Date:	Jul 05 2005
Trip End Date:	Jul 04 2006

**VEHICLE INFORMATION**

VIN	1234BENN456789B
Make	FORD
Model Year	2004
Type	Tractor-Trailer
State Licensed In	MA
License Plate	555 RRB
Nickname/Unit Number	1957
Has 5th-wheel Hookup	No

[Previous](#)

After reviewing the information, click the “Previous” button to return to the table of approved applications.

## 5.2 ONLINE PAYMENT OPTIONS

Customers paying for permits online have a variety of payment options available. Some options may require the submission of additional documentation to the Department of Revenue; this documentation submission occurs outside of the system.

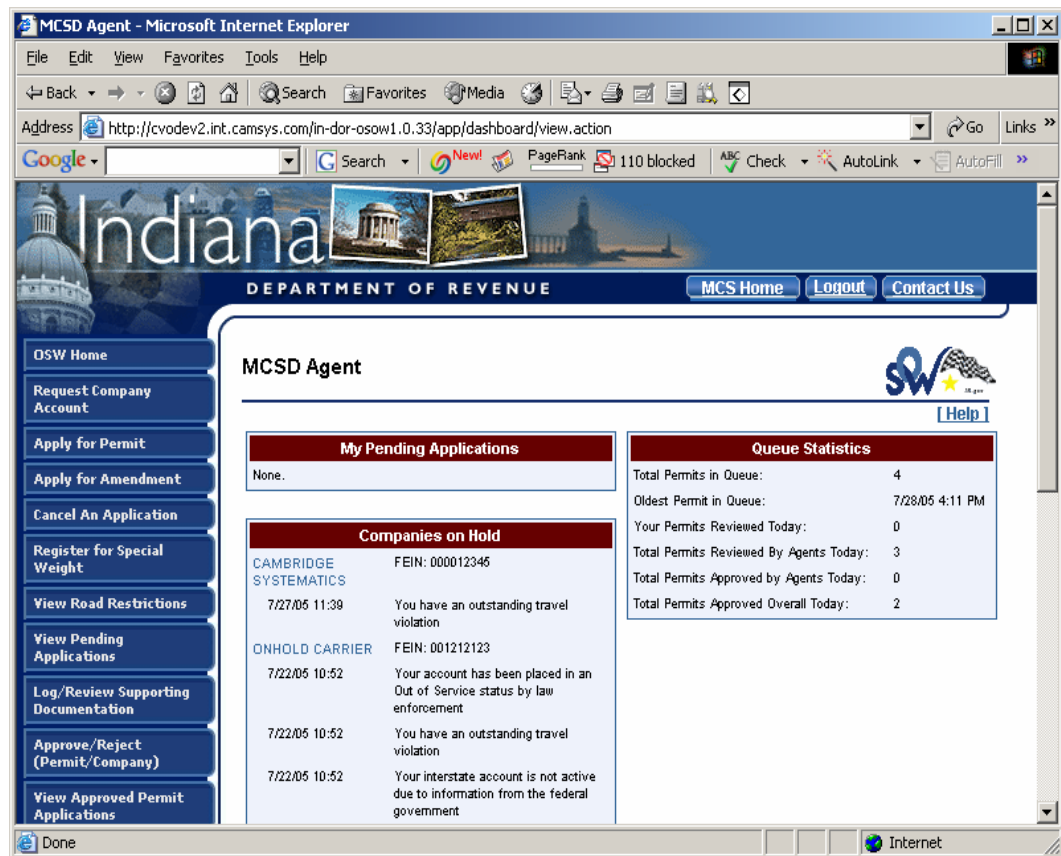
The full set of online payment options is as follows:

- “E-Credit Card” via *accessIndiana*;
- “E-Check” via *accessIndiana*;
- An *escrow account* opened through the Department of Revenue;
- The ability to *mail in* a payment or pay at the MCSD Service Center; and
- Automated clearinghouse, or “ACH” transactions.

*accessIndiana* is a third-party agency which processes online payment transactions on behalf of Indiana agencies. The OSW system integrates with *accessIndiana*’s payment screens and functions, so users experience a seamless payment process. *accessIndiana* does add surcharges when using its services.

### Screen 1: The User’s Home Page

The user begins the payment process from their home page. Select the “Pay For Applications” menu link from the left menu bar to continue. This link also is used to pay for other transactions, such as annual Special Weight registrations, and canceled permit applications which had nonrefundable fees.



## Screen 2: Search Criteria

If a carrier user selects the menu option, the system knows to search for that carrier's transactions, and skips to Screen 4.

