Permit Manager Help Guide

April 9, 2021

SafeHaul Version 1.0

Introduction to SafeHaul

The system enables the state to manage the process of submitting, receiving, reviewing, and processing applications for oversize and/or overweight permits. The system enables the state to process, manage, and administer permit applications and permit data quickly and efficiently.

The system enables state users, permit services and carriers to manage, apply for, pay for, and receive permits needed to move oversize and/or overweight loads through the State. The system gives users immediate, real-time access to the system, improving functions related to accounting, registration, permit application, engineering and permit review, issuance, and compliance with state laws and regulations.

Apply for An Account

Carriers and permit services will use this function to apply for an account with the State to apply for Oversize/Overweight Permits using the Permitting System. **Note: External users may not apply within the application; they must apply manually.**

Navigation Options:

- Click **Previous** to return to the previous page
- Click **Cancel** to cancel completion of the current permit application
- Click **Continue** to advance to the next page.

Apply for An Account

1. Click the Apply for an Account link on the main page of the website. This link is right below the Username and Password boxes. The Company Application Page will load.
2. Complete the registration form by filling in the following fields:

Company Information	
Entry Name	*Detail*
Account Type	Select the appropriate type of account (motor carrier, permit service, or a motor carrier corporation).
Company Name	Enter the name of the company.
Username	Enter the username to use for this account.
FEIN	Enter the Tax ID or the Federal Identification Number of the respective company.
USDOT	Enter the USDOT Number, if available.
Driver's License Number	Enter the user's driver's license number. This entry is only applicable if Motor Carrier is selected as the account type above.
Driver's License State	Select the state in which the driver's license was issued. This entry is only applicable if Motor Carrier is selected as the account type above.
Branch Information	
Entry Name	*Detail*
Branch Name	Enter the name of the branch.
Address Line 1	Enter the Street Name and Number of this branch.
Address Line 2	Enter additional address information if applicable.

City	Enter the city in which the branch is located.
Postal Code	Enter the postal code.
State	Select the State in which the branch is located.
Branch Contact Information	
First Name	Enter first name.
Last Name	Enter last name.
Phone Number	Enter phone number (xxx-xxx-xxxx).
Fax Number	Enter fax number (xxx-xxx-xxxx).
Email Address	Enter email address. This address will be used for future correspondences.

3. At any time, the user may click Cancel to cancel the current registration, or the user may click Continue to advance to the Confirm Application Page.

To Confirm Application

1. Review the company information.
2. Review branch information and branch contact information.
3. Click the Previous button if changes are needed.
4. After confirming the information, click the Submit button.
5. A system generated email will be sent to the email account using the email address that was entered in the previous screen. This email will contain a link obtain a password and login to the system.

Forgot Password

Carriers, and Permit Services can use this functionality to reset or retrieve his/her forgotten password for the Permitting System.

1. Click the **Forgot My Password** link on the main page of the website. This link is right below the Username and Password boxes.
2. Enter the username associated with the account in the field and click the **Reset Password** button.
3. A system generated email will be sent to the email address associated with this account. This email will contain a link to click to set the password and login to the system.

Home/Dashboard

Upon login, carriers and permit services will be presented with their company's Home Page or Dashboard. The carrier Dashboard will display information about permit applications that have been/are being completed by the carrier or by a permit service on their behalf.

Dashboard Details

1. Select the desired status from the **Status** dropdown list and click **find**. The list of applications belonging to the selected status category will be displayed.
2. The Dashboard will display the following information:

Entry Name	Detail
Application Id	The system-assigned number for the permit application. This entry is a hyperlink and clicking on this application id will bring up the detailed permit application.
Carrier	The name of the carrier for whom the permit application was submitted. This entry is only applicable if the user is logged in as a permit service.
Status	The status of the permit application. (e.g., Pending Agent Review, Draft, Approved, Active)
Outcome	This is the result of the associated status of the application. This field will display the outcome of that particular work step.
Start Date	The date on which the permit will be in effect.
Load	The load that will be transported in using the permit application.

3. Statuses and their meanings:

Status	Definition
All Statuses	Summary status – Includes all statuses in the system.
Pending	Summary status – includes pending agent review, in agent review, pending ODOT review, in ODOT review, pending 3rd party review, in 3rd party review, pending manager review, in manager review, pending final review, in final review.
Active/Issued	Summary status – includes active and issued.
Active	Permit document exists, application is approved and paid for, today's date is between the start date and end date of the actual permit.
Revised	The amendment that was made to an existing permit.
Hold	Temporary status that prevents a permit from being issued until an authorized user manually releases the hold.
Pending Payment	Permit application has been processed and is ready for payment.
Draft	Permit application that has not been submitted, has been set aside so that the user may complete at a later time. Drafts can remain in the system for up to 30 days before they are deleted.
Expired	Status where today's date is beyond the end date of the actual permit.
In Agent Review	An agent is currently reviewing the permit application.
In ODOT Review	An ODOT engineer is currently reviewing the permit application.
In Engineer Review	A 3rd party engineer is current reviewing the permit application.
In Manager Review	A DPS manager is currently reviewing the permit application.
In Final Review	A DPS agent or manager is performing a final review of the permit application.

