HIGHWAY OVERSIZE/OVERWEIGHT CREDENTIALING SYSTEM (HOOCS)

NYSTA CUSTOMER SUPPORT TRAINING PACKET

Version: 0.1

Date: 09/17/2018

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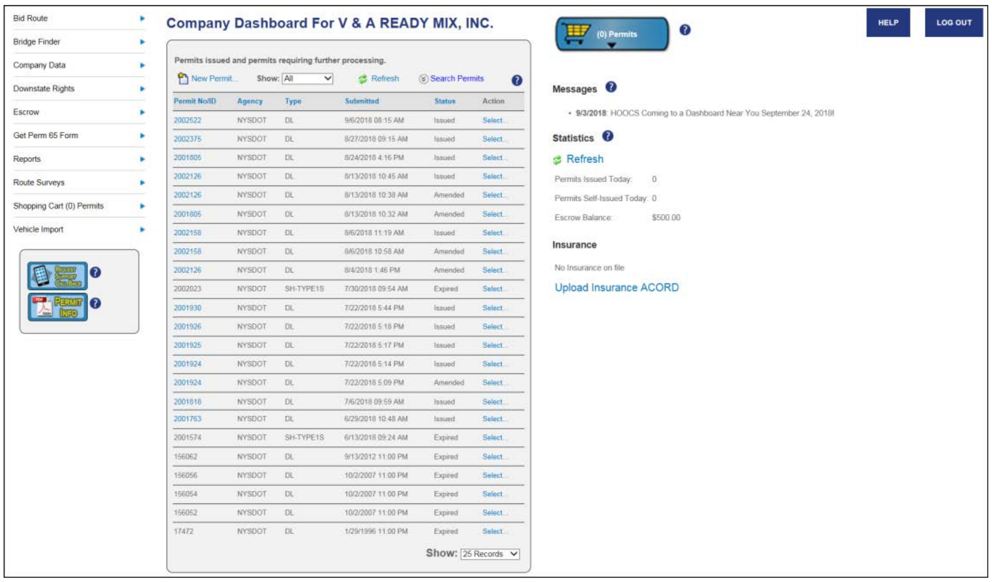
WELCOME TO HOOCS – INTRODUCTION TO COMPANY DASHBOARD – HELP AND VIDEOS

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

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>

The links available on the **Company Dashboard** are dependent on the Login Roles and Permissions assigned to the user.



The **Company Dashboard** is divided into eight (8) main parts.

- Administrative Panel
- Customer Support Panel
- Permits Panel
- Shopping Cart Panel
- Messages Panel
- Statistics Panel
- Insurance Panel
- Help

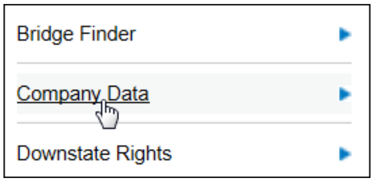
</td></tr>
</table>

COMPANY DATA

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

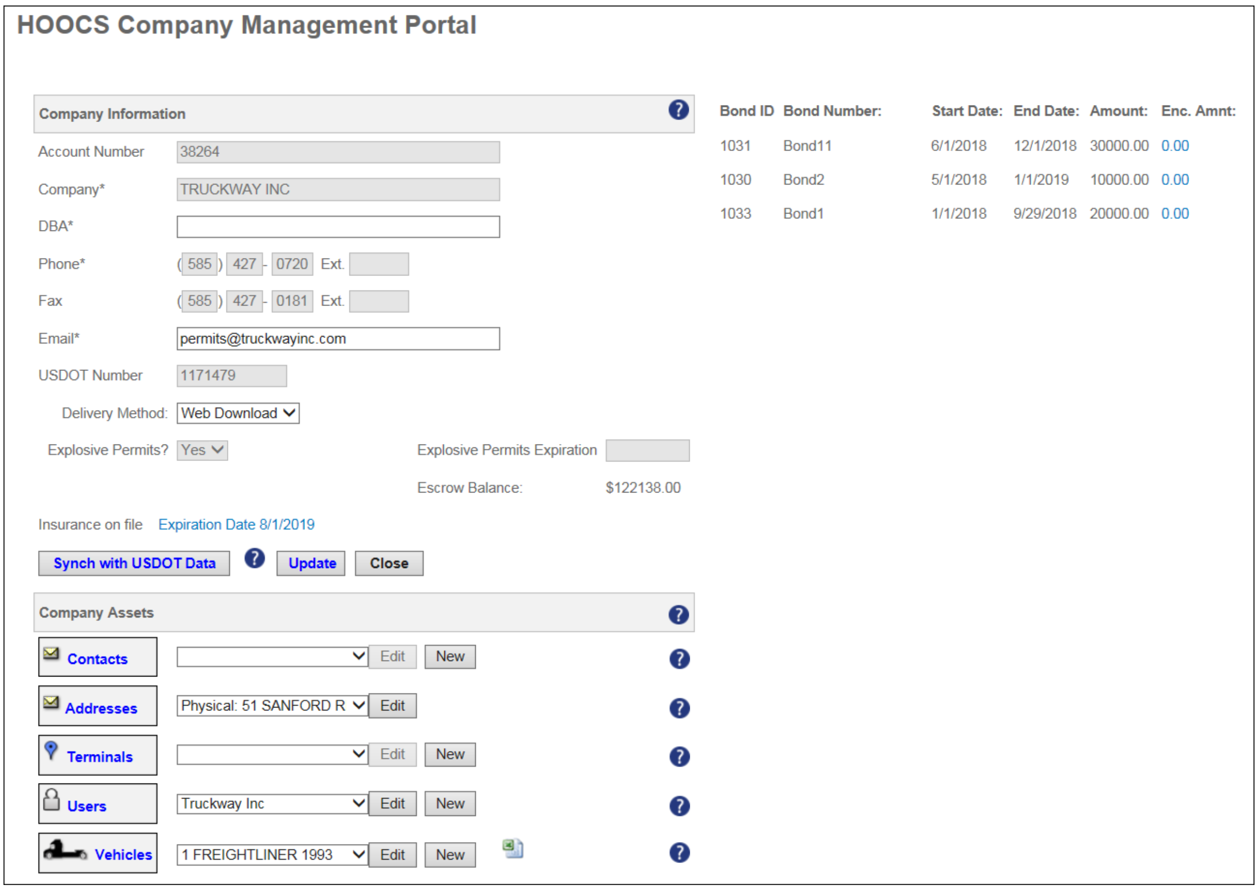
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>

Click the **Company Data** link in the **Administrative Panel** on the **Company Dashboard**.



</td></tr>
<tr><td>2.</td><td>

The ***HOOCS Company Management Portal*** screen will be displayed.



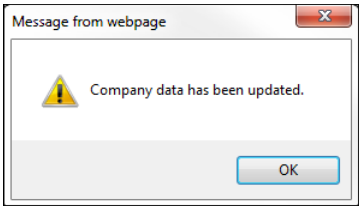
</td></tr>
<tr><td>3.</td><td>

Edit the applicable fields.

Note: The ***HOOCS 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 HOOCS by clicking the **Synch with USDOT Data** button.

Click the **Update** button.

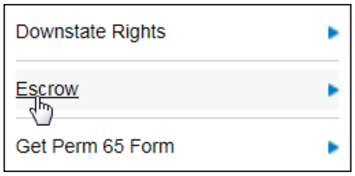
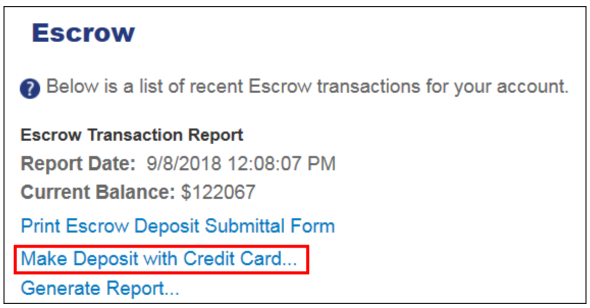
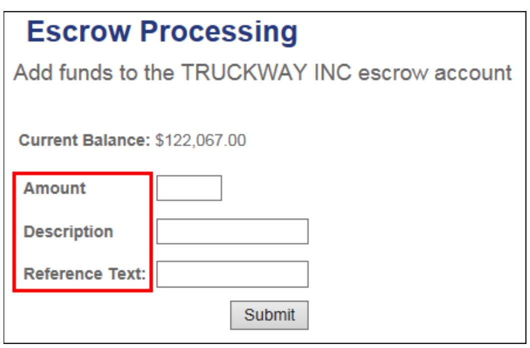
</td></tr>
</table>

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

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

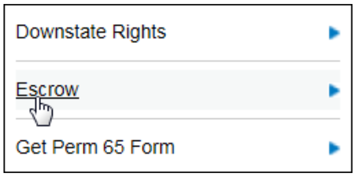
Step	Description
1.	Click the **Escrow** link in the **Administrative Panel** on the **Company Dashboard**.  The ***Escrow*** screen will be displayed.
2.	Click the **Make Deposit with Credit Card…** link.  **Note:** Escrow can also be funded by mailing in a check. Click the **Print Escrow Deposit Submittal 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.
3.	The ***Escrow Processing*** screen will be displayed. • 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. 

