



HIGHWAY OVERSIZE/OVERWEIGHT CREDENTIALING SYSTEM (HOOCs)

NYS DOT DIV LOAD CUSTOMER SUPPORT TRAINING PACKET

Version: 0.1

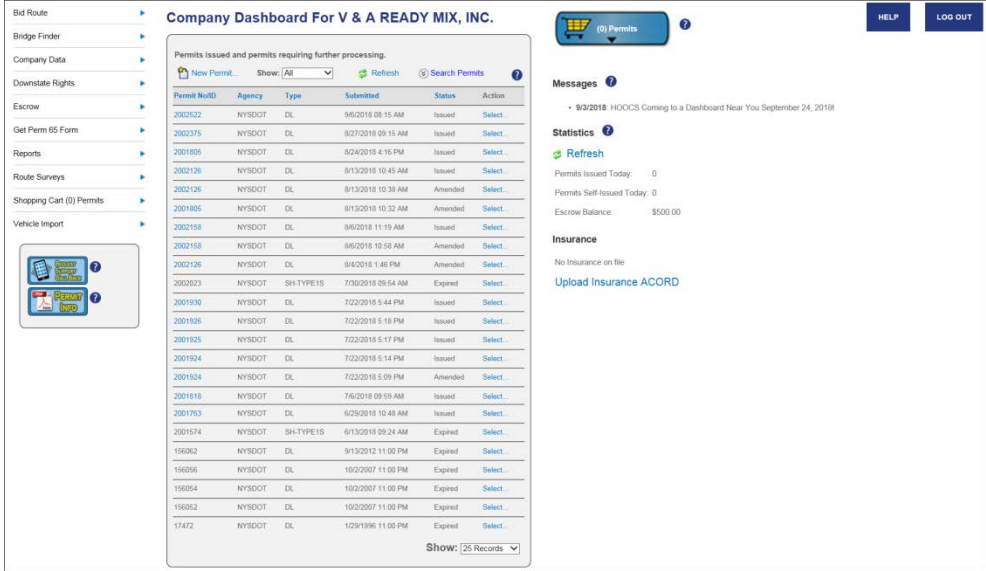
Date: 09/17/2018

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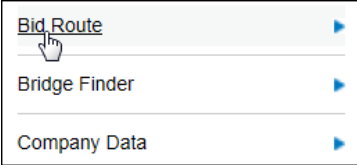
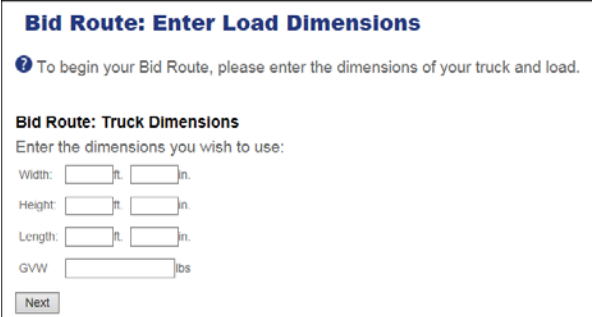

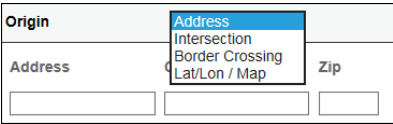
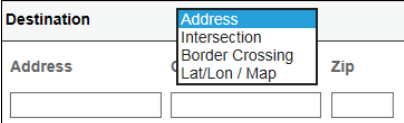
WELCOME TO HOOCS – INTRODUCTION TO COMPANY DASHBOARD – HELP AND VIDEOS

The **Company Dashboard**, also the Home Page, is designed to allow Company Users to quickly access different tools and functions of the system.

Step	Description
1.	<p>The links available on the Company Dashboard are dependent on the Login Roles and Permissions assigned to the user.</p>  <p>The Company Dashboard is divided into eight (8) main parts.</p> <ul style="list-style-type: none"> • Administrative Panel • Customer Support Panel • Permits Panel • Shopping Cart Panel • Messages Panel • Statistics Panel • Insurance Panel • Help

BID ROUTE

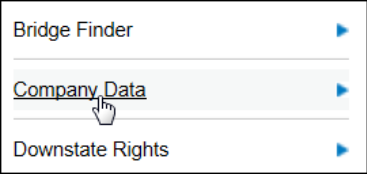
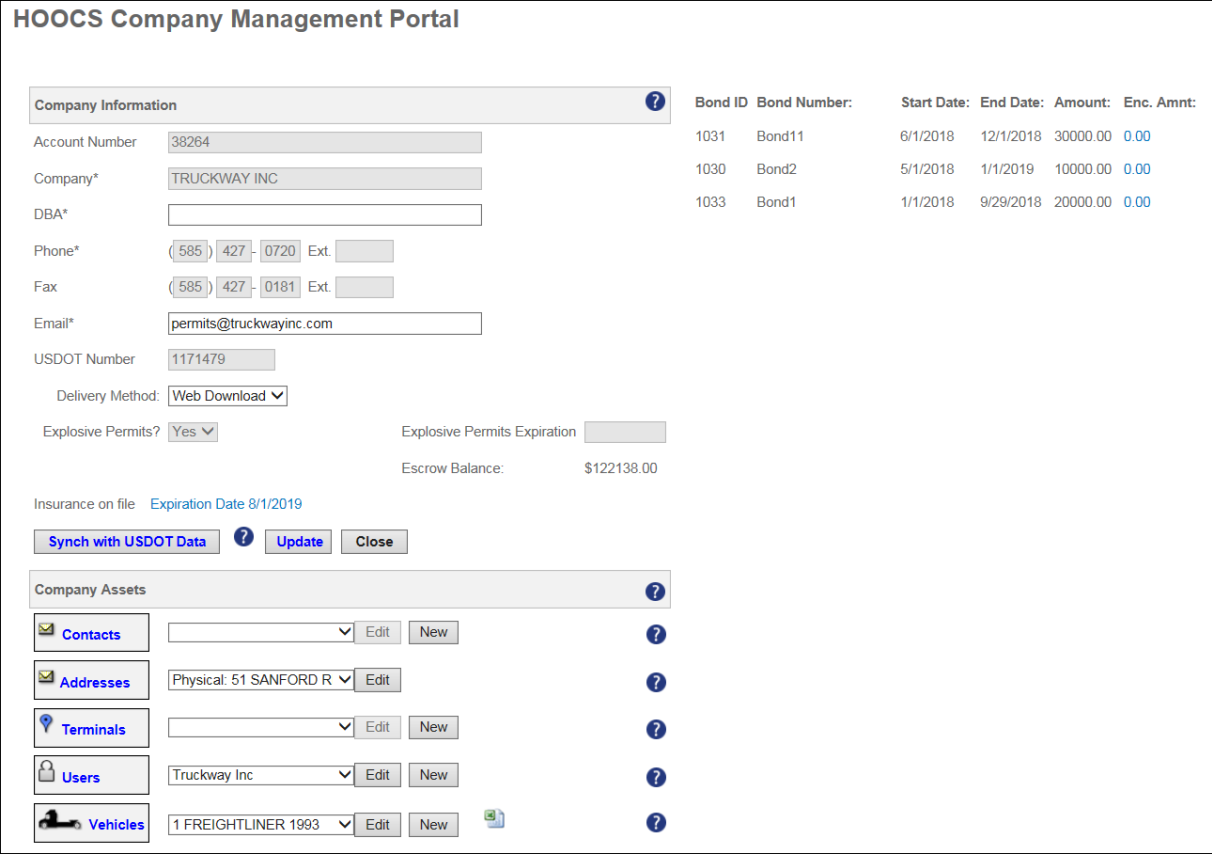

This Training Packet details the steps needed for a Company User to utilize HOCS Bid Route.

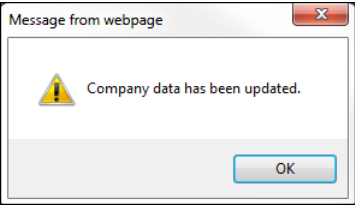
Step	Description
1.	<p>Click the Bid Route link in the Administrative Panel on the Company Dashboard.</p>  <p>The Bid Route: Enter Load Dimensions screen will be displayed.</p>
2.	<p>Enter the load dimensions into the appropriate fields using numbers only.</p> <p>If there are no inches for a parameter, leave the field blank. Do not enter zero as a dimension.</p>  <p>Note: All fields for dimensions can be left blank. Leaving these fields blank will assume that all dimensions are legal.</p>
3.	<p>Click the Next button to continue.</p> 
4.	<p>The Enter a Route screen will be displayed.</p>
5.	<p>Select a routing option from the Origin dropdown list. The fields displayed are based on the selection.</p>  <p>Enter or select the appropriate information for the Origin.</p>
6.	<p>Select a routing option from the Destination dropdown list. The fields displayed are based on the selection.</p>  <p>Enter or select the appropriate information for the Destination.</p>

Step	Description
7.	<p>Click the Validate and Run button.</p> <p>The Trip Results Panel will be displayed.</p>  <p>Note: Expand the Enter Trip Panel to make any changes. Changes will require clicking the Validate and Run button to update the route.</p>
8.	<p>Click the Return to Dashboard link to return to the Company Dashboard.</p>

COMPANY DATA

This Training Packet details the steps needed for a Company User to edit and maintain Company Data.

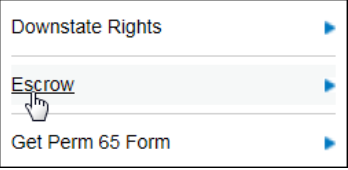
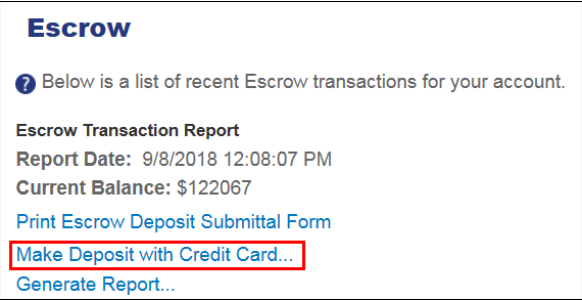
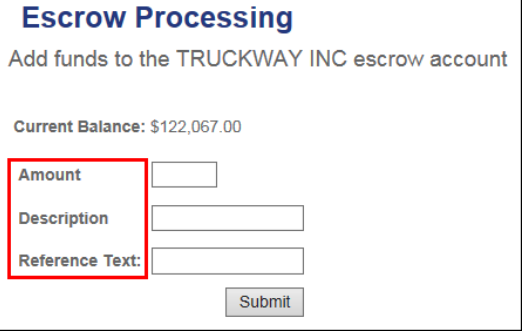
Step	Description
1.	<p>Click the Company Data link in the Administrative Panel on the Company Dashboard.</p> 
2.	<p>The HOCS Company Management Portal screen will be displayed.</p> 
3.	<p>Edit the applicable fields.</p> <p>Note: The HOCS Company Management Portal screen contains all of the company information. If the information is acquired from the USDOT Data, it cannot be changed. It must be updated with the FMCSA and synched with HOCS by clicking the Synch with USDOT Data button.</p> <p>Click the Update button.</p> 

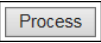

Step	Description
4.	<p>A confirmation message will be displayed.</p>  <p>Click the OK button to confirm the update.</p>
5.	<p>Click the Home button to return to the Company Dashboard.</p>

ESCROW

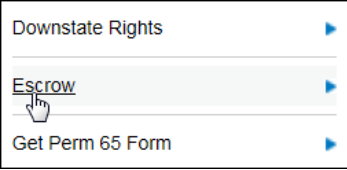
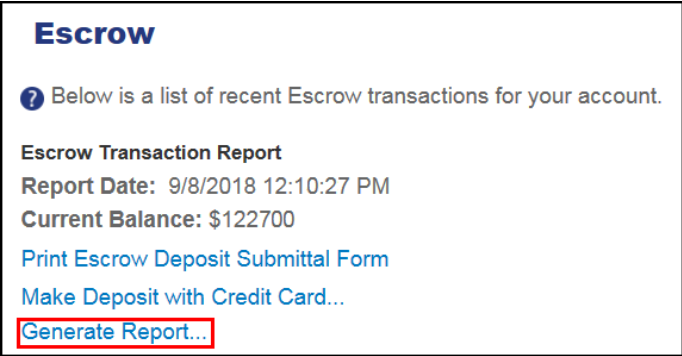
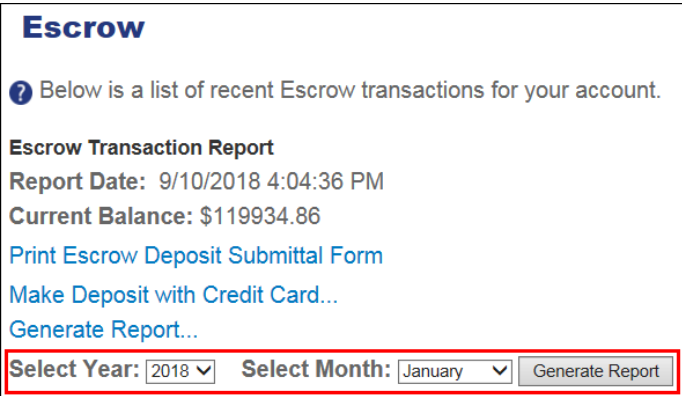
This Training Packet details the steps needed for a Company User to fund an escrow account and generate an Escrow Report.