When other users select the menu option, the system brings up a search parameters screen. The user may search using any of the following criteria:

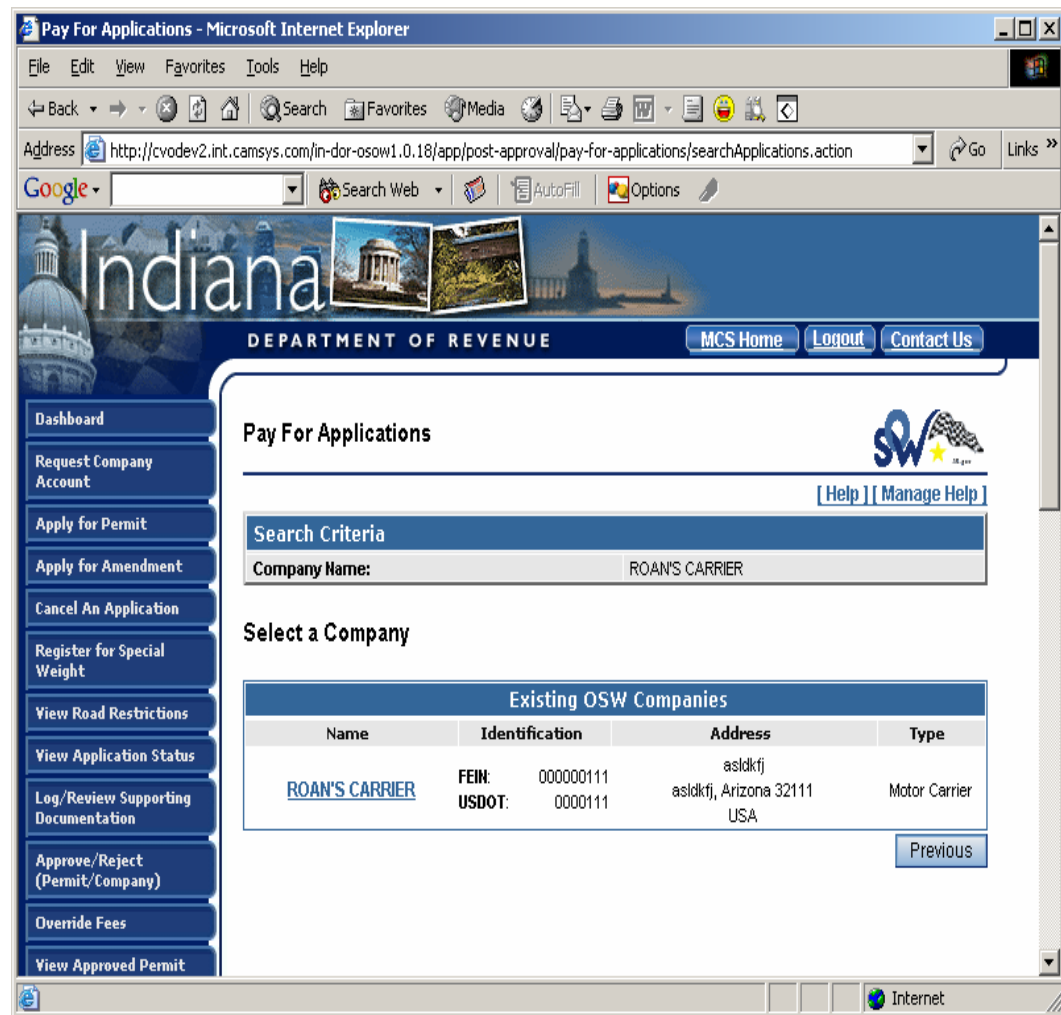
- The name, FEIN, or SSN of either the carrier or the permitting service; or
- The U.S. DOT number of the carrier.

If the user is associated with a carrier, the system automatically fills in the user's carrier information in the carrier fields, and filters the search to only return applications from that carrier. If the user is associated with a permitting service, the system automatically fills in the user's company information in the permitting service field and filters the search to only return applications submitted by that permitting service.

The user may continue by clicking the "Search" button. If the user wishes to change the search criteria, the user may click the "Clear Search Criteria" button.