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>4.</td><td>Click the Submit button.
The Credit Card Processing screen will be displayed.
Enter the credit card payment information.
Click the Process button.
Process</td></tr>
<tr><td>5.</td><td>The Transaction Details screen will be displayed.

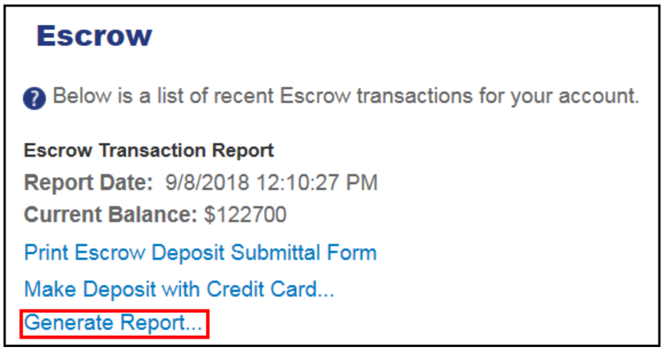
</td></tr>
<tr><td>6.</td><td>Click the escrow balance link. The Escrow screen will be displayed.</td></tr>
<tr><td>7.</td><td>Click the Home button to return to the Company Dashboard.</td></tr>
</table>

GENERATING A COMPANY ESCROW REPORT

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>
Click the Escrow link in the Administrative Panel on the Company Dashboard.

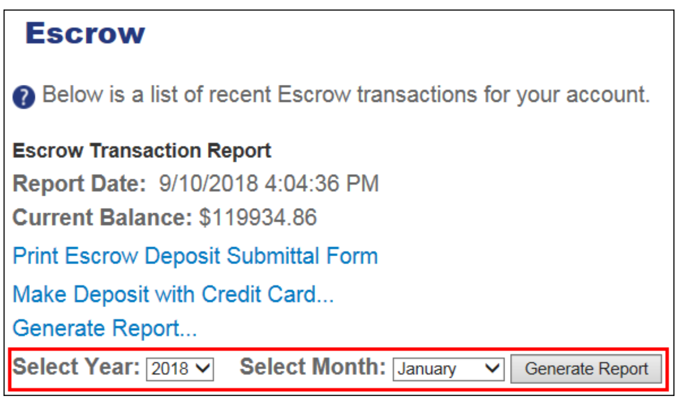


The Escrow screen will be displayed.
</td></tr>
<tr><td>2.</td><td>
Click the Generate Report… link.



The Report Parameters will be displayed.
</td></tr>
<tr><td>3.</td><td>
Select a year from the Select Year dropdown list. Select a month from the Select Month dropdown list.

Click the Generate Report button.



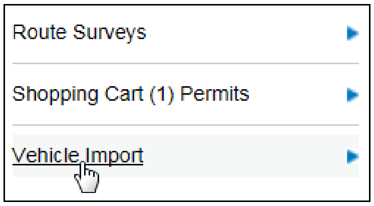
</td></tr>
<tr><td>4.</td><td>The HOOCS Statement Report will be displayed.</td></tr>
<tr><td>5.</td><td>Close the HOOCS Statement Report. The Escrow screen will be displayed.</td></tr>
<tr><td>6.</td><td>Click the Home button to return to the Company Dashboard.</td></tr>
</table>

VEHICLE IMPORT

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

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>

Click the **Vehicle Import** link in the **Administrative Panel** on the **Company Dashboard**.

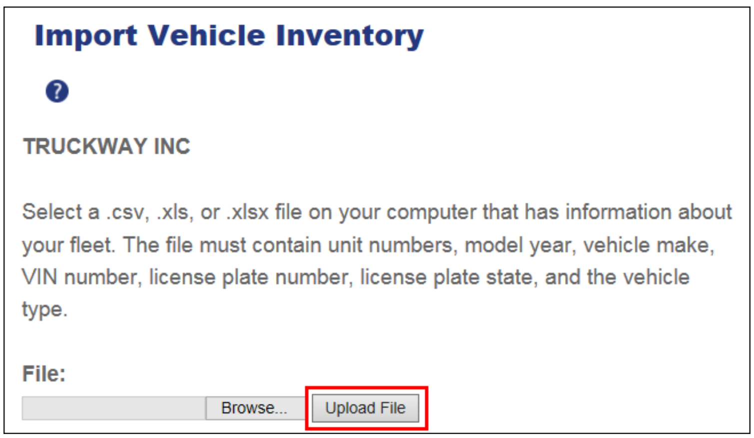


</td></tr>
<tr><td>2.</td><td>

The ***Import Vehicle Inventory*** screen will be displayed.

Click the **Browse** button to locate the file on the computer that has the **Vehicle Inventory** listed. Double click the file to be imported.

Click the **Upload File** button.

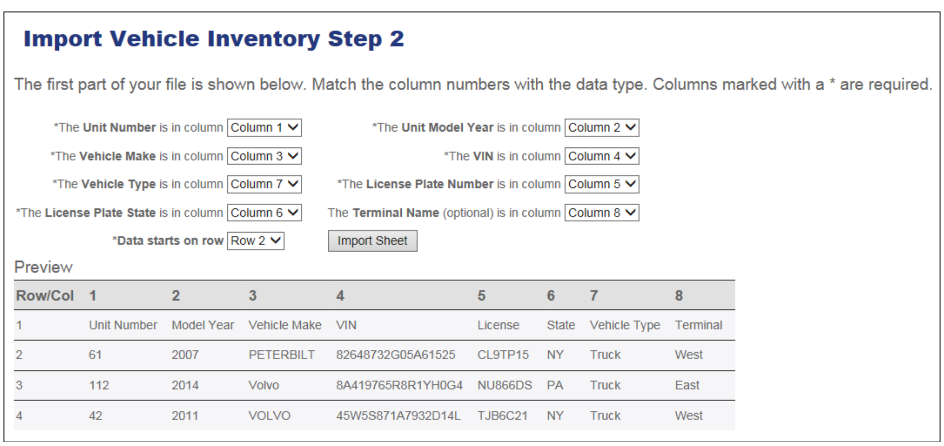


Note: The file must contain the **Unit Number**, **Unit Model Year**, **Vehicle Make**, **VIN**, **Vehicle Type**, **License Plate Number**, and **License Plate State**. The file can additionally include the **Terminal** to which a vehicle is assigned.

</td></tr>
<tr><td>3.</td><td>

The ***Import Vehicle Inventory Step 2*** screen will be displayed.

Designate which column the data is located in each dropdown list, as well as the row the data starts on.



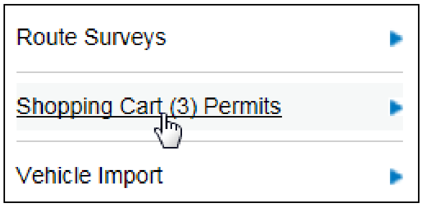
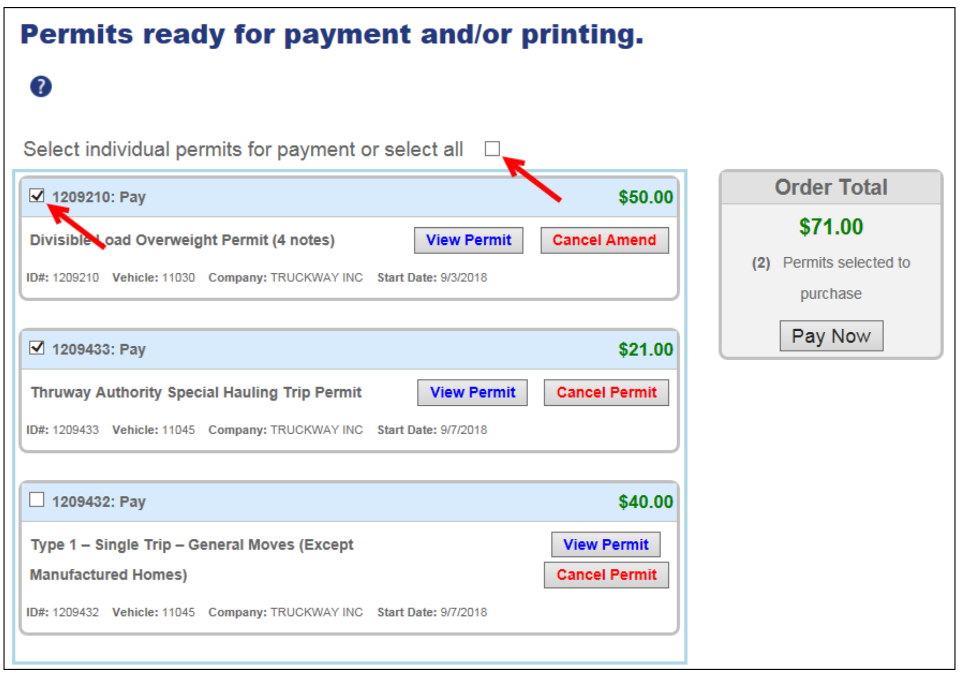
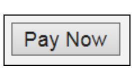
</td></tr>
</table>

Step	Description
4.	Click the **Import Sheet** button. The ***Vehicle Import Results*** screen will be displayed indicating the number of vehicles successfully imported.  **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***.
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.