DEPOSITING WITH CREDIT CARD TO A COMPANY ESCROW ACCOUNT

Step	Description
1.	<p>Click the Escrow link in the Administrative Panel on the Company Dashboard.</p>  <p>The Escrow screen will be displayed.</p>
2.	<p>Click the Make Deposit with Credit Card... link.</p>  <p>Note: Escrow can also be funded by mailing in a check. Click the Print Escrow Deposit Submittal Form link. The HOOCS Escrow Deposit Submittal Form will be displayed in a new window. Print the form and follow the instructions to mail an escrow deposit check.</p>
3.	<p>The Escrow Processing screen will be displayed.</p> <ul style="list-style-type: none">• Enter an amount in the Amount field. The amount can be numbers and a decimal place only. There should be no commas or dollar signs.• Enter a short description of the transaction into the Description field.• Enter the reference number in the Reference Text field. A reference number could be a check number or any other information the user would like to record with the transaction. 

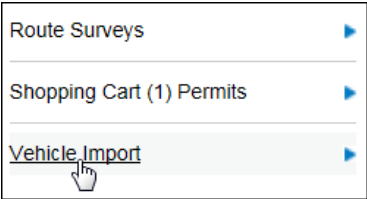
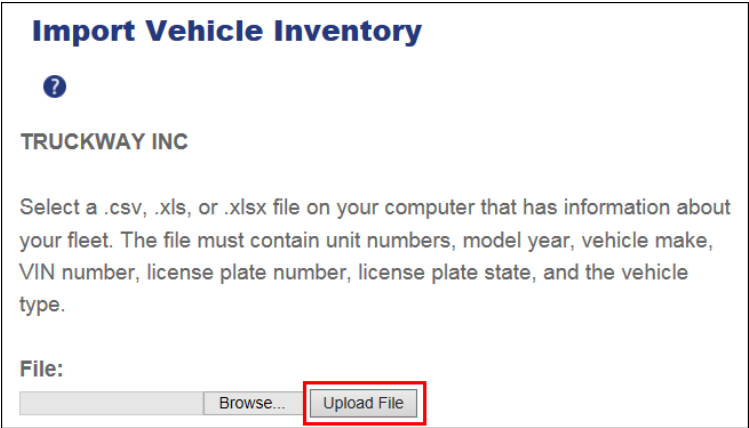
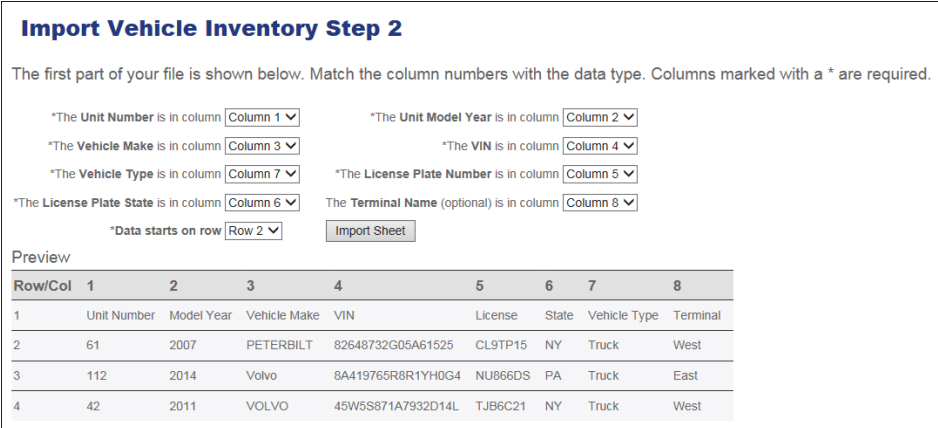
Step	Description
4.	<p>Click the Submit button.</p> <p>The Credit Card Processing screen will be displayed.</p> <p>Enter the credit card payment information.</p> <p>Click the Process button.</p> 
5.	<p>The Transaction Details screen will be displayed.</p> 
6.	<p>Click the escrow balance link. The Escrow screen will be displayed.</p>
7.	<p>Click the Home button to return to the Company Dashboard.</p>

GENERATING A COMPANY ESCROW REPORT

Step	Description
1.	<p>Click the Escrow link in the Administrative Panel on the Company Dashboard.</p>  <p>The Escrow screen will be displayed.</p>
2.	<p>Click the Generate Report... link.</p>  <p>The Report Parameters will be displayed.</p>
3.	<p>Select a year from the Select Year dropdown list. Select a month from the Select Month dropdown list.</p> <p>Click the Generate Report button.</p> 
4.	<p>The HOCS Statement Report will be displayed.</p>
5.	<p>Close the HOCS Statement Report. The Escrow screen will be displayed.</p>
6.	<p>Click the Home button to return to the Company Dashboard.</p>

VEHICLE IMPORT

This Training Packet details the steps needed for a Company User to import vehicles.

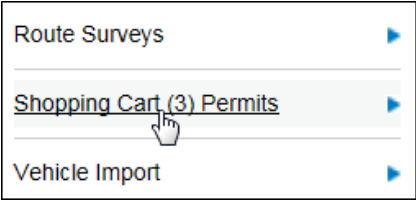
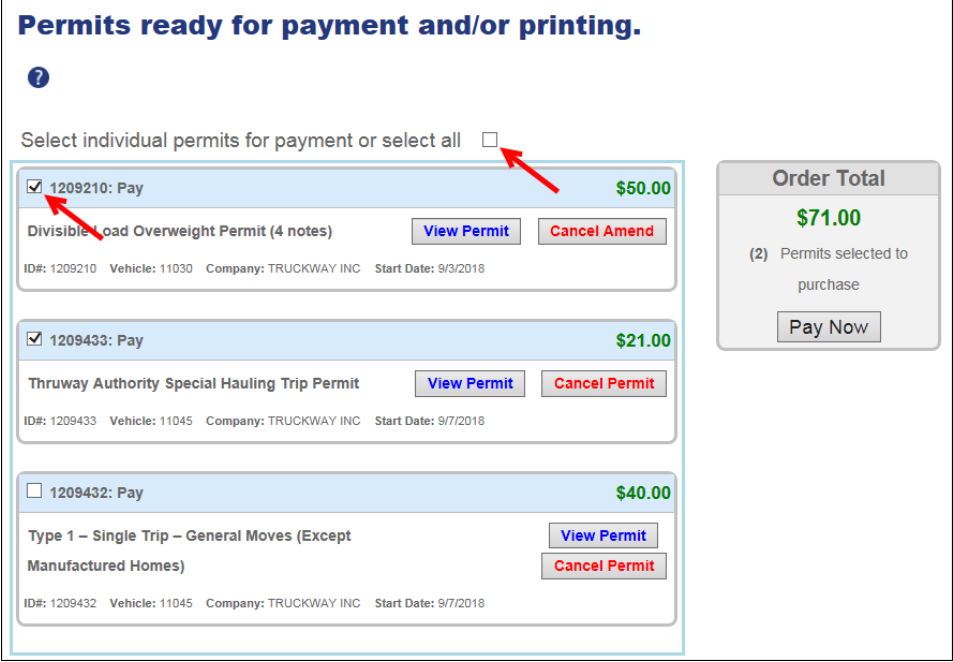
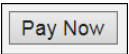
Step	Description																																													
1.	<p>Click the Vehicle Import link in the Administrative Panel on the Company Dashboard.</p> 																																													
2.	<p>The Import Vehicle Inventory screen will be displayed.</p> <p>Click the Browse button to locate the file on the computer that has the Vehicle Inventory listed. Double click the file to be imported.</p> <p>Click the Upload File button.</p>  <p>Note: The file must contain the Unit Number, Unit Model Year, Vehicle Make, VIN, Vehicle Type, License Plate Number, and License Plate State. The file can additionally include the Terminal to which a vehicle is assigned.</p>																																													
3.	<p>The Import Vehicle Inventory Step 2 screen will be displayed.</p> <p>Designate which column the data is located in each dropdown list, as well as the row the data starts on.</p>  <p>The first part of your file is shown below. Match the column numbers with the data type. Columns marked with a * are required.</p> <p>*The Unit Number is in column <input type="text" value="Column 1"/> *The Unit Model Year is in column <input type="text" value="Column 2"/></p> <p>*The Vehicle Make is in column <input type="text" value="Column 3"/> *The VIN is in column <input type="text" value="Column 4"/></p> <p>*The Vehicle Type is in column <input type="text" value="Column 7"/> *The License Plate Number is in column <input type="text" value="Column 5"/></p> <p>*The License Plate State is in column <input type="text" value="Column 6"/> The Terminal Name (optional) is in column <input type="text" value="Column 8"/></p> <p>*Data starts on row <input type="text" value="Row 2"/> <input type="button" value="Import Sheet"/></p> <p>Preview</p> <table border="1" data-bbox="263 1675 984 1822"> <thead> <tr> <th>Row/Col</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Unit Number</td> <td>Model Year</td> <td>Vehicle Make</td> <td>VIN</td> <td>License</td> <td>State</td> <td>Vehicle Type</td> <td>Terminal</td> </tr> <tr> <td>2</td> <td>61</td> <td>2007</td> <td>PETERBILT</td> <td>82648732G05A61525</td> <td>CL9TP15</td> <td>NY</td> <td>Truck</td> <td>West</td> </tr> <tr> <td>3</td> <td>112</td> <td>2014</td> <td>Volvo</td> <td>8A419765R8R1YH0G4</td> <td>NU866DS</td> <td>PA</td> <td>Truck</td> <td>East</td> </tr> <tr> <td>4</td> <td>42</td> <td>2011</td> <td>VOLVO</td> <td>45W5S871A7932D14L</td> <td>TJB6C21</td> <td>NY</td> <td>Truck</td> <td>West</td> </tr> </tbody> </table>	Row/Col	1	2	3	4	5	6	7	8	1	Unit Number	Model Year	Vehicle Make	VIN	License	State	Vehicle Type	Terminal	2	61	2007	PETERBILT	82648732G05A61525	CL9TP15	NY	Truck	West	3	112	2014	Volvo	8A419765R8R1YH0G4	NU866DS	PA	Truck	East	4	42	2011	VOLVO	45W5S871A7932D14L	TJB6C21	NY	Truck	West
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Step	Description
4.	<p>Click the Import Sheet button.</p> <p>The Vehicle Import Results screen will be displayed indicating the number of vehicles successfully imported.</p> <div data-bbox="256 289 800 667" style="border: 1px solid black; padding: 10px;"> <p>Vehicle Import Results</p> <p>View the results of your vehicle import below.</p> <p>Results</p> <ul style="list-style-type: none"> • Number of vehicles successfully imported: 3 • Number of failures: 0 <p><input type="button" value="View Load Failures"/></p> <p>Return to Dashboard</p> </div> <p>Note: If there are any errors in the data, the Vehicle Import Results screen will indicate the number of failures. Users can click the View Load Failures button to open the Vehicle Import Exceptions Report.</p>
5.	Click the Return to Dashboard link to return to the Company Dashboard .