Status	Definition
In Violation	A permit that has a violation assigned to it and is no longer a valid permit.
Issued	Permit document exists, application is approved and paid for, today's date is before the start date of the actual permit.
Pending Agent Review	The permit application is in the agent queue and is waiting for an agent to review the permit application.
Pending Engineer Review	The permit application is in the 3rd party engineering queue and is waiting for an engineer to review the permit application.
Pending Manager Review	The permit application is in the DPS manager queue and is waiting for a manager to review the permit application.
Pending Final Review	The permit application is in the Weight Specialist queue and is waiting for an agent or manager to review the permit application.
Rejected	The permit application failed the manual review validation and was rejected. A reject reason will be supplied with the notification.
Submitted	The permit application was submitted and is being processed through the appropriate workflow.
Void	The actual permit was voided in the system the same day it was paid for and the money was returned to the customer.
Credit	The actual permit was voided in the system a day or more after it was paid for and the money was returned to the customer.
Suspended	The actual permit is temporarily marked as inactive due to severe weather conditions.
Revoked	A permit application is no longer needed, or the actual permit is no longer valid, and no money is returned to the customer.
Invalid	An actual permit or permit application is no longer considered valid.
In or Pending Weight Analysis	The SafeHaul application integrates automated bridge analysis for permits. The Weight Analysis undergoes an a behind the scenes assessment of the respective load over each specified bridge along the route.

Apply for Permits

- Carriers, permit services, and SCDOT employees will use this function to apply for Oversize/Overweight (OS/OW) permits.
- All users can create/submit a single use permit application.
- The user may save an application as a draft application and retrieve the draft application to complete the application.

- o Draft applications will only last for a specified period of time before they are expired.

Navigation Options:
- Click **Previous** to return to the previous page
- Click **Save as Draft** to save information that already has been entered and complete the permit application at a later time
- Click **Cancel** to cancel completion of the current permit application
- Click **Continue** to advance to the next page.

To Apply for Permits

1. Click **Apply for Permits** on the main navigation bar to display the **Apply for Permits** page. **The Apply for Permits** page will load.
2. Permit Service and Internal State Users will be able to search for carrier by Name, FEIN, USDOT and/or License Number and State. For instance, if the user is a Permit Service, click the search icon (magnifying glass) next to Carrier to expand the search function. Enter the first few letters or numbers in the identifier field and click the search icon next to it. The Search results will be displayed in the box titled Search Results. Select the required Carrier in the Search Results box.
3. The user may enter the following permit information:

General Information	
Entry Name	*Detail*
Reference Number	Enter a reference number, if applicable. Reference Number is a customer field to enter info to help reference the information within the carrier's or permit service system. Example: Invoice number
Carrier Unit	Enter a carrier unit number, if applicable.
Permit Duration	Select the permit duration required.
Permit Type	Select the type of permit required.
Permit Subtype	Select the subtype of permit required.
Configuration	Select the type of vehicle that will be transporting the load.
Start Date	Enter the start date for which the permit will be in effect.
Duration	Select duration of the monthly permit (Only applicable if permit duration selected is Monthly)
Walk-in	State users can select this box, if it is a walk-in permit application (only applicable if logged in as a State user)

Oversize and Overweight Information	
Entry Name	*Detail*
Height	Enter the height of the vehicle. (measured in ft-in)
Width	Enter the width of the vehicle. (measured in ft-in)
Trailer and Load Length	Enter the length of the trailer and load. (measured in ft-in) This entry only is applicable for vehicles with trailers.
Total Length	Enter the total length of the vehicle. (measured in ft-in)
Forward Overhang	Enter the forward overhang of the vehicle. (measured in ft-in). This entry only is applicable if Vehicle Type selected is *Tractor Trailer* or *Tow Away*.
Rear Overhang	Enter the rear overhang of the vehicle, if applicable. (measured in ft-in)
Gross Weight	Enter the gross weight of the vehicle, if applicable. (measured in pounds)

Has Trunnion Axle	Check this box if the vehicle has trunnion axle. (an axle configuration with two individual axles mounted in the same transverse plane)
Number of Axles	Select the number of axles on the vehicle.
Axle Weights	Enter the weight of an individual axle. (measured in kips). The number of entries for axle weights displayed is based on the value entered for Number of Axles.
Axle Spacing	Enter the distance to the next axle on the vehicle. (measured in ft-in) The number of entries for axle spacings displayed is calculated to be one less than the value entered for Number of Axles.

