# *NORTH DAKOTA HIGHWAY PATROL ELECTRONIC PERMITS SYSTEM (NDHP EPERMITS SYSTEM)*

## CUSTOMER USER TRAINING PACKET

## OCTOBER 2026

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# Welcome to the North Dakota Highway Patrol Electronic Permits System (NDHP ePERMITS System) Sign Up

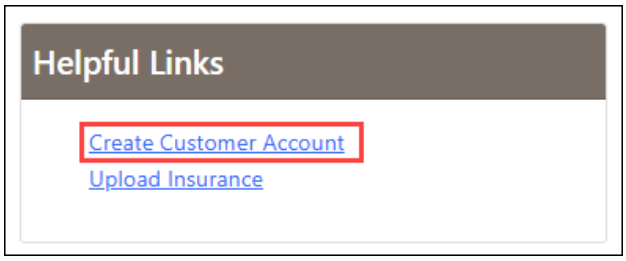
The North Dakota Highway Patrol Electronic Permits System is used by Motor Carriers and Permit Services to create and maintain their company accounts and to create permit applications for Oversize/Overweight (OS/OW) travel within the State of North Dakota.

If you experience any issues during the account creation process, please contact the North Dakota Permit Office.

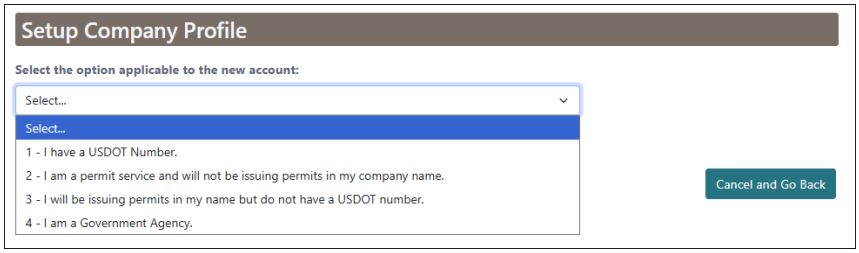
## To Create Your Account Using a USDOT Number

**Note:** If you do not have a USDOT Number, please skip to the next section.

1. Access the ***NDHP ePERMITS System***.
2. Click the **Create Customer Account** link in the **Helpful Links** section.

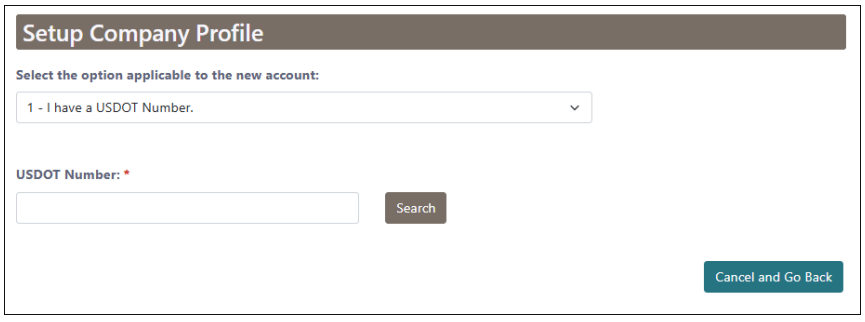



*The **Setup Company Profile** screen will be displayed.*




3. Select the **I have a USDOT Number** option.

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




**Note:** The USDOT Number will be validated. The entry must be associated to the company and entered correctly.

4. Enter the USDOT Number.
5. Click the **Search** button to validate the information entered. Click the **Cancel and Go Back** button to return to the ***Login Page***.

   *The customer information is obtained from Drivewyze data for the USDOT Number entered and will be displayed on the screen.*

   **Note:** If an account already exists for the USDOT Number, the system will display a banner message and will not create the duplicate account. If the USDOT Number fails the Drivewyze screening due to not being found, the system will display a banner message to the user indicating Carrier not found and the user is unable to create an account for the specified USDOT Number at this time.
6. Review the information displayed on the screen.
   - If the information is not correct, click the **Cancel** button to start the process again.
   - If the information is correct, click the **Create Account** button to begin the account creation process for your account in the NDHP ePERMITS System.

     *The **Register a Company** screen will be displayed.*

   **Note:** Any available information from the Drivewyze data that corresponds to the USDOT Number entered will be populated.

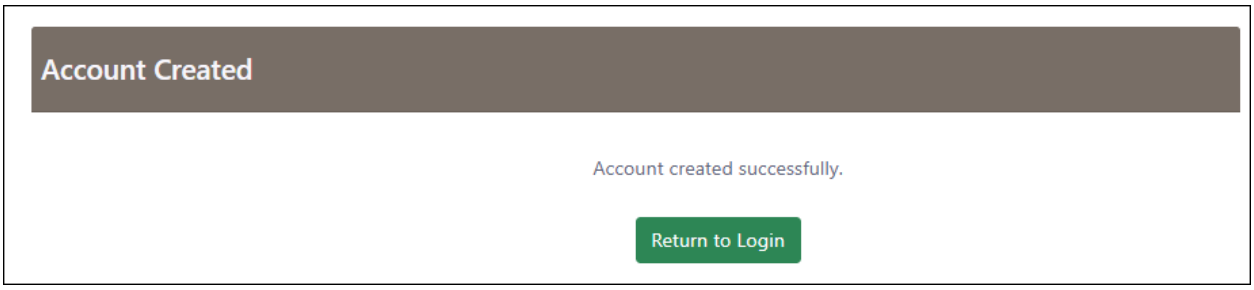
   Fields marked with an asterisk (*****) must have a value entered. Fields that are grayed out were pulled from the Drivewyze data and cannot be changed within the NDHP ePERMITS System. This information must be changed with FMCSA.
7. Complete the remaining information in the **Company Info**, **Physical Address**, and **Mailing Address** sections.
8. In the **User** section, complete all fields. Your **Azure B2C Login Name** must be entered in the **Axure B2C Login Name** field. If you do not already have an **Azure B2C Login Name**, please see below:

   **Creating an Azure B2C Login Name**

   - If you do not already have an **Azure B2C Login Name**, click the **Create a new Azure B2C Login** link to create one.
   - You will be redirected to the **North Dakota** site to create a new **North Dakota** account.
     - The ***North Dakota*** screen will be opened in a separate browser window.
     - The **NDHP ePERMITS System – Register a Company** browser window will remain open.
   - Under **Don't have a North Dakota Login?** click the **Create an account** link. *The **Create your account** screen will be displayed*.
   - Complete all fields on the **North Dakota** site in the new browser window. Complete the **Account recovery** and **Security questions**.
   - Make note of the **User ID** entered on the **North Dakota** site, as this will need to be entered on the ***NDHP ePERMITS System – Register a Company*** screen.
   - Follow the instructions on the screen.
   - Once the **North Dakota** registration steps are completed and your **Azure B2C Login** account has been established, return to the **NDHP ePERMITS System – Register a Company** browser window.
   - On the **NDHP ePERMITS System – *Register a Company*** screen, enter your newly created **Azure B2C Login Name** in the **Azure B2C Login Name** field.

9. Click the **Create Company** button.

   *The **Account Created** screen will be displayed.*

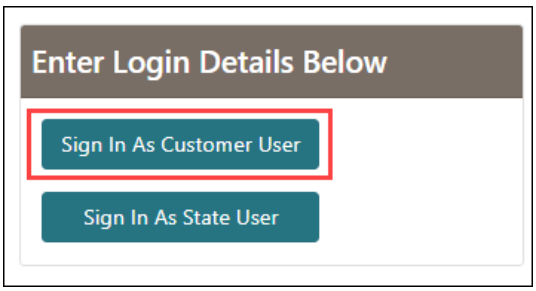



   **Note:** If the company associated with the USDOT Number fails Drivewyze validation, the ***Approval Required*** screen will be displayed and the account will be routed to the Permit Office for review. The user will receive an email notification indicating if the account was approved or denied once it has been reviewed.

10. Click the **Return to Login** button.

    *The **Login Page** will be displayed.*

11. Click the **Sign In As Customer User** button.




- *If you are still logged into the **North Dakota** site, you will automatically be logged into the **NDHP ePERMITS System** and the **Company Dashboard** will be displayed*.
- If you are <u>not</u> logged into the **North Dakota** site, you will be redirected to the ***North Dakota Login*** screen.

  Enter your **User ID** and **Password**. Click the **Sign in** button.

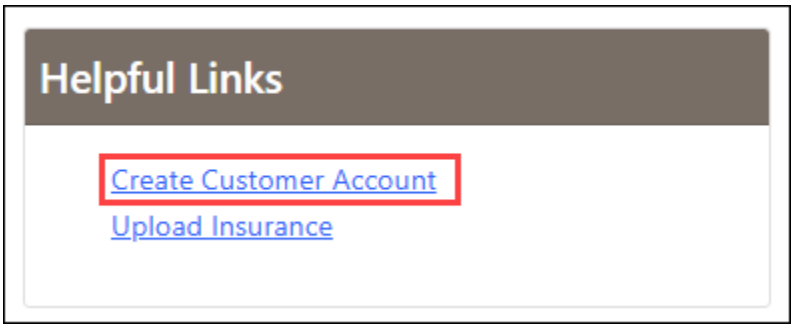
  *Once the verification process is complete, the **Company Dashboard** will be displayed.*

**Note:** It is recommended that Company Data be reviewed and updated, including adding users.

- Click the **Company Management** link in the **Administrative Panel** on the left side of the screen to review your company account.
- Click the **Company Assets** link to add, edit, or delete contacts, addresses, terminals, users, and vehicles associated to your company account.

**To Create Your Account Without Using a USDOT Number**

1. Access the ***NDHP ePERMITS System Login Page***.
2. Click the **Create Customer Account** link in the **Helpful Links** section.




*The **Setup Company Profile** screen will be displayed.*




3. Select either option 2, 3, or 4 to create an account without a USDOT Number.
4. Click the **Create Account** button to begin the account creation process for your account in the **NDHP ePERMITS System**.

   *The **Register a Company** screen will be displayed.*
5. Complete all fields. Fields marked with an asterisk (*****) must have a value entered.
6. In the **User** section, complete all fields. Your **Azure B2C Login Name** must be entered in the **Azure B2C Login Name** field. If you do not already have an **Azure B2C Login Name**, please see below.

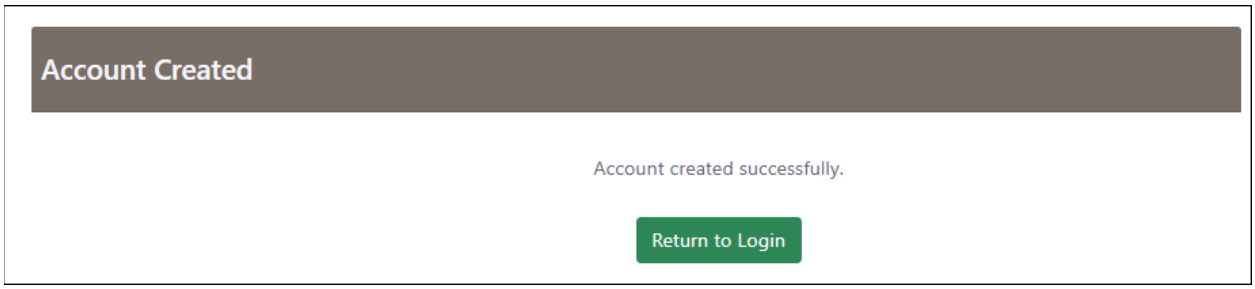
**Creating an Azure B2C Login Name**

- If you do not already have an **Azure B2C Login Name**, click the **Create a new Azure B2C Login** link to create one.
- You will be redirected to the **North Dakota** site to create a new **North Dakota** account.
  - The ***North Dakota*** screen will be opened in a separate browser window.
  - The **NDHP ePERMITS System – Register a Company** browser window will remain open.
- Under **Don't have a North Dakota Login?** click the **Create an account** link. *The **Create your account** screen will be displayed*.
- Complete all fields on the **North Dakota** site in the new browser window. Complete the **Account recovery** and **Security questions**.
- Make note of the **User ID** entered on the **North Dakota** site, as this will need to be entered on the ***NDHP ePERMITS System – Register a Company*** screen.
- Follow the instructions on the screen.

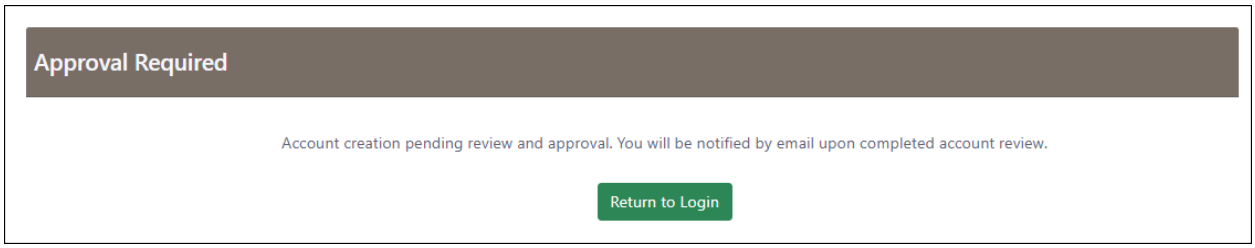
- Once the **North Dakota** registration steps are completed and your **Azure B2C Login** account has been established, return to the **NDHP ePERMITS System – Register a Company** browser window.
- On the **NDHP ePERMITS System – *Register a Company*** screen, enter your newly created **Azure B2C Login Name** in the **Azure B2C Login Name** field.

7. Click the **Create Company** button.

   *The **Account Created** or **Approval Required** screen will be displayed.*




**Note:** Creating a **Government Agency** account requires the account to be reviewed and approved before the account is "created." The carrier cannot log in while their account is pending approval.



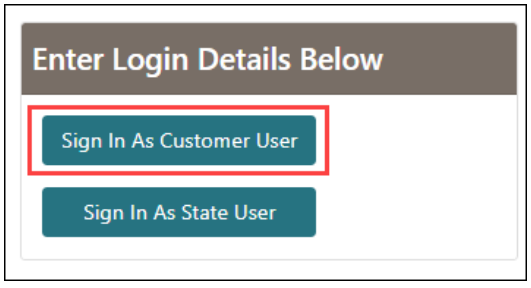

Once a North Dakota Permit Office User approves the account request, the carrier will receive an email alerting them that their account has been approved. The Customer User will now be able to log in to the Permitting System and proceed with **Step 9** below.

If a North Dakota Permit Office User denies the account request, an email will be sent to the carrier notifying them that their account request has been denied along with the reason.

8. Click the **Return to Login** button.

   *The **Login Page** will be displayed.*

9. Click the **Sign In As Customer User** button.




- *If you are still logged into the **North Dakota** site, you will automatically be logged into the **NDHP ePERMITS System** and the **Company Dashboard** will be displayed.*
- If you are <u>not</u> logged into the **North Dakota** site, you will be redirected to the ***North Dakota Login*** screen.

Enter your **User ID** and **Password**. Click the **Sign in** button.

*Once the verification process is complete, the **Company Dashboard** will be displayed.*

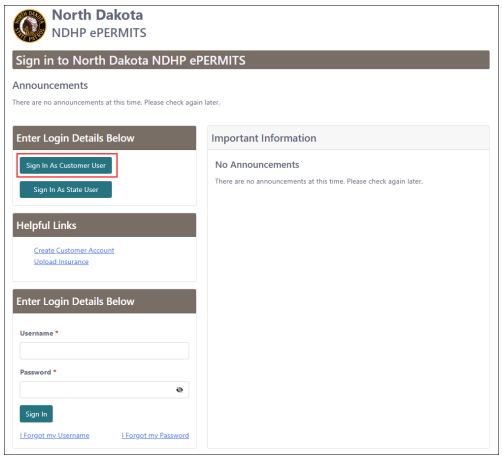
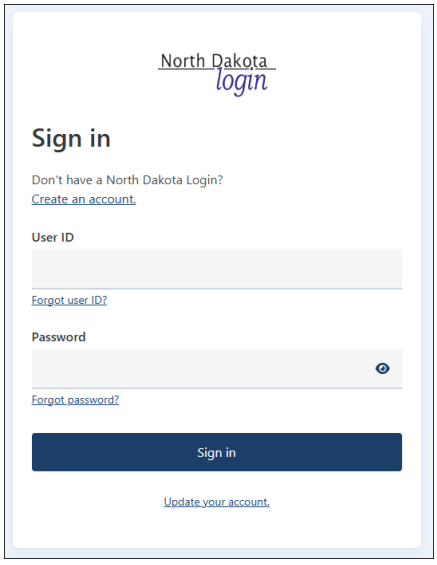
**Note:** It is recommended that Company Data be reviewed and updated, including adding users.

- Click the **Company Management** link in the **Administrative Panel** on the left side of the screen to review your company account.
- Click the **Company Assets** link to add, edit, or delete contacts, addresses, terminals, users, and vehicles associated to your company account.

# Scenario 1 – NDHP ePERMITS System Login Page

This scenario details the NDHP ePERMITS System Login Page.