SHOPPING CART

This Training Packet details the steps needed for a Company User to access the Shopping Cart and pay for permits.

Note: Permits are removed from the Shopping Cart if not purchased by the end of the day on the permit start date. These permits will be given a status of No Payment and will need to be reordered before they can be issued.

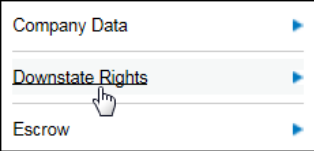
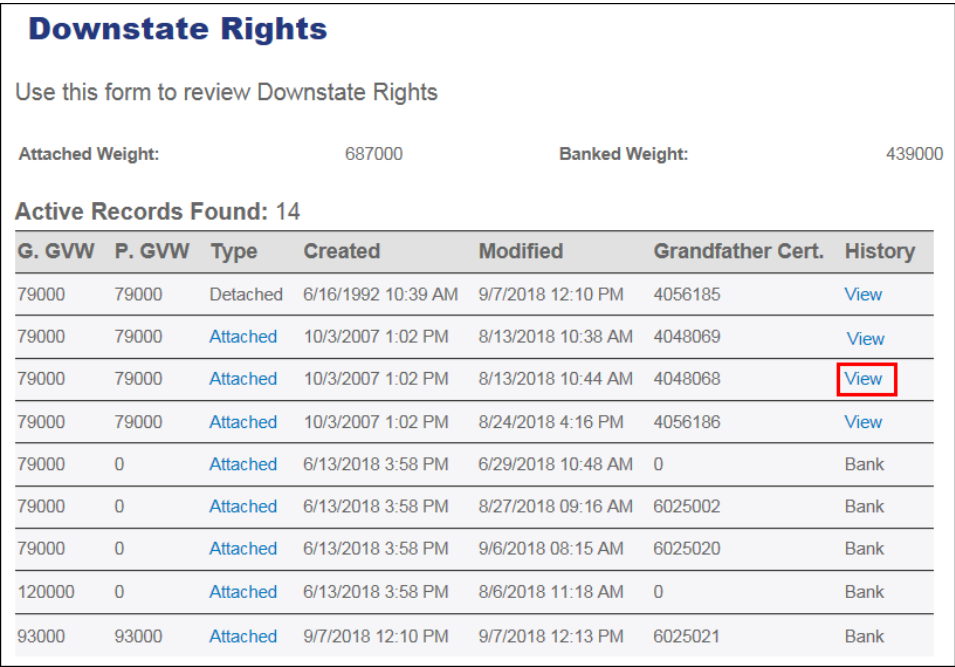

Step	Description
1.	<p>Click the Shopping Cart link in the Administrative Panel on the Company Dashboard.</p> 
2.	<p>The Permits ready for payment and/or printing. screen will be displayed.</p>
3.	<p>Select the Pay checkbox above each individual permit to pay for the selected permit, or select the select all checkbox to pay for all permits in the Shopping Cart.</p>  <p>The total dollar amount of the permits selected for payment will be displayed in the Order Total Panel.</p> <p>Note: Click the View Permit button to view the Permit Details before completing payment to verify it is the permit intended for purchase. Click the Cancel Permit button to cancel this permit application and have it removed from the Shopping Cart.</p>
4.	<p>Click the Pay Now button.</p> 

Step	Description						
5.	<p>The Pay for permits screen will be displayed.</p> <p>Click the Pay for Verified Permits button.</p> <div data-bbox="256 289 1156 489" style="border: 1px solid black; padding: 10px;"> <p>Pay for permits.</p> <p>The following permits have been authorized and are verified for payment and/or final processing: 1209210,1209433</p> <p>Pay For Verified Permits Cancel</p> </div>						
6.	<p>The Payment Information for Permit ID: XXXXXX screen will be displayed.</p> <div data-bbox="256 569 1156 961" style="border: 1px solid black; padding: 10px;">  <p>Payment Information for Permit ID: 1209210 and 1 other(s).</p> <p>The amount you owe and options for paying are presented below. Please select a payment option and click the Submit button.</p> <p>Amount Owed: \$ 71.00 for 2 Permit(s)</p> <p>Select Payment Method:</p> <p><input type="button" value="Select..."/></p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> <p>Press submit only once.</p> </div> <p>Select the payment method from the Select Payment Method dropdown list.</p> <p>Click the Submit button.</p> <p>Continue processing through the payment screens entering the required information.</p>						
7.	<p>The Issued Permits screen will be displayed.</p> <div data-bbox="256 1188 724 1558" style="border: 1px solid black; padding: 10px;"> <p>Issued Permits</p> <p>Permit finalization complete.</p> <p>The payment process is complete! The permit(s) generated for this order are listed below. To view or check the status of your permit(s), return to the Dashboard.</p> <ul style="list-style-type: none"> • Return to the dashboard <p>Permits Issued</p> <table border="1"> <thead> <tr> <th>Permit ID</th> <th></th> </tr> </thead> <tbody> <tr> <td>1209409</td> <td>2002491</td> </tr> <tr> <td>1209433</td> <td>30000325</td> </tr> </tbody> </table> </div> <p>The permit will be delivered via the delivery method selected during the Order Permits process.</p> <p>Note: The permit can also be accessed from the Permits Panel on the Company Dashboard.</p>	Permit ID		1209409	2002491	1209433	30000325
Permit ID							
1209409	2002491						
1209433	30000325						
8.	<p>Click the Return to the dashboard link to return to the Company Dashboard.</p>						

DOWNSTATE RIGHTS

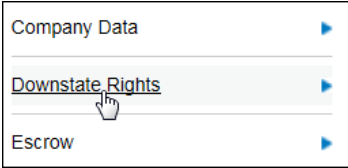

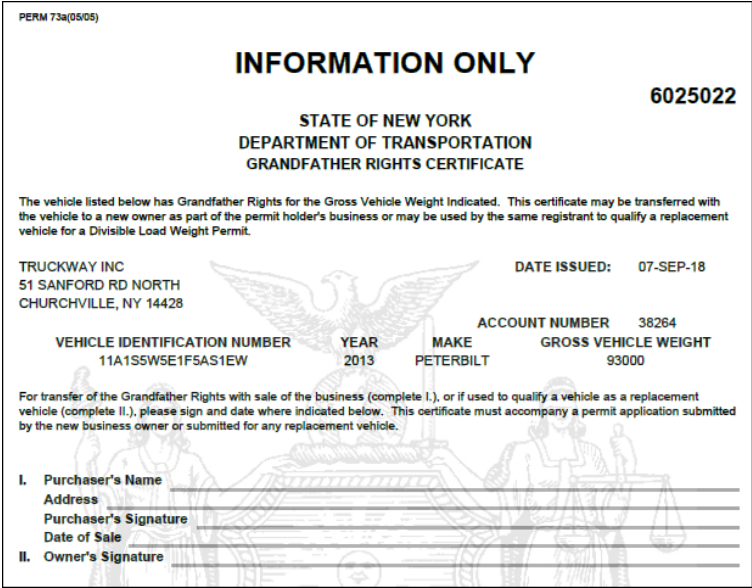
This Training Packet details the steps needed for a Company User to view Downstate Rights.

Note: Additional functionality will be added to the *Downstate Rights* screen that will allow Customer Users to view and/or print their Grandfather Certificates.

Step	Description
1.	<p>Click the Downstate Rights link in the Administrative Panel on the Company Dashboard.</p>  <p>The Downstate Rights screen will be displayed.</p>
2.	<p>Click the View link in the History column.</p>  <p>The Downstate Rights screen will be displayed.</p>
3.	<p>The Weight Bank History screen will be displayed.</p>  <p>Click the Close button. The Downstate Rights screen will be displayed.</p>
4.	<p>Click the Home button to return to the Company Dashboard.</p>


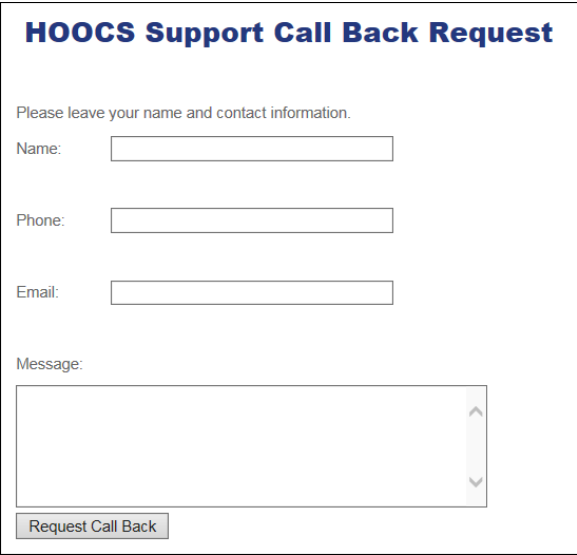
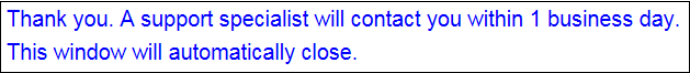
PRINT/REPRINT GRANDFATHER CERTIFICATES

This Training Packet details the steps needed for a Company User to print/reprint Grandfather Certificates.

Step	Description
1.	<p>Click the Downstate Rights link in the Administrative Panel on the Company Dashboard.</p>  <p>The Downstate Rights screen will be displayed.</p>
2.	<p>Click the Print link in the History column of the Active Records Found list.</p> 
3.	<p>The Grandfather Certificate PDF will be displayed.</p>  <p>Close the Grandfather Certificate PDF to return to the Downstate Rights screen.</p>
4.	<p>Click the Home button to return to the Company Dashboard.</p>


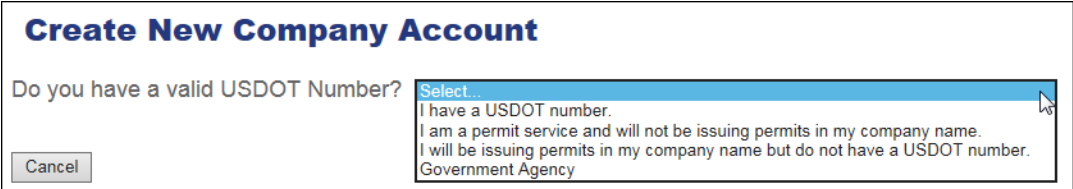
REQUEST SUPPORT CALL BACK

This Training Packet details the steps needed for a Company User to request a callback.

Step	Description
1.	<p>Click the Request Support Call Back button in the Customer Support Panel on the Company Dashboard.</p> 
2.	<p>The HOOCS Support Call Back Request screen will be displayed.</p> 
3.	<p>Complete all of the requested information including your Name, Phone number with the area code, and Email address.</p> <p>Type the question or request in the Message field.</p>
4.	<p>Click the Request Call Back button.</p> <p>The following message will be displayed.</p> 
5.	<p>You will be returned to the Company Dashboard when the window automatically closes.</p>

CREATING A COMPANY ACCOUNT WITH HOCS AS A PERMIT SERVICE


This Training Packet details steps for a Permit Service to create a company account.