Truck Information	
Entry Name	*Detail*
Make	Select the make of the vehicle.
Year	Enter the year of manufacture.
Tag Number	Enter the license plate/tag number.
Tag State	Select the registered state.

Trailer/Load Information (Conditional)	
Entry Name	*Detail*
Make	Select the make of the vehicle. This entry only is applicable if the permit type selected is a house.
Year	Enter the year of manufacture. This entry only is applicable if the permit type selected is a house.
Tag Number	Enter the license plate/tag number. This entry only is applicable if the permit type selected is a house.
Tag State	Select the registered state. This entry only is applicable if the permit type selected is a house.
Lowboy-style Trailer	Check this box if the vehicle has a low-boy style trailer configuration.
Load Serial Number	Enter a load serial number, if applicable.
Load Description	Enter the load description

4. At any time, the user may click **Save as Draft** to save information that already has been entered and complete the permit application at a later time; or the user may click **Cancel** to cancel the current permit application; or the user may click **Continue** to advance to the Route Planner page. The Route Planner page will load.

To Confirm Application

1. After entering the Route Planning Information, Click Continue. The Confirm Application Page will load.
2. Enter the Payment and Delivery information
   a. Select the checkbox "Use Surety Bond for Payment" if the user would like to use the respective surety bond on file with the State for payment of this permit.
   b. Select how deliver type of the permit (Delivery Type). Options include Email, Fax, or choose to do an in-person pick up.
3. Enter comments in the Customer Comments box if required. Please note that any such comment would force a manual review and may take more time to process.
4. Enter Additional Restrictions, if any.
5. Review the Branch and Contact Person Information
6. Review Permit Details entered during the permit application process

7. Review the Estimated Total Fees for the permit
8. Review the Estimated Restrictions for the permit
9. Review the Required Documentation
10. Review the Estimated Workflow. This indicates the number of steps needed before a permit is approved. Auto Approval means that the permit will be processed automatically and be made available instantly.
11. Click the Previous button to modify information previously entered in the permit application page
12. If the user is satisfied with the application, click the Submit button. The Permit Application Submission Page will load, and the **Application ID** will be provided. Please print this page or note the application id in order for future use.

Sample Permit Instructions

- External users such as Carriers are only allowed to use their carrier name to issue and pay for a permit.
- External user such as a Permit Service is allowed to issue a permit for a carrier and the permitting service will pay for the permit.
- Internal users will have access to all companies including carriers and permit services who have a profile in the system.
- The application process is divided up into either two or three sections.
    - Initial Application process – includes permit information for the specified carrier.
    - Route Planner – only for single trip permits where routes are required.
    - Application Completion Page
        - Confirmation page of the application process with delivery type.
        - The user has the option to purchase the permit with a bond account.
        - Once the user submits the application, either the application is auto approved or will require review. If the user does not use a bond account, then the user will need to pay for the application to get an issued permit.
- All fields with a red asterisk (*) are required to complete the application

Multi-Trip Permit Example
General Section
- Carrier Name (will default to carrier's login credentials).
- Permit Service will have their information linked to their login credentials.
- The Permit Service and Internal users will need to enter the carrier's name.

Applicant's Number
Applicant's Number unique identifier to the carrier or permit service that may help cross reference invoices and other internal to the carrier information.

Issue to Information
To populate the correct carrier the user may enter the carrier's name (first 3 characters will populate a list), Account Number, FEIN, USDOT, License Number (only for individual Motor Carriers) with License State.

Permit Type
User may select Single or Multi Trip for the permit type. Select **Multi.**

Load Type

The user has a prepopulated list of permit types and the user must select to continue an option:

- Non-Divisible
- Containerized Cargo
- Manufactured Home
- Tires in Open Top Container
- Culvert Pipe
- Cotton Modular
- Sheet Tobacco
- Bulk Agricultural

Load Subtype

Based upon the Permit type, a list of Subtypes is listed. The user must select the Load Subtype.

Configuration

The user will need to select a configuration type from the prepopulated list.

Start Date

The start date of the permit is required. The date cannot be more than 7 days in advance.

Exempt from Payment

For Internal Users only. Some carriers are illegible for no fee permits based upon protocols within the South Carolina Permitting Office.

Manual Route

Internal Users may select the manual route for a single trip permit to bypass route planner.

Emergency

Internal User entry to update the system for manually handwritten permits. These are exceptions when the system is down.

Load Serial Number

Optional field for an input for the serial number on the load requiring the permit.