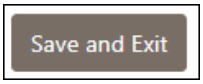
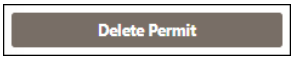
## Scenario Steps

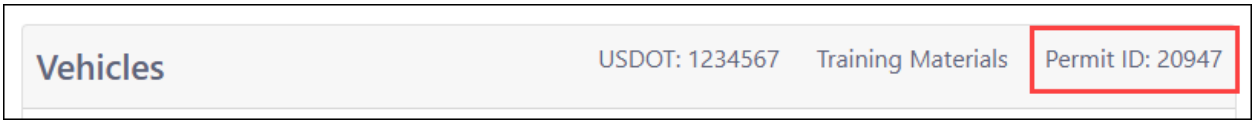
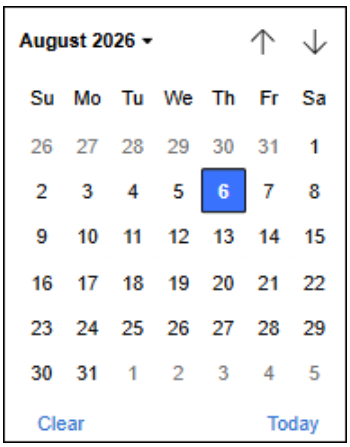
| Step | Description |
|---|---|
| 1. | The ***Login Page*** allows users to access **Important Information**, **Account Creation**, **Training Resources**, and provides other helpful information.<br><br>**Note:** The items displayed on the ***Login Page*** are configurable by the North Dakota Permit Office.<br><br>• Click the **Sign In As Customer User** button.<br><br>*The **North Dakota** site will be displayed.*<br><br>• Enter your **User ID** and **Password**.<br>• Click the **Sign in** button.<br><br>*The **Company Dashboard** will be displayed.* |

## Scenario 2 – Navigating the NDHP ePERMITS System

This scenario details several useful tools provided in the NDHP ePERMITS System that help users easily navigate the system.

### Scenario Steps

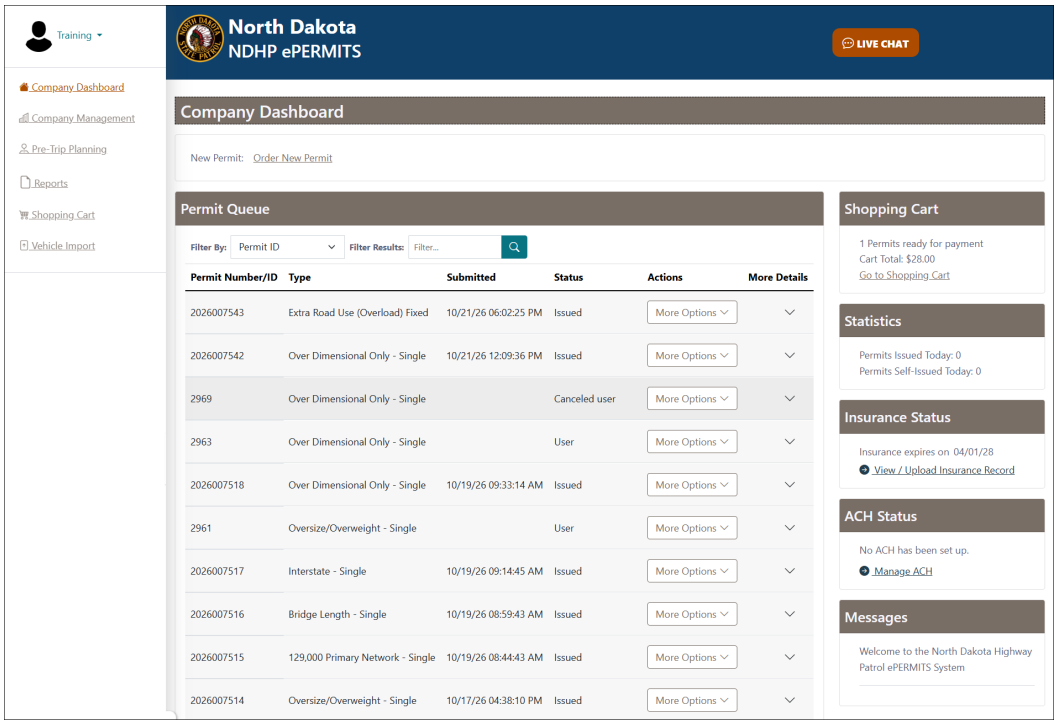
| Step | Description |
|---|---|
| 1. | *Once the Customer User logs in, the **Company Dashboard** will be displayed.* |
| 2. | Click the **Company Dashboard** link in the **Administrative Panel** to navigate to the Home Page or **Company Dashboard**.<br> |
| 3. | Click the **Log Out** link to log out of the NDHP ePERMITS System.<br> |
| 4. | Click the **Previous** button to return to the previous page of the current process.<br><br>**Note:** Throughout the application when the **Previous** button is an option, click the **Previous** button to go back one page rather than using the arrow back  in the browser. |
| 5. | Click the **Next** button to move to the next page of the current process.<br> |
| 6. | Click the **Save and Exit** button to save progress in a permit application and exit the current process.<br> |
| 7. | Click the **Delete Permit** button to close a permit application without saving. This will delete the permit application.<br> |

| Step | Description |
|---|---|
| 8. | Once a permit application proceeds past selecting a Permit Type, the screens that follow will display the **Permit ID** number as a reference for the user to identify the **Permit ID** that is being worked.<br> |
| 9. | **Radio Buttons** are used in the NDHP ePERMITS System. A radio button, or option button, is a type of graphical user interface element that allows the user to choose only one of a predefined set of options. Only one radio button can be chosen for each selection. In the example below, the **Drag Map** radio button is selected. Click in the circle to select a radio button.<br> |
| 10. | Throughout the NDHP ePERMITS System, clicking in a **Start Date** or **End Date** field for a date selection will result in a calendar display. To select the date to use, click the appropriate date on the calendar.<br> |

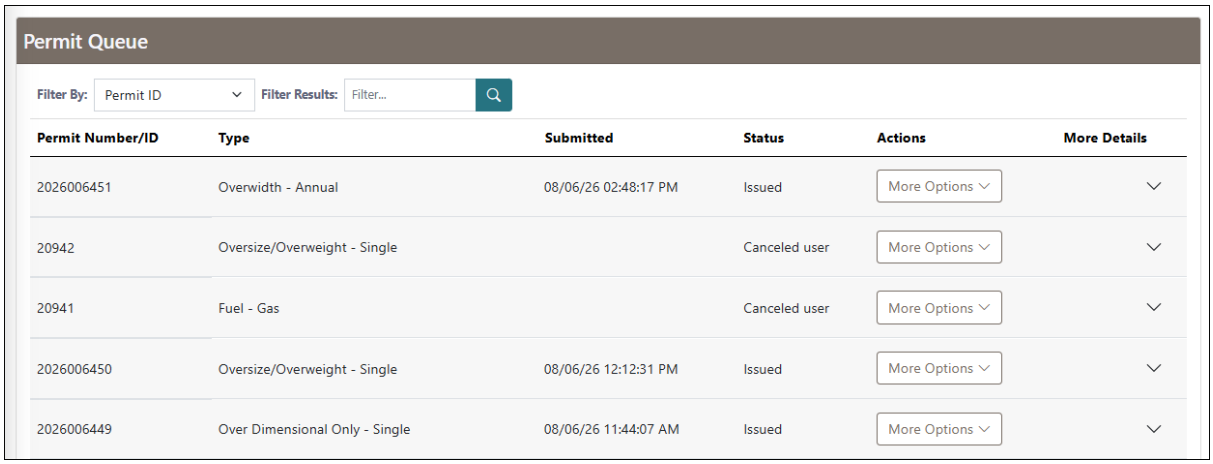
# Scenario 3 – Company Dashboard

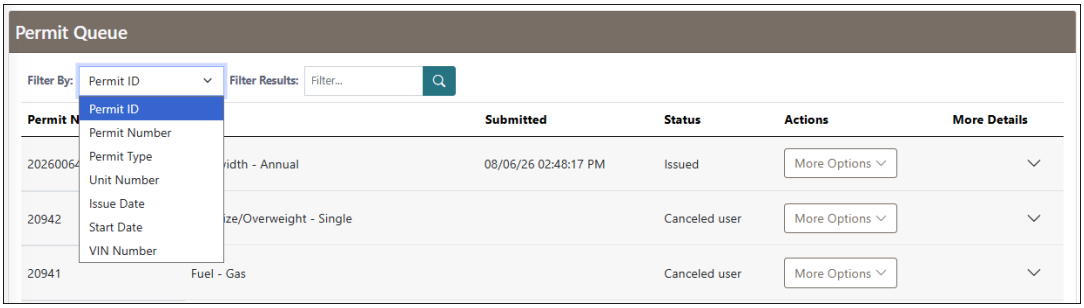
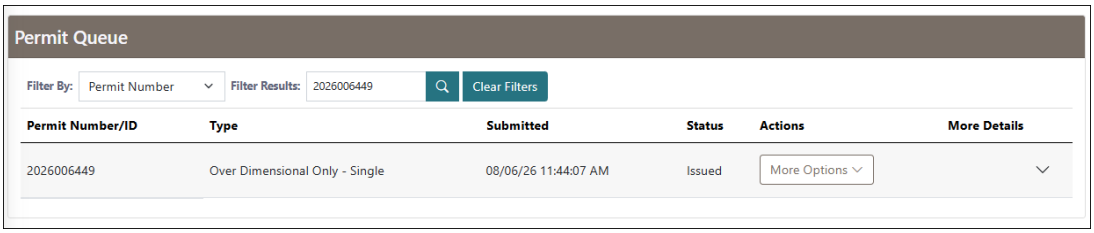
This scenario details the **Company Dashboard**.

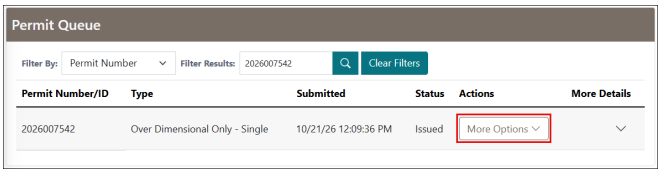
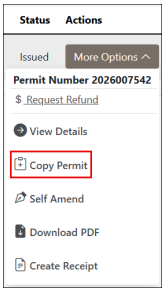
## Scenario Steps

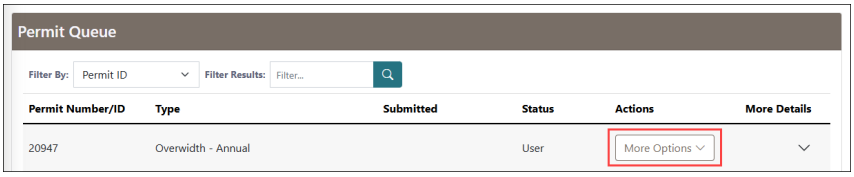
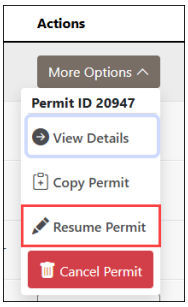
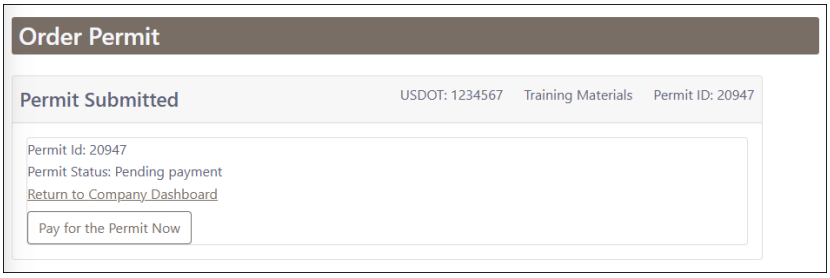
| Step | Description |
|---|---|
| 1. | *Once the Customer User logs in, the **Company Dashboard** will be displayed.*<br>The **Company Dashboard** is broken into eight (8) main parts.<br>• **Administrative Panel**<br>• **New Permit Panel**<br>• **Permit Queue Panel**<br>• **Shopping Cart Panel**<br>• **Statistics Panel**<br>• **Insurance Status**<br>• **ACH Status**<br>• **Messages Panel**<br> |

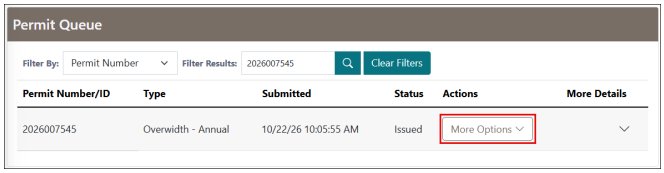
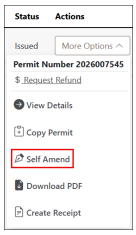
| Step | Description |
|---|---|
| 2. | **Permit Queue Panel**<br><br>The **Permit Queue Panel** on the **Company Dashboard** is the central location of most of the customer's permit business within the NDHP ePERMITS System. From the **Permit Queue Panel**, users can **Filter Permits** to search for them in the queue and perform actions on permits such as **Request Refund**, **View Details**, **Copy Permit**, **Self Amend**, **Download PDF**, **Resume Permit**, **Cancel Permit**, and **Create Receipt**. |



| Step | Description |
|---|---|
| 3. | **To Filter Permits**<br>• Click the **Filter By** dropdown list to select a filter to search for a permit in the **Permit Queue**. The **Filter By** dropdown list defaults to **Permit ID**. Other filter options include **Permit Number**, **Permit Type**, **Unit Number**, **Issue Date**, **Start Date**, and **VIN Number**.<br><br>• Select a filter option from the dropdown list.<br>• Enter the corresponding search information in the **Filter Results** field.<br>• Click the **Search** icon.<br><br>*The matching result(s) will be displayed in the **Permit Queue.***<br>• Click the **Clear Filters** button to return to the full list of unfiltered results in the **Permit Queue Panel** on the **Company Dashboard**. |
| 4. | **To View Permit Details**<br>Refer to **Scenario 4 – View Permit Action (Permit Details)** on page **22** in this Training Packet for more information. |

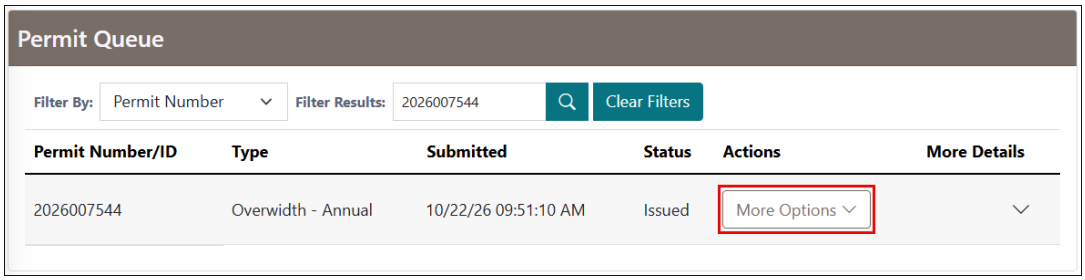
| Step | Description |
|---|---|
| 5. | **To Copy a Permit**<br>• Locate a permit in the **Permit Queue** on the **Company Dashboard**.<br>• Click the **More Options** button in the **Actions** column for the desired permit. *A dropdown list will be displayed.*<br><br>• Click the **Copy Permit** link.<br><br>*The **Order Permit – Company** screen will be displayed.*<br>• Click the **Next** button.<br>• Proceed through the permit application by clicking the **Next** button and complete the permit application by filling in all required information.<br>**Note**: The **Permit Type** and **Permit Description** are not editable when using the **Copy Permit** feature.<br>*Once all screens have been filled in, the **Order Permit – Summary** screen will be displayed.*<br>• Click the **Submit** button.<br>*The **Order Permit – Permit Submitted** screen will be displayed.*<br><br>**Note:** Some permit applications require an attestation statement. Click the **I attest to the following** checkbox before clicking the **Submit** button.<br>• Click the **Pay for the Permit Now** button and continue the payment process or pay for the permit from the **Shopping Cart**. Refer to **Step 9** in this scenario for more information.<br>• Click the **Return to Company Dashboard** link to return to the **Company Dashboard**.<br>**Note:** If the permit is not able to be self-issued, the Permit Status will not be Pending Payment. The Permit Status will vary by Permit Type and requirements. When the permit cannot be self-issued, the **Pay for the Permit Now** button will not be displayed. |

| Step | Description |
|---|---|
| 6. | **To Resume a Permit**<br>• Locate a permit in the **Permit Queue** on the **Company Dashboard** with a status of **User**.<br>• Click the **More Options** button in the **Actions** column for the selected permit.<br><br>• Click the **Resume Permit** link.<br><br>*The **Order Permit – Company** screen will be displayed.*<br>• Proceed through the permit application by clicking the **Next** button and complete the permit application by filling in all required information.<br>*The **Order Permit – Summary** screen will be displayed.*<br>• Click the **Submit** button.<br>*The **Order Permit – Permit Submitted** screen will be displayed.*<br><br>**Note:** Some permit applications require an attestation statement. Click the **I attest to the following** checkbox before clicking the **Submit** button.<br>• Click the **Pay for the Permit Now** button and continue the payment process or pay for the permit from the **Shopping Cart**. Refer to **Step 9** in this scenario for more information.<br>• Click the **Return to Company Dashboard** link to return to the **Company Dashboard**.<br>**Note:** If the permit is not able to be self-issued, the Permit Status will not be Pending Payment. The Permit Status will vary by Permit Type and requirements. When the permit cannot be self-issued, the **Pay for the Permit Now** button will not be displayed. |