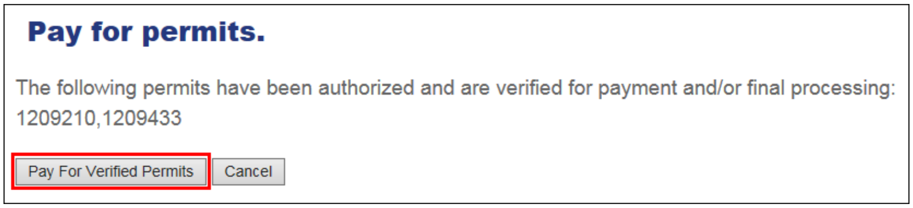
Note: Permits are removed from the Shopping Cart if not purchased by the end of the day on the permit start date. These permits will be given a status of No Payment and will need to be reordered before they can be issued.

Step	Description
1.	Click the **Shopping Cart** link in the **Administrative Panel** on the **Company Dashboard**. 
2.	The ***Permits ready for payment and/or printing.*** screen will be displayed.
3.	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**.  The total dollar amount of the permits selected for payment will be displayed in the **Order Total Panel**. **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**.
4.	Click the **Pay Now** button. 

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>5.</td><td>

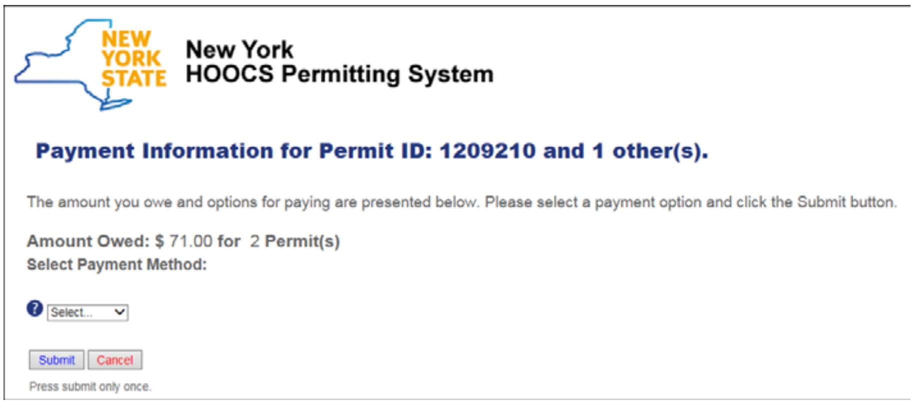
The ***Pay for permits*** screen will be displayed.

Click the **Pay for Verified Permits** button.



</td></tr>
<tr><td>6.</td><td>

The ***Payment Information for Permit ID: XXXXXX*** screen will be displayed.



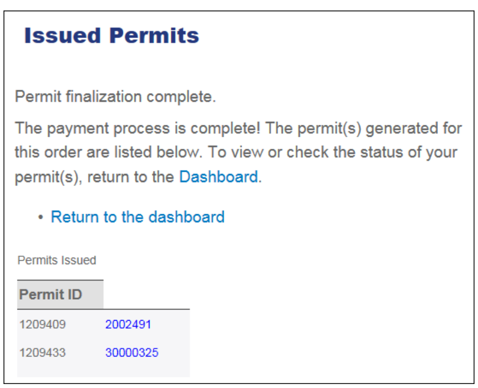
Select the payment method from the **Select Payment Method** dropdown list.

Click the **Submit** button.

Continue processing through the payment screens entering the required information.

</td></tr>
<tr><td>7.</td><td>

The ***Issued Permits*** screen will be displayed.



The permit will be delivered via the delivery method selected during the Order Permits process.

Note: The permit can also be accessed from the **Permits Panel** on the **Company Dashboard**.

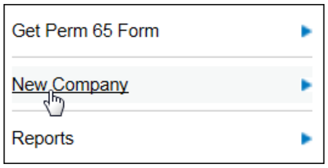
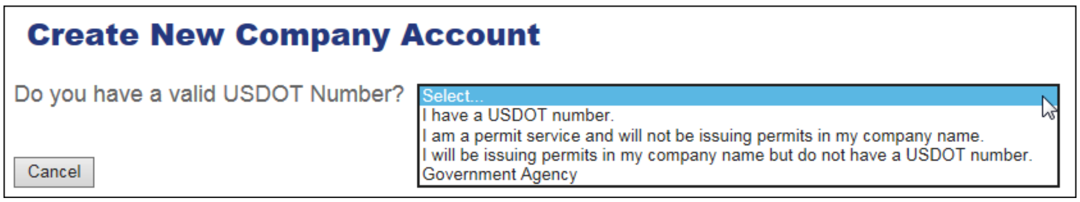
</td></tr>
<tr><td>8.</td><td>

Click the **Return to the dashboard** link to return to the **Company Dashboard**.

</td></tr>
</table>

CREATING A COMPANY ACCOUNT WITH HOOCS AS A PERMIT SERVICE

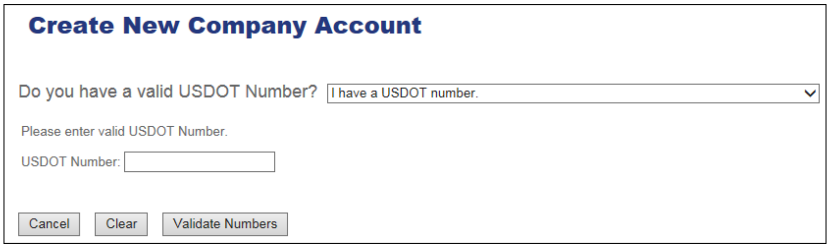
This Training Packet details steps for a Permit Service to create a company account.

Step	Description
1.	Click the **New Company** link in the **Administrative Panel** on the **Company Dashboard**. 
2.	The ***Create New Company Account*** screen will be displayed asking if the company has a valid USDOT Number. 
3.	Select the appropriate answer from the dropdown list. a. Selecting **I have a USDOT number** will allow a company to order permits as well as self-issue qualifying permits. b. 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. c. 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**. d. 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. **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.

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>4.</td><td>

For this example, we will select **I have a USDOT number** from the dropdown list.

*The **USDOT Number** field will be displayed.*



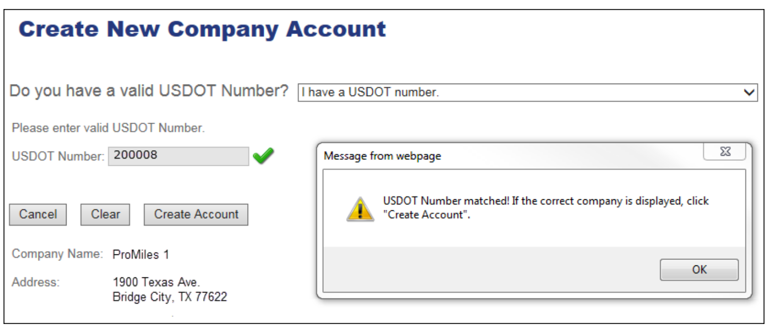
- Enter the **USDOT Number** in the **USDOT Number** field.

Note: This number will be validated so it must be associated to the company and entered correctly.

- 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**.

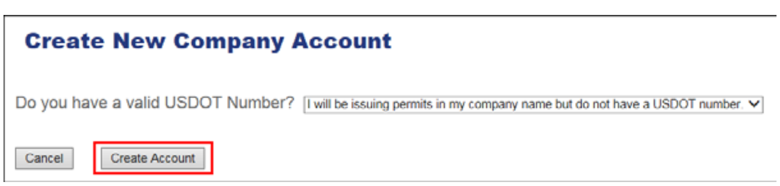
Note: If a company does not have a USDOT Number, they can create an account by selecting **I will be issuing permits in my company name but do not have a USDOT Number** from the dropdown list. If the company acquires a USDOT Number at a later date, they can contact the Permit Office to update their account.