Load Make

Make of the Load. No prepopulated list will display and the user may enter as an ad hoc entry.

Load Model

Model of the Model. No prepopulated list will display and the user may enter as an ad hoc entry.

Oversize

- For Multi Trip permits, the field may be optional depending upon the Permit Type selected.
- For other Multi Trip permits, the dimensions are prepopulated and non-editable.

Overweight

- Entries for some multi trip permits may be prepopulated.
- Entries for some multi trip permits may not be required
- Entries for some multi trip permits may require manual entry.
- Axle Weights
  - Weights are entered in kips.

- 1 KIP = 1000 pounds.
- Acceptable kip formats:
  - 12333 pounds = 12.333 kips
  - 15000 pounds = 15 kips
  - 20500 pounds = 20.5 kips
- The sum of the axle weights is automatically calculated to help the user input the correct kips
- Axle Spacing
  - Spacings are in the format of feet-inch
  - 14 feet – 4 inches will be entered in the format of 14-4
  - 12 feet will be entered in the format of 12 or 12-0
  - The sum of axle spacings are calculated to help the user input axle spacings.
    - Axle spacing may not exceed the total length of the load.

Overweight

- Depending upon the Load Type, the overweight section may or may not display.
- If it does display, the following information is required
  - Gross Weight - Example: 100000. Only whole integers are allowed
  - Number of Axles – Example: 5 only whole integers are allowed
  - Axle Weights
    - The fields are populated based upon the number of axles
    - The user is required to enter the information for axles weights in kips.

Truck

- The user may select a fleet selection or enter the information manually.
- The user is required to enter the truck vehicle information.
- Required fields are: Year, Tag Number, Make, State, VIN
- Optional Fields are: Truck Fleet Unit (makes for easy entry for additional permits), Save in Fleet (the check box that saves the fleet information in their company's fleet. Also, can manage the fleet from **Management | Manage Company Profile | Enter Carrier Name (if an external user) | Fleet Manager**

Example Initial Application Page for Multi Trip Permit

General

Application ID:		**Applicant's Number:**	
Permit Service:	🔍		
Carrier: *	🔍		
Permit Type: *	MULTI TRIP		
Load Type: *	BULK AGRICULTURAL	**Load Subtype:** *	BULK AGRICULTURAL
Configuration: *	SEMI TRUCK/TRACTOR & TRAILER	**Exempt From Payment:** ☐	**Manual Route:** ☐
Start Date: *	04/05/2021	**Emergency:** ☐	
Load Description:	BULK AGRICULTURE		
Load Serial Number:			
Load Make:			
Load Model:			

Oversize

Height (ft-in): *	13-6	**Width (ft-in):** *	8-6
		Trailer Length (ft-in): *	53-0
		Overall Length (ft-in): *	75-0
Forward Overhang (ft-in): *	0-0	**Rear Overhang (ft-in):** *	0-0

Overweight

Gross Weight (lbs): *	90000
Number of Axles: *	5

Truck

Truck Fleet Unit:			
Year: *	2015	**Make:** *	GMC
Tag Number: *	44-ROLLIDE	**Tag State:** *	Alabama
		VIN: *	093485JL34J5L3J45
Truck Unit Number:	TRUCK-01		
Save In Fleet:	☐		

Application Completion Page

- The user has entered the pertinent information to create an application to be processed as a permit. The user will be directed to a new page.
- The user is required to enter the delivery method: email, fax, or walk-in
- The user has the option to charge the permit to a bond account if the bond account is set up and the bond account has enough funds to cover the permit charges.
- **If the user adds a customer comment, the application will automatically go into review.**
- The user may change Branch and contact information on this screen.
- Once the user continues to the complete the application process, the permit will either be auto approved, pending review, or pending payment.

Single Trip Permit Example
General Section
- Carrier Name (will default to carrier's login credentials).

- Permit Service will have their information linked to their login credentials.
- The Permit Service and Internal users will need to enter the carrier's name.

Applicant's Number

Applicant's Number unique identifier to the carrier or permit service that may help cross reference invoices and other internal to the carrier information.

Issue to Information

To populate the correct carrier the user may enter the carrier's name (first 3 characters will populate a list), Account Number, FEIN, USDOT, License Number (only for individual Motor Carriers) with License State.

Permit Type

User may select Single-Trip or Multi-Trip for the permit type. Select Single Trip

Load Type

The user has a prepopulated list of permit types and the user must select to continue an option:

- Manufactured Home
- House
- Portable Classroom
- Lead Cask
- Containerized Cargo
- Tires in Open Top Container

- Other
- Fire Apparatus
- Road Machinery
- Implement of Husbandry
- Forestry Equipmen

Load Subtype

Based upon the Permit type, a list of Subtypes is listed. The user must select the Load Subtype.