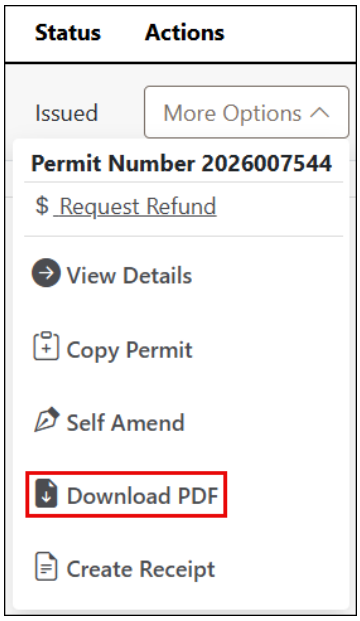
| Step | Description |
|---|---|
| 7. | **To Self Amend a Permit**<br>• Locate a permit in the **Permit Queue** on the **Company Dashboard** with a status of **Issued** or **Issued Prior**.<br>• Click the **More Options** button in the **Actions** column. *A dropdown list will be displayed.*<br><br>• Click the **Self Amend** link.<br><br>*The **Amend Permit – Company** screen will be displayed.*<br>• Proceed through the permit application by clicking the **Next** button and complete the amend permit application by updating information as needed. Refer to **Scenario 16 – Amending a Permit** on page **107** in this Training Packet for more information.<br>*The **Amend Permit – Summary** screen will be displayed.*<br>• Click the **Submit** button.<br>*The **Amend Permit – Permit Submitted** screen will be displayed.*<br><br>**Note:** Some permit applications require an attestation statement. Click the **I attest to the following** checkbox before clicking the **Submit** button.<br>• If the Amend does not require payment, click the **Issue and Print Permit Now** button, click the **Print Permits** button on the **Authorize Payment** screen, and click the **Confirm** button to confirm issuing the permit. Click the **Return to Home** link to return to the **Company Dashboard**.<br>• If the Amend requires payment, click the **Pay for the Permit Now** button and continue the payment process or pay for the permit from the **Shopping Cart**. Refer to **Step 9** in this scenario for more information.<br>• Click the **Return to Company Dashboard** link to return to the **Company Dashboard**.<br>**Note:** If the permit is not able to be self-issued, the Permit Status will not be Pending Payment. The Permit Status will vary by Permit Type and requirements. When the permit cannot be self-issued, the **Pay for the Permit Now** button will not be displayed. |

| Step | Description |
|---|---|
| 8. | **To Download a Permit PDF** |

- Locate a permit in the **Permit Queue** on the **Company Dashboard** with a status of **Issued** or **Issued Prior**.
- Click the **More Options** button in the **Actions** column. *A dropdown list will be displayed.*

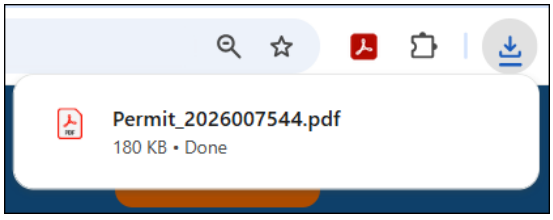



- Click the **Download PDF** icon for the selected permit.

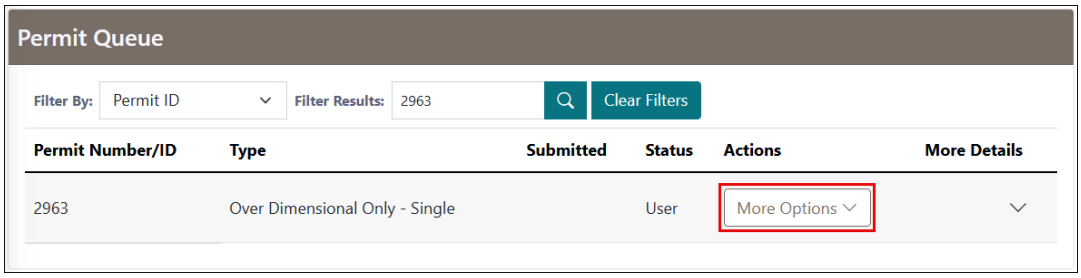
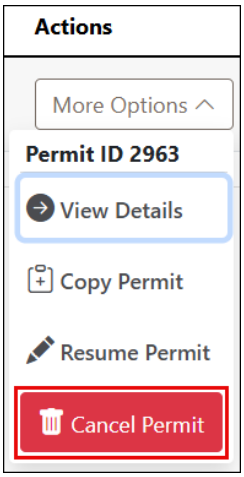
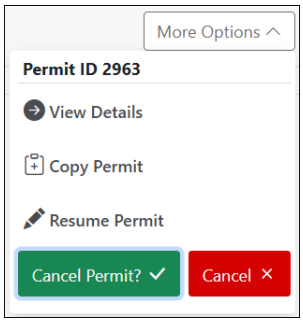


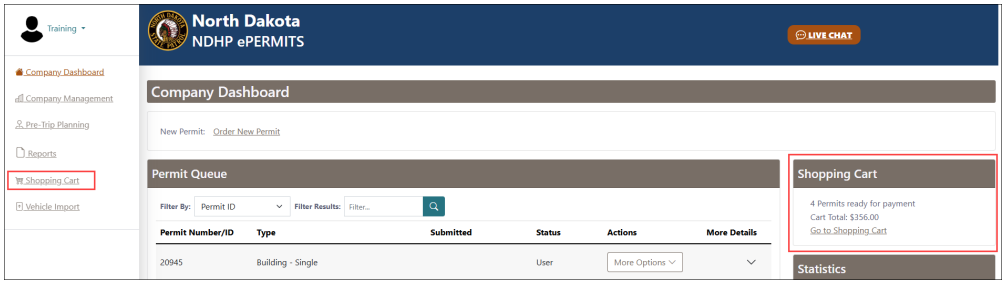
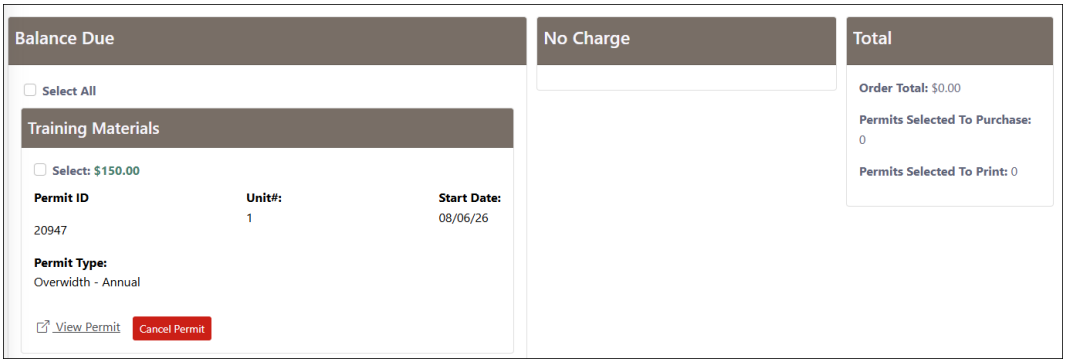

*The Permit PDF will download.*

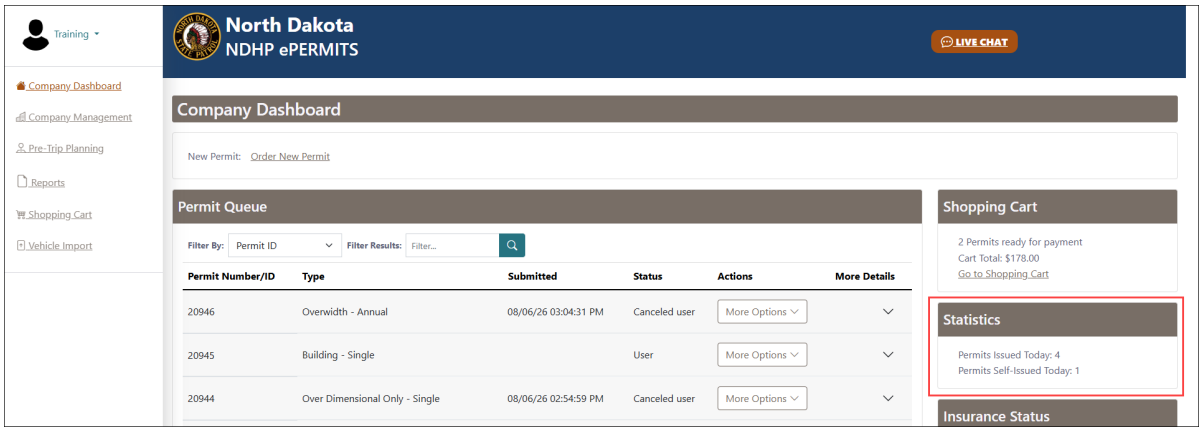
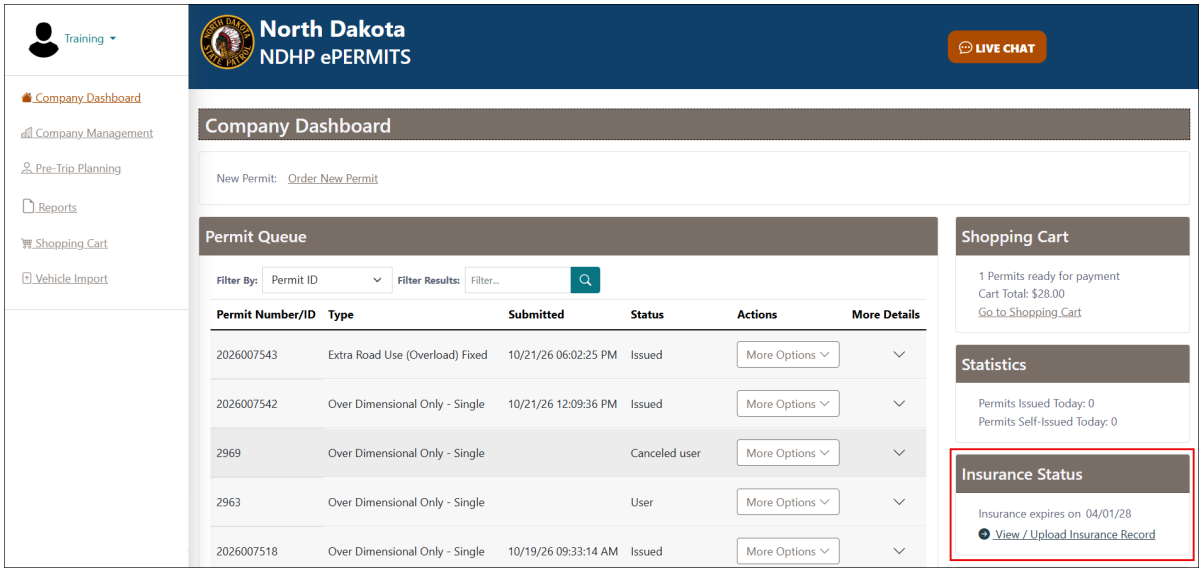
- Open the document from the Downloads folder on your computer. The document will open in a new window.

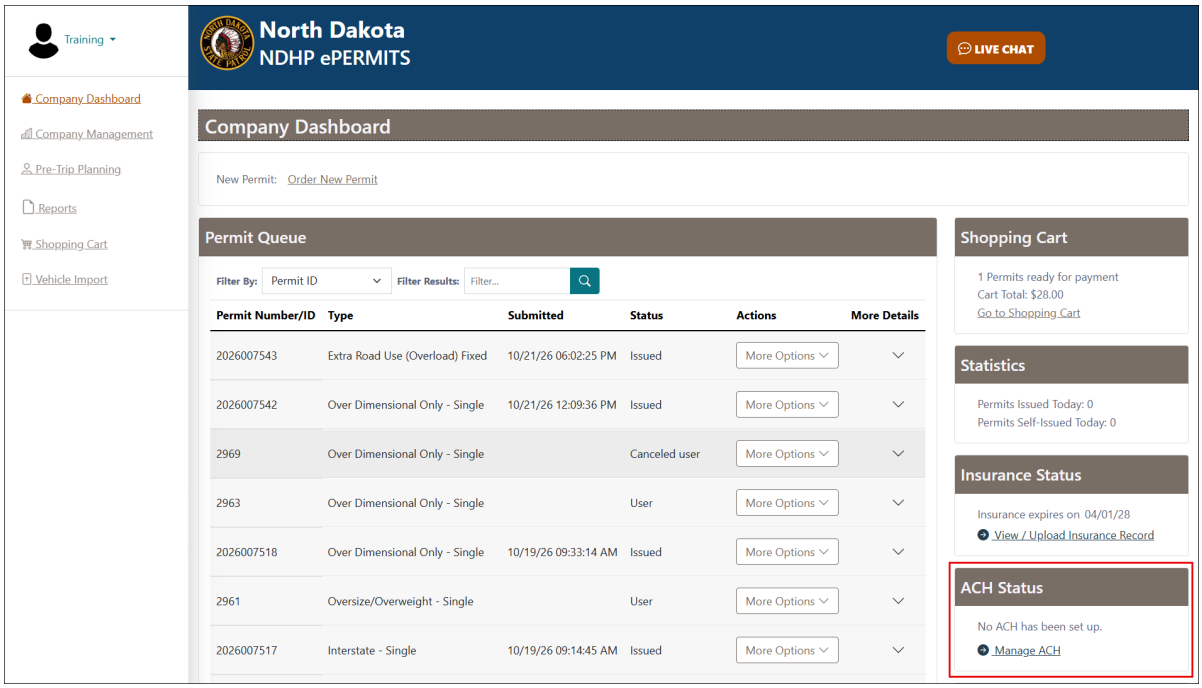



- Review the Permit PDF.
- Close the Permit PDF to return to the **Company Dashboard**.

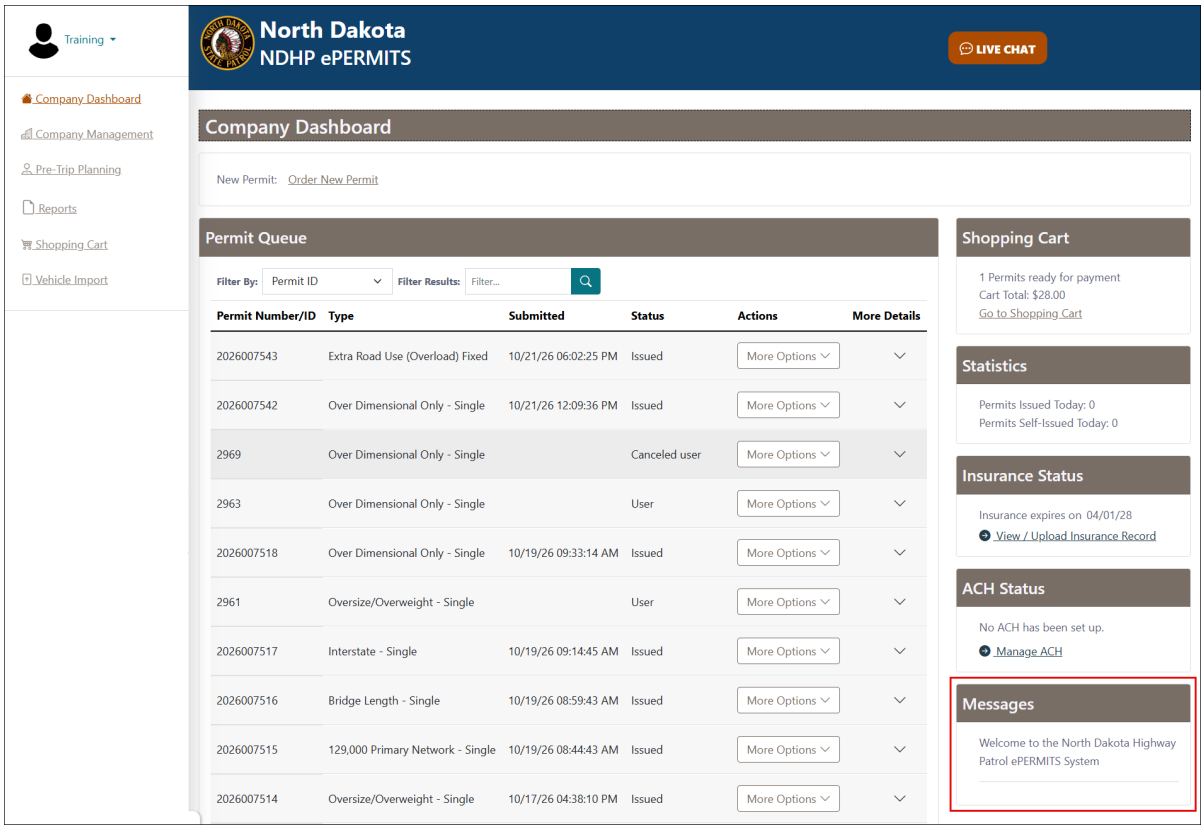
| Step | Description |
|---|---|
| 9. | **To Cancel a Permit**<br>• Locate a permit in the **Permit Queue** on the **Company Dashboard** with a status of **User** or **Pending**.<br>• Click the **More Options** button in the **Actions** column for the selected permit. *A dropdown list will be displayed.*<br><br>• Click the **Cancel Permit** button.<br><br>*Additional buttons will be displayed.*<br><br>• Click the **Cancel Permit?** button to cancel the permit or click the **Cancel** button to disregard the cancel action.<br>*The permit will no longer be displayed on the **Company Dashboard** once canceled.*<br>*A success message will be displayed if a permit is canceled.* |