### Screen 3: Company Selection

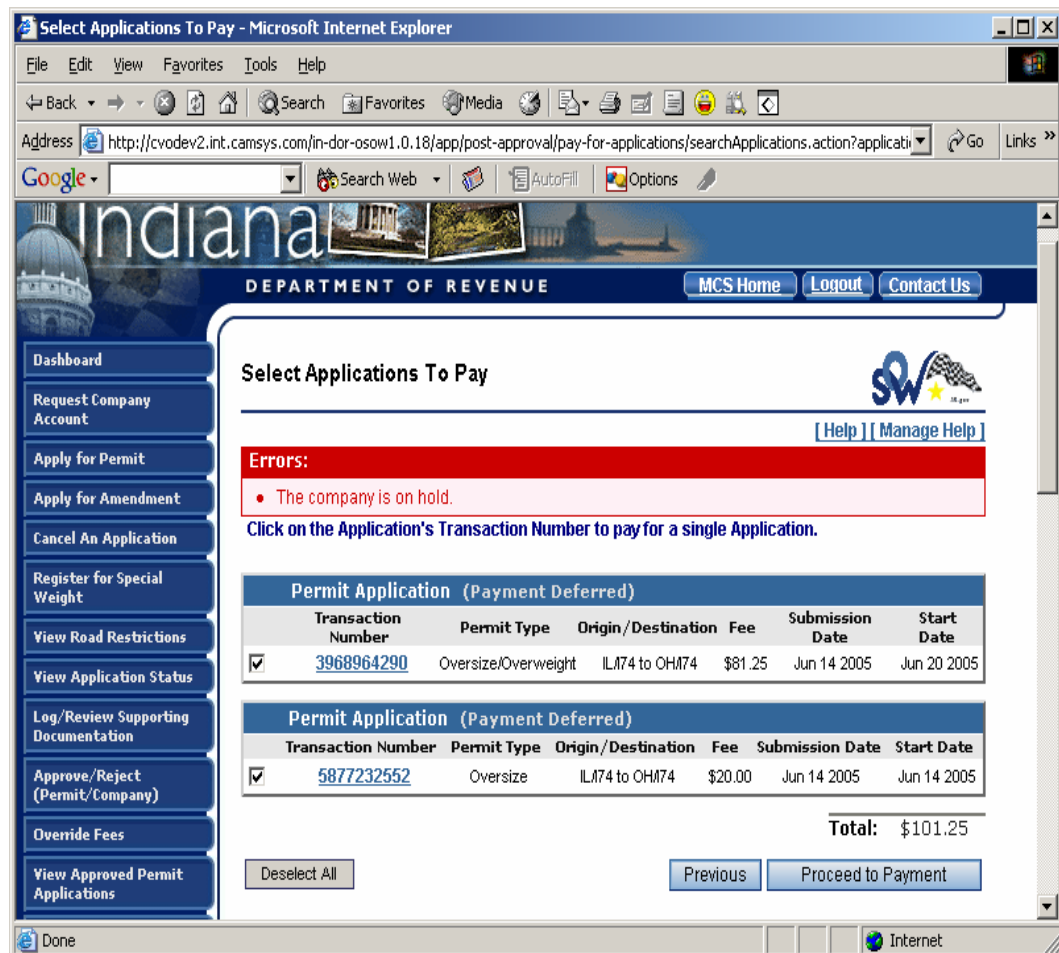
The next screen returns a table containing the set of companies that meet the search criteria. Each company in the set is shown on its own row of the table, with the company name shown as a link. The other columns of the table are the company's FEIN/SSN, the company's address, and whether the company is a carrier or a permitting service.



Click on the link for the desired company, or click the “Previous” button to change the search criteria.

#### Screen 4: Permit Results Screen

The next screen returns the set of transactions that are eligible to be paid, that have been approved for the company, but have not been delivered. This set of transactions can include approved permits, canceled permits, permit amendments, superload pre-approvals, and annual Special Weight registration fees.



To review the details for a specific transaction, click on the transaction number. The system will provide the details for the application. Click the "Previous" button to return to this screen.

Each transaction has a checkbox next to it. The user may check any or all of the boxes to indicate which transactions will be paid. The "Select All" and "Deselect All" buttons are provided as a shortcut. However, if a company is on hold due to not paying for transactions in a timely basis, the system may constrain the user to pay for some or all transactions in order to remove the hold.

Once the appropriate transactions have been selected, click the "Proceed to Payment" button to continue.

## Screen 5: Identify Payment Options

The next screen asks the user to select the desired payment option. The options presented will vary by company, but will be selected from the set described at the beginning of the section based on the user's and user's company's profile settings.



Payment Summary	
Transaction Number	Fee
3968964290	\$81.25
5877232552	\$20.00
<b>OSW Fees: \$101.25</b>	

**Payment Options**

☐ Cash

☐ Credit Card

☐ E-Check

☐ E-Credit Card

☐ Mail-In

☒ Paper Check or Money Order

Walk-in payment delivered by

Click the “Next” button to continue.

## Screen 6: Total Fees Due

On the next screen, the system calculates the grand total to be paid for all the selected transactions. If an *accessIndiana* payment method has been selected, the *accessIndiana* surcharges also are presented.

**Total Fees Due**

[Help](#) [Manage Help](#)

Payment Summary	
<b>Transaction Number</b>	<b>Fee</b>
9108250212	\$10.00
<b>OSW Fees: \$10.00</b>	

Additional Credit Card Fees	
Enhanced access fee	\$2.00
Instant access fee	\$1.26
<b>Total Due: \$13.26</b>	

[Previous](#) [Cancel](#) [Next](#)

Click the “Next” button to continue.

## Screen 7: Payment Method Details

Not all payment methods will have a details screen. For example, ACH payments have account details stored in the purchasing company’s profile.

### *E-Credit Card Details*

If paying by E-Credit Card via *accessIndiana*, the following details are required.

Table 5.1 E-Credit Card Details

Field Label	Notes
Name on the Card	Freeform text
Type of Card	MasterCard or Visa
Credit Card Number	A 16-digit number, without spaces
Expiration Date	Month and year
Street	The billing address street, this may be different from the address in the company profile
City	
State	
Postal Code	

Only credit cards with U.S. billing addresses may be accepted.

Click the “Next” button to continue, or the “Previous” button if you wish to use a different payment method.

### E-Check Details

The E-Check process is managed by *accessIndiana*, and at this point the user has momentarily left the OSW application. Information requested includes your checking account number as well as the routing number for your financial institution. Please consult *accessIndiana* for additional information.

### Escrow Details

Carriers and permitting services may establish an escrow account with the Department of Revenue. Setting up an escrow account is part of the process for applying to purchase OSW permits.

If paying by escrow, the user selects the escrow account option on the payment options screen. Clicking the “Next” button brings up the next screen where the payment summary and account balance are displayed.