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.

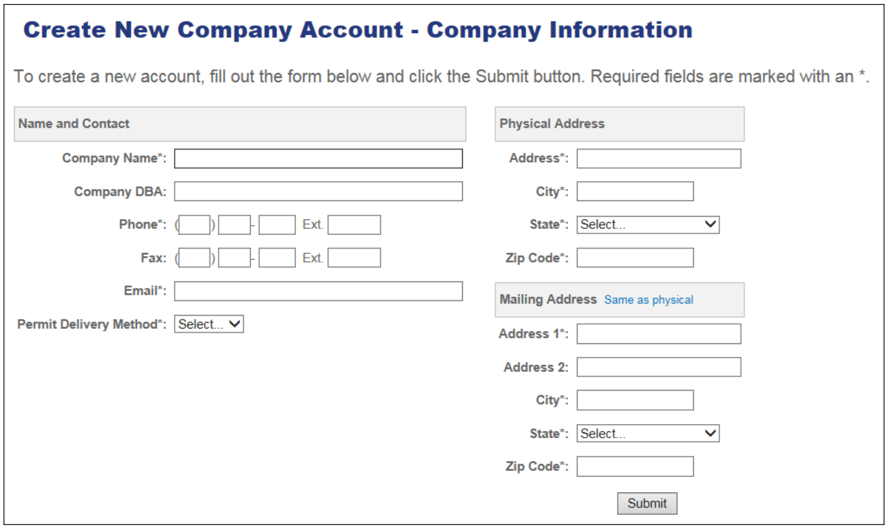
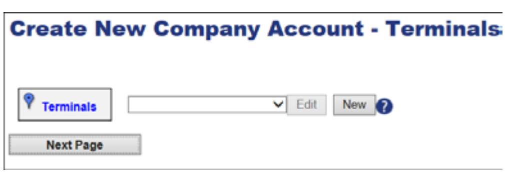


Note: If the USDOT Number does NOT match or cannot be found, click the **OK** button on the confirmation message. Click the **Clear** button to return to the dropdown list or click the **Cancel** button to return to the **Company Dashboard**.

Note: If any option other than **I have a USDOT number** is selected, click the **Create Account** button.



</td></tr>
</table>

Step	Description
5.	The ***Create New Company Account - Company Information*** screen will be displayed.  **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 HOOCS. This information must be changed with FMCSA and synched with HOOCS.
6.	• 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. 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.
7.	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. 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.  This is the beginning of the Company Assets process. The following Company Assets can be created and edited during the Create New Company process. a. Terminals b. Vehicles

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>8.</td><td>

Terminals

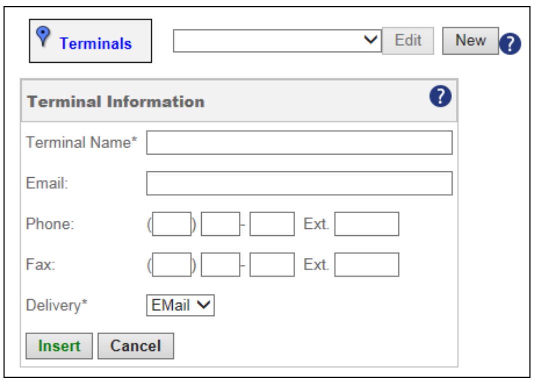
Terminals are used if a company has multiple yard or terminal locations. The user must select a Terminal for separation of permits by Terminal locations. This information is helpful when reporting on permit activity and being able to tell which Terminal ordered which permits.

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**.

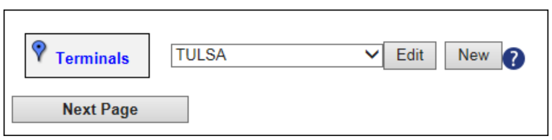
- Click the **New** button to create a new Terminal.
- Complete the fields on the ***Terminal Information*** screen.

Note: The **Delivery** field indicates the default delivery method for permits once they are approved.

- 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.



Once a Terminal is saved, it will be displayed in the **Terminals** dropdown list. To make changes to the Terminal, click the **Edit** button.



- Click the **Next Page** button to enter Vehicles.

</td></tr>
</table>

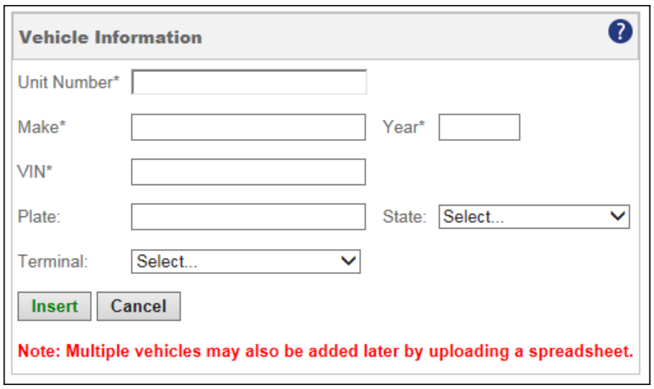
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>9.</td><td>

<u>**Vehicles**</u>

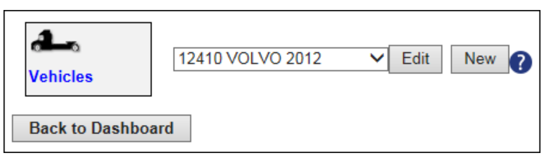
Vehicle Inventory is used during the Order Permits process.

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**.

- 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.



Once a Vehicle is saved, it will be displayed in the **Vehicles** dropdown list. To make changes to the Vehicle, click the **Edit** button.



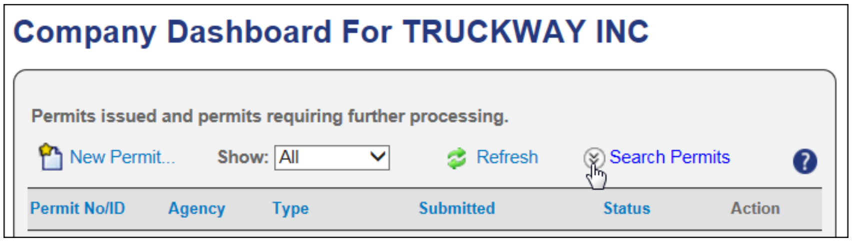
</td></tr>
<tr><td>10.</td><td>Click the Back to Dashboard button to return to the Company Dashboard.</td></tr>
</table>

PERMIT SEARCH

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

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>

Click the **Expand Chevron** icon for **Search Permits** in the **Permits Panel** on the **Company Dashboard**.

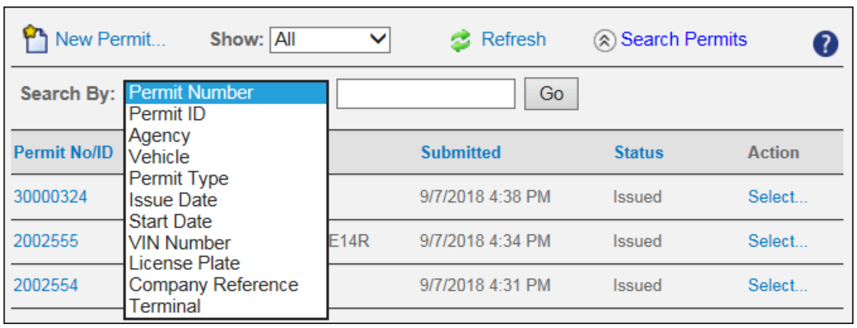


</td></tr>
<tr><td>2.</td><td>

The **Search By:** dropdown list and text field will be displayed.

</td></tr>
<tr><td>3.</td><td>

Select one **Search by:** criteria from the dropdown list.



Enter the corresponding search information.

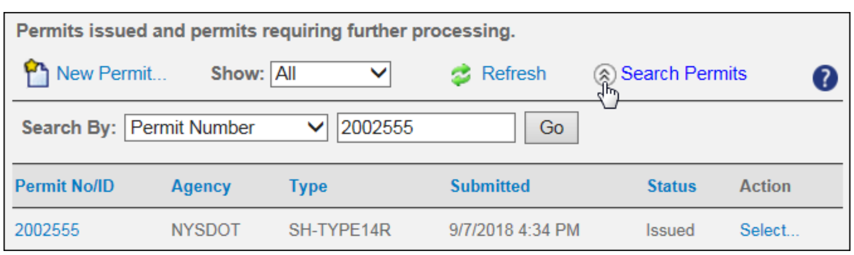
</td></tr>
<tr><td>4.</td><td>

Click the **Go** button.

The matching result(s) will be displayed in the **Permits Panel**.

</td></tr>
<tr><td>5.</td><td>

Click the **Collapse Chevron** icon to close **Search Permits.**



</td></tr>
<tr><td>6.</td><td>

Click the **Refresh** button to return to the full list of unfiltered results in the **Permits Panel** on the **Company Dashboard**.