| Step | Description |
|---|---|
| 10. | **Shopping Cart Panel**<br><br>Once a permit application has been approved by a State User, or once a self-issue eligible permit has been completed by the Customer User, the permit will be available for purchase in the **Shopping Cart**. The **Shopping Cart** can be accessed from the **Go to Shopping Cart** link in the **Shopping Cart Panel** located on the **Company Dashboard** or from the **Shopping Cart** link in the **Administrative Panel** on the **Company Dashboard**. The ***Shopping Cart*** screen provides a summary of what is in a customer's **Shopping Cart** awaiting payment.<br><br>**Note:** Approved permits will remain in the Shopping Cart until midnight of the permit's start date. Permits not purchased by midnight of the start date will be automatically canceled and given a status of No Payment. These permits will no longer be available for purchase and a new application will need to be submitted.<br><br>The **Shopping Cart Panel** displays the number of **Permits ready for payment** and the **Cart Total**.<br><br>• Click the **Go to Shopping Cart** link in the **Shopping Cart Panel** or the **Shopping Cart** link in the **Administrative Panel** on the **Company Dashboard**.<br><br><br><br>*The **Shopping Cart** screen will be displayed.*<br><br>The ***Shopping Cart*** screen contains the **Balance Due Panel**, the **No Charge Panel,** and the **Total Panel**.<br><br>➢ The **Balance Due Panel** displays a list of permits awaiting payment by the Customer.<br><br>➢ The **No Charge Panel** displays a list of permits that have no fee amount, which the user may select to print.<br><br>➢ The **Total Panel** displays the total cost of all permits selected, the number of permits selected for purchase, and the number of permits selected to print.<br><br>**Note:** Permits with a fee cannot be selected at the same time as No Charge permits in the Shopping Cart.<br><br> |
| 11. | • Click the **Company Dashboard** link in the **Administrative Panel** to return to the **Company Dashboard**. |

| Step | Description |
|---|---|
| 12. | **Statistics Panel**<br><br>The **Statistics Panel** located on the **Company Dashboard** displays the number of **Permits Issued Today** and **Permits Self-Issued Today** for the company.<br><br> |
| 13. | **Insurance Status Panel**<br><br>The **Insurance Status Panel** located on the **Company Dashboard** displays the expiration date of the insurance on file or indicates that there is no insurance on file.<br><br> |

| Step | Description |
|---|---|
| 14. | **ACH Status Panel**<br>The **ACH Status Panel** located on the **Company Dashboard** displays a status for if there is ACH set up, pending, deleted, or approved.<br><br>**Note:** This panel displays only if the User Type is a Supervisor for the company. |

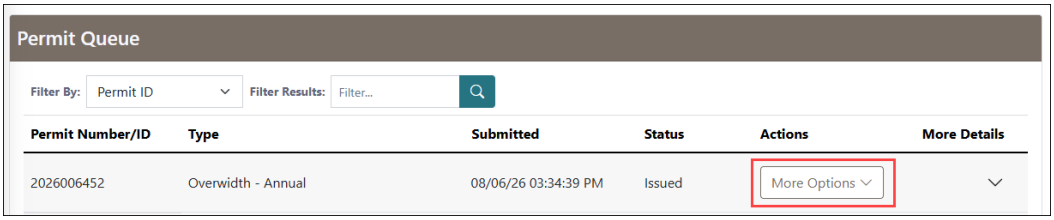
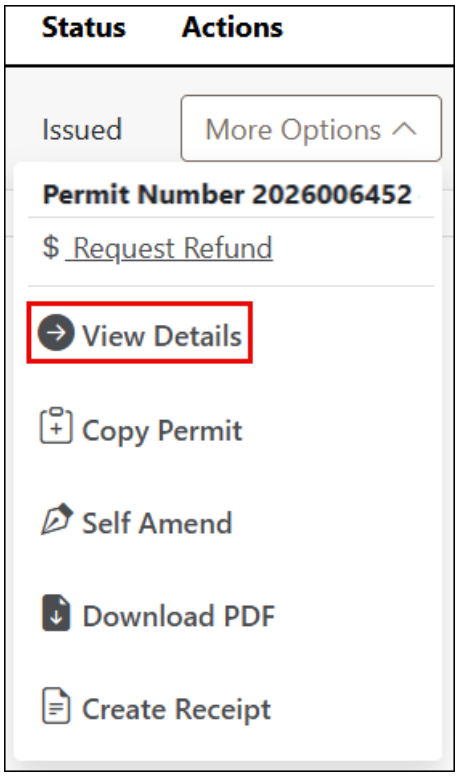
| Step | Description |
|---|---|
| 15. | **Messages Panel**<br>The **Messages Panel** located on the **Company Dashboard** displays messages applicable to the company and/or the Customer User. These messages are maintained by the State in **Dashboard Notices Table Maintenance**. |

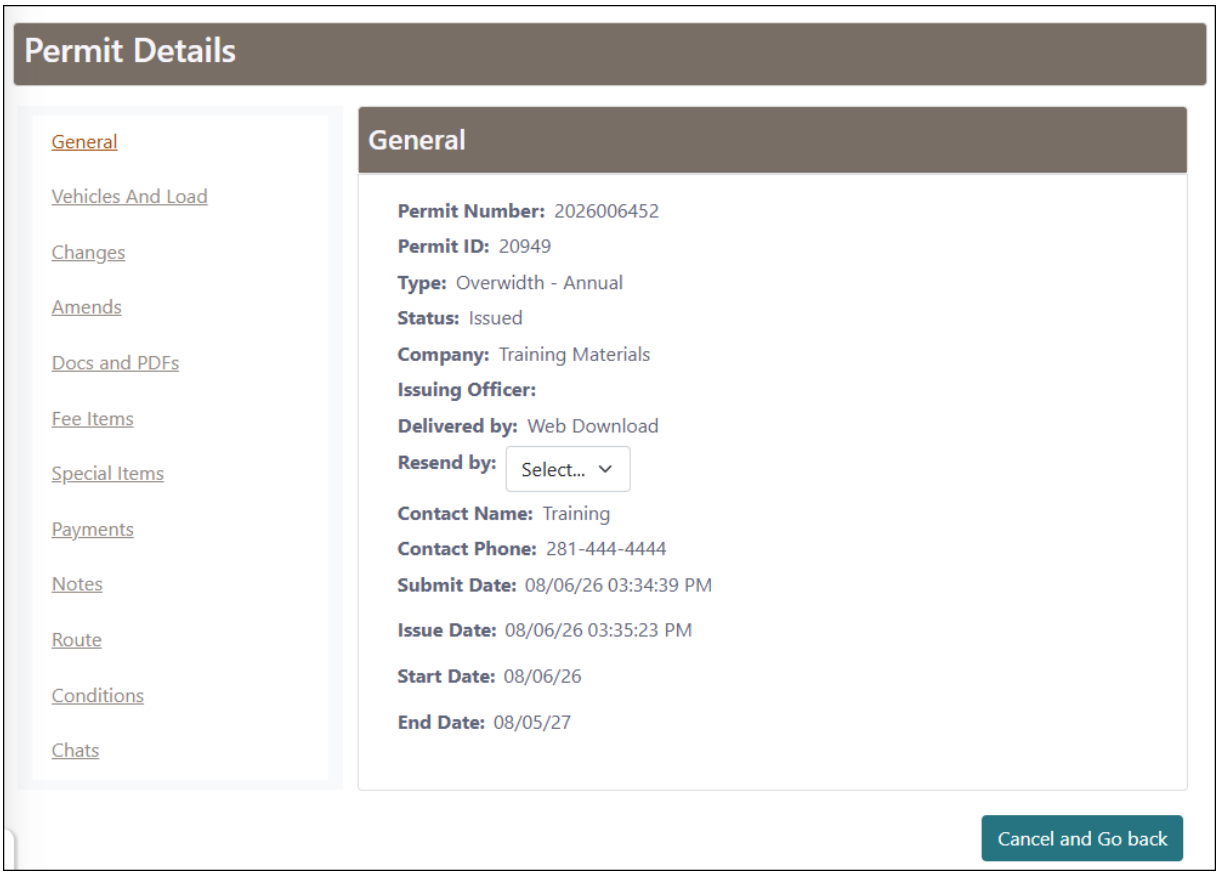


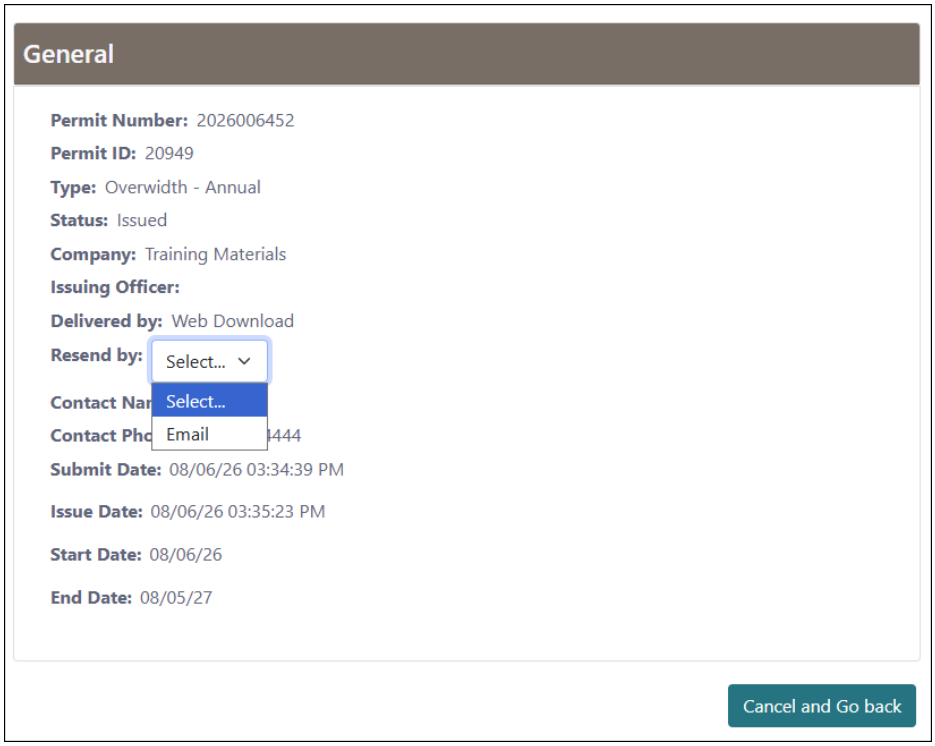
# Scenario 4 – View Permit Action (Permit Details)

This scenario details the steps needed for a Customer User to view and verify Permit Details.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Locate a permit in the **Permit Queue** on the **Company Dashboard**.<br>• Click the **More Options** button in the **Actions** column for the desired permit. *A dropdown list will be displayed.*<br><br>• Click the **View Details** link.<br> |

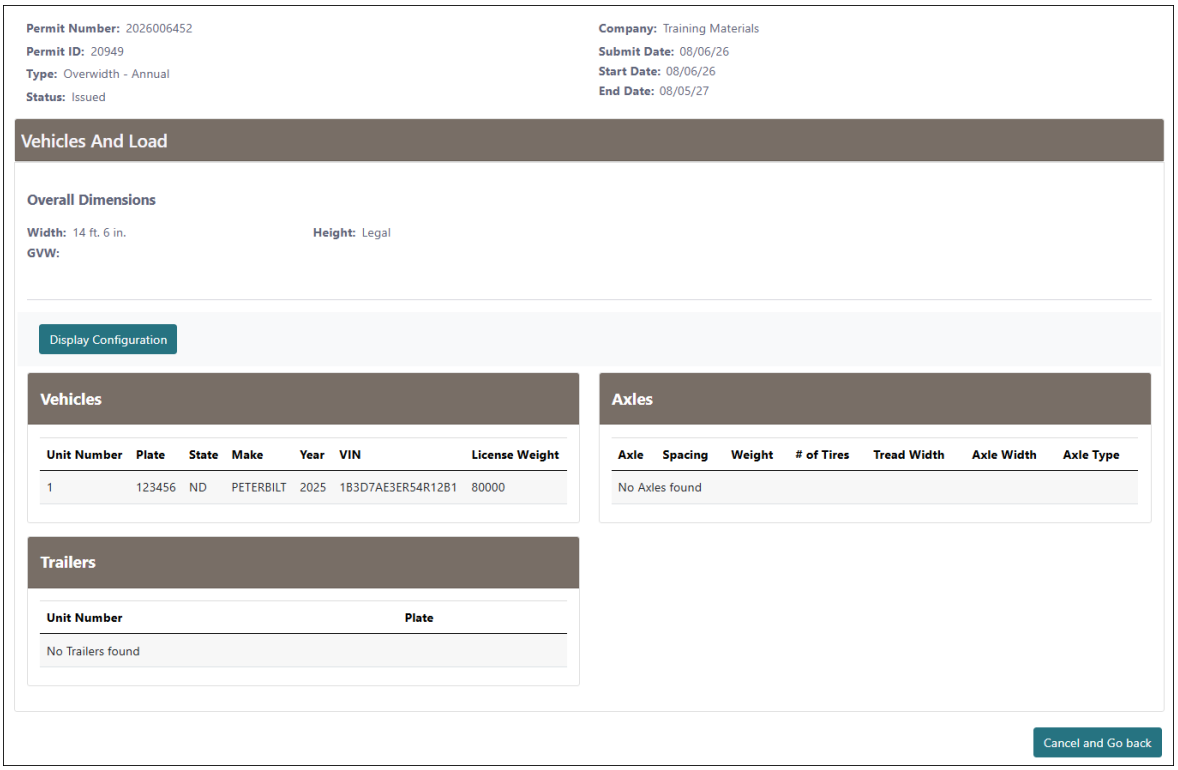
| Step | Description |
|---|---|
| 2. | *The **Permit Details** – **General** screen will be displayed.*  |

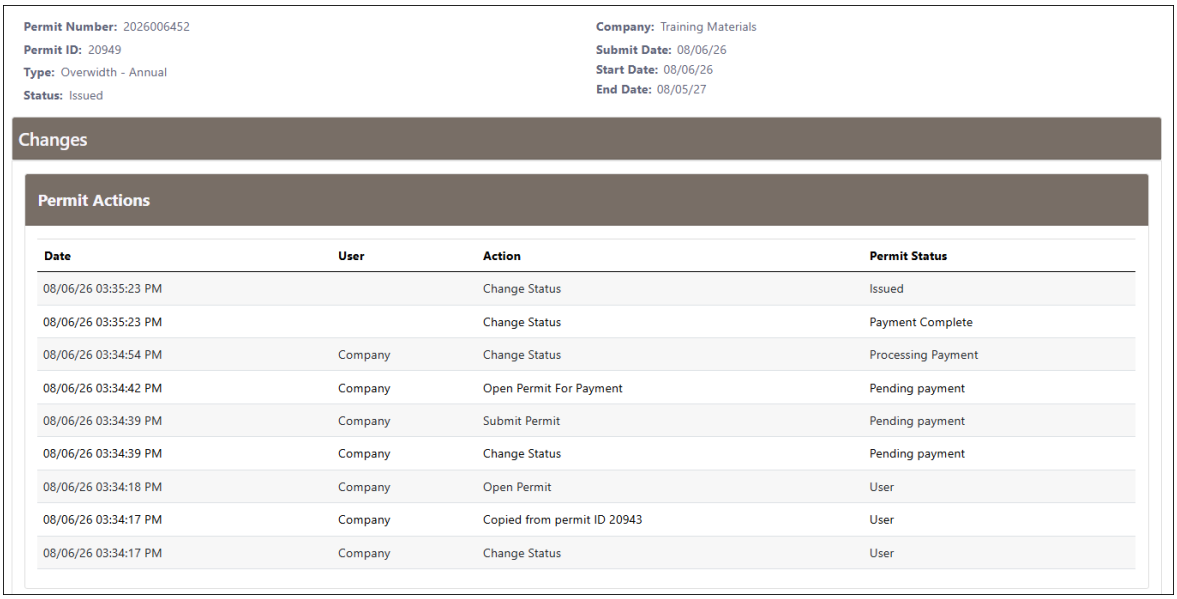
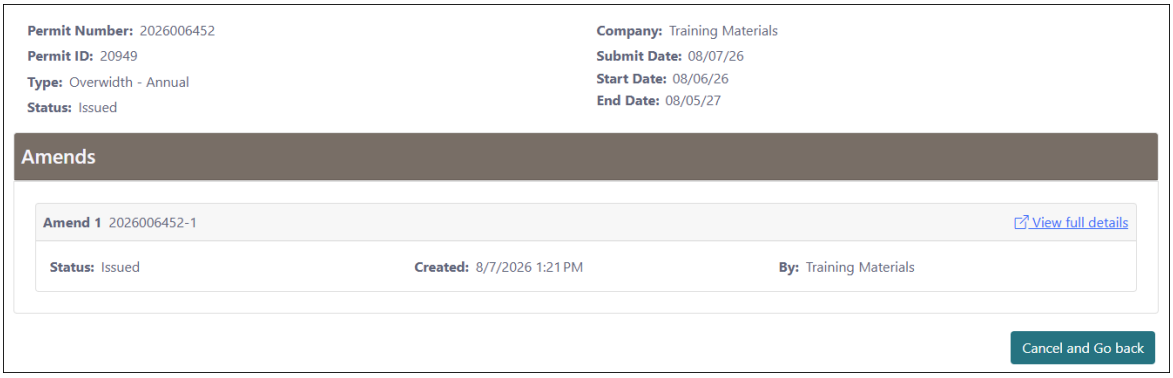
| Step | Description |
|---|---|
| 3. | **To Resend a Permit PDF by Email**<br>• Select **Email** from the **Resend by** dropdown list.<br><br>*The **To** field will be displayed.*<br>• Enter an email address in the field displayed.<br><br>• Click the **email** icon to resend the Permit PDF.<br>*A confirmation message will be displayed.* |