Step	Description
1.	<p>Click the New Company link in the Administrative Panel on the Company Dashboard.</p> 
2.	<p>The Create New Company Account screen will be displayed asking if the company has a valid USDOT Number.</p> 
3.	<p>Select the appropriate answer from the dropdown list.</p> <ol style="list-style-type: none"> Selecting I have a USDOT number will allow a company to order permits as well as self-issue qualifying permits. Selecting I am a permit service and will not be issuing permits in my company name will allow a Permit Service to apply for and issue permits on behalf of a trucking company. However, a company that utilizes a Permit Service must have a valid USDOT Number to allow self-issue as well. Selecting I will be issuing permits in my company name but do not have a USDOT number will allow a company to apply for a permit, but will not allow self-issue. Once the company submits a permit, a NYSDOT User will process the permit, validate the route, and approve the permit. Once the permit is approved, the permit will be moved to the Shopping Cart on the Company Dashboard. Selecting Government Agency will allow users to create an account for a state, local, or federal government agency. The user will not enter a USDOT Number. Permits for these agencies will not be self-issued until the exempt flag is set. <p>Note: Selections b. and d. only create the accounts. A NYSDOT User must set the flags for allowing the company to be a Permit Service or Exempt account. Contact the NYSDOT Permit Office to request the applicable flag.</p>

Step	Description
4.	<p>For this example, we will select I have a USDOT number from the dropdown list. <i>The USDOT Number field will be displayed.</i></p> <div data-bbox="250 289 1068 527" data-label="Form"> </div> <ul style="list-style-type: none"> • Enter the USDOT Number in the USDOT Number field. <p>Note: This number will be validated so it must be associated to the company and entered correctly.</p> <ul style="list-style-type: none"> • Click the Validate Numbers button to create a company account, click the Clear button to return to the dropdown list, or click the Cancel button to return to the Company Dashboard. <p>Note: If a company does not have a USDOT Number, they can create an account by selecting I will be issuing permits in my company name but do not have a USDOT Number from the dropdown list. If the company acquires a USDOT Number at a later date, they can contact the Permit Office to update their account.</p> <p>If the USDOT Number matches, the Create New Company Account screen will be updated to reflect the company name and address. If the return information is correct, click the OK button on the confirmation message and click the Create Account button to continue.</p> <div data-bbox="250 974 1005 1285" data-label="Form"> </div> <p>Note: If the USDOT Number does NOT match or cannot be found, click the OK button on the confirmation message. Click the Clear button to return to the dropdown list or click the Cancel button to return to the Company Dashboard.</p> <div data-bbox="250 1413 1019 1606" data-label="Form"> </div> <p>Note: If any option other than I have a USDOT number is selected, click the Create Account button.</p> <div data-bbox="250 1671 1019 1835" data-label="Form"> </div>

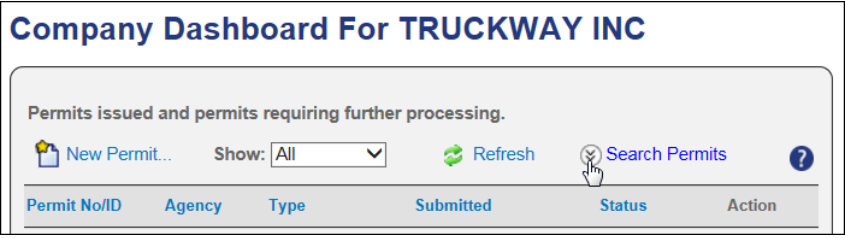
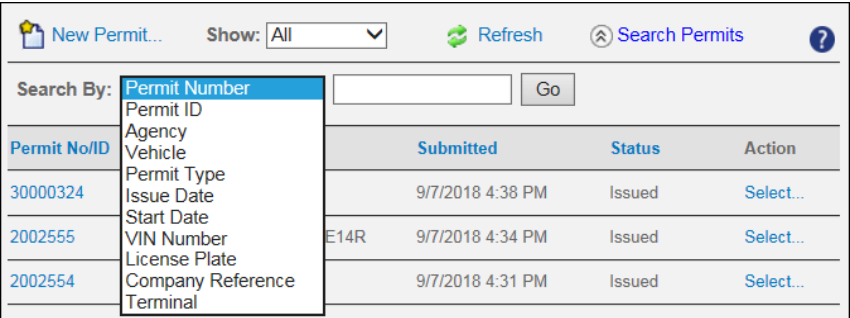

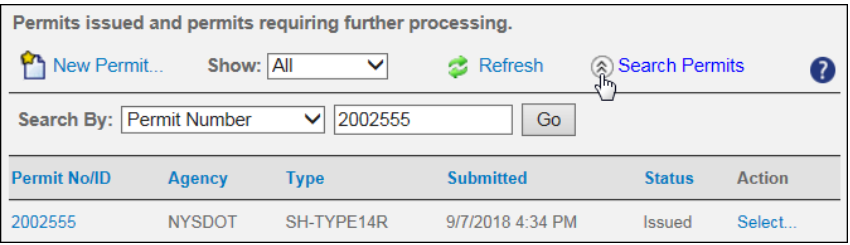

Step	Description		
5.	<p>The Create New Company Account - Company Information screen will be displayed.</p> <div data-bbox="250 239 1125 758" style="border: 1px solid black; padding: 10px;"> <p>Create New Company Account - Company Information</p> <p>To create a new account, fill out the form below and click the Submit button. Required fields are marked with an *.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Name and Contact</p> <p>Company Name*: <input type="text"/></p> <p>Company DBA: <input type="text"/></p> <p>Phone*: (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/></p> <p>Fax: (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/></p> <p>Email*: <input type="text"/></p> <p>Permit Delivery Method*: <input type="text"/></p> </td> <td style="width: 50%; vertical-align: top;"> <p>Physical Address</p> <p>Address*: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>Mailing Address Same as physical</p> <p>Address 1*: <input type="text"/></p> <p>Address 2*: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Submit"/></p> </td> </tr> </table> </div> <p>Note: Any available information from SAFER that corresponds to the USDOT Number will be populated. Fields marked with an asterisk (*) must have a value entered. Fields that are grayed out were pulled from SAFER and cannot be changed within HOCS. This information must be changed with FMCSA and synched with HOCS.</p>	<p>Name and Contact</p> <p>Company Name*: <input type="text"/></p> <p>Company DBA: <input type="text"/></p> <p>Phone*: (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/></p> <p>Fax: (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/></p> <p>Email*: <input type="text"/></p> <p>Permit Delivery Method*: <input type="text"/></p>	<p>Physical Address</p> <p>Address*: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>Mailing Address Same as physical</p> <p>Address 1*: <input type="text"/></p> <p>Address 2*: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Submit"/></p>
<p>Name and Contact</p> <p>Company Name*: <input type="text"/></p> <p>Company DBA: <input type="text"/></p> <p>Phone*: (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/></p> <p>Fax: (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext. <input type="text"/></p> <p>Email*: <input type="text"/></p> <p>Permit Delivery Method*: <input type="text"/></p>	<p>Physical Address</p> <p>Address*: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>Mailing Address Same as physical</p> <p>Address 1*: <input type="text"/></p> <p>Address 2*: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Submit"/></p>		
6.	<ul style="list-style-type: none"> • Complete all known information and all required fields. • If the company’s mailing address is the same as the physical address, click the Same as physical link next to the Mailing Address heading to pre-populate the fields. • Click the Submit button once all information is completed. <p>The information entered will be validated to ensure all of the proper fields have been completed and to verify that the account does not already exist. If the account does exist, the system will display a message stating this account application is a duplicate.</p>		
7.	<p>Once the new company has been created, Permit Service Users have the ability to add information to the Company Assets. This is not required, however will assist in the Order Permits process since information from the Company Assets will auto-populate as needed on the permit application.</p> <p>After clicking the Submit button on the Create New Company Account - Company Information screen, the next screen displayed will be the Create New Company Account - Terminals screen.</p> <div data-bbox="250 1409 748 1566" style="border: 1px solid black; padding: 10px;"> <p>Create New Company Account - Terminals</p> <p><input type="button" value="Terminals"/> <input type="text"/> <input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Next Page"/></p> </div> <p>This is the beginning of the Company Assets process. The following Company Assets can be created and edited during the Create New Company process.</p> <ol style="list-style-type: none"> a. Terminals b. Vehicles 		

Step	Description
8.	<p>Terminals</p> <p>Terminals are used if a company has multiple yard or terminal locations. The user must select a Terminal for separation of permits by Terminal locations. This information is helpful when reporting on permit activity and being able to tell which Terminal ordered which permits.</p> <p>Note: If the user does not wish to enter Terminals at this time, click the Next Page button or the Home button to return to the Company Dashboard.</p> <ul style="list-style-type: none"> • Click the New button to create a new Terminal. • Complete the fields on the Terminal Information screen. <p>Note: The Delivery field indicates the default delivery method for permits once they are approved.</p> <ul style="list-style-type: none"> • Click the Insert button to save the Terminal, or click the Cancel button to exit without saving. • Continue adding Terminals until you have entered all you would like to enter. <div data-bbox="337 663 862 1033" data-label="Form"> </div> <p>Once a Terminal is saved, it will be displayed in the Terminals dropdown list. To make changes to the Terminal, click the Edit button.</p> <div data-bbox="250 1129 792 1255" data-label="Form"> </div> <ul style="list-style-type: none"> • Click the Next Page button to enter Vehicles.

Step	Description
9.	<p>Vehicles</p> <p>Vehicle Inventory is used during the Order Permits process.</p> <p>Note: If the user does not wish to enter Vehicles at this time, click the Next Page button or the Home button to return to the Company Dashboard.</p> <ul style="list-style-type: none"> • Click the New button to create a new Vehicle. • Complete the fields on the Vehicle Information screen. • Click the Insert button to save the Vehicle, or click the Cancel button to exit without saving. • Continue adding Vehicles until you have entered all you would like to enter. <div data-bbox="337 541 980 919" style="border: 1px solid gray; padding: 5px;"> <p>Vehicle Information ?</p> <p>Unit Number* <input type="text"/></p> <p>Make* <input type="text"/> Year* <input type="text"/></p> <p>VIN* <input type="text"/></p> <p>Plate: <input type="text"/> State: <input type="text" value="Select..."/></p> <p>Terminal: <input type="text" value="Select..."/></p> <p><input type="button" value="Insert"/> <input type="button" value="Cancel"/></p> <p>Note: Multiple vehicles may also be added later by uploading a spreadsheet.</p> </div> <p>Once a Vehicle is saved, it will be displayed in the Vehicles dropdown list. To make changes to the Vehicle, click the Edit button.</p> <div data-bbox="250 1016 782 1159" style="border: 1px solid gray; padding: 5px;"> <div style="display: flex; align-items: center;"> <div style="text-align: center; margin-right: 10px;">  Vehicles </div> <div style="display: flex; align-items: center;"> <input type="text" value="12410 VOLVO 2012"/> <input type="button" value="Edit"/> <input type="button" value="New"/> ? </div> </div> <div style="margin-top: 5px; text-align: center;"> <input type="button" value="Back to Dashboard"/> </div> </div>
10.	Click the Back to Dashboard button to return to the Company Dashboard .