#### Pay By Escrow

[\[ Help \]](#) [\[ Manage Help \]](#)

Payment Summary	
<b>Transaction Number</b>	<b>Fee</b>
3371728897	\$41.00
<b>OSW Fees: \$41.00</b>	

Escrow Account Balance for CAMBRIDGE SYSTEMATICS:	\$500.00
Projected Escrow Account Balance:	\$459.00

As permits are paid for using the Escrow payment method, the funds are drawn from the escrow account. The State will maintain an account balance, and the system will deduct the cost of each permit from the account balance as shown in the screen above. If there are insufficient funds to cover the transaction, an error message is returned by the system telling the user there is a shortage of funds and that they must use another payment method. When the account balance reaches zero or an amount less than the fees due, other methods of payment must be used.

Clicking the “Confirm” button will take the user to the payment approved screen.

## Payment Approved

[\[ Help \]](#) [\[ Manage Help \]](#)

Your payment was approved!	
Total Amount Paid:	\$41.00
Payment Status:	Approved

[Download and Print PDF Image\(s\)](#)

## Screen 8: Confirmation Screen

Some payment methods require that the user confirm that they are authorizing the payment. Enter your initials and click the “Next” button to continue.

Confirmation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print W

Address <http://cvdev2.int.camsys.com/in-dor-osow1.0.25/app/post-approval/pay-for-applications/captureCreditCard.action> Go Links »

Indiana DEPARTMENT OF REVENUE [MCS Home](#) [Logout](#) [Contact Us](#)

OSW Home  
Request Company Account  
Apply for Permit  
Apply for Amendment  
Cancel An Application  
Register for Special Weight  
View Road Restrictions  
View Pending Applications  
Log/Review Supporting Documentation  
Approve/Reject

**Confirmation**

[\[ Help \]](#) [\[ Manage Help \]](#)

I agree that the amount of \$13.26 will be charged to my credit card.

My initials:

[Previous](#) [Cancel](#) [Next](#)

Done Internet

## Screen 9: Approval Screen

At this point, the system will apply the payment to the requested transactions. An approval screen will be displayed to summarize the accepted payment. The details of the screen will differ based on payment method; the example below is for an E-Credit Card payment.

If the transactions included a permit, the bottom right corner of the approval screen will have a link to “Download and Print PDF Images.” The user can click on this now to immediately download permits, or the user can conduct other business and obtain the permits later using the “View an Issued Permit” link on the main menu.

### Payment Approved



[\[ Help \]](#) [\[ Manage Help \]](#)

Your payment was approved!	
Total Amount Paid:	\$13.26
Payment Status:	Approved
Order ID:	1015-07112005122133-25416

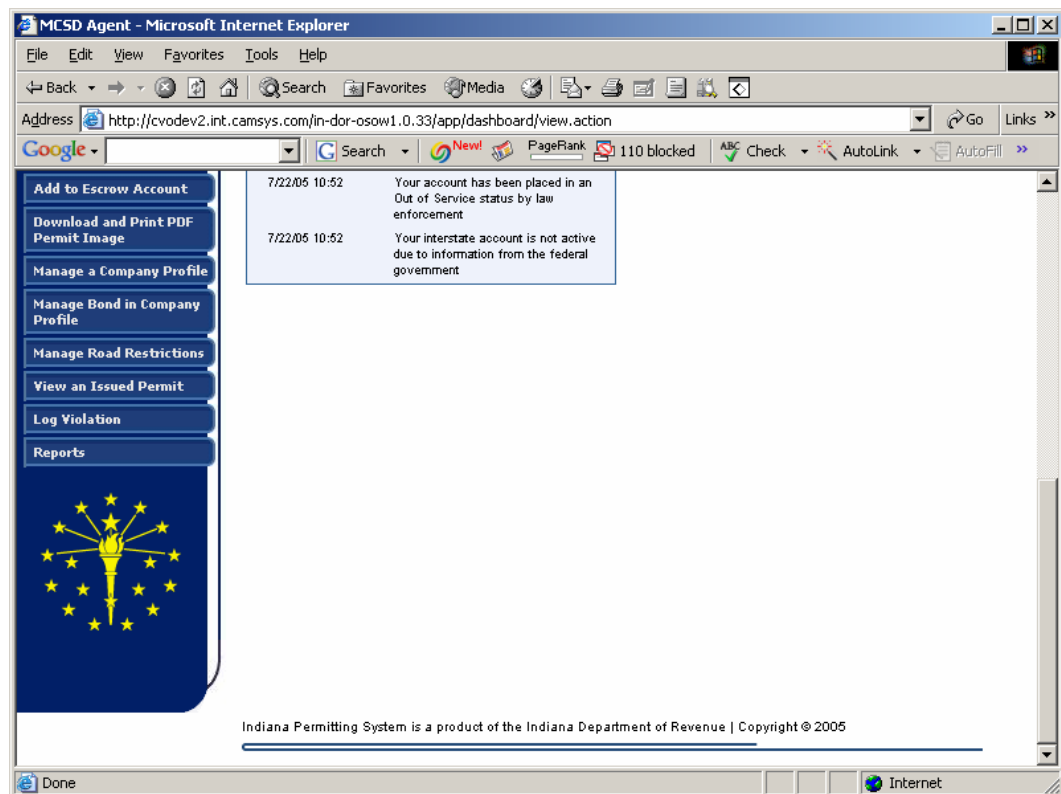
[Download and Print PDF Image\(s\)](#)

## 5.3 DOWNLOADING YOUR PERMIT

The system enables users to automatically download the actual permit from the system. The permit is generated by the system as a PDF file after the permit has been paid for (or deferred if a bond is in use).