</td></tr>
</table>

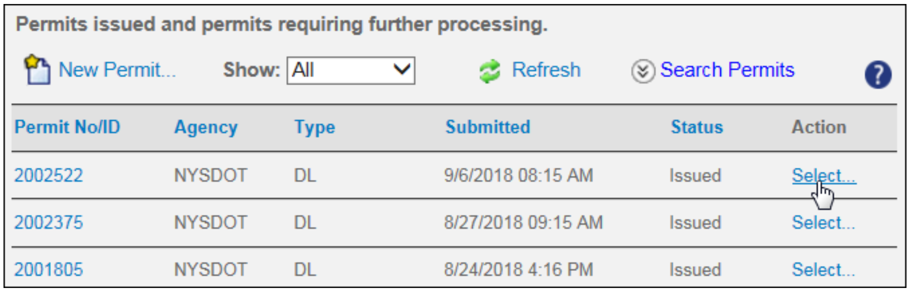
VIEW PERMIT ACTION (PERMIT DETAILS)

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.

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>

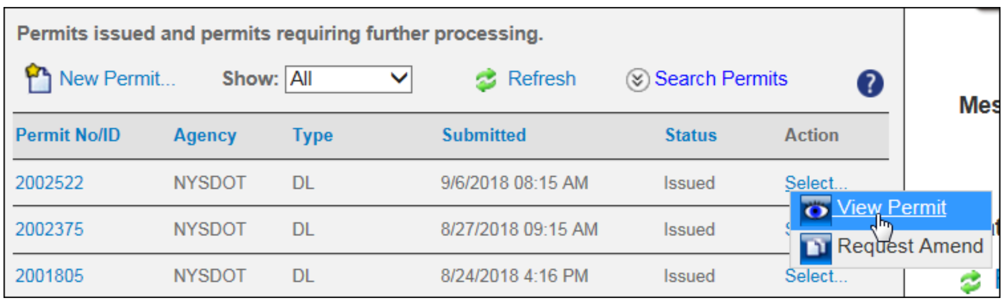
Locate a permit in the **Permits Panel** on the **Company Dashboard** with a status of **Issued** or **Issued Prior**.

Click the **Select** link in the **Action** column for the desired permit.



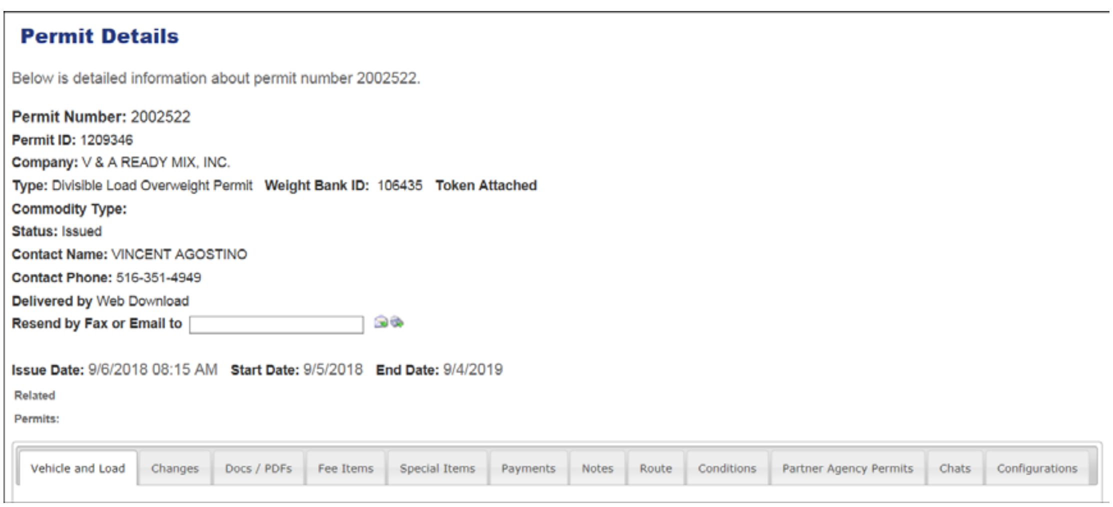
</td></tr>
<tr><td>2.</td><td>

A list of actions will be displayed. Click the **View Permit** link.



</td></tr>
<tr><td>3.</td><td>

The ***Permit Details*** screen will be displayed.



</td></tr>
</table>

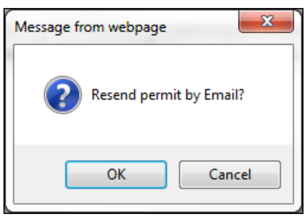
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>4.</td><td>

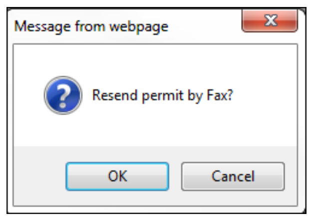
<u>To Resend a Permit PDF to the Customer</u>

Enter a fax number or email address in the **Resend by Fax or Email to** field on the ***Permit Details*** screen.

Click the **Email/Fax** icon.

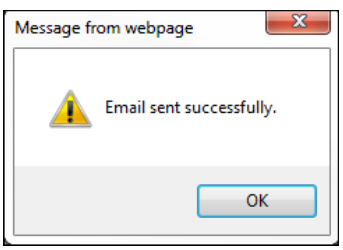
The ***Resend permit by Email/Fax?*** message will be displayed.

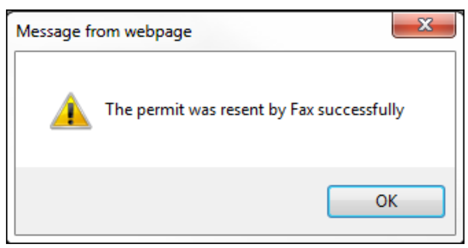




Click the **OK** button to close the message.

A confirmation message will be displayed.





Click the **OK** button to close the message.

</td></tr>
<tr><td>5.</td><td>

<u>Vehicle and Load Tab</u>

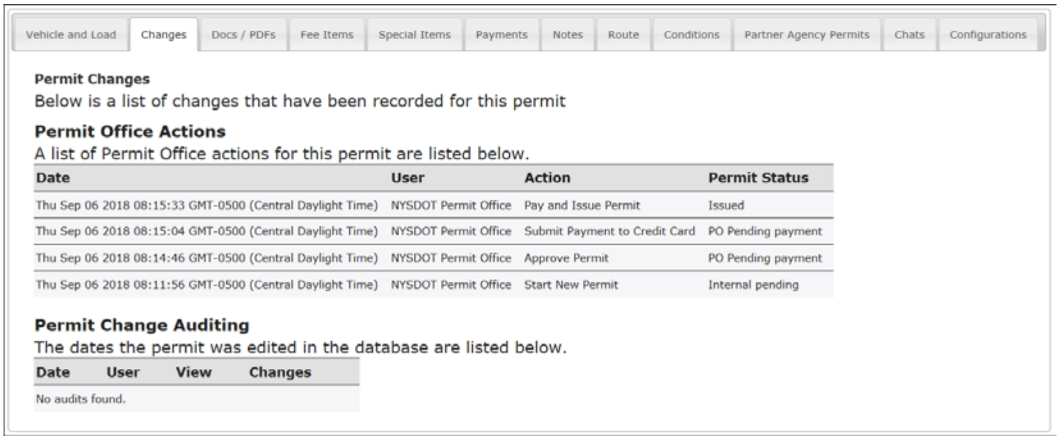
Click the **Vehicle and Load** tab. This tab will contain the vehicle and load information used during the Order Permits process.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>6.</td><td>

<u>Changes Tab</u>

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.