Start Date

The start date of the permit is required. The date cannot be more than 7 days in advance.

Configuration

The user will need to select a configuration type from the prepopulated list.

Exempt from Payment

For Internal Users only. Some carriers are illegible for no fee permits based upon protocols within the South Carolina Permitting Office.

Manual Route

Internal Users may select the manual route for a single trip permit to bypass route planner.

Emergency

Internal User entry to update the system for manually handwritten permits. These are exceptions when the system is down.

Oversize

- For single trip permits, the fields are required: Height, Load Length, Width, Trailer Length, Overall Length
- Not required information are Forward and Rear Overhang
- The format is feet-inches. If the load is 14 feet and 4 inches tall, the entry will be 14-4

Overweight
- The user is required to enter gross weight in pounds with no commas and no decimals.
- The user is required to enter the number of axles.
- The Axle Weight and Axle Spacing fields will populate depending upon the number of axles.
- Axle Weights
  - Weights are entered in kips.
  - 1 KIP = 1000 pounds.
  - Acceptable kip formats:
    - 12333 pounds = 12.333 kips
    - 15000 pounds = 15 kips
    - 20500 pounds = 20.5 kips
  - The sum of the axle weights is automatically calculated to help the user input the correct kips
- Axle Spacing
  - Spacings are in the format of feet-inch
  - 14 feet – 4 inches will be entered in the format of 14-4
  - 12 feet will be entered in the format of 12 or 12-0
  - The sum of axle spacings are calculated to help the user input axle spacings.
    - Axle spacing may not exceed the total length of the load.

Truck
- The user may select a fleet selection or enter the information manually.
- The user is required to enter the truck vehicle information.
- Required fields are: Year, Tag Number, Make, State
- Optional Fields are: Truck Fleet Unit (makes for easy entry for additional permits), Save in Fleet (the check box that saves the fleet information in their company's fleet. Also, can manage the fleet from **Management | Manage Company Profile | Enter Carrier Name (if an external user) | Fleet Manager**
- Attestations for Turnpike Speed and Interstate Speed.
  - If the attestations check boxes are not checked, the route may be altered based upon the origin and destination points.

Trailer
- The user may select a fleet selection or enter the information manually.
- If selected as part of the configuration, the user is required to enter Year, Tag Number, Make, State, Load Description may be pre-populated
- Non required fields include Load Serial Number, Newly Manufactured Load, Lowboy-Style Trailer
- The user may save the trailer in the fleet and a Trailer Fleet Unit will be required. Also, can manage the fleet from **Management | Manage Company Profile | Enter Carrier Name (if an external user) | Fleet Manager**

Example Initial Application Page for Single Trip Permits

General

Application ID: Applicant's Number:

Permit Service: Select a Permit Service... 🔍

Carrier:* HXGN TEST CO 🔍

Permit Type:* SINGLE TRIP

Load Type:* CONTAINERIZED CARGO   Load Subtype:* CONTAINERIZED CARGO

Configuration:* SEMI TRUCK/TRACTOR & TRAILER   Exempt From Payment: ☐   Manual Route: ☐

Start Date:* 01/05/2021   Emergency: ☐

Load Description: CONTAINERIZED CARGO

Load Serial Number:

Load Make:

Load Model:

Oversize

Height (ft-in):* 13-6   Width (ft-in):* 8-6

Load Length (ft-in):* 80-0   Trailer Length (ft-in):* 53-0

Overall Length (ft-in):* 75-0

Forward Overhang (ft-in): 0-0   Rear Overhang (ft-in): 0-0

Overweight

Gross Weight (lbs):* 100000

Number of Axles:* 5

I attest that the weights and spacings of this vehicle configuration are legal according to SC Code of Law 56-5-4140: ☐

Axle Number: 1   2   3   4   5

Axle Weights (kips):* 15   10   25   25   25

Axle Spacings (ft-in):* 15   5-6   5-6   15

Sum of Axle Weights: 100 kips   Sum of Axle Spacings: 41 ft - 0 in

Truck

Truck Fleet Unit: TRUCK-01

Year:* 2015   Make:* GMC

Tag Number:* 44-ROLL   Tag State:* Alabama

VIN:* 093485JL34J5L3J45

Truck Unit Number: TRUCK-01

Save In Fleet: ☐

Trailer

Trailer Fleet Unit: TRAILER-01

Year:* 2010   Make:* FEATHER-LITE

Tag Number:* 44-TIDE   Tag State:* Alabama

Trailer Fleet Unit: TRAILER-01

Save In Fleet: ☐

Route Planner

- Once the user enters the initial application information and all required fields are entered, the user may continue to the define the load's route in the Route Planner component by selecting continue.