### Screen 1: The User's Home Page

When a PDF file has been generated, the permit is considered “issued.” To see a list of all issued permits, click on the “View Issued Permits” menu item from your home page.



If you are using a bond to defer payments, and you have submitted a permit application that the system has automatically approved, you also can get to this step by clicking on the “Download Permit” button on the auto-approval confirmation screen.

## Application 2899402925 Submitted



[\[ Help \]](#) [\[ Manage Help \]](#)

### Application 2899402925 Submitted Successfully

Thank you for applying for your permit using the Indiana Online OSW Permitting System. Your permit application was issued. The Payment was deferred to the bond on file.

You can make a payment by clicking on the "Make Payment" button below or by using the "Pay for Applications" link on the menu on the left.

To download a PDF image of your permit, click on the "Download" button or follow the "Download and Print PDF Permit Image" link on the menu.

Your transaction number is **2899402925**, please print this page for your records.

[Make Payment](#)

[Download Permit](#)

[Home](#)

## Screen 2: Search Criteria Screen

If a carrier or permitting service user selects the menu option to "Download and Print PDF Permit Image," the system knows to search for that user's transactions, and skips to Screen 4.

When other users select the "Download and Print PDF Permit Image" menu option, or when any user (whether carrier, permitting service, or other user) selects the "View an Issued Permit" menu option, the system brings up a search parameters screen. The user may search using any of the following criteria:

- A specific transaction number, generated when the application was submitted (if this field is used, it is the only field that should be filled);
- The name, FEIN, or SSN of either the carrier or the permitting service;
- The issue date of the application (as a range inclusively between two dates);
- The expire date of the application (as a range inclusively between the two dates); or
- The carrier's U.S. DOT number.



**View Issued Permits**

Enter Search Criteria

Search by Transaction Number: 2899402925

or

Company Name:

PermitService Identification: ☒ FEIN ☐ SSN

Carrier Identification: ☒ FEIN ☐ SSN

Carrier USDOT:

Issued Between:

Start Date: End Date:

Clear Search Criteria Search

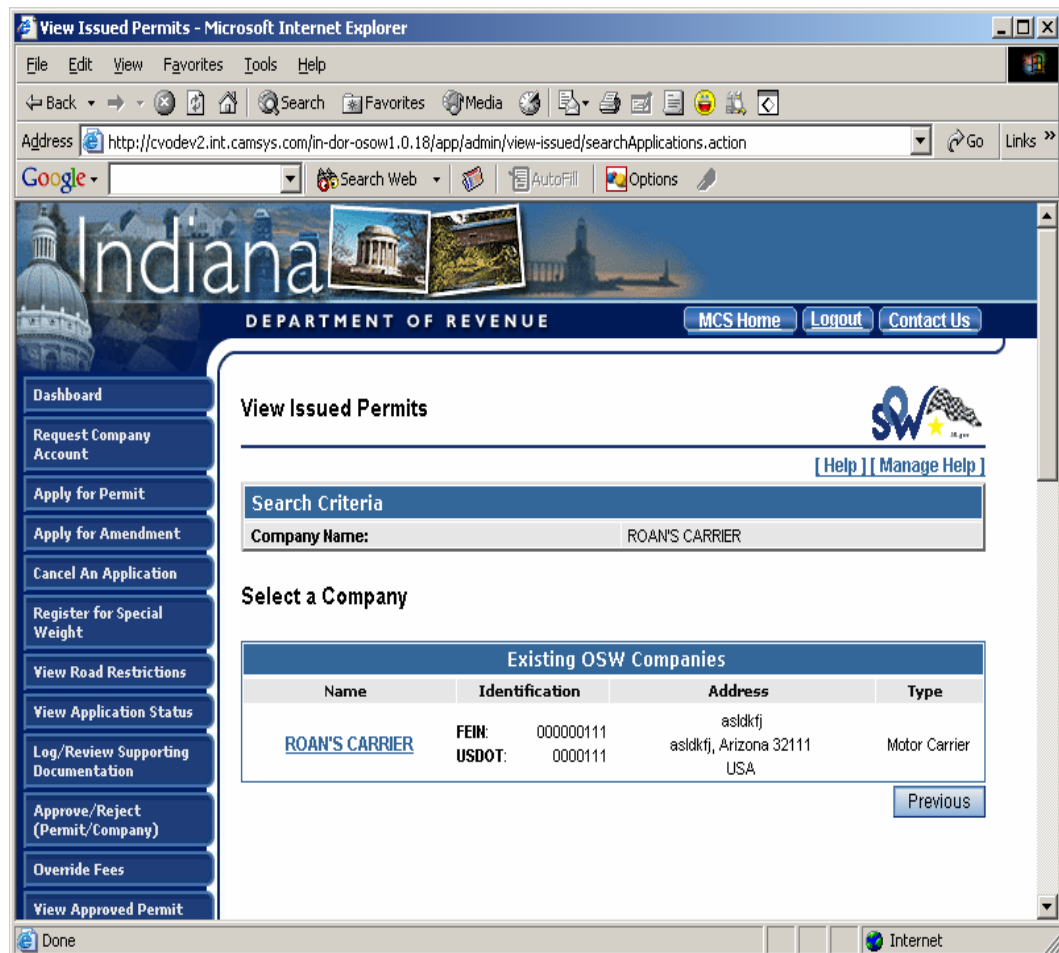
If the user is associated with a carrier, the system automatically fills in the user's carrier information in the carrier fields of the search parameters screen and filters the search to only return applications from that carrier. If the user is associated with a permitting service, the system automatically fills in the user's company information in the permitting service field and filters the search to only return applications submitted by that permitting service.