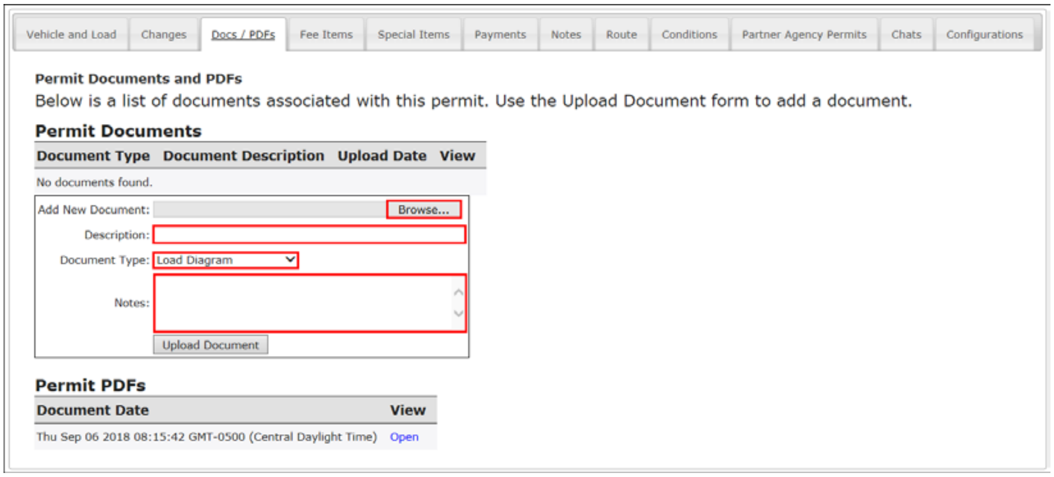


</td></tr>
</table>

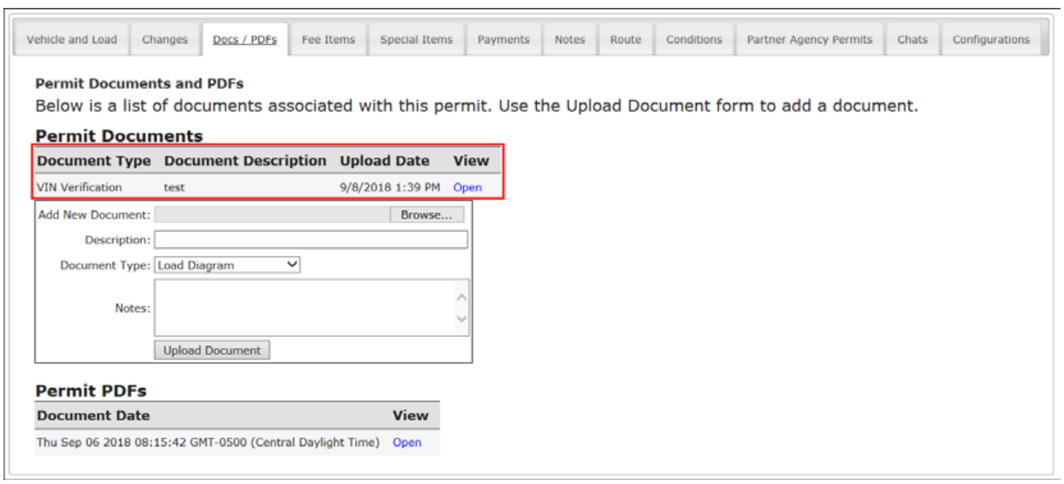
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>7.</td><td>

<u>**Doc/PDFs Tab**</u>

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.



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.

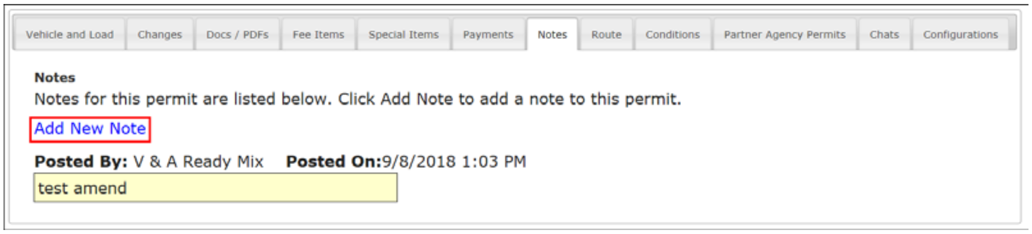
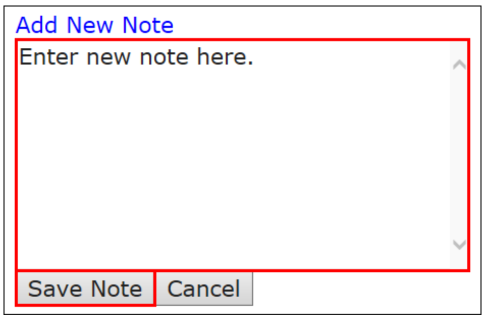
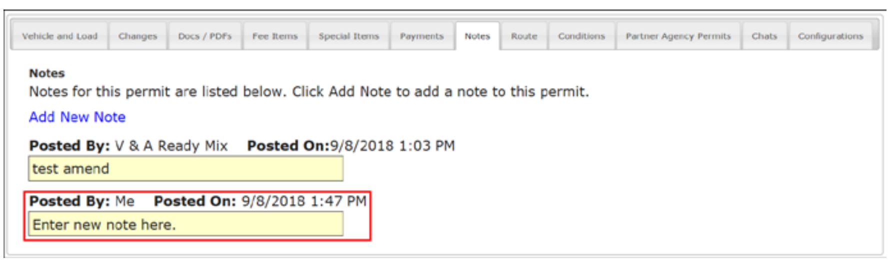


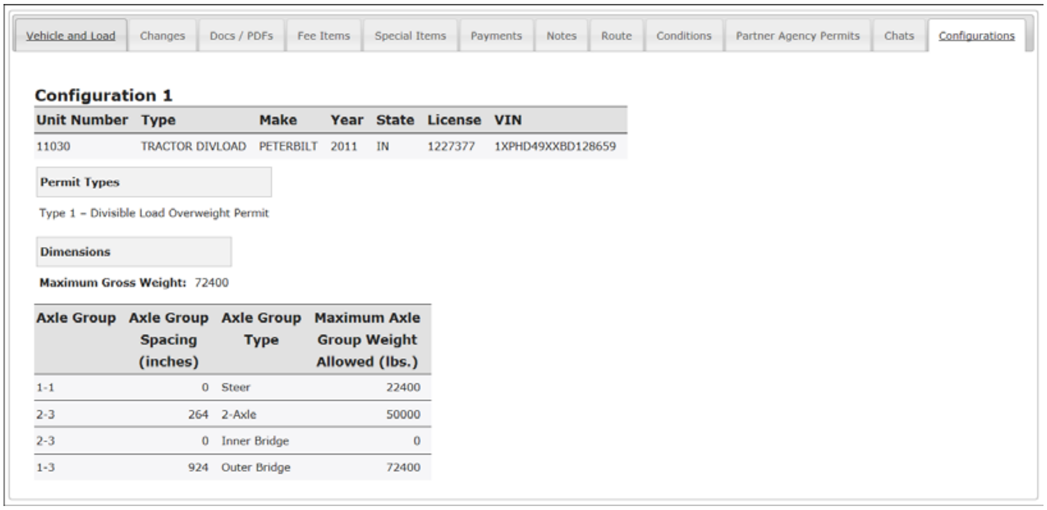
The previously uploaded document will be displayed. Close the document.

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.

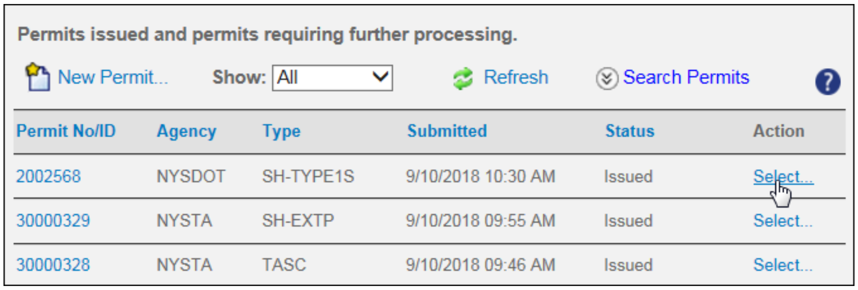
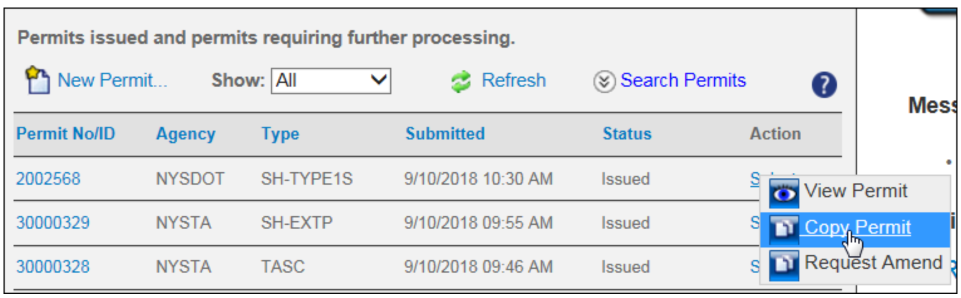
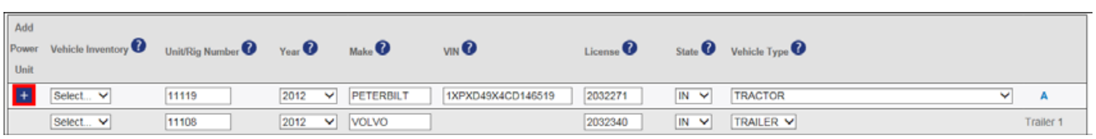
</td></tr>
</table>