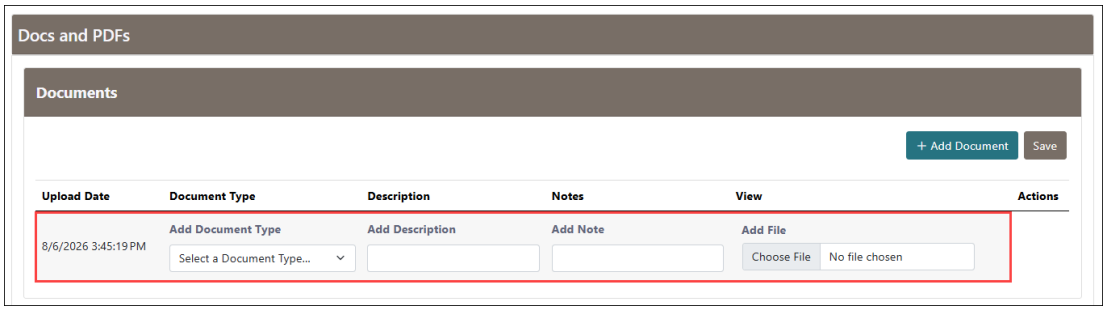
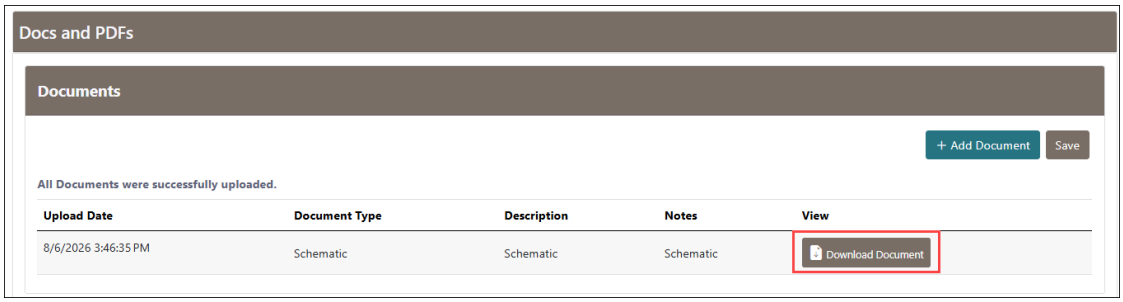
| Step | Description |
|---|---|
| 4. | ***Permit Details – Vehicles And Load*** |

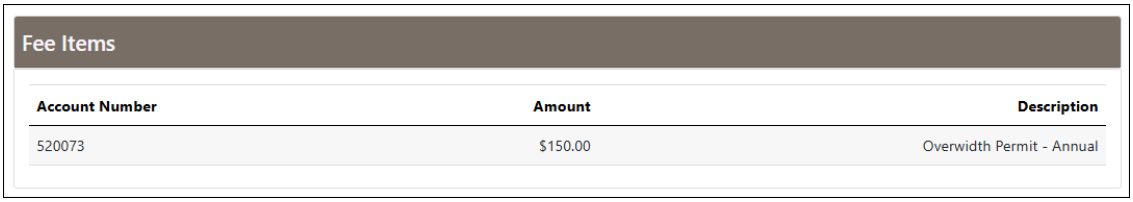
- Click the **Vehicles And Load** link.

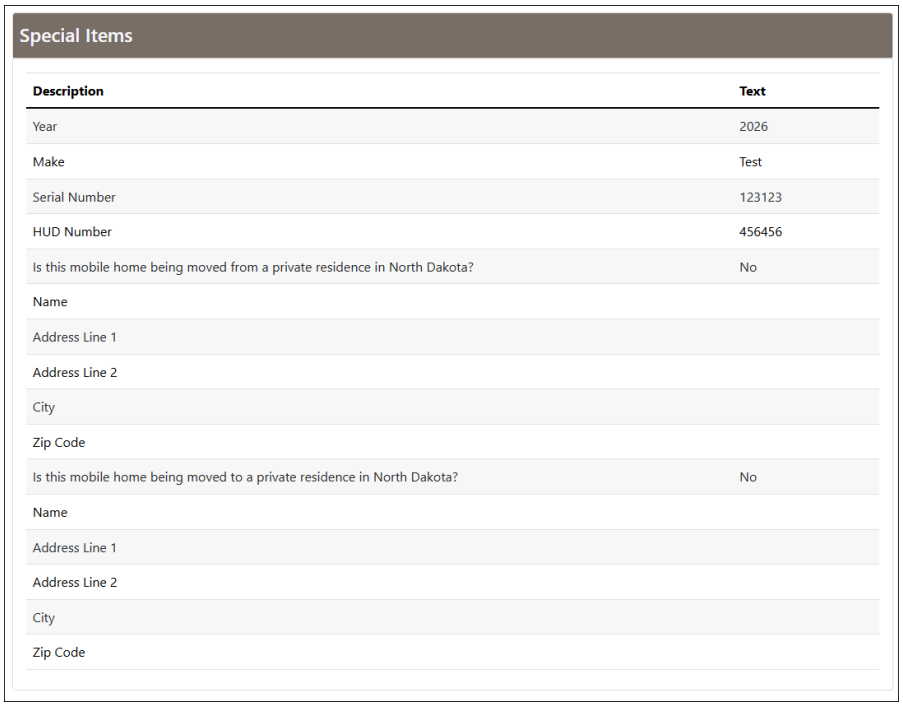
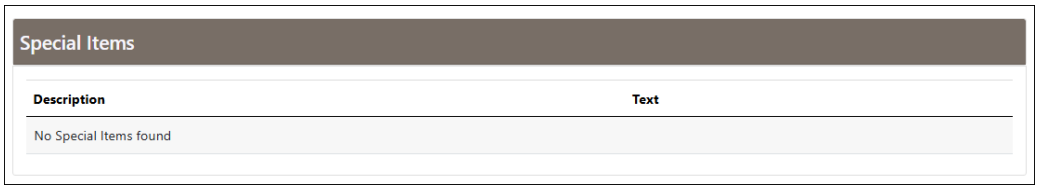
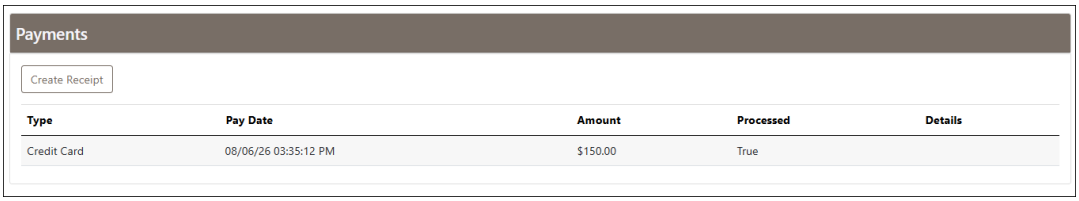
  The ***Permit Details – Vehicles And Load*** screen will contain the vehicle and load information used during the **Order Permit** process.

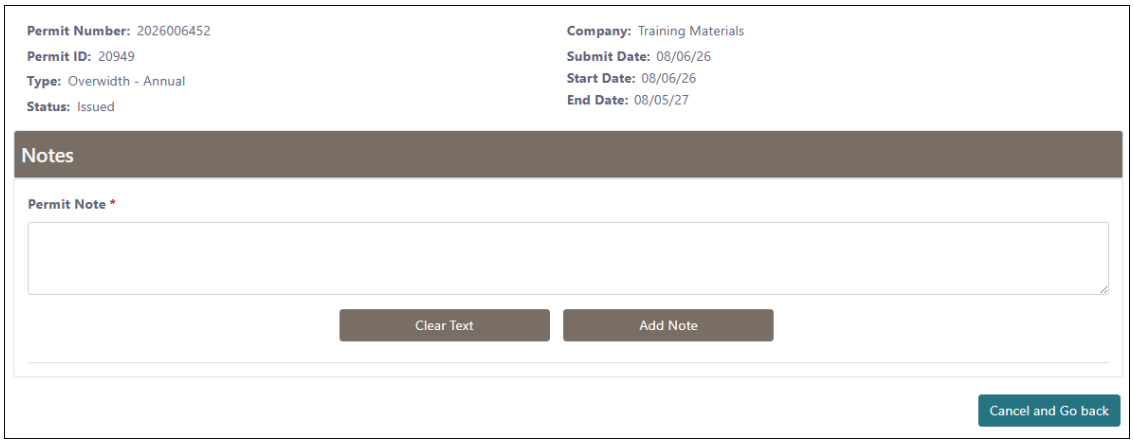


| Step | Description |
|---|---|
| 5. | ***Permit Details – Changes***<br>• Click the **Changes** link.<br>*The **Permit Details – Changes** screen will be displayed*. Under **Permit Actions**, review the list of actions. If the permit was Copied or Issued, those actions will be listed here.<br> |
| 6. | ***Permit Details – Amend***<br>• Click the **Amends** link.<br>*The **Permit Details – Amends** screen will be displayed*. If there is an amendment of the permit, the information associated the amend will be displayed here.<br><br>**Note:** The **Amends** link will not be available if the permit has not been amended. |

| Step | Description |
|---|---|
| 7. | **Docs/PDFs Link – Uploading Documents**<br>• Click the **Docs and PDFs** link.<br>*The **Permit Details – Docs and PDFs** screen will be displayed.*<br>• Click the **+ Add Document** button to upload a new document.<br>*Additional fields will be displayed.*<br><br>• Select an option from the **Add Document Type** dropdown list.<br>• Enter information in the **Add Description** and **Add Note** fields.<br>• Click the **Choose File** button in the **Add File** section.<br>• Select the document to upload.<br>*The document selected will be displayed.*<br>• Click the **Save** button.<br>*A confirmation message will be displayed.* The document will be saved to the permit record. |
| 8. | **Docs/PDFs Link – Viewing Previously Uploaded Documents**<br>The **Documents** section on the ***Permit Details – Docs and PDFs*** screen will list previously uploaded documents.<br>• Click the **Download Document** button.<br><br>*The selected document will download.*<br>• Open the download to view the document. The document will open in a new window.<br>• Close the document. |

| Step | Description |
|---|---|
| 9. | **Docs/PDFs Link – Viewing Permit PDFs**<br>The **PDFs** section on the ***Permit Details – Docs and PDFs*** screen will list all Permit PDFs created for this permit.<br>• Click the **Download Document** button to view a copy of the issued permit PDF.<br><br>*The selected document will download.*<br>• Open the download to view the document. The document will open in a new window.<br>• Close the document. |
| 10. | ***Permit Details – Fee Items***<br>• Click the **Fee Items** link.<br>The ***Permit Details – Fee Items*** screen will display a list of **Fee Items** associated to the permit.<br> |

| Step | Description |
|---|---|
| 11. | ***Permit Details – Special Items***<br>• Click the **Special Items** link.<br>The ***Permit Details – Special Items*** screen will display any special items required during the Order Permits process.<br>**Special Items Required**<br><br>**Special Items Not Required**<br> |
| 12. | ***Permit Details – Payments***<br>• Click the **Payments** link.<br>The ***Permit Details – Payments*** screen will contain all payment transactions related to the permit.<br> |

| Step | Description |
|---|---|
| 13. | **Notes Link**<br>• Click the **Notes** link.<br>The ***Permit Details – Notes*** screen will allow users to add notes and/or view any previously added notes.<br>• Enter a brief note in the text field.<br>• Click the **Add Note** button.<br><br>*A confirmation message will be displayed.*<br>The note will be added to the bottom of the **Permit Details - Notes** screen. A name, date, and time will be displayed indicating the user who entered the note and the date and time the note was entered.<br> |

| Step | Description |
|---|---|
| 14. | ***Permit Details – Route*** |

- Click the **Route** link.

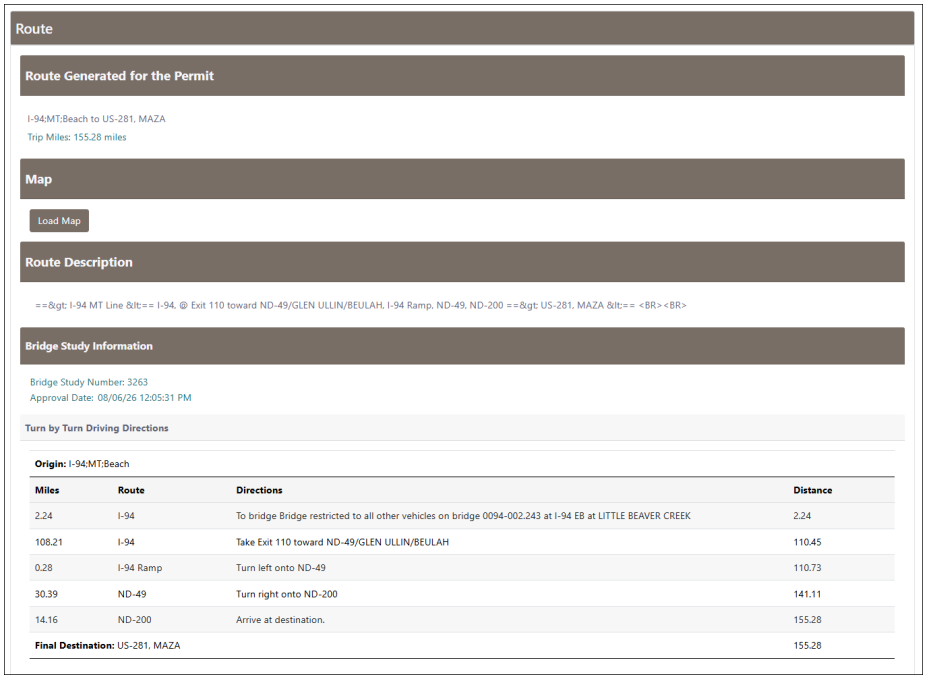
The ***Permit Details – Route*** screen will display all route information for this permit.

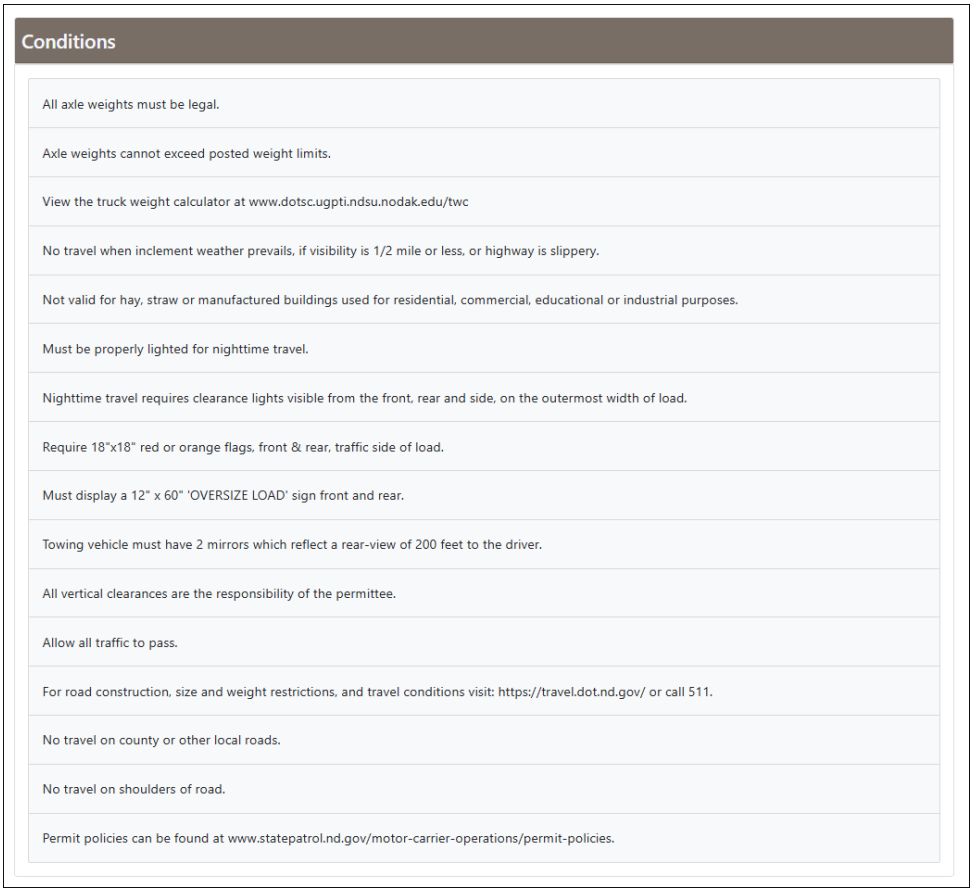
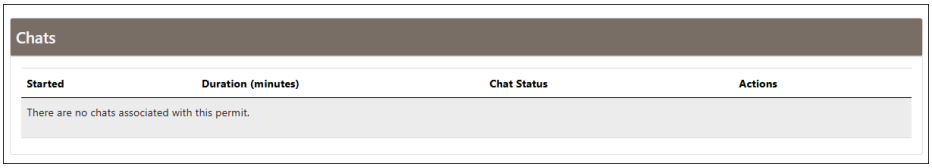
The **Route** tab for non-routed permits will look different from the **Routed** tab for routed permits.