- The user is required to enter an origin and a destination (or stops) to define the route.
- The user may use a variety of inputs to define a stop.
  - Map Click
  - Address
  - Point of Interest
  - Coordinates
  - Load Saved Route
  - Intersects with
  - Recent Selections
  - Favorite Selections
  - Boundary Selections
- The Route Planner Help has more defined information on how to use the application.
- A stand-alone version of Route Planner is available to learn how to define routes within the application:
  - URL: https://safehaulroute.scdot.org/RoutePlanner
  - Login Credentials: Same login and password as accessing the Application.
  - No data is applied to permits and therefore safe to use and learn how to route.
- When a safe route is returned the user may continue to finish the application.
- If a safe route is not returned, the user may continue but the permit will require review.

Application Completion Page
- The user has entered the pertinent information to create an application to be processed as a permit. The user will be directed to a new page.
- The user is required to enter the delivery method: email, fax, or walk-in
- The user has the option to charge the permit to a bond account if the bond account is set up and the bond account has enough funds to cover the permit charges.
- **If the user adds a customer comment, the application will automatically go into review.**
- The user may change Branch and contact information on this screen.
- Once the user continues to the complete the application process, the permit will either be auto approved, pending review, or pending payment.

Search for Applications

Carriers, permit services, and SCDOT employees will use this function to search for an existing permit application created in the Permitting System. All users can search for applications.
Navigation Options:
- Click **Previous** to return to the previous page
- Click **Cancel** to cancel the search for permit applications
- Click **Submit** to submit the search criteria

To Search for a Permit Application
1. Click **Search** on the main navigation bar to display the Search Applications page. The Search for Applications page will load.
2. The default tab is for Permit ID or Application ID
3. Search by Criteria

Entry	Detail

Search by Criteria

Entry	Detail
Company Name	Enter name of the company associated with the permit application(s). This entry is only displayed for permit service and internal State users.
Company FEIN	Enter the FEIN associated with the permit application(s). This entry is only displayed for permit service and internal State users.
Company's Drivers	Enter the driver's license number associated with the permit application(s). This entry is only displayed for permit service and internal State users.
Company USDOT	Enter the USDOT number associated with the permit application(s). This entry is only displayed for permit service and internal State users.
Company Account Number	Account number assigned to a specified company
Load Description	Load Description
Load Serial Number	Serial number associated with the load
Applicants Number	Reference Number entered as a customer associated number
Carrier Unit	The carrier's vehicle identification number
Truck Tag Number	Tag number of the vehicle
Trailer Tag Number	Tag number of the trailer
Username	Username who submitted the permit
Route Taken	A roadway where a load traversed
VIN	VIN assigned to the truck
Credit Card Auth	The credit card authorization id
Last 4 of Credit Card	Last 4 numbers on a credit card
Payment Type	Method of payment: Credit card, bond, cash, check, no fee
Load Subtype	Defined subtype of the load
Configuration	The different types of configurations used to pull a load
Status	Permit or Application's status (expired, active, issued, pending review, et al)

Dimensions

Entry	Detail
Min Length	Minimum length in feet-inch format
Max Length	Maximum length in feet-inch format
Min Width	Minimum Width in feet-inch format
Max Width	Maximum Width in feet-inch format
Min Height	Maximum Height in feet-inch format
Max Height	Maximum Height in feet-inch format
Min Weight	Minimum Width in feet-inch format
Max Weight	Maximum length in feet-inch format

Dates

Entry	Detail
Start Date – From (MM/DD/YYYY)	Enter the first day of the date range in which the permit was initiated. (e.g., "01/22/08"). The user can also select the calendar icon next to this field to pick this desired date.

Entry	Detail
Start Date – To (MM/DD/YYYY)	Enter the last day of the date range in which the permit was initiated. (e.g., "01/25/08"). The user can also select the calendar icon next to this field to pick the desired date.
Submitted Date – From (MM/DD/YYYY)	Enter the first day of the date range in which the permit was submitted. (e.g., "01/10/08"). The user can also select the calendar icon next to this field to pick this desired date.
Submitted Date – To (MM/DD/YYYY)	Enter last day of the date range in which the permit was submitted. (e.g., "01/15/08"). The user can also select the calendar icon next to this field to pick this desired date.
Issued From – (MM/DD/YY	Enter the first day of the date range where the permit was issued. The user can also select the calendar icon next to this field to pick this desired date.
Issued To – (MM/DD/YY	Enter the last day of the date range where the permit was issued. The user can also select the calendar icon next to this field to pick this desired date.
Bottom of the Page	
Results per Page	Select the number of results the user wishes to display on a single page.