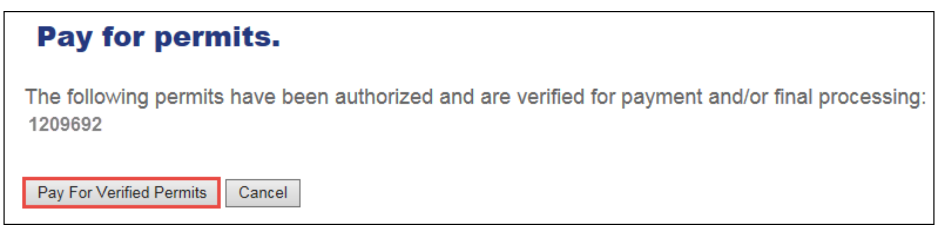
Step	Description
8.	**<u>Notes Tab</u>** Click the **Notes** tab. Click the **Add New Note** link.  A blank field will be displayed.  Enter a brief note in the text field. Click the **Save Note** button. The **Posted By** section will display showing the previously entered note with the **Posted On**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

Step	Description
9.	**<u>Configuration Tab</u>** Click the **Configurations** tab. Spec Haul multiple configurations and Div Load configurations will be displayed here. 
10.	Click the **Home** button to return to the **Company Dashboard**.

COPY PERMIT ACTION

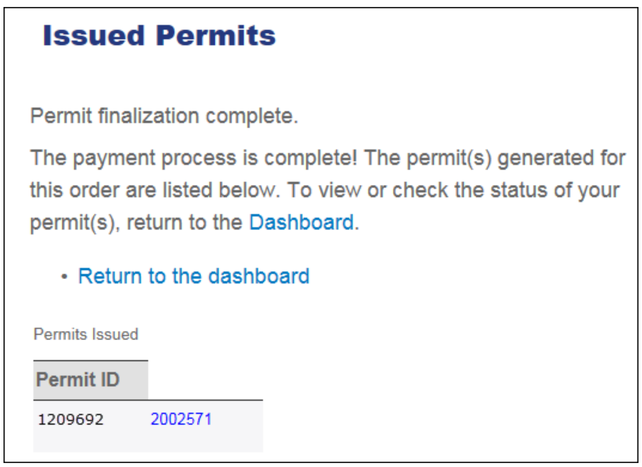
This Training Packet details the steps needed for a Company User to copy an existing permit.

Step	Description
1.	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. 
2.	A list of actions will be displayed. Click the **Copy Permit** link. 
3.	The ***Order Permits*** screen will be displayed. Click the **Next** button.
4.	The ***Vehicle and Load*** screen will be displayed. Review all populated fields and make any necessary changes. For some Permit Types, you can additionally add multiple power units for additional permits by clicking the **Add Power Unit** icon and selecting or completing the additional power unit information. 
5.	Proceed through the permit application by clicking the **Next** button and complete the permit application by filling in all required information.

Step	Description
6.	Once on the ***Permit Summary*** screen, review and attest to the required Attest Statement by clicking the corresponding checkbox.  **Note:** The **Submit** button will not be available until all Attest Statements have been acknowledged.
7.	Click the **Submit** button.  The ***Permit Submission Successful*** screen will be displayed. **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.
8.	Click the **Pay for the permits now** link. The ***Pay for permits*** screen will be displayed.
9.	Click the **Pay For Verified Permits** button.  The ***Payment Information for Permit ID: XXXXXX*** screen will be displayed.

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>10.</td><td>Select the payment method from the Select Payment Method dropdown list and click the Submit button.

Continue processing through the payment screens entering the required information.</td></tr>
<tr><td>11.</td><td>The Issued Permits screen will be displayed.

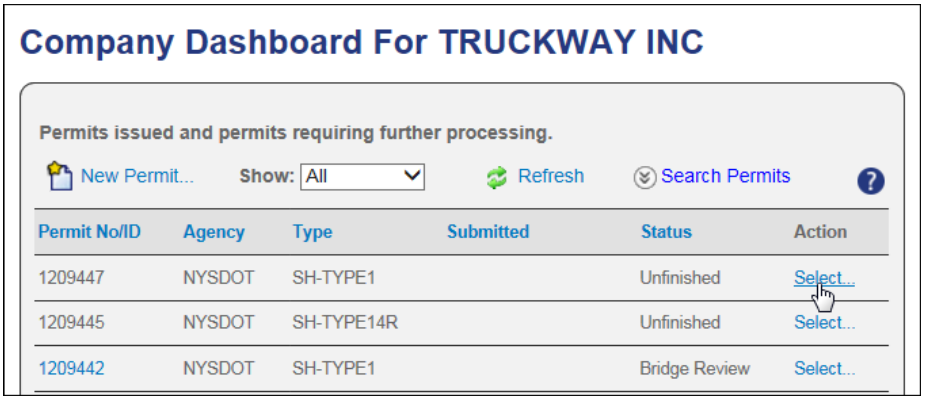
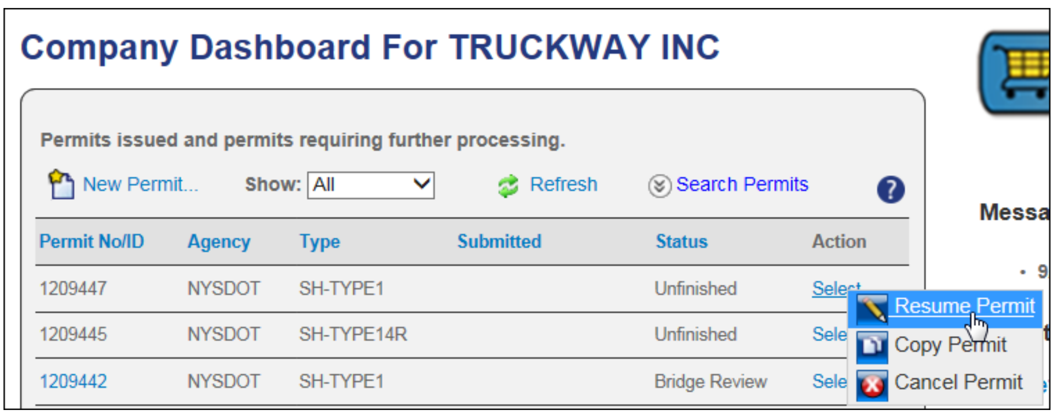


The permit will be delivered via the delivery method selected during the Order Permits process.

Note: The permit can also be accessed from the Permits Panel on the Company Dashboard.</td></tr>
<tr><td>12.</td><td>Click the Return to the dashboard link to return to the Company Dashboard.</td></tr>
</table>

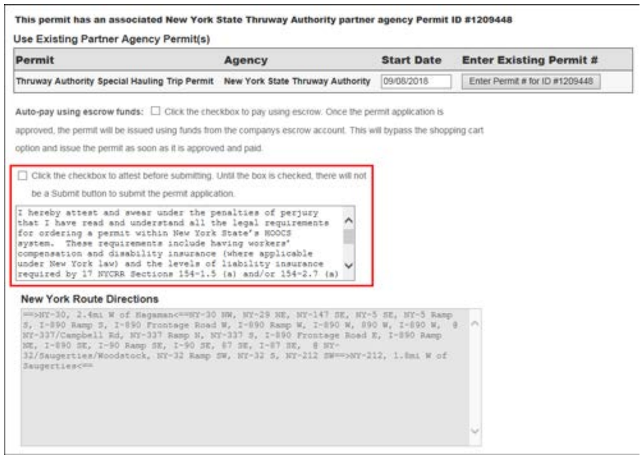
RESUME PERMIT ACTION

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

Step	Description
1.	Locate a permit in the **Permits Panel** on the **Company Dashboard** with a status of **Unfinished**. Click the **Select** link in the **Action** column for the desired permit. 
2.	A list of actions will be displayed. Click the **Resume Permit** link. 
3.	The ***Order Permits*** screen will be displayed. Proceed through the permit application by clicking the **Next** button and complete the permit application by filling in all required information.

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>4.</td><td>

Once on the ***Permit Summary*** screen, review and attest to the required Attest Statement by clicking the corresponding checkbox.



Note: The **Submit** button will not be available until all Attest Statements have been acknowledged.

</td></tr>
<tr><td>5.</td><td>

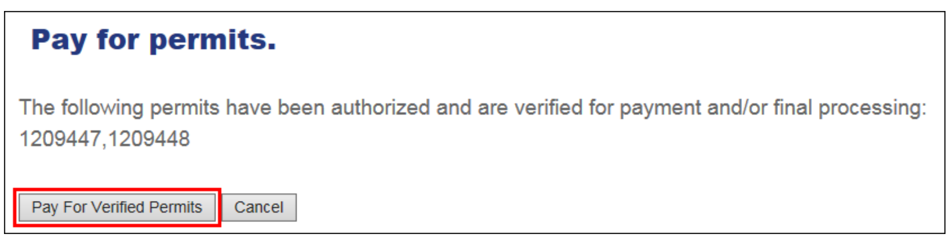
Click the **Submit** button.