The user may continue by clicking the "Search" button. If the user wishes to change the search criteria, the user may click the "Clear Search Criteria" button.

### Screen 3: Company Selection Screen

The next screen returns a table containing the set of companies that meet the search criteria. Each company in the set is shown on its own row of the table, with the company name shown as a link. The other columns of the table are the company's FEIN/SSN, the company's address, and whether the company is a carrier or a permitting service.

Click on the link for the desired company, or click the "Previous" button to change the search criteria.



#### Screen 4: Table of Permits

The next screen returns a table of all the permits that meet the search criteria for the company selected. The table has seven columns:

1. The transaction ID number for the permit;
2. The type of permit (e.g., “Oversize” or “Special Weight”);
3. The origin and destination of the permit (for trip permits);
4. VIN;
5. Nickname/unit number;
6. The fee collected for the permit; and
7. The start date for the permit.

ID	Permit Type Origin/Destination	VIN	Nickname /Unit Number	Fee	Start Date
<a href="#">2152144878</a>	Overweight Superload ILA74 to MMA94	34590D34569037771		\$183.40	Feb 02 2006
<a href="#">3140483176</a>	Overweight Superload ILA74 to MMA94	34590D34569037771		\$233.40	Jan 31 2006

The transaction number is formatted as a link. To continue, click on the transaction number for which you wish to see permit details. If you wish to change the search criteria, click the “Previous” button.

On this screen, the user also may download the “General Provisions” associated with a permit. The company must follow the relevant general provisions, and the driver must have a copy of the general provisions with the permit. Clicking on the “Download General Provisions” link opens up a PDF file with the general provisions document, in a new browser window.

## Screen 5: Permit Details

Clicking on one of the ID links opens the next screen that summarizes the permit information. **THIS IS NOT THE PERMIT ITSELF**, but is provided to help the user double-check that this is the specific permit which should be downloaded. At the top of the page is a link to “Download PDF Image.” If this is the correct permit, click that link to continue. Otherwise, click the “Previous” button to return to the list of permits.

**Permit Application Details**

[Download PDF Image \(Generate if necessary\)](#)

**Oversize/Overweight**  
**PERMIT APPLICATION # 3968964290** **Fee: \$81.25**

**\*\* This is not an actual OSW Permit \*\***

**DELIVERY INFORMATION**

<b>Delivery Method</b>	Online
------------------------	--------

**APPLICANT INFORMATION**

<b>Legal Name</b>	ROAN'S CARRIER
<b>Type</b>	Carrier
<b>FEIN</b>	000000111
<b>USDOT</b>	0000111
<b>Physical Address:</b>	asldkfj, Arizona 32111 USA
<b>Mailing Address:</b>	asldkfj, Arizona 32111 USA
<b>Phone</b>	123-123-1234
<b>Email</b>	

**TRAVEL INFORMATION**

<b>Trip Start Date:</b>	Jun 20 2005
-------------------------	-------------

## Screen 6: Permit Image

At this point, the system checks the database to see if a PDF image already exists for this permit. If not, the system creates a PDF image. In either event, the system then opens up a new browser window and shows the PDF file in that window.

The user must have the Adobe Acrobat reader to view the image. The reader is free, and is available at <http://www.adobe.com>.

From here, the user can use their browser's print function to print an image of the permit, or can save the image to their computer so that it may be printed later, or distributed to the driver via e-mail. Please refer to your browser's help documentation for specifics on the browser's specific menu commands.

http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/post-approval/view-issued/searchApplication - Microsoft Internet Ex...

File Edit Go To Favorites Help

Back Forward Stop Search Favorites Media Print Copy Paste Undo Redo

Address http://cvsdev2.int.camsys.com/in-dor-osow1.0.18/app/post-approval/view-issued/searchApplications.action?applicationSearch... Go Links

Google Search Web AutoFill Options

90%

Indiana Department of Revenue  
**Oversize/Overweight Vehicle Permit**

Permit # 2899402925

Effective From Jun 29, 2005 Until Jul 13, 2005 \$20.00

Company Information		Vehicle Information	
Issued to	ROAN'S CARRIER	VIN	1234BENN456789E
Address	asldkfj	Year	1999
City	asldkfj	Make	VOLVO
State	AZ	Plate	123 RRB
Zip	32111	State	MD
Telephone	123-123-1234		
USDOT#	0000111		
Country	USA		

Load Information		Serial Number 12456	
Load Carried	Goods	Loading Method	sideBySide
Vehicle Type	Truck		
Height	13 ft. 6 in.	Gross Weight (lbs.)	80000
Width	8 ft. 6 in.	Axle Weights (lbs.)	20000
Length	60 ft. 0 in.		20000
# Axles	4		20000

Allowable Travel

1 of 1

Done Unknown Zone

## 5.4 PERMIT DELIVERY VIA FAX

During the online application submission process, one of the questions was the method of delivery. This question is presented for all types of permits. It also is presented when a State employee performs the data entry for a mailed-in or walked-in permit.