**Non-Routed Permit**




**Routed Permit**

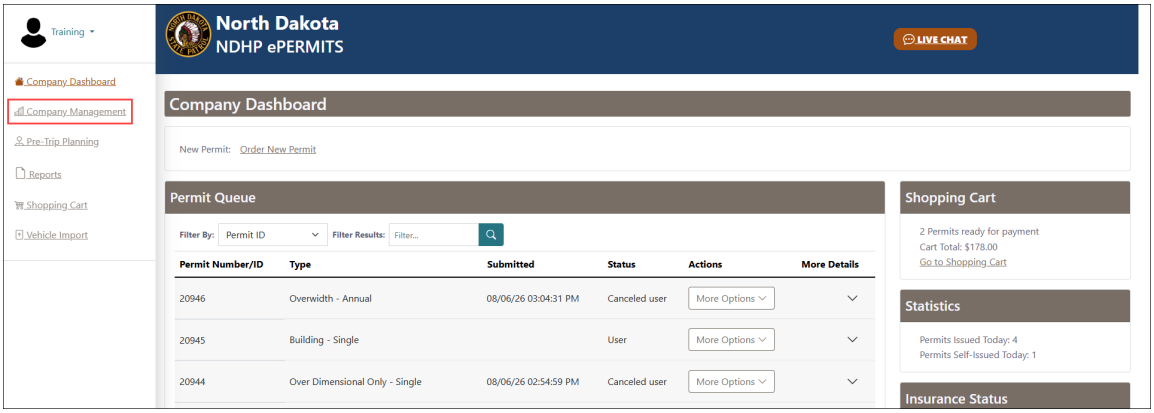
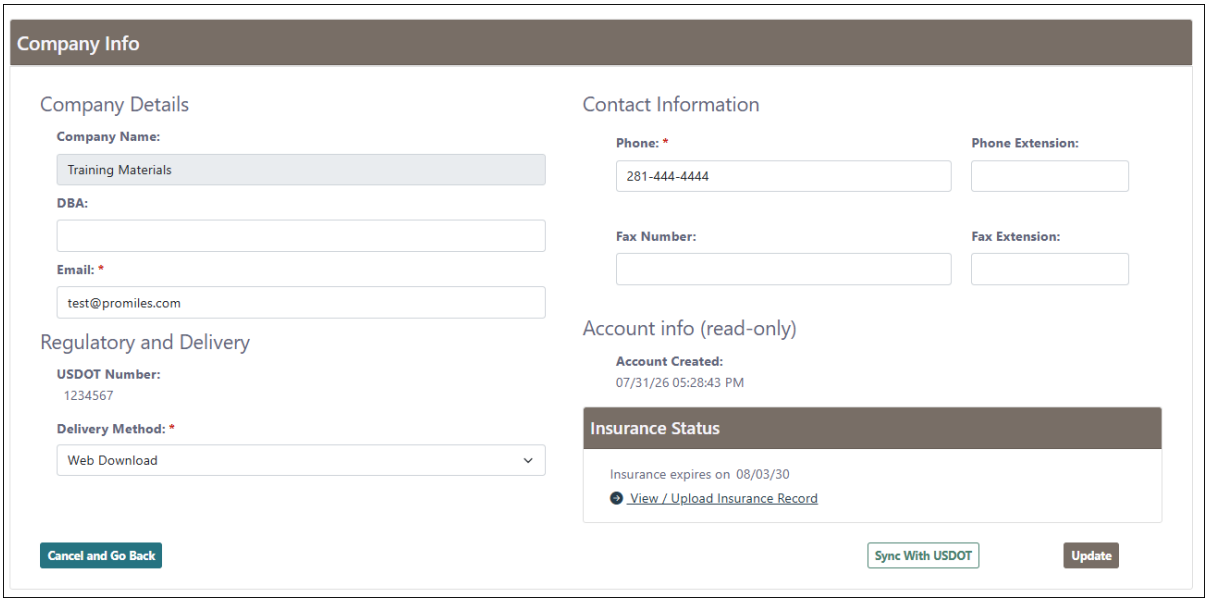


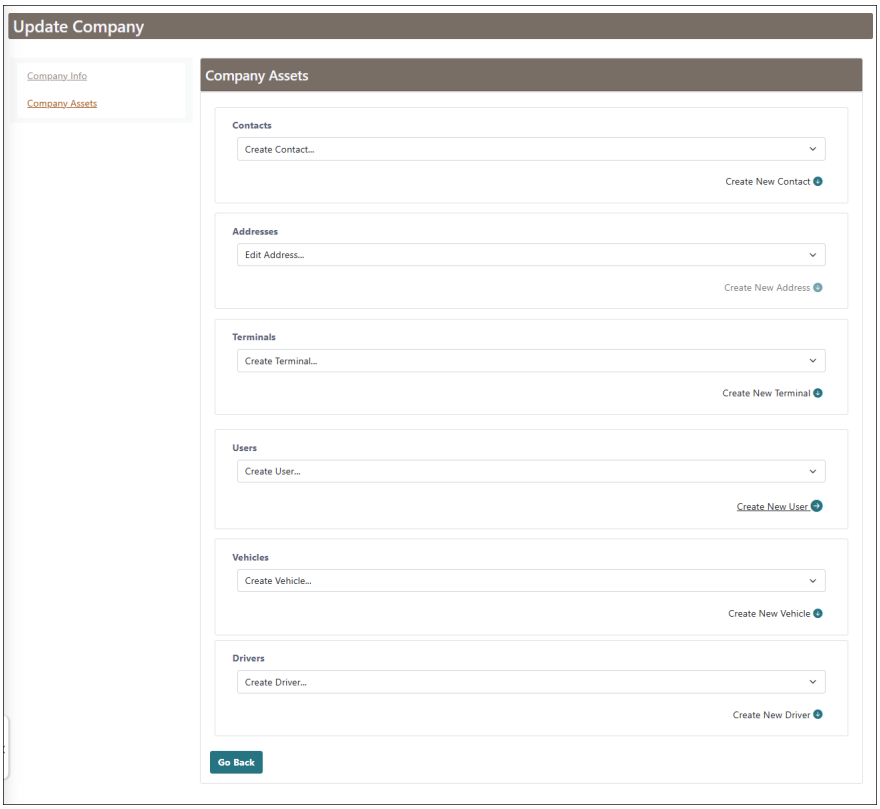
| Step | Description |
|---|---|
| 15. | ***Permit Details – Conditions***<br>• Click the **Conditions** link.<br>The ***Permit Details – Conditions*** screen will display all applicable travel conditions for this permit.<br>**Note:** These instructions will also print on the Permit PDF.<br> |
| 16. | ***Permit Details – Chats***<br>• Click the **Chats** link.<br>The ***Permit Details – Chats*** screen will display all chats assosciated to the permit.<br> |
| 17. | • Click the **Company Dashboard** link in the **Administrative Panel** return to the **Company Dashboard**. |

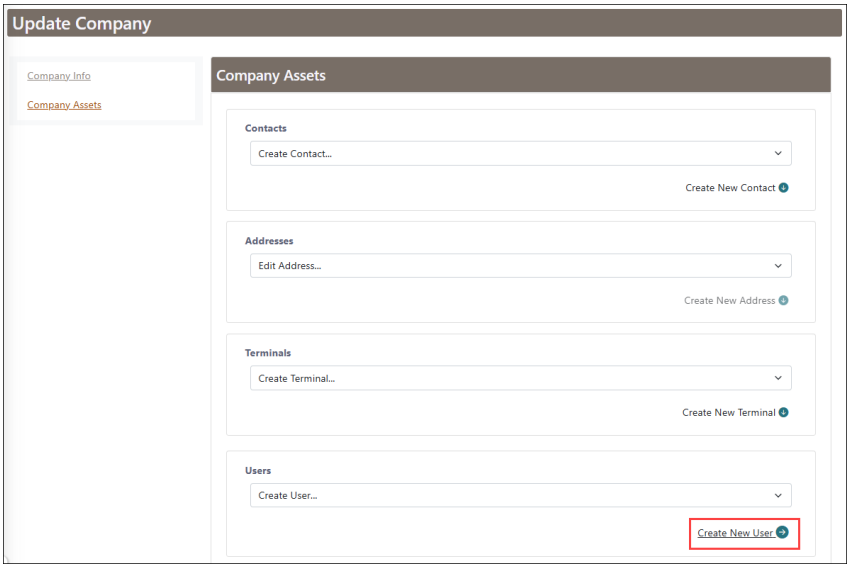
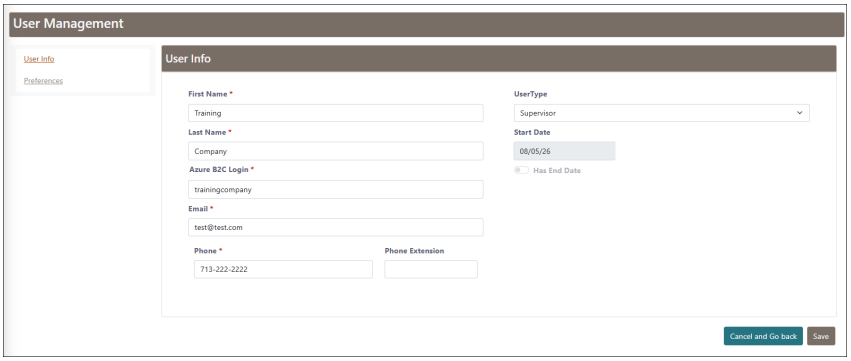
# Scenario 5 – Company Management

This scenario details the steps needed for a Customer User to edit and maintain Company Data.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Click the **Company Management** link in the **Administrative Panel** on the **Company Dashboard**.<br> |
| 2. | *The **Update Company – Company Info** screen will be displayed.*<br>This screen is partially populated from the information entered or obtained from Drivewyze when the account was created (if created using a USDOT Number). If the information displayed is acquired from Drivewyze, it cannot be changed. Other information can be added for use when ordering permits.<br>**Note:** The ***Update Company – Company Info*** screen will display company information to users created with the User Type of **Supervisor**. All other users will only be able to view **User Information** regarding their personal username.<br> |

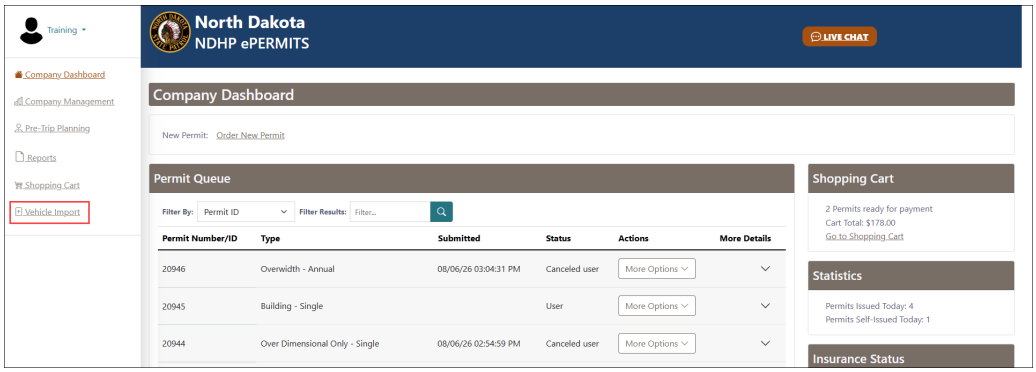
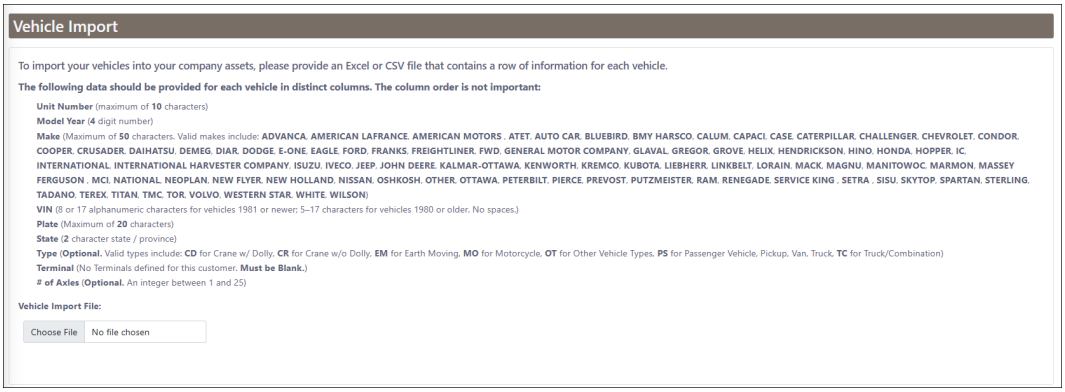
| Step | Description |
|---|---|
| 3. | **To Edit Company Data**<br>• Edit the applicable fields.<br>• Click the **Update** button.<br>**Note:** The ***Update Company – Company Info*** screen contains all of the company information. If the information is acquired from Drivewyze, it cannot be changed. It must be updated with Drivewyze and synchronized with the NDHP ePERMITS System by clicking the **Sync With USDOT** button.<br>**Note:** The **Sync With USDOT** button will only be displayed if a USDOT Number is assigned to the account. |
| 4. | **To Add/Edit Company Assets**<br>The ***Update Company – Company Assets*** screen is a place for users with the proper permissions to add, edit, and delete items from the **Company Assets**. Here users can add contacts and users, edit addresses, and maintain the vehicle inventory for the company.<br><br>• Click the **Create** link to add new Contacts, Addresses, Terminals, Users, or Vehicles to the company account.<br>• Select a **Company Asset** from the dropdown list to edit existing Contacts, Addresses, Terminals, Users, Vehicles, and Drivers associated to a company account. Click the **Delete** button to delete a **Company Asset**.<br>**Note:** To edit a user, select the user in the **Users** dropdown list and click the link for the name of the user. |

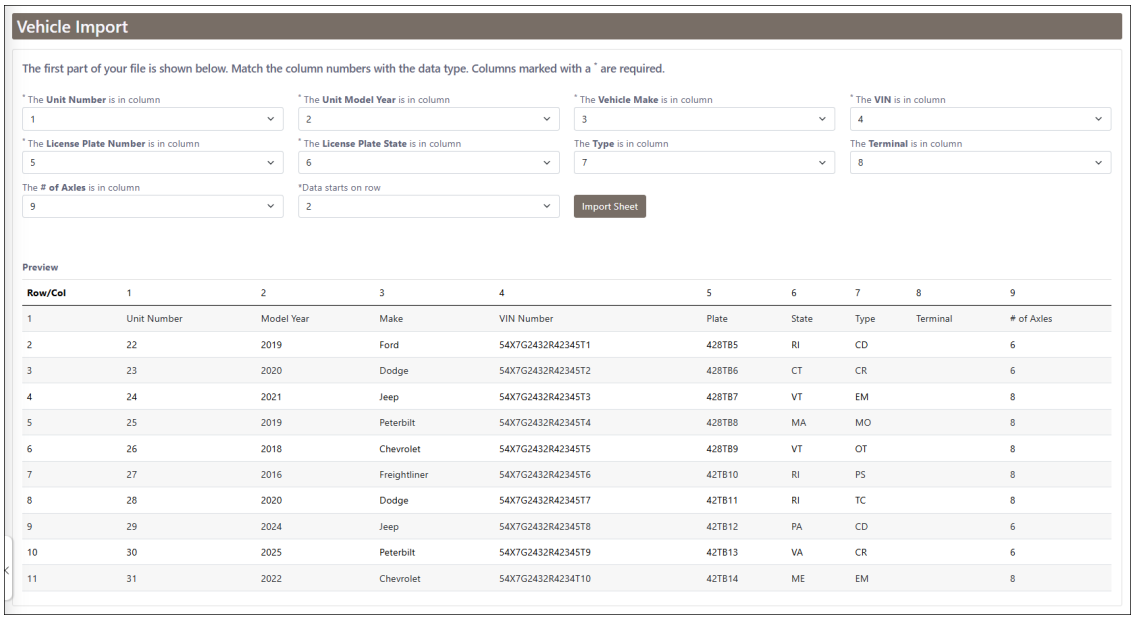
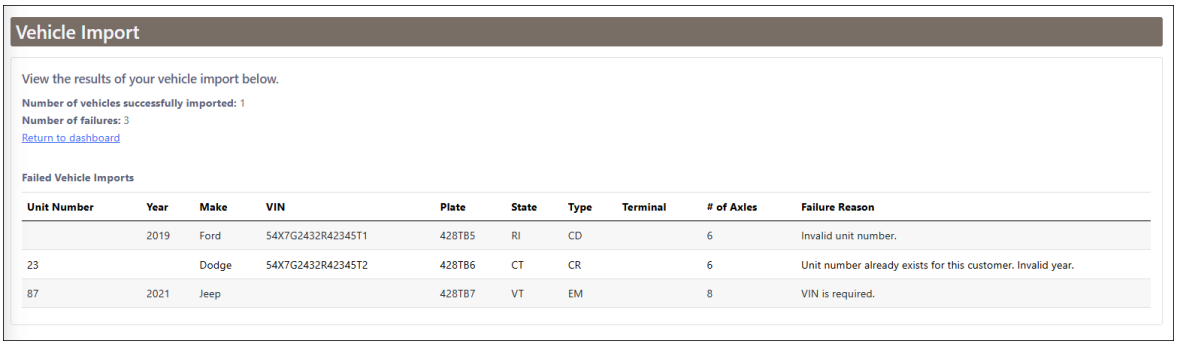
| Step | Description |
|---|---|
| 5. | **<u>To Create New Users</u>**<br>**Note:** Only users assigned to a User Type of **Supervisor** can add new users to a company account.<br>• Click the **Create New User** link in the **Users** section of the ***Update Company – Company Assets*** screen.<br><br>*The **User Management – User Info** screen will be displayed.*<br><br>• Enter the appropriate data for the user being added. All fields with an * are required, including the user's **Azure B2C User ID** to be entered in the **Azure B2C Login** field.<br>• Click the **Save** button to save the new user or click the **Cancel and Go back** button to exit the ***User Management – User Info*** screen and return to the **Update Company – Company Info** screen without saving the new user.<br>**Note:** To edit or delete a user, select the user in the **Users** dropdown list, and click the **Edit User** link for the name of the user.<br>*The **User Management – User Info** screen will be displayed* |
| 6. | • Click the **Company Dashboard** link in the **Administrative Panel** to return to the **Company Dashboard**. |

# Scenario 6 – Vehicle Import

This scenario details the steps for a Customer User to utilize the **Vehicle Import** feature.