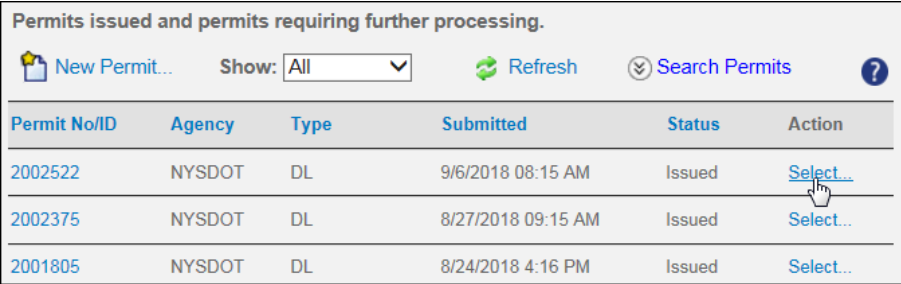
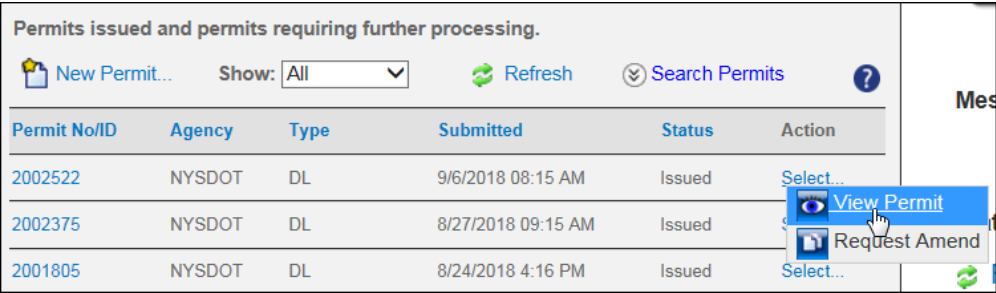

PERMIT SEARCH






This Training Packet details the steps needed for a Company User to search for permits from the **Company Dashboard**.

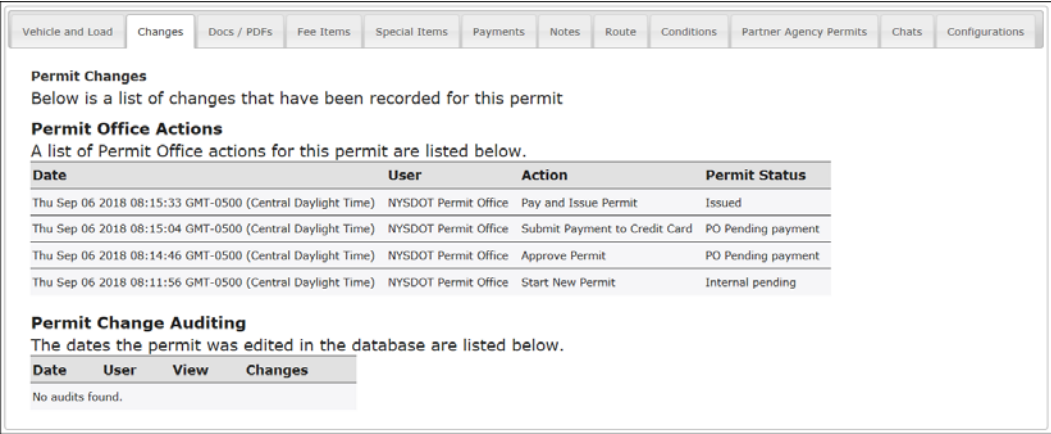
Step	Description																
1.	<p>Click the Expand Chevron icon for Search Permits in the Permits Panel on the Company Dashboard.</p>  <p>Company Dashboard For TRUCKWAY INC</p> <p>Permits issued and permits requiring further processing.</p> <p>New Permit... Show: All Refresh Search Permits</p> <table border="1"> <thead> <tr> <th>Permit No/ID</th> <th>Agency</th> <th>Type</th> <th>Submitted</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Permit No/ID	Agency	Type	Submitted	Status	Action										
Permit No/ID	Agency	Type	Submitted	Status	Action												
2.	The Search By: dropdown list and text field will be displayed.																
3.	<p>Select one Search by: criteria from the dropdown list.</p>  <p>New Permit... Show: All Refresh Search Permits</p> <p>Search By: Permit Number Permit ID Agency Vehicle Permit Type Issue Date Start Date VIN Number License Plate Company Reference Terminal</p> <table border="1"> <thead> <tr> <th>Permit No/ID</th> <th>Submitted</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>30000324</td> <td>9/7/2018 4:38 PM</td> <td>Issued</td> <td>Select...</td> </tr> <tr> <td>2002555</td> <td>E14R 9/7/2018 4:34 PM</td> <td>Issued</td> <td>Select...</td> </tr> <tr> <td>2002554</td> <td>9/7/2018 4:31 PM</td> <td>Issued</td> <td>Select...</td> </tr> </tbody> </table> <p>Enter the corresponding search information.</p>	Permit No/ID	Submitted	Status	Action	30000324	9/7/2018 4:38 PM	Issued	Select...	2002555	E14R 9/7/2018 4:34 PM	Issued	Select...	2002554	9/7/2018 4:31 PM	Issued	Select...
Permit No/ID	Submitted	Status	Action														
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2002555	E14R 9/7/2018 4:34 PM	Issued	Select...														
2002554	9/7/2018 4:31 PM	Issued	Select...														
4.	<p>Click the Go button.</p>  <p>The matching result(s) will be displayed in the Permits Panel.</p>																
5.	<p>Click the Collapse Chevron icon to close Search Permits.</p>  <p>Permits issued and permits requiring further processing.</p> <p>New Permit... Show: All Refresh Search Permits</p> <p>Search By: Permit Number 2002555 Go</p> <table border="1"> <thead> <tr> <th>Permit No/ID</th> <th>Agency</th> <th>Type</th> <th>Submitted</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>2002555</td> <td>NYS DOT</td> <td>SH-TYPE14R</td> <td>9/7/2018 4:34 PM</td> <td>Issued</td> <td>Select...</td> </tr> </tbody> </table>	Permit No/ID	Agency	Type	Submitted	Status	Action	2002555	NYS DOT	SH-TYPE14R	9/7/2018 4:34 PM	Issued	Select...				
Permit No/ID	Agency	Type	Submitted	Status	Action												
2002555	NYS DOT	SH-TYPE14R	9/7/2018 4:34 PM	Issued	Select...												
6.	<p>Click the Refresh button  to return to the full list of unfiltered results in the Permits Panel on the Company Dashboard.</p>																

VIEW PERMIT ACTION (PERMIT DETAILS)

This Training Packet details the steps needed for a Company User to view and verify Permit Details: Resend by Fax, Resend by Email, View Vehicle and Load information, View Permit PDF, Upload a document and View Notes.

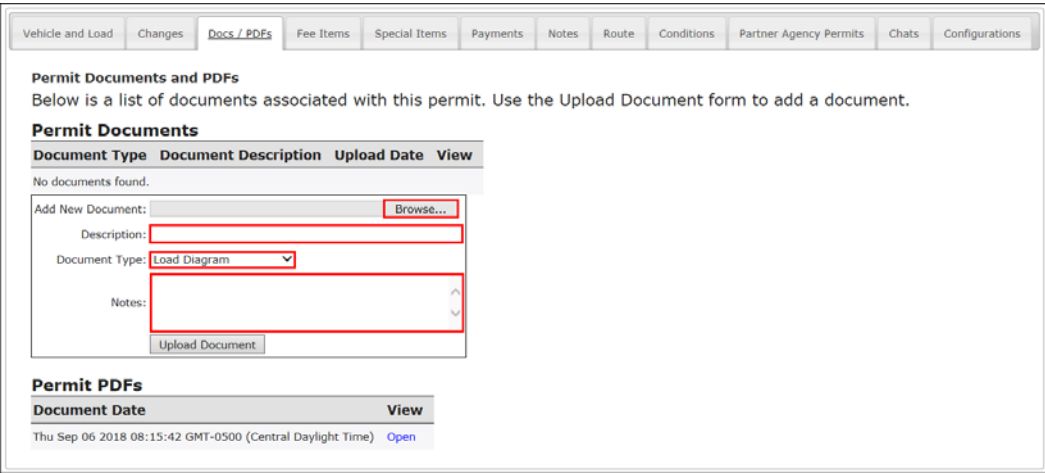
Step	Description
1.	<p>Locate a permit in the Permits Panel on the Company Dashboard with a status of Issued or Issued Prior. Click the Select link in the Action column for the desired permit.</p>  <p>The screenshot shows a web interface titled "Permits issued and permits requiring further processing." It includes a "New Permit..." button, a "Show:" dropdown menu set to "All", a "Refresh" button, and a "Search Permits" button. Below this is a table with columns: Permit No/ID, Agency, Type, Submitted, Status, and Action. The table contains three rows of data, all with "Issued" status. The "Action" column for each row contains a "Select..." link. A mouse cursor is pointing at the "Select..." link for permit 2002522.</p>
2.	<p>A list of actions will be displayed. Click the View Permit link.</p>  <p>This screenshot is similar to the previous one but shows a dropdown menu that appears when the "Select..." link is clicked. The menu contains two options: "View Permit" (with an eye icon) and "Request Amend" (with a document icon). The "View Permit" option is highlighted by the mouse cursor.</p>
3.	<p>The Permit Details screen will be displayed.</p>  <p>The screenshot shows the "Permit Details" page for permit number 2002522. It provides detailed information about the permit, including: <ul style="list-style-type: none"> Permit Number: 2002522 Permit ID: 1209346 Company: V & A READY MIX, INC. Type: Divisible Load Overweight Permit Weight Bank ID: 106435 Token Attached Commodity Type: Status: Issued Contact Name: VINCENT AGOSTINO Contact Phone: 516-351-4949 Delivered by Web Download Resend by Fax or Email to: [input field] Issue Date: 9/6/2018 08:15 AM Start Date: 9/5/2018 End Date: 9/4/2019 At the bottom, there is a "Related Permits" section with a horizontal menu of tabs: Vehicle and Load, Changes, Docs / PDFs, Fee Items, Special Items, Payments, Notes, Route, Conditions, Partner Agency Permits, Chats, and Configurations. </p>

Step	Description
4.	<p><u>To Resend a Permit PDF to the Customer</u></p> <p>Enter a fax number or email address in the Resend by Fax or Email to field on the <i>Permit Details</i> screen.</p> <p>Click the Email/Fax icon.</p> <div data-bbox="305 338 1000 747" style="border: 1px solid black; padding: 5px;"> <p>Permit Details</p> <p>Below is detailed information about permit number 2002522.</p> <p>Permit Number: 2002522 Permit ID: 1209346 Company: V & A READY MIX, INC. Type: Divisible Load Overweight Permit Weight Bank ID: 106435 Token Attached Commodity Type: Status: Issued Contact Name: VINCENT AGOSTINO Contact Phone: 516-351-4949 Delivered by Web Download Resend by Fax or Email to <input type="text" value="844-837-5500"/> </p> </div> <p>The Resend permit by Email/Fax? message will be displayed.</p> <div data-bbox="305 814 928 1016" style="display: flex; justify-content: space-around;"> <div data-bbox="305 814 602 1016" style="border: 1px solid gray; padding: 5px;"> <p>Message from webpage</p> <p> Resend permit by Email?</p> <p><input type="button" value="OK"/> <input type="button" value="Cancel"/></p> </div> <div data-bbox="630 814 928 1016" style="border: 1px solid gray; padding: 5px;"> <p>Message from webpage</p> <p> Resend permit by Fax?</p> <p><input type="button" value="OK"/> <input type="button" value="Cancel"/></p> </div> </div> <p>Click the OK button to close the message.</p> <p>A confirmation message will be displayed.</p> <div data-bbox="305 1129 1110 1360" style="display: flex; justify-content: space-around;"> <div data-bbox="305 1129 639 1360" style="border: 1px solid gray; padding: 5px;"> <p>Message from webpage</p> <p> Email sent successfully.</p> <p><input type="button" value="OK"/></p> </div> <div data-bbox="656 1129 1110 1360" style="border: 1px solid gray; padding: 5px;"> <p>Message from webpage</p> <p> The permit was resent by Fax successfully</p> <p><input type="button" value="OK"/></p> </div> </div> <p>Click the OK button to close the message.</p>
5.	<p><u>Vehicle and Load Tab</u></p> <p>Click the Vehicle and Load tab. This tab will contain the vehicle and load information used during the Order Permits process.</p> <div data-bbox="305 1570 1349 1745" style="border: 1px solid gray; padding: 5px;"> <p>Vehicle and Load Changes Docs / PDFs Fee Items Special Items Payments Notes Route Conditions Partner Agency Permits Chats Configurations</p> <p>Vehicle and Load</p> <p>Load Description Divisible Load Overweight Permit</p> </div>