### Apply For Permit



[ Help ]

Delivery Method	
Delivery Method	<input type="text" value="Fax"/>
Fax Number	<div>Format: 000-000-0000...</div> <div><input type="text" value="301-347-0101"/></div>
A \$0.00 fee will be added to the permit cost if you choose to have the permit delivered by fax.	
<div>Previous</div> <div>Cancel</div> <div>Save as Draft</div> <div>Next</div>	

The Department of Revenue may impose a surcharge for a fax delivery. It is the customer's responsibility to ensure that the destination fax machine is operational. Once payment has been received for the permit (or deferred if a bond is in use), the system will queue the permit image for delivery using the Department of Revenue's fax gateway.

Even if a permit has been delivered via fax, if the permit application was submitted online, the user may still download an image of the permit until the permit's expiration date.

## **5.5 DELIVERY OF PERMITS ORDERED VIA VOICE RESPONSE**

Permits ordered via voice response may be either delivered by fax, or downloaded from the system. Consult Sections 5.6 and 5.8, respectively, for additional information.

## 6.0 Dashboards

In this section, we will describe where the system will generate up to six report queries and automatically present a limited set of the most relevant results on the user's home page.

### 6.1 HOME PAGE DASHBOARDS

The OSW system is built around the idea of user home pages. Each home page is designed for a set of users with common goals and interests for using the system, and users are assigned a specific home page when they are added to the system.

Each home page is designed to answer the most common queries that this class of user may have, without the need for any system navigation. For example, a user involved in scheduling ISP escorts has the list of applications requiring escort assignment on their home page.

Each home page has up to six of these common queries or *panes*; the set of all panes is called the *dashboard*. Examples of some of the dashboards are shown below. Each pane has a series of rows, relating to the system records that match the pane's implicit query. These panes are updated every time the user returns to the home page by clicking on a link (but *not* if using the browser BACK button, which is strongly discouraged).

Some of the panes have rows that are enabled with links. These links contain shortcuts to specific system functionality, often allowing the user to skip two or three screens.

#### **Dashboard 1: Carrier**

The carrier dashboard is oriented to users associated with a motor carrier. The sections of the dashboard show the activity of the carrier, including both user-specific and carrier-wide activity.

##### *Pane 1: My Approved Applications*

This pane shows the user information about the applications the user has submitted that are approved and ready to be issued, as well as issued and ready to be downloaded. There are up to 50 applications shown. Depending on the status and type of the application, clicking on the transaction number either displays the permit's PDF or shows the details of the application. Additional columns are the submission date and time, the type of transaction submitted, and the fee charged.



### *Pane 2: My Recent Applications*

This pane shows the user information about the applications the user has submitted, regardless of status. There are up to 20 applications shown. Clicking on the transaction number shows the details of the application. In addition to the transaction number, additional columns include the submission date and time, the type of transaction, the applications status, and (for trip permits) the desired point of origin.

### *Pane 3: Our Rejected Applications*

This pane shows the user information about the applications the company has submitted (regardless of user) that have been rejected. There are up to 20 applications shown. Clicking on the transaction number shows the history of the application. In addition to the transaction number, additional columns include the submission date and time, the type of transaction, and the first few words about the reason for the rejection. The application history accessed by clicking on the transaction number includes the full rejection reason.

### *Pane 4: Our Bond/Escrow Status*

This pane shows the user information about the company's bond/escrow status. If the company does not have a bond or an escrow account. The pane shows if the user's company has a bond, or escrow, or neither. If bond or escrow is available, the remaining available balance is shown.

### *Pane 5: Recent Notices*

This pane shows the user information about recent notices sent to the company, with the exception of any "your permit is ready" notices. Up to 20 notices are shown. Lengthy notices may be truncated.

## **Dashboard 2: Permitting Service**

This dashboard is oriented to users associated with a permitting service. The sections of the dashboard show the activity of the permitting service, including both user-specific and service-wide activity.

### *Pane 1: My Approved Applications*

This pane shows the user information about the applications the user has submitted that are approved and ready to be issued, as well as issued and ready to be downloaded.

There are up to 50 applications shown. Depending on the status and type of the application, clicking on the transaction number either displays the permit's PDF or shows the details of the application. Additional columns are the carrier for which the permit is being purchased, the submission date and time, the type of transaction submitted, and the fee charged.

### *Pane 2: My Recent Applications*

This pane shows the user information about the applications the user has submitted, regardless of status. There are up to 20 applications shown. Clicking on the transaction number shows the details of the application. In addition to the transaction number, additional columns include the carrier for which the permit is being purchased, the submission date and time, the type of transaction, the applications status, and (for trip permits) the desired point of origin.