## Scenario Steps

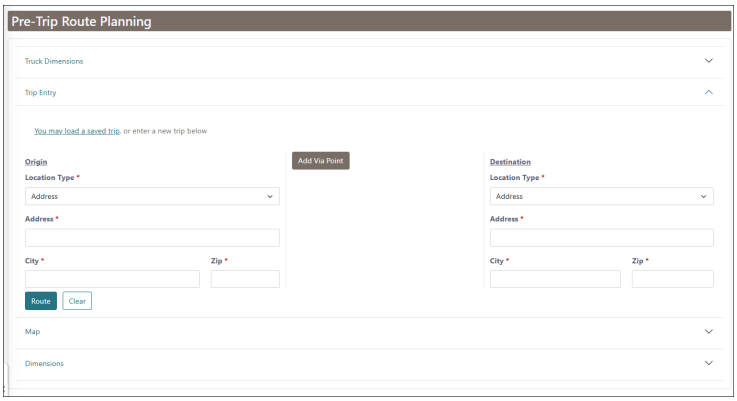
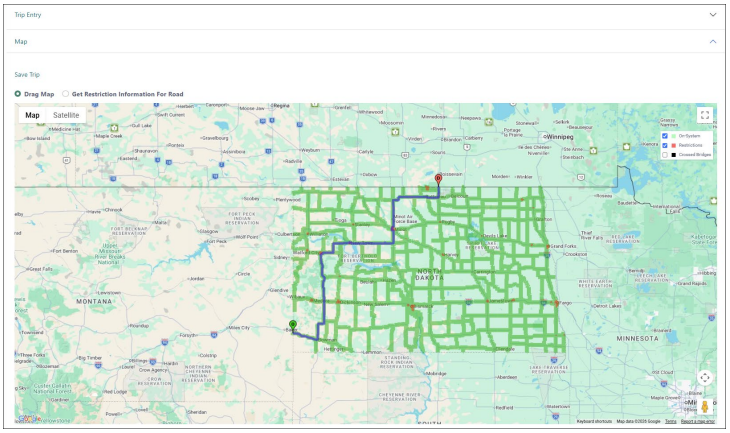
| Step | Description |
|---|---|
| 1. | • Click the **Vehicle Import** link in the **Administrative Panel** on the **Company Dashboard**.<br> |
| 2. | *The **Vehicle Import** screen will be displayed.*<br><br>• Click the **Choose File** button to locate the file on the computer that has the **Vehicle Inventory** listed.<br>**Note:** The file must contain the **Unit Number**, **Model Year**, Vehicle **Make**, **VIN**, Vehicle **Plate**, and **State**,<br>**Note:** The Vehicle **Type** and **# of Axles** are optional. The file can additionally include the **Terminal** to which a vehicle is assigned.<br>**Vehicle Type**<br>A 2-letter abbreviation must be used for the **Vehicle Type** column.<br><table><tr><td>CD</td><td>Crane w/Dolly</td><td>CR</td><td>Crane w/o Dolly</td><td>EM</td><td>Earth Moving</td><td>MO</td><td>Motorcycle</td></tr><tr><td>OT</td><td>Other Vehicle Types</td><td>PS</td><td>Passenger Vehicle, Pickup, Van, Truck</td><td>TC</td><td>Truck/Combination</td><td></td><td></td></tr></table> |

| Step | Description |
|---|---|
| 3. | • Double click the file to be imported.<br>*The **Vehicle Import** screen will be updated.*<br>• Designate which column the data is located in each dropdown list, as well as the row the data starts on.<br>• Click the **Import Sheet** button.<br> |
| 4. | *The **Vehicle Import Results** screen will be displayed indicating the number of vehicles successfully imported.*<br><br>**Note:** If there are any errors in the data, the ***Vehicle Import Results*** screen will indicate the number of failures. The reason for the failure will be listed in the **Failed Vehicle Imports** section. |
| 5. | • Click the **Return to the dashboard** link to return to the **Company Dashboard**. |

# Scenario 7 – Pre-Trip Planning

This scenario details the steps for a Customer User to utilize the **Pre-Trip Planning** feature.

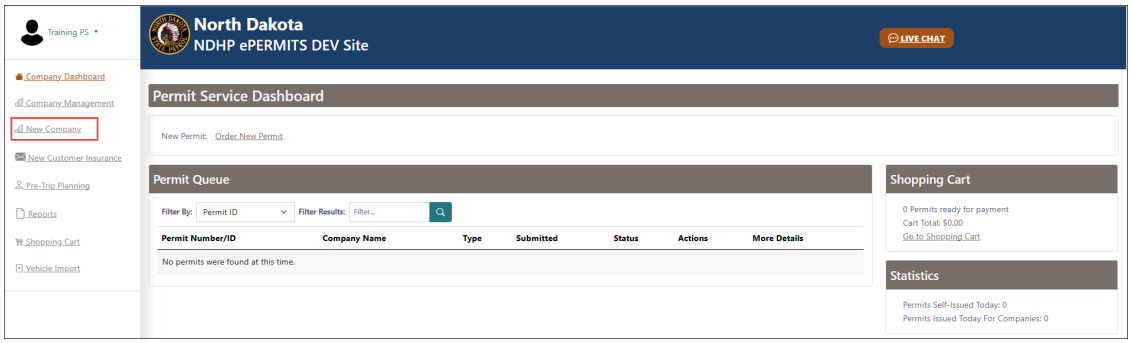
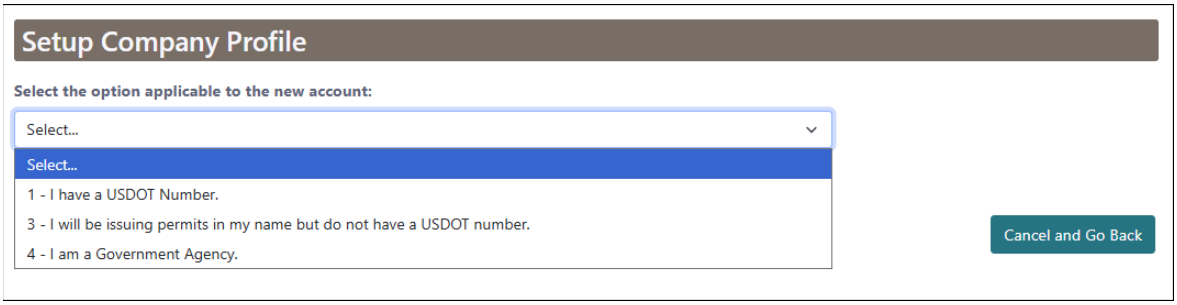
## Scenario Steps

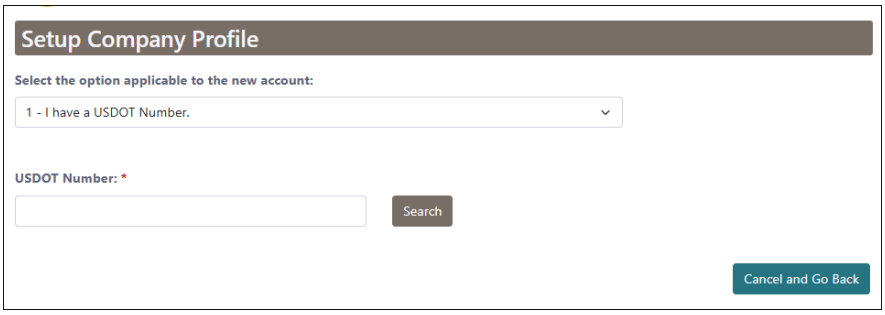
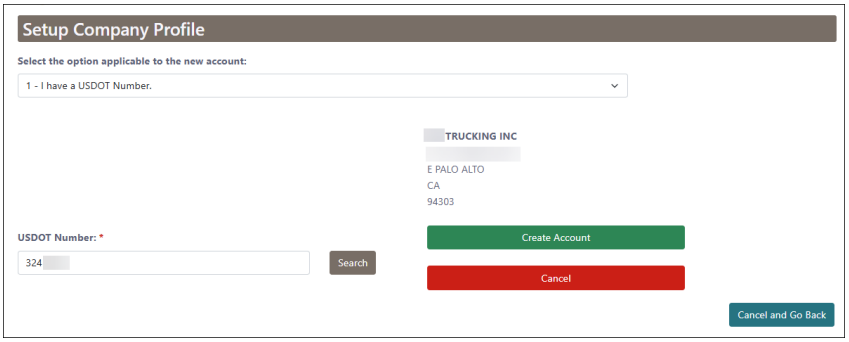
| Step | Description |
|---|---|
| 1. | • Click the **Pre-Trip Planning** link in the **Administrative Panel** on the **Company Dashboard**.<br>*The **Pre-Trip Route Planning** screen will be displayed.*<br>• Enter the load dimensions using numbers only.<br>• Click the **Next** button.<br>*The **Trip Entry** screen will be displayed.*<br><br>• Enter or select the route information.<br>• Click the **Route** button.<br>*The **Trip Route** map will be displayed.*<br> |
| 2. | • Click the **Company Dashboard** link in the **Administrative Panel** to return to the **Company Dashboard**. |

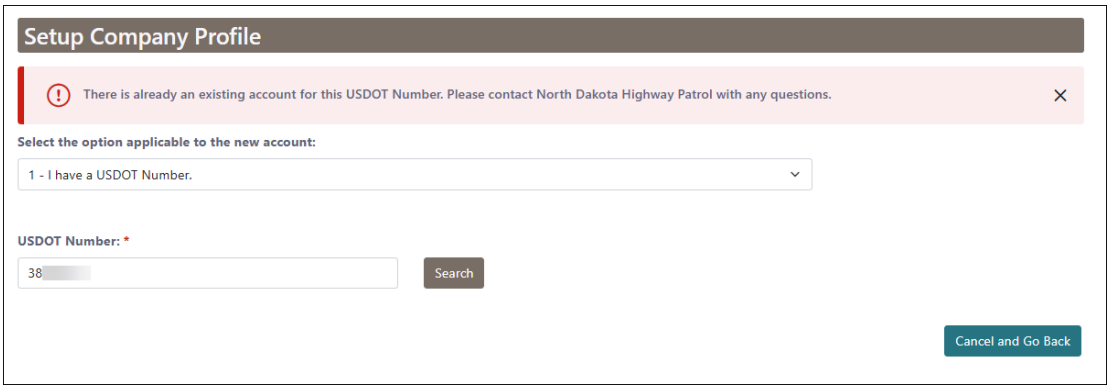
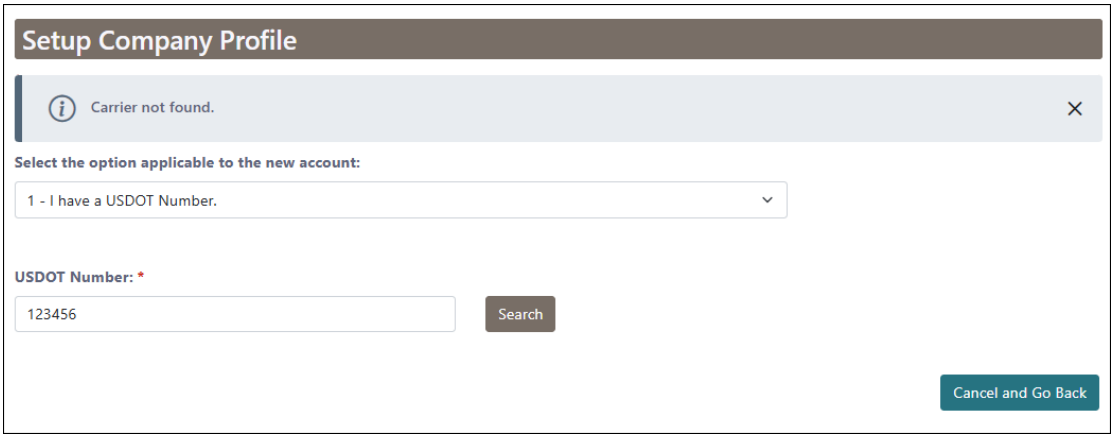
# Scenario 8 – Creating a Company Account as a Permit Service User

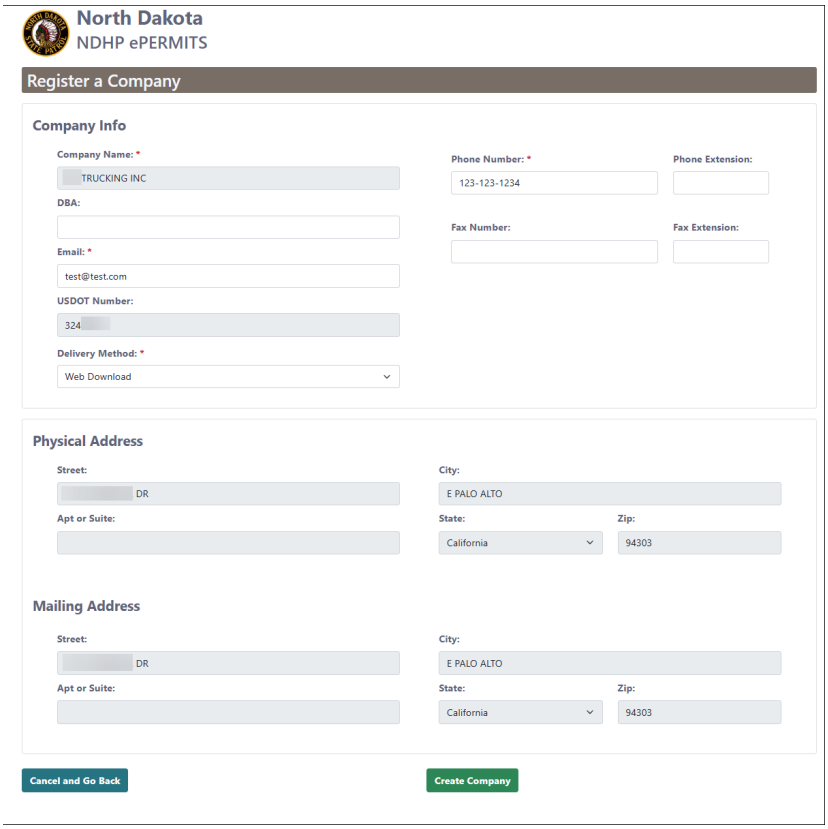
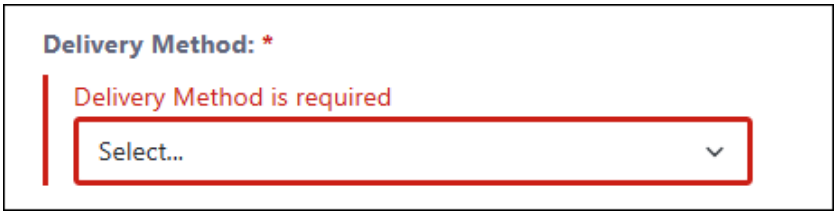
This scenario details steps for a Permit Service User to create a new company account.