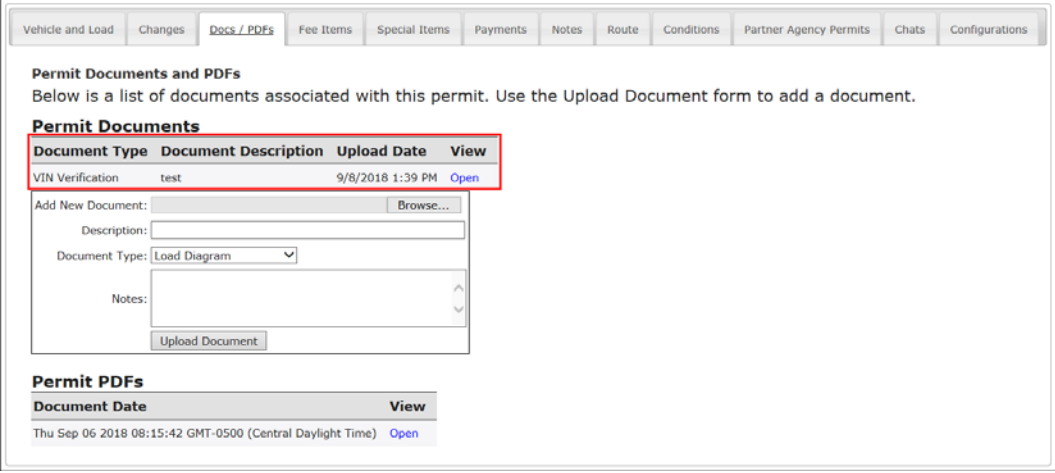
Step	Description
6.	<p><u>Changes Tab</u></p> <p>Click the Changes tab. The Permit Changes section will be displayed. Under Permit Office Actions, review the list of actions. If the permit was Amended, Copied, Renewed, Copied from a Denied Permit, or Issued, those actions will be listed here.</p> 

Step	Description
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7.	<p><u>Doc/PDFs Tab</u></p> <p>Click the Docs/PDFs tab. Click the Browse button in the Permit Documents section if you are using Internet Explorer. If you are using Google Chrome, click the Choose File button. The Choose File to Upload screen will be displayed. Select the document to upload. Click the Open button. The Permit Details screen will be displayed. Select a Document Type and enter a Description along with any desired Notes. Click the Upload Document button. The document has now been saved to the permit record.</p>
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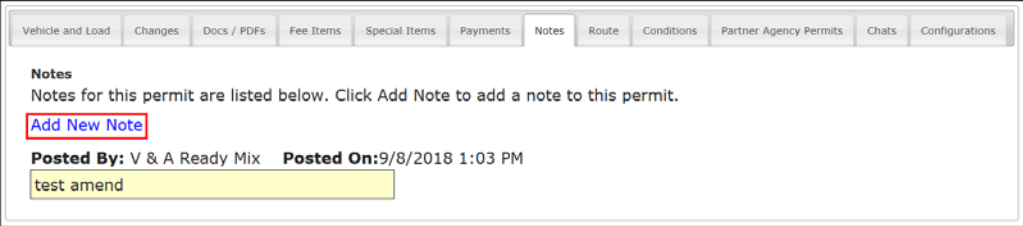
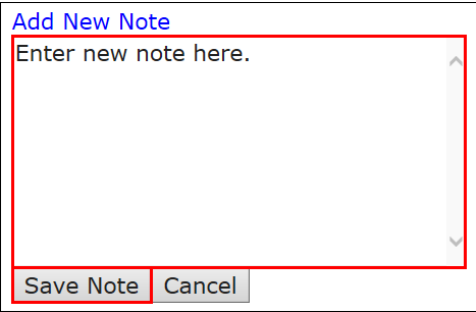
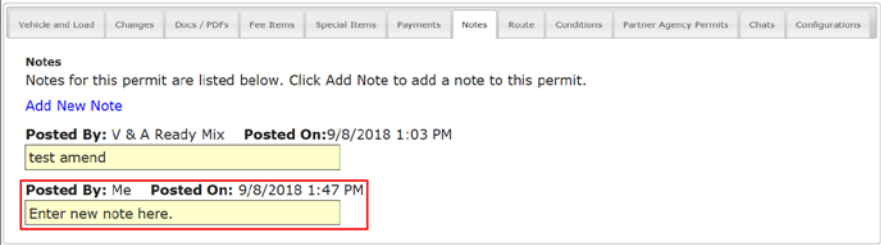
The **Permit Documents** section will list previously uploaded documents. Click the **Open** link in the **View** column. A confirmation message will be displayed. Click the **Open** button.

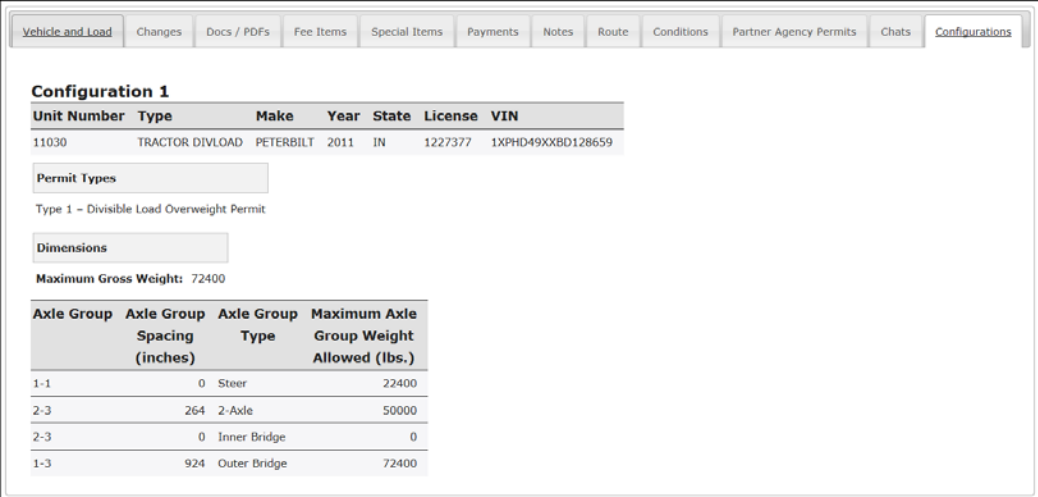


The previously uploaded document will be displayed. Close the document.

Scroll to the bottom of the screen to the **Permit PDFs** section. Click the **Open** link in the **View** column to view a copy of the issued permit PDF.

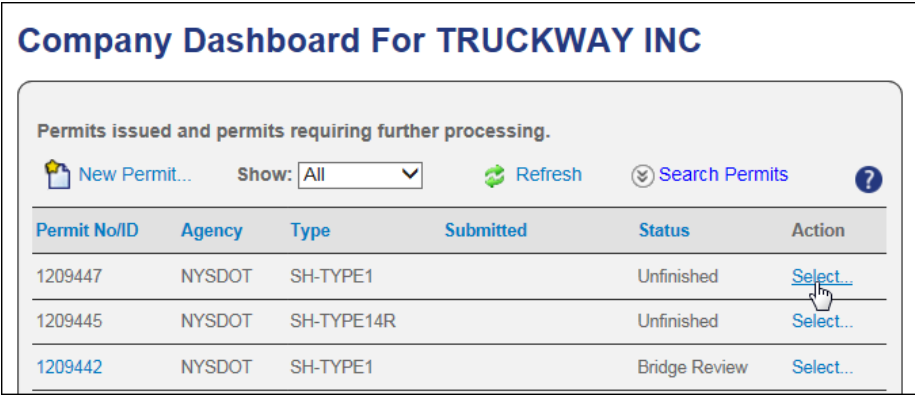
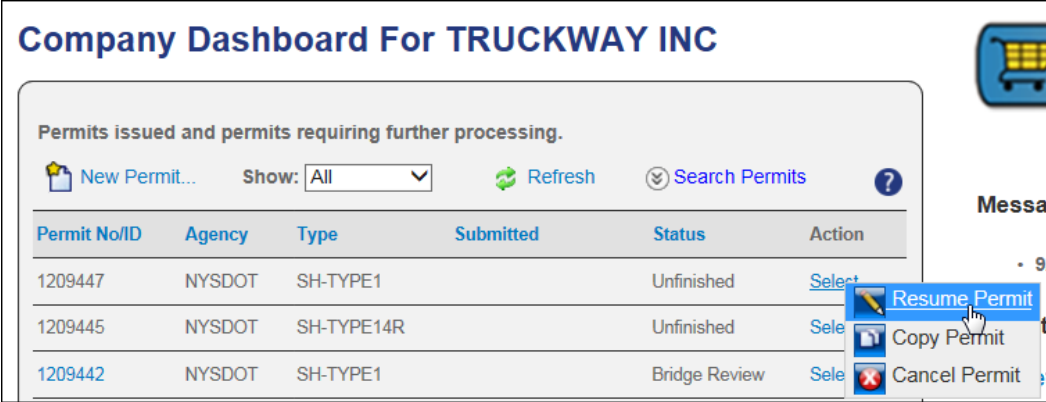
The Permit PDF will be displayed. Close the Permit PDF to return to the **Permit Details** screen.