4. Click **Submit** when done. The permitting system will display the search criteria used and a list of permits, or a message that no match was found. If a user searches by Application Id and the permit is found, the system will bypass display of the permit list and navigate to the specific permit's details.
5. For the list of matching permits, the system will display a list of information. Click on a specific **Application Id's** hyperlink to bring up the permit details.

To Duplicate an Existing Permit or Application

1. Click **Search for Applications** on the main navigation bar to display the Search Applications page. The Search for Applications page will load.
2. Enter permit search criteria. (referenced above)
3. Click **Submit** when done.
4. Click on a specific **Application Id** to bring up the permit details.
5. Click **Duplicate** to duplicate the existing permit.
1. Note: If a permit is Issued or Active, when the user clicks on an Application Id, there is an option to view the permit image (in PDF format). (see below)

To View a Permit Image

1. Click **Search for Applications** on the main navigation bar to display the Search Applications page. The Search for Applications page will load.
2. Enter permit search criteria. (referenced above)
3. Click **Submit** when done.
4. Click on a specific **Application Id** to bring up the permit details.
5. Click **View Permit Image** to view an image of the permit (in PDF format).

Application Payments

Carriers, and permit services, and SCDOT employees will use this function to pay for the Oversize/Overweight (OS/OW) permit applications filed in the permitting system.

Navigation Options:

- Click **Previous** to return to the previous page.
- Click **Cancel** to cancel completion of the current permit application.
- Click **Continue** to advance to the next page.

To Pay for the Permit Application from Management Screen

1. Click the **Management** link on the top of the page.
2. Under **Management Functions**, click **Pay for Applications**. A page containing a list of all the company's applications will load. (SCDOT employees and permit services will be able to select the desired Carrier's account before the list of applications is displayed).
3. Select the Application ID(s) for payment using the checkboxes on the left and click Continue. The Select Payment Type page will load.
4. Select the payment type from the dropdown list and click Continue. At this time, the user can pay using Credit Cards or Bonds (Agents can use cash or check also).
5. In the Payment Details page, enter the required credit card information accurately.
6. View the Total Fee, confirm the Applications for payment, and click the Purchase button. A confirmation message saying that the payment has been successfully updated in the system will display

To Pay for the Permit Application from Management Screen

1. Select **Application Payment** Tab at the top of the page.
2. Internal Users will need to enter the company profile name. The external users will have the payment information listed based upon their company profile.
3. Select Continue
4. A list of Pending Application Payments is listed.
5. The user may select all or 1 application to pay.

Manage Company Profile

Carriers, Permit Services, and SCDOT users can manage a company's profile in the permitting system.
Navigation Options:

- Click **Continue** to advance to the next page
- Click **Previous** to return to the previous page
- Click **Cancel** to stop progress and return to the main menu.

To Edit a Company Profile (as Carrier or Permit Service)

1. When logging into the system, the company's Dashboard will be displayed. Click **Management**, which may be found above the upper right-hand corner of the permit list window, to display the Management Page. In the Management Page, click **Manage Company Profile**. The Manage Company Profile Page will load.
2. If the user is a Permit Service or an SCDOT State user, the user can select the company to edit the profile by using the Account dropdown box.
3. To edit the profile, click the **edit profile** button on the upper right corner of the page. The Edit Company Profile Page will load.
4. The following company profile information may be edited:

Entry Name	Detail
Billing Information	
Address – Line 1	Edit the first line of the company's business address, if needed.
Address – Line 2	Edit the second line of the company's business address, if applicable.
City	Edit the company's city of origin, if needed.
State/Province	Edit the company's State, Province, or Country of origin, if needed.
Postal Code	Edit the company's postal code, if needed.
Contact First Name	Edit the first name of the responsible individual, if needed.
Contact Last Name	Edit the last name of the responsible individual, if needed.
Contact Phone Number	Edit the phone number of the responsible individual, if needed.
Branch Information	
Branch Name	Edit name of the branch, if needed.
Address – Line 1	Edit the first line of the branch's business address, if needed
Address – Line 2	Edit the second line of the branch's business address, if applicable.
City	Edit the branch's city of origin, if needed.
State/Province	Edit the branch's State, Province, or Country of origin, if needed.
Postal Code	Edit the branch's postal code, if needed.
Branch Contact Information	
First Name	Edit the first name of the responsible individual, if needed.
Last Name	Edit the last name of the responsible individual, if needed.
Phone Number	Edit the phone number of the responsible individual, if needed.
Email Address	Edit the email address of the responsible individual, if needed.
Fax Numbers	Edit fax numbers for the branch as necessary and/or add fax numbers using the add fax number button if needed

5. When finished editing this information, the user may click **Continue** to advance to the confirmation page. At any time, the user may click **Previous** to go to the previous screen or **Cancel** to return to the main menu.
6. After the user clicks the Continue button, the Confirm Company Profile page will load. Confirm the changes to the company profile. When finished, click **Save** to submit this information in the permitting system. The user may click **Previous** if the user would like to return to the previous page and make additional changes.