### *Pane 3: Our Rejected Applications*

This pane shows the user information about the applications the company has submitted (regardless of user) that have been rejected. There are up to 20 applications shown. Clicking on the transaction number shows the history of the application. In addition to the transaction number, additional columns include the carrier for which the permit was intended, submission date and time, the type of transaction, and the first few words about the reason for the rejection. The application history accessed by clicking on the transaction number includes the full rejection reason.

### *Pane 4: Our Bond/Escrow Status*

See Dashboard 1, Pane 4.

### **Pane 5: Recent Notices**

See Dashboard 1, Pane 5.

## **7.0 Administrative Functions**

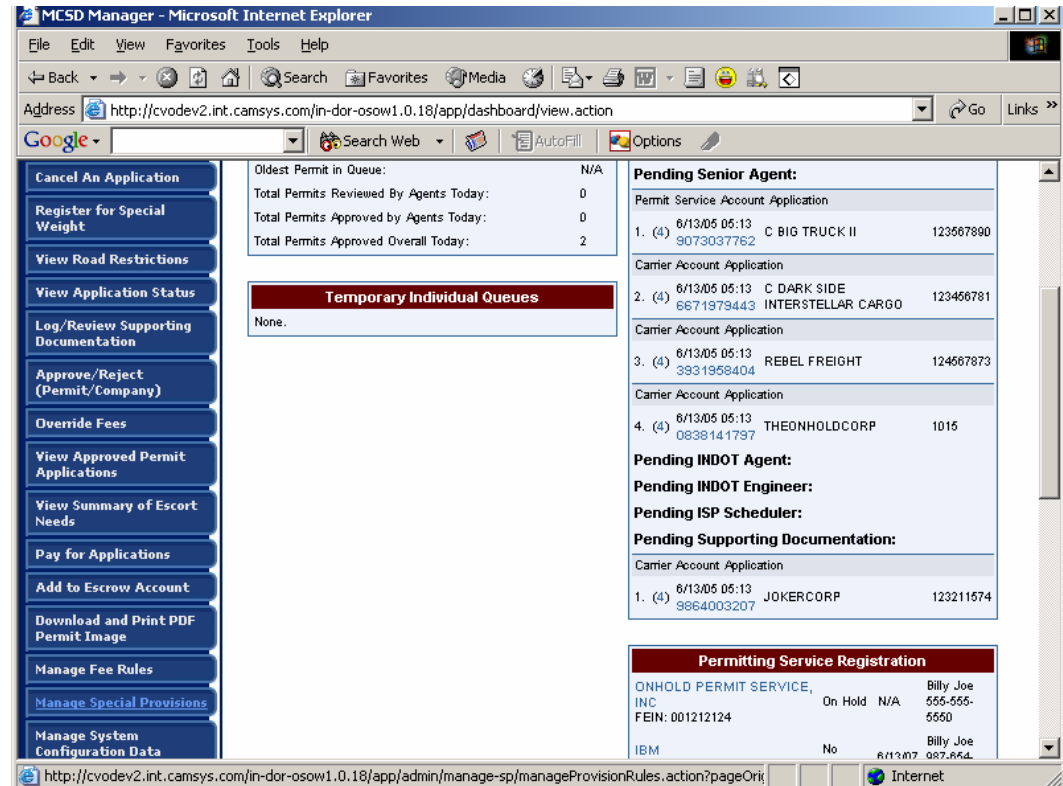
In this section, we will cover the functions for administering the system through the user interface.

## 7.1 VIEWING CURRENT ROAD RESTRICTIONS

Any user may view the current road restrictions. Since the list of restrictions may be large, we have provided a filtering function.

### Screen 1: The User's Home Page

To start viewing road restrictions, click on the “View Road Restrictions” menu link from your home page.



### Screen 2: Search and Results Screen

This screen allows you to search for road restrictions on the highway network. The same screen manages both the search parameters and the search results.

There are three search parameters which allow you to filter the set of restrictions which are returned. If you select none of them and click the “Search” button, all restrictions known to the system are returned.

The highway search criterion lets you filter the restrictions to only one highway. The drop down list shows the possible highways for which a restriction may be found. If you are not sure of the highways in your area, clicking on the “view map” link opens a map of the State highway network in a new window.

The date search criterion lets you filter the restrictions to those added to the system in a predefined period of time, for example “60 days.”

The restriction type filters the restrictions based on the impact of the restriction. The specific restriction types are determined by the Indiana Department of Transportation.

After clicking the “Search” button, the system will retrieve all restrictions filtered by the search criteria. For restrictions based on dimensions, the number included is the number of INCHES over which traffic is not allowed.

### Search For Road Restrictions

[\[ Help \]](#) [\[ Manage Help \]](#)

#### Search Results:

Highway	Effective Date	Expiration Date	Counties	Restriction Type	Start	End	Direction	Comment
I70	11/14/2005	1/15/2006	Marion	height <= 192	Smithfield Road	Exit 43	South	Bridge work on I70 South, bridge #117

Please enter the criteria for your search. Leave all fields blank if all records are desired.

[View map.](#)

Highway:	<input type="text" value="I70"/>
Restrictions Added Within the Last:	<input type="text" value="60 days"/>
Restriction Type:	<input type="text" value="RESTRICT DIMENSION - Height"/>