The ***Permit Submission Successful*** screen will be displayed.

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.

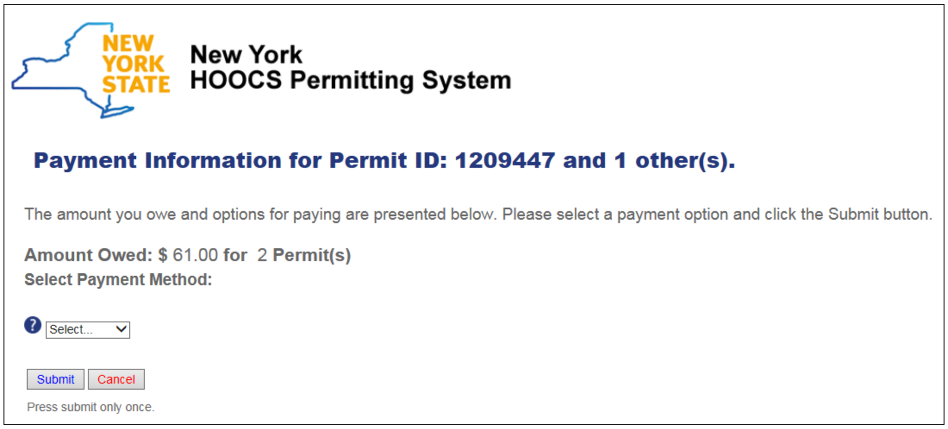
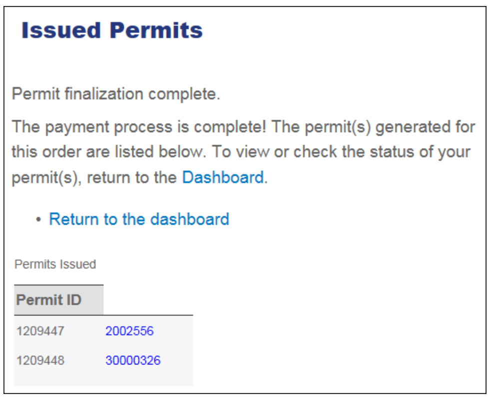
</td></tr>
<tr><td>6.</td><td>Click the Pay for the permits now link. The Pay for permits screen will be displayed.</td></tr>
<tr><td>7.</td><td>

Click the **Pay For Verified Permits** button.



The ***Payment Information for Permit ID: XXXXXX*** screen will be displayed.

</td></tr>
</table>

Step	Description
8.	Select the payment method from the **Select Payment Method** dropdown list and click the **Submit** button.  Continue processing through the payment screens entering the required information.
9.	The ***Issued Permits*** screen will be displayed.  The permit will be delivered via the delivery method selected during the Order Permits process. **Note:** The permit can also be accessed from the **Permits Panel** on the **Company Dashboard**.
10.	Click the **Return to the dashboard** link to return to the **Company Dashboard**.

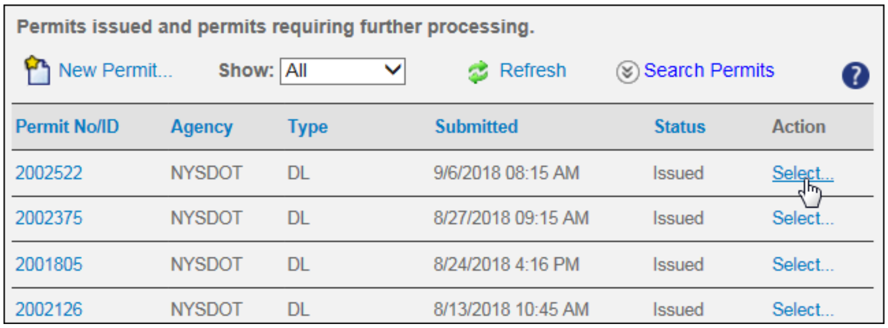
REQUEST AMEND ACTION

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

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1.</td><td>

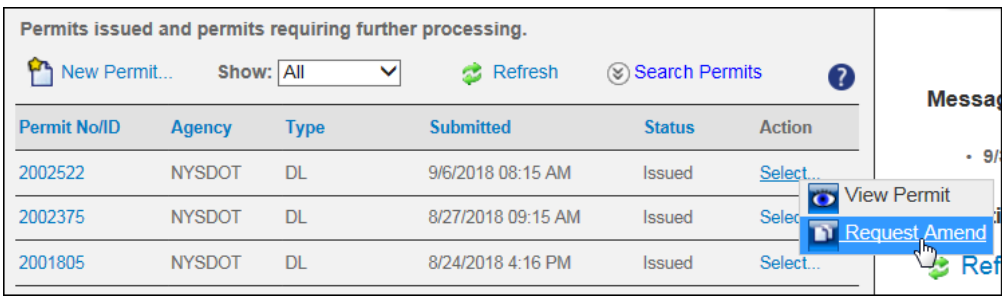
Locate a permit with a status of **Issued** or **Issued Prior** in the **Permits Panel** on the **Company Dashboard**.

Click the **Select** link in the **Action** column for the desired permit.



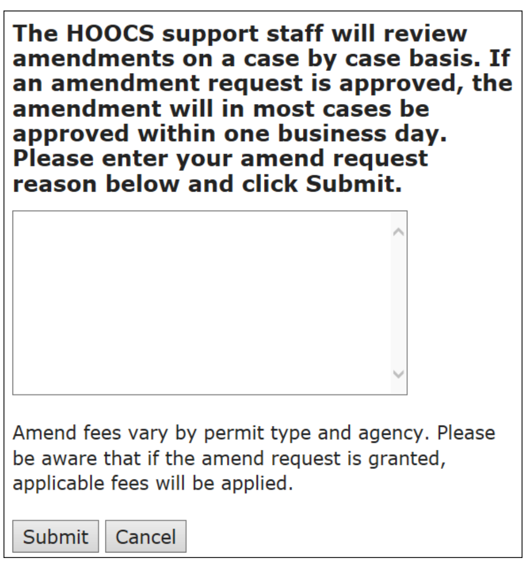
</td></tr>
<tr><td>2.</td><td>

A list of actions will be displayed. Click the **Request Amend** link.



</td></tr>
<tr><td>3.</td><td>

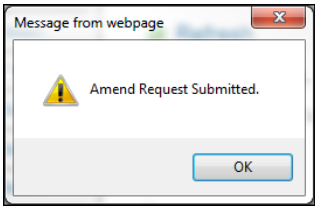
The ***Amend Reason Request*** screen will be displayed.



Enter the reason for the amend in the empty text field.

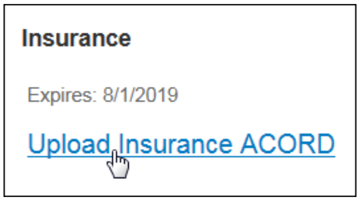
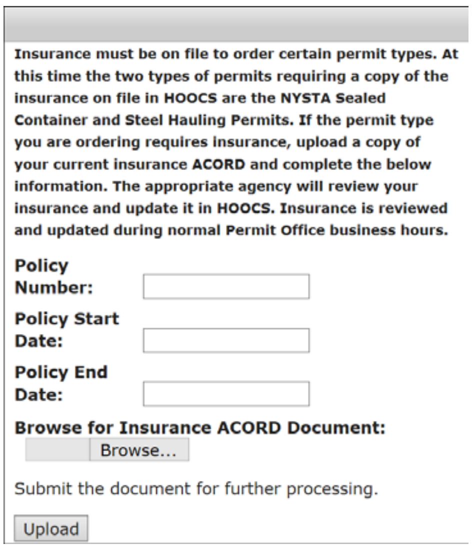
Click the **Submit** button.

</td></tr>
</table>

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

UPLOAD INSURANCE ACORD

This Training Packet details the steps needed for a Company User to upload an insurance ACORD.

Step	Description
1.	Click the **Upload Insurance ACORD** link in the **Insurance Panel** on the **Company Dashboard**. 
2.	The ***Upload Insurance ACORD*** screen will be displayed. 
3.	Enter a **Policy Number**, **Policy Start Date**, and **Policy End Date** into the appropriate fields. **Note:** Enter the **Policy Start Date** and **Policy End Date** in MM/DD/YYYY format. Click the **Browse** button to locate the document from your computer. Double click the file to be attached.
4.	Click the **Upload** button to save the new **Insurance ACORD Document** and return to the **Company Dashboard.**

UPDATE HISTORY

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