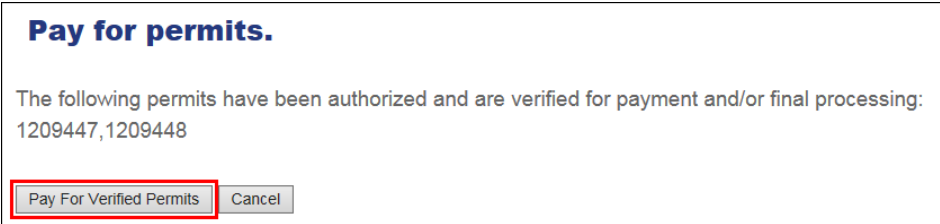
Step	Description
8.	<p>Notes Tab</p> <p>Click the Notes tab. Click the Add New Note link.</p>  <p>A blank field will be displayed.</p>  <p>Enter a brief note in the text field. Click the Save Note button.</p> <p>The Posted By section will display showing the previously entered note with the Posted On date displaying the current date.</p> 

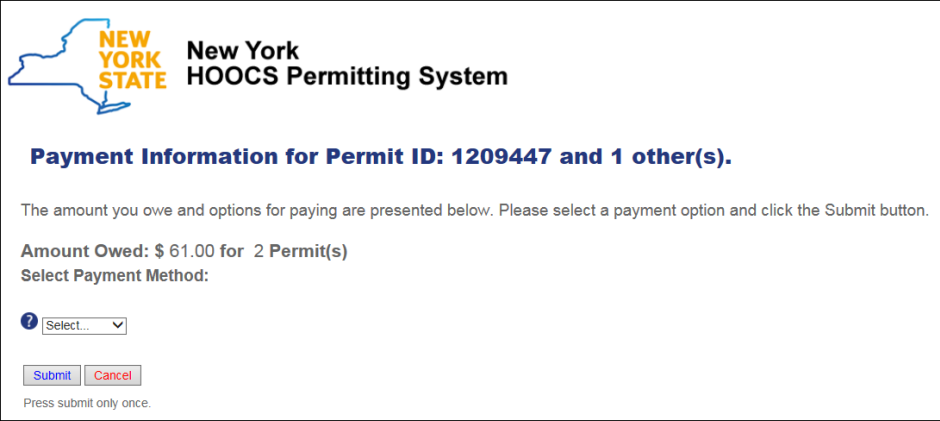
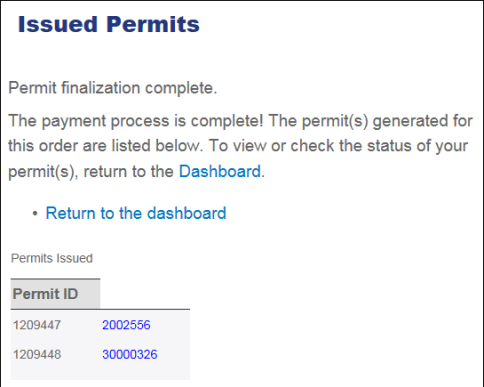
Step	Description																																		
9.	<p><u>Configuration Tab</u></p> <p>Click the Configurations tab. Spec Haul multiple configurations and Div Load configurations will be displayed here.</p>  <table border="1" data-bbox="332 422 922 474"> <thead> <tr> <th>Unit Number</th> <th>Type</th> <th>Make</th> <th>Year</th> <th>State</th> <th>License</th> <th>VIN</th> </tr> </thead> <tbody> <tr> <td>11030</td> <td>TRACTOR DIVLOAD</td> <td>PETERBILT</td> <td>2011</td> <td>IN</td> <td>1227377</td> <td>1XPHD49XXBD128659</td> </tr> </tbody> </table> <p>Permit Types</p> <p>Type 1 - Divisible Load Overweight Permit</p> <p>Dimensions</p> <p>Maximum Gross Weight: 72400</p> <table border="1" data-bbox="332 621 727 793"> <thead> <tr> <th>Axle Group</th> <th>Axle Group Spacing (inches)</th> <th>Axle Group Type</th> <th>Maximum Axle Group Weight Allowed (lbs.)</th> </tr> </thead> <tbody> <tr> <td>1-1</td> <td>0</td> <td>Steer</td> <td>22400</td> </tr> <tr> <td>2-3</td> <td>264</td> <td>2-Axle</td> <td>50000</td> </tr> <tr> <td>2-3</td> <td>0</td> <td>Inner Bridge</td> <td>0</td> </tr> <tr> <td>1-3</td> <td>924</td> <td>Outer Bridge</td> <td>72400</td> </tr> </tbody> </table>	Unit Number	Type	Make	Year	State	License	VIN	11030	TRACTOR DIVLOAD	PETERBILT	2011	IN	1227377	1XPHD49XXBD128659	Axle Group	Axle Group Spacing (inches)	Axle Group Type	Maximum Axle Group Weight Allowed (lbs.)	1-1	0	Steer	22400	2-3	264	2-Axle	50000	2-3	0	Inner Bridge	0	1-3	924	Outer Bridge	72400
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2-3	264	2-Axle	50000																																
2-3	0	Inner Bridge	0																																
1-3	924	Outer Bridge	72400																																
10.	Click the Home button to return to the Company Dashboard .																																		

RESUME PERMIT ACTION

This Training Packet details the steps needed for a Company User to resume a permit from the **Company Dashboard**.

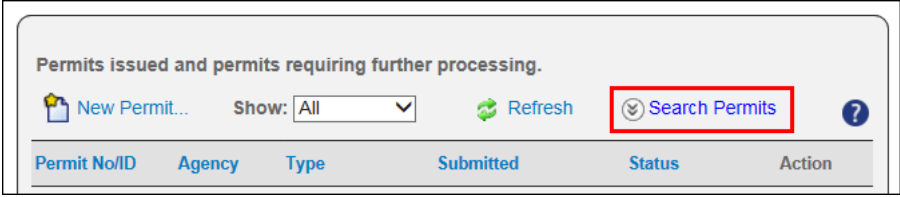
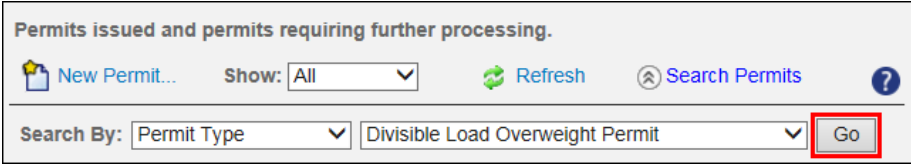
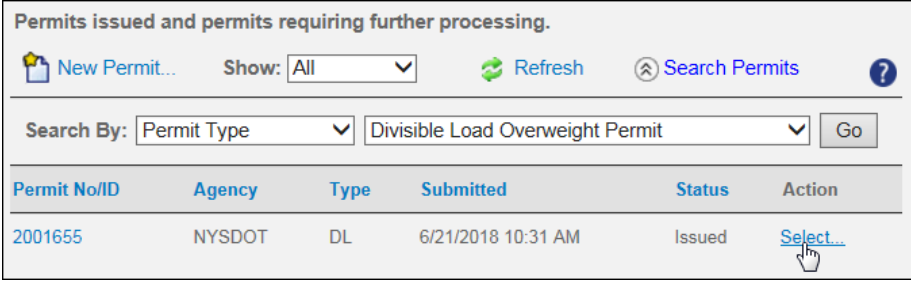
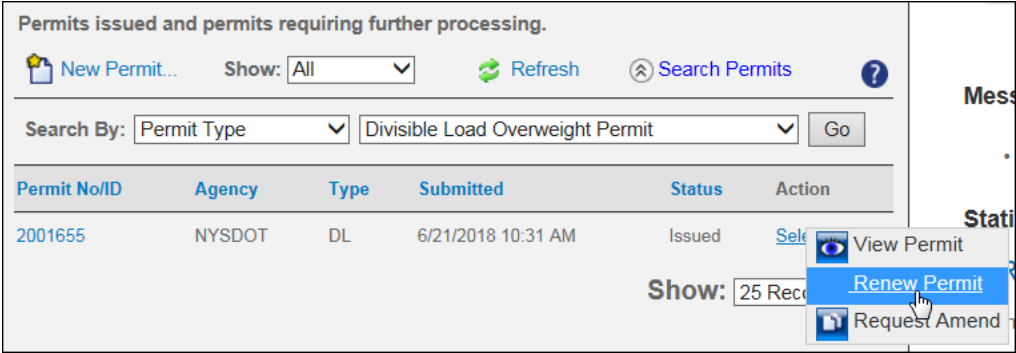
Step	Description																								
1.	<p>Locate a permit in the Permits Panel on the Company Dashboard with a status of Unfinished.</p> <p>Click the Select link in the Action column for the desired permit.</p>  <p>Company Dashboard For TRUCKWAY INC</p> <p>Permits issued and permits requiring further processing.</p> <p>New Permit... Show: All Refresh Search Permits ?</p> <table border="1"> <thead> <tr> <th>Permit No/ID</th> <th>Agency</th> <th>Type</th> <th>Submitted</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1209447</td> <td>NYSDOT</td> <td>SH-TYPE1</td> <td></td> <td>Unfinished</td> <td>Select...</td> </tr> <tr> <td>1209445</td> <td>NYSDOT</td> <td>SH-TYPE14R</td> <td></td> <td>Unfinished</td> <td>Select...</td> </tr> <tr> <td>1209442</td> <td>NYSDOT</td> <td>SH-TYPE1</td> <td></td> <td>Bridge Review</td> <td>Select...</td> </tr> </tbody> </table>	Permit No/ID	Agency	Type	Submitted	Status	Action	1209447	NYSDOT	SH-TYPE1		Unfinished	Select...	1209445	NYSDOT	SH-TYPE14R		Unfinished	Select...	1209442	NYSDOT	SH-TYPE1		Bridge Review	Select...
Permit No/ID	Agency	Type	Submitted	Status	Action																				
1209447	NYSDOT	SH-TYPE1		Unfinished	Select...																				
1209445	NYSDOT	SH-TYPE14R		Unfinished	Select...																				
1209442	NYSDOT	SH-TYPE1		Bridge Review	Select...																				
2.	<p>A list of actions will be displayed. Click the Resume Permit link.</p>  <p>Company Dashboard For TRUCKWAY INC</p> <p>Permits issued and permits requiring further processing.</p> <p>New Permit... Show: All Refresh Search Permits ?</p> <table border="1"> <thead> <tr> <th>Permit No/ID</th> <th>Agency</th> <th>Type</th> <th>Submitted</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1209447</td> <td>NYSDOT</td> <td>SH-TYPE1</td> <td></td> <td>Unfinished</td> <td>Select...</td> </tr> <tr> <td>1209445</td> <td>NYSDOT</td> <td>SH-TYPE14R</td> <td></td> <td>Unfinished</td> <td>Select...</td> </tr> <tr> <td>1209442</td> <td>NYSDOT</td> <td>SH-TYPE1</td> <td></td> <td>Bridge Review</td> <td>Select...</td> </tr> </tbody> </table> <p>Resume Permit Copy Permit Cancel Permit</p>	Permit No/ID	Agency	Type	Submitted	Status	Action	1209447	NYSDOT	SH-TYPE1		Unfinished	Select...	1209445	NYSDOT	SH-TYPE14R		Unfinished	Select...	1209442	NYSDOT	SH-TYPE1		Bridge Review	Select...
Permit No/ID	Agency	Type	Submitted	Status	Action																				
1209447	NYSDOT	SH-TYPE1		Unfinished	Select...																				
1209445	NYSDOT	SH-TYPE14R		Unfinished	Select...																				
1209442	NYSDOT	SH-TYPE1		Bridge Review	Select...																				
3.	<p>The Order Permits screen will be displayed.</p> <p>Proceed through the permit application by clicking the Next button and complete the permit application by filling in all required information.</p>																								

Step	Description
4.	<p>Once on the Permit Summary screen, review and attest to the required Attest Statement by clicking the corresponding checkbox.</p>  <p>Note: The Submit button will not be available until all Attest Statements have been acknowledged.</p>
5.	<p>Click the Submit button.</p>  <p>The Permit Submission Successful screen will be displayed.</p> <p>Note: Optionally, the user may click the Back button to go back to the previous screen, click the Save and Exit button to save the progress and return to the Company Dashboard, or click the Delete Permit button to delete the permit application.</p>
6.	<p>Click the Pay for the permits now link. The Pay for permits screen will be displayed.</p>
7.	<p>Click the Pay For Verified Permits button.</p>  <p>The Payment Information for Permit ID: XXXXXX screen will be displayed.</p>

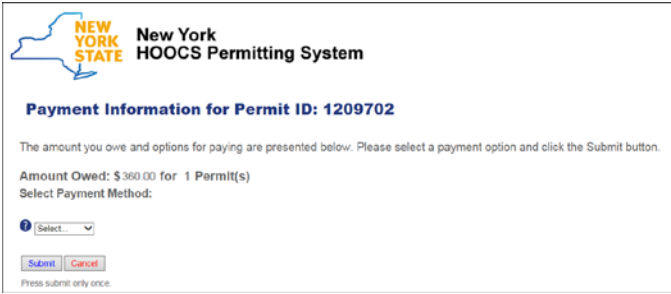
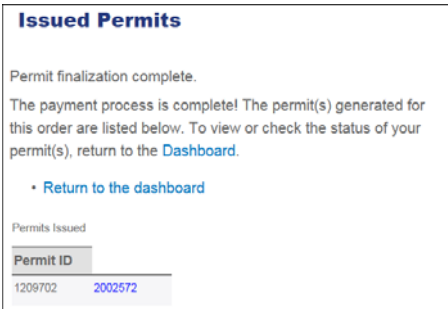
Step	Description
8.	<p>Select the payment method from the Select Payment Method dropdown list and click the Submit button.</p> <div data-bbox="293 241 1227 659" style="border: 1px solid black; padding: 10px;">  </div> <p>Continue processing through the payment screens entering the required information.</p>
9.	<p>The Issued Permits screen will be displayed.</p> <div data-bbox="293 789 773 1173" style="border: 1px solid black; padding: 10px;">  </div> <p>The permit will be delivered via the delivery method selected during the Order Permits process.</p> <p>Note: The permit can also be accessed from the Permits Panel on the Company Dashboard.</p>
10.	<p>Click the Return to the dashboard link to return to the Company Dashboard.</p>

RENEW PERMIT ACTION

This Training Packet details the steps needed for a Company User to renew a Divisible Load permit.