To Manage Users

1. When logging into the system, the company's Dashboard will be displayed. Click **Management**, which may be found above the upper right-hand corner of the permit list window, to display the Management Page. In the Management Page, click **Manage Company Profile**. The Manage Company Profile Page will load.

2. If the user is a Permit Service or an SCDOT State user, the user can select the company for which the user wishes to manage users by using the Account dropdown box.
3. Click the **Manage Users** button on the upper right corner of the page. The Manage Users Page will load.

To Edit User

1. On the Manage Users Page, select the User needed to edit permissions, and click Continue. The User Details Page will load.
2. The following information may be edited:

Entry Name	Detail
Email address	Edit the email address associated with the account, if needed.
Deactivated?	Check the box if the user wishes to deactivate the account or Uncheck the box if the user wishes to activate it.

3. When finished editing this information, click Continue to advance to the confirmation page. At any time, the user may click Cancel to return to the main menu.
4. Confirm the changes to the company profile. When finished, click **Continue** to submit this information in the permitting system. The user may click **Previous** to return to the previous page and make additional changes.

To Add New User

1. On the Manage Users Page, click the **add new user** button. The Add New User Page will load.
2. The following information may be edited:

Entry Name	Detail
Username	Enter the Username for the new user.
User Role	Select the appropriate role for the user (Executive or Associate)
Email address	Enter the user's email address
Deactivated?	Check the box if the user wishes to deactivate the account.

3. Once done, click **Continue** to advance to the confirmation page. At any time, the user may click Cancel to return to the main menu.
4. Verify the information on the Confirmation page. When finished, click **Continue** to submit this information in the permitting system. The user may click **Previous** if the user would like to return to the previous page and make additional changes.
5. The user roles are executive and associate. The executive user has more privileges than an associate user.

Edit User Preferences

Carriers and Permit Services can edit user preferences in the permitting system.
Navigation Options:
- Click **Cancel** to stop progress and return to the main menu.

1. When logging in, the company's Dashboard will be displayed. Click **Management**, which may be found above the upper right-hand corner of the window, to display the Management Page. On the Management Page, click **Edit User Preferences**. The User Details Page will load.
2. Click the **Change Password** button located on the upper right-hand corner of the page. The Change Password Page will load.

3. Enter the new password in the **New Password** field
4. Re-enter the new password in the **Confirm New Password** field and click the change password button again to submit the changes.

Fleet Manager

- All users can add fleet information for a carrier.
- Fleet information covers both truck and trailers.
- The user may access Fleet Manager within the Company Profile under Management.
- The user may add, edit, or delete trucks and trailers on this page.
- The user must enter unique names for each item.
- The user will define whether the fleet item is a truck or trailer
- The list of fleet items displays.
- If a user deletes a fleet item in error, the item is not retrievable.

Edit User Preferences

Carriers and Permit Services can edit user preferences in the permitting system.

Navigation Options:
1. Click **Cancel** to stop progress and return to the main menu.
2. When logging in, the company's Dashboard will be displayed. Click **Management**, which may be found above the upper right-hand corner of the window, to display the Management Page. On the Management Page, click **Edit User Preferences**. The User Details Page will load.
3. Click the **change password** button located on the upper right-hand corner of the page. The Change Password Page will load.
4. Enter the new password in the **New Password** field
5. Re-enter the password in the **Confirm New Password** field and click the change password button again to submit the changes.

APPENDIX A: Report Problems

1. To contact the state of South Carolina with questions or comments, call:
   a. Toll Free: (877) 349-7190
   b. Local: (803)737-OSOW or (803)737-6769
   c. Fax: (803) 737-2199
   d. After Hours Emergencies: (803) 206-9566

2. URL to SCDOT: https://www.scdot.org/business/permits-osow.aspx

3. In Person:
   OSOW Permit Office
   955 Park Street, Room G4
   Columbia, SC 29201

4. By Mail
   SCDOT
   Attention: OSOW Permit Office
   PO Box 191
   Columbia, SC 29202

5. **When reporting a problem be sure to include:**
   a. Date and time of the error.
   b. Application version number.
   c. A one-sentence description of the problem in the subject line.
   d. The page where the user is encountering the problem.
   e. A step-by-step description of the actions the user performed that led to the problem.
   f. Include data the user was entering.
   g. Error message(s) that appeared. (Screenshots are encouraged!)
   h. Remember **"*Specific is Terrific"*** when reporting issues.