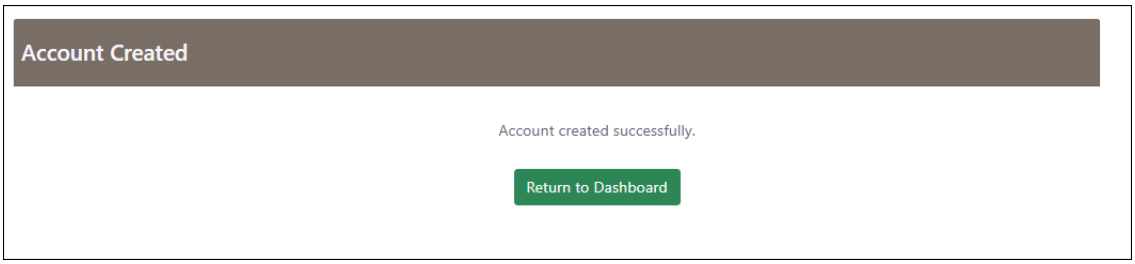
## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Log in to the NDHP ePERMITS System as a Permit Service User.<br>*The **Company Dashboard** for the Permit Service will be displayed.* |
| 2. | • Click the **New Company** link in the **Administrative Panel**.<br> |
| 3. | *The **Setup Company Profile** screen will be displayed.*<br> |

| Step | Description |
|---|---|
| 4. | For this example, we will select **I have a USDOT Number** from the dropdown list.<br>*The **USDOT Number** field will be displayed.*<br><br><br>• Enter the **USDOT Number** in the **USDOT Number** field.<br>**Note:** This number will be validated against Drivewyze so it must be associated to the Company and entered correctly.<br>• Click the **Search** button to search for the company. Click the **Cancel and Go Back** button to exit the ***Setup Company Profile*** screen and return to the **Company Dashboard** for the **Permit Service**.<br>*The **Setup Company Profile** screen will be updated to reflect the company name and address associated with the USDOT Number entered.*<br><br><br>• If the return information is correct, click the **Create Account** button to view the ***Register a Company*** screen.<br>**Note:** If the USDOT Number provided already has an existing account or if the USDOT Number is not valid, a banner message will display to the user indicating additional information. |

| Step | Description |
|---|---|
| 5. | **Account Already Exists**<br>If an account already exists for the USDOT Number, the system will display a banner message to the user and will not create the duplicate account.<br><br>• Click the **Cancel and Go Back** button to return to the **Company Dashboard** for the **Permit Service**. |
| 6. | **Account Not Found in Drivewyze**<br>If the USDOT Number fails the Drivewyze screening due to not being found, the system will display a banner message to the user indicating Carrier not found.<br>**Note:** The user is unable to create an account for the specified USDOT Number at this time.<br><br>• Click the **Cancel and Go Back** button to return to the **Company Dashboard** for the **Permit Service**. |

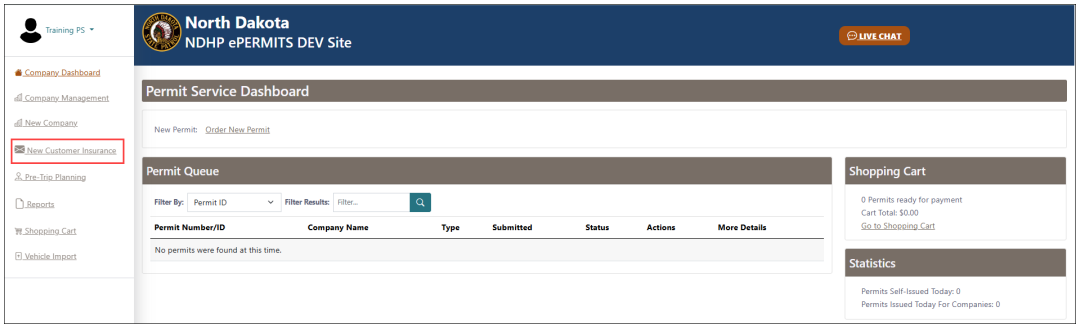
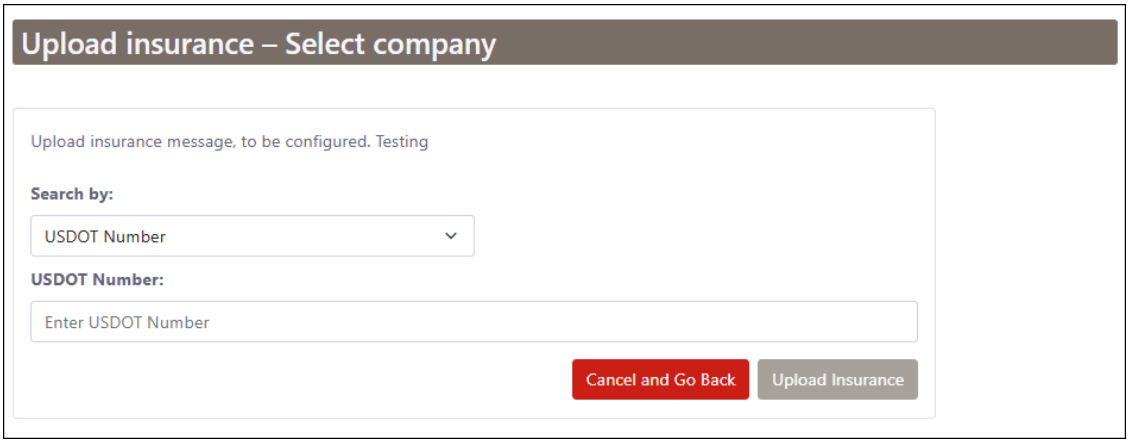
| Step | Description |
|---|---|
| 7. | *The **Register a Company** screen will be displayed.*   |
| 8. | • Complete any editable fields.<br>• Since the company was created using a USDOT Number, the populated information from Drivewyze will be grayed out and is not editable.<br>• Click the **Create Company** button once all information is completed.<br>**Note:** Required fields are marked with an *. *If a required field is left blank when the **Create Company** button is clicked, the required field will be highlighted red and a message will be displayed below.*   **Note:** Permit Service Users will not have the ability to create users on behalf of the company. If the company would like to log in to their personal NDHP ePERMITS System account, they must contact the Permit Office to establish a new user in the NDHP ePERMITS System. |

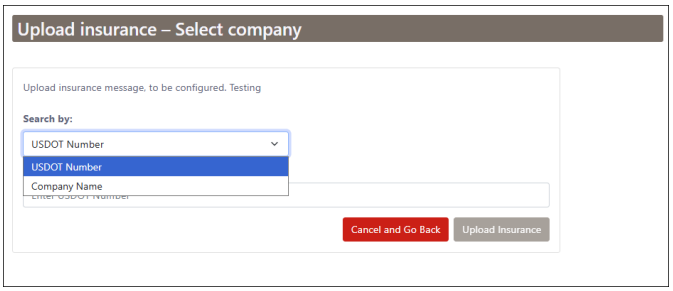
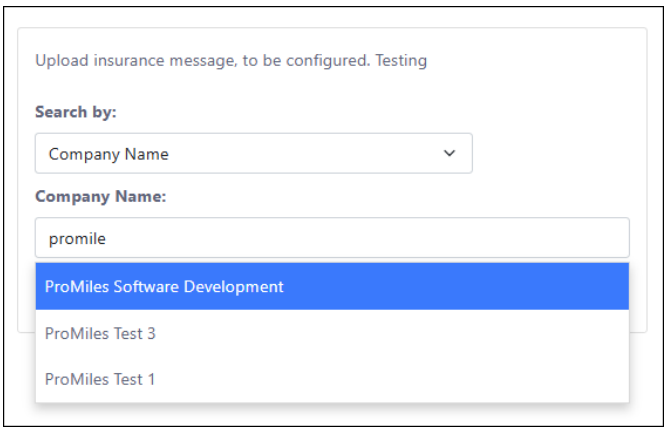
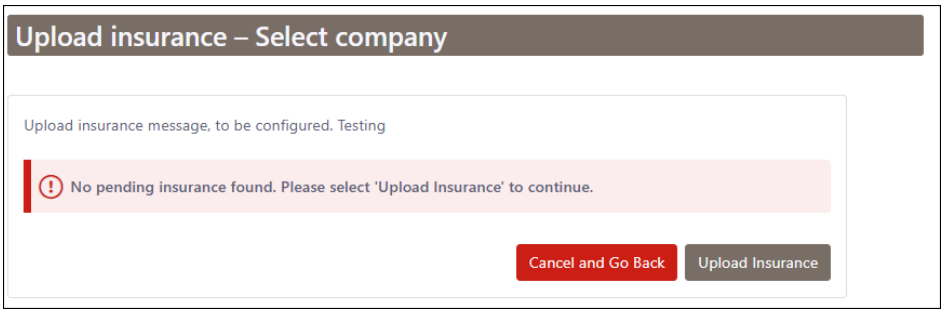
| Step | Description |
|---|---|
| 9. | *The **Account Created** screen will be displayed.*<br><br>• Click the **Return to Dashboard** button to return to the **Company Dashboard** for the **Permit Service**.<br>• When an account is created with a USDOT Number that passes the Drivewyze screening or if the account is created without a USDOT Number, the account does not require approval. The Permit Service will be able to start a permit application for the company immediately once the account is created.<br>• When an account is created as a Government Agency or the USDOT Number does not pass Drivewyze screening, the account will route to the Permit Office for review and approval. |

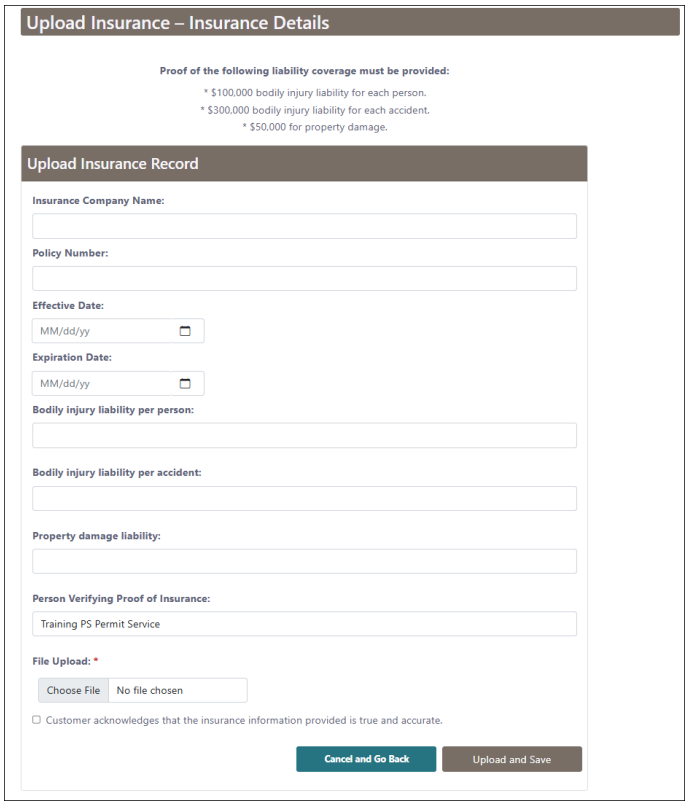
# Scenario 9 – Creating New Customer Insurance as a Permit Service User

This scenario details steps for a Permit Service User to upload a new insurance record for a company.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Log in to the NDHP ePERMITS System as a Permit Service User.<br>*The **Company Dashboard** will be displayed.* |
| 2. | • Click the **New Customer Insurance** link in the **Administrative Panel**.<br> |
| 3. | *The **Upload insurance – Select company** screen will be displayed.*<br> |

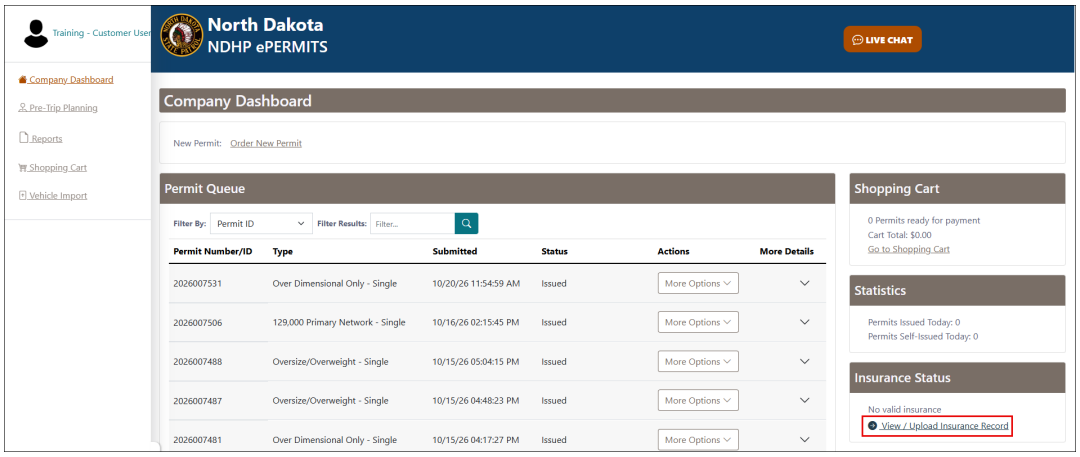
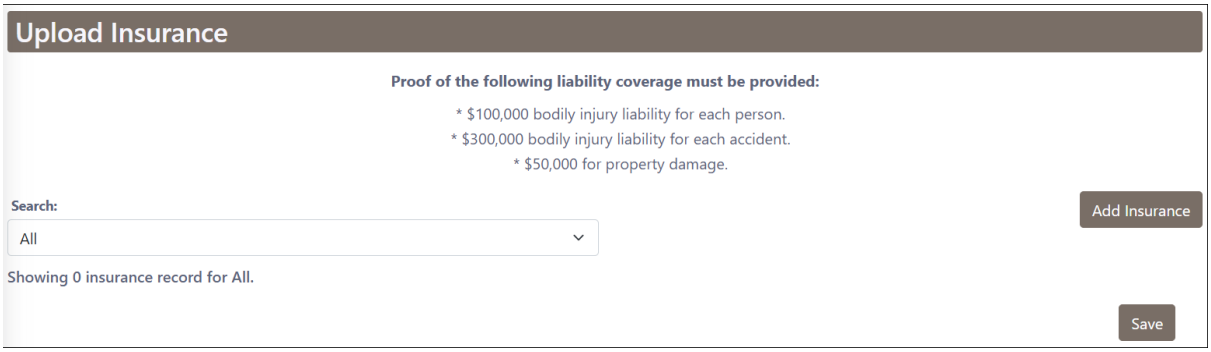
| Step | Description |
|---|---|
| 4. | • Search for a company using the **Search By** field on the ***Upload Insurance – Select company*** screen. The company can be searched using the following list of options available in the dropdown list:<br>a. USDOT Number<br>b. Company Name<br>The *Search* function will auto-find results matching your entry as you type the first three characters.<br><br>• Select the desired company from the list displayed.<br><br>*The No pending insurance message will be displayed.*<br> |

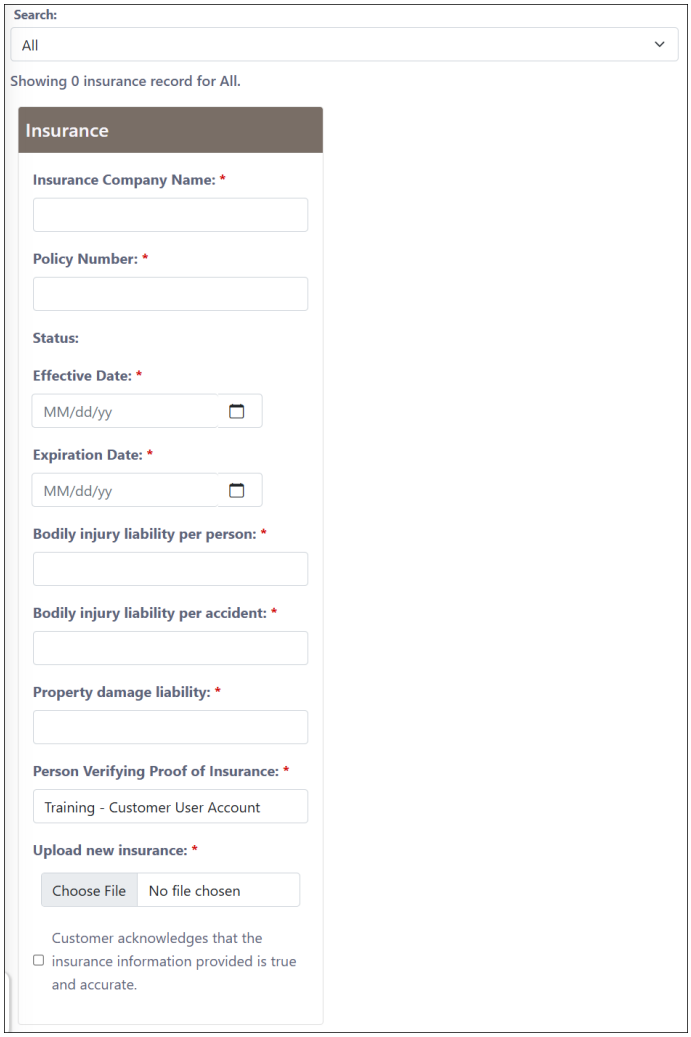
| Step | Description |
|---|---|
| 5. | • Click the **Upload Insurance** button.