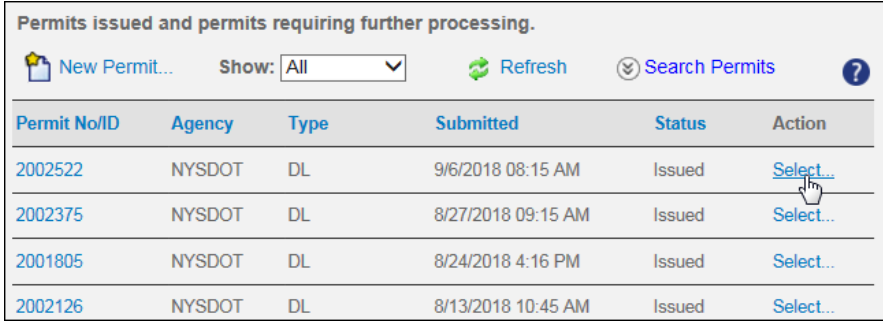
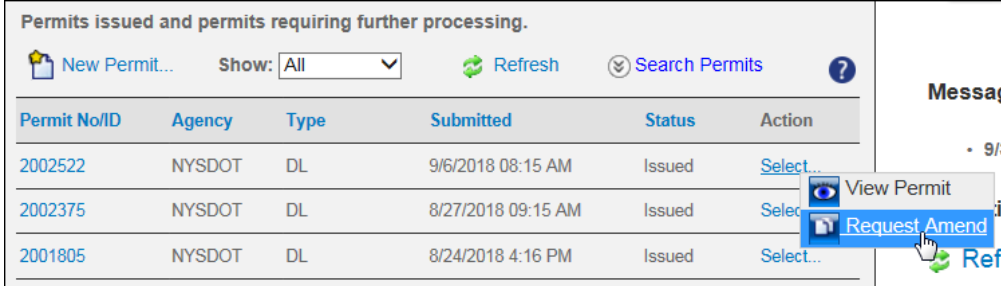
Step	Description
1.	<p>Click the Expand Chevron icon for Search Permits in the Permits Panel on the Company Dashboard.</p>  <p>The Search By: dropdown list and text field will be displayed.</p>
2.	<p>Select Permit Type from the Search By: dropdown list.</p> <p>Select Divisible Load Overweight Permit from the Permit Type dropdown list.</p> <p>Click the Go button.</p> 
3.	<p>Locate the desired permit in the filtered list on the Company Dashboard.</p> <p>Note: Only Divisible Load permits can be renewed. The Renew Permits option is not displayed in the list of actions until 60 days before the current permit expires.</p> <p>Click the Select link in the Action column for the desired permit.</p> 
4.	<p>A list of actions will be displayed. Click the Renew Permit link.</p> 

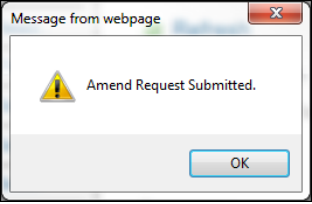
Step	Description															
5.	<p>The Order Permits screen will be displayed. Process through the subsequent screens to the Permit Summary screen by clicking the Next button.</p> <p>Note: Verify all information while processing through the screens. Make any necessary changes during the renewal process. All fields can be edited including deleting Permit Types. The fees will be calculated as if this were a new permit.</p>															
6.	<p>Once on the Permit Summary screen, review and attest to the required Attest Statement by clicking the corresponding checkbox.</p> <div data-bbox="298 483 1105 1138" style="border: 1px solid black; padding: 10px;"> <p>TRUCKWAY INC Truckway Inc Ph: 585-427-0720 Permit fee summary. Permit ID: 1209702</p> <table border="1" data-bbox="311 613 873 722"> <thead> <tr> <th>Permits</th> <th>Agency</th> <th>Unit/Rig #</th> <th>Base Fee</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Divisible Load Overweight Permit</td> <td>NYS DOT</td> <td>255</td> <td>\$360.00</td> <td>\$360.00</td> </tr> <tr> <td colspan="3" style="text-align: right;">Total</td> <td>\$360.00</td> <td>\$360.00</td> </tr> </tbody> </table> <p>Auto-pay using escrow funds: <input type="checkbox"/> Click the checkbox to pay using escrow. Once the permit application is approved, the permit will be issued using funds from the companys escrow account. This will bypass the shopping cart option and issue the permit as soon as it is approved and paid.</p> <p><input checked="" type="checkbox"/> Click the checkbox to attest before submitting. Until the box is checked, there will not be a Submit button to submit the permit application.</p> <div data-bbox="311 905 878 1037" style="border: 1px solid gray; padding: 5px;"> <p>I hereby attest and swear under the penalties of perjury that I have read and understand all the legal requirements for ordering a permit within New York State's HOOS system. These requirements include having workers' compensation and disability insurance (where applicable under New York law) and the levels of liability insurance required by 17 NYCRR Sections 154-1.5 (a) and/or 154-2.7 (a)</p> </div> <p>Order Review</p> <p>Permit Type: Divisible Load Overweight Permit</p> </div> <p>Note: The Submit button will not be available until all Attest Statements have been acknowledged.</p>	Permits	Agency	Unit/Rig #	Base Fee	Total	Divisible Load Overweight Permit	NYS DOT	255	\$360.00	\$360.00	Total			\$360.00	\$360.00
Permits	Agency	Unit/Rig #	Base Fee	Total												
Divisible Load Overweight Permit	NYS DOT	255	\$360.00	\$360.00												
Total			\$360.00	\$360.00												
7.	<p>Click the Submit button.</p> <div data-bbox="298 1268 404 1314" style="border: 1px solid gray; padding: 2px; display: inline-block;">Submit</div> <p>The Permit Submission Successful screen will be displayed.</p>															
8.	<p>Click the Pay for the permits now link.</p> <p>The Pay for permits screen will be displayed.</p>															
9.	<p>Click the Pay For Verified Permits button.</p> <div data-bbox="298 1556 980 1701" style="border: 1px solid gray; padding: 10px;"> <p>Pay for permits.</p> <p>The following permits have been authorized and are verified for payment and/or final processing: 1209702</p> <div data-bbox="311 1675 506 1696" style="border: 1px solid gray; padding: 2px;"> Pay For Verified Permits Cancel </div> </div> <p>The Payment Information for Permit ID: XXXXXX screen will be displayed.</p>															

Step	Description
10.	<p>Select the payment method from the Select Payment Method dropdown list and click the Submit button.</p>  <p>Continue processing through the payment screens entering the required information.</p>
11.	<p>The Issued Permits screen will be displayed.</p>  <p>Note: Any changes made during the Renew process will be reflected on the Permit PDF. The permit will be delivered via the delivery method selected during the Order Permits process.</p> <p>Note: The permit can also be accessed from the Permits Panel on the Company Dashboard.</p>
12.	<p>If a Downstate Permit Type was renewed, and the renewed permit included a change in a weight record, a new Grandfather Certificate has been created. The certificate can be accessed by Customers in the Downstate Rights link on the Company Dashboard.</p> <p>If a Downstate Permit Type was renewed, and the renewed permit included a change in power unit, the permit will submitted to NYSDOT for approval.</p>
13.	<p>Click the Return to the dashboard link to return to the Company Dashboard.</p>

REQUEST AMEND ACTION

This Training Packet details the steps needed for a Company User to request an amendment on an issued permit from the **Company Dashboard**.

Step	Description																														
1.	<p>Locate a permit with a status of Issued or Issued Prior in the Permits Panel on the Company Dashboard.</p> <p>Click the Select link in the Action column for the desired permit.</p>  <p>The screenshot shows a table titled "Permits issued and permits requiring further processing." with columns: Permit No/ID, Agency, Type, Submitted, Status, and Action. The Action column contains "Select..." links for each row.</p> <table border="1"> <thead> <tr> <th>Permit No/ID</th> <th>Agency</th> <th>Type</th> <th>Submitted</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>2002522</td> <td>NYSDOT</td> <td>DL</td> <td>9/6/2018 08:15 AM</td> <td>Issued</td> <td>Select...</td> </tr> <tr> <td>2002375</td> <td>NYSDOT</td> <td>DL</td> <td>8/27/2018 09:15 AM</td> <td>Issued</td> <td>Select...</td> </tr> <tr> <td>2001805</td> <td>NYSDOT</td> <td>DL</td> <td>8/24/2018 4:16 PM</td> <td>Issued</td> <td>Select...</td> </tr> <tr> <td>2002126</td> <td>NYSDOT</td> <td>DL</td> <td>8/13/2018 10:45 AM</td> <td>Issued</td> <td>Select...</td> </tr> </tbody> </table>	Permit No/ID	Agency	Type	Submitted	Status	Action	2002522	NYSDOT	DL	9/6/2018 08:15 AM	Issued	Select...	2002375	NYSDOT	DL	8/27/2018 09:15 AM	Issued	Select...	2001805	NYSDOT	DL	8/24/2018 4:16 PM	Issued	Select...	2002126	NYSDOT	DL	8/13/2018 10:45 AM	Issued	Select...
Permit No/ID	Agency	Type	Submitted	Status	Action																										
2002522	NYSDOT	DL	9/6/2018 08:15 AM	Issued	Select...																										
2002375	NYSDOT	DL	8/27/2018 09:15 AM	Issued	Select...																										
2001805	NYSDOT	DL	8/24/2018 4:16 PM	Issued	Select...																										
2002126	NYSDOT	DL	8/13/2018 10:45 AM	Issued	Select...																										
2.	<p>A list of actions will be displayed. Click the Request Amend link.</p>  <p>The screenshot shows the same table as in step 1, but with a context menu open over the "Request Amend" link in the Action column. The menu options are "View Permit" and "Request Amend".</p>																														
3.	<p>The Amend Reason Request screen will be displayed.</p> <div style="border: 1px solid black; padding: 5px;"> <p>The HOOCS support staff will review amendments on a case by case basis. If an amendment request is approved, the amendment will in most cases be approved within one business day. Please enter your amend request reason below and click Submit.</p> <div style="border: 1px solid gray; height: 80px; width: 100%;"></div> <p>Amend fees vary by permit type and agency. Please be aware that if the amend request is granted, applicable fees will be applied.</p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> </div> <p>Enter the reason for the amend in the empty text field.</p> <p>Click the Submit button.</p>																														

Step	Description
4.	A confirmation message will be displayed. 
5.	Click the OK button to confirm and return to the Company Dashboard .

UPDATE HISTORY

Version	Date	Name	Description
0.1	09/17/2018	PSDC	Initial creation of the NYSDOT Div Load Customer Support Training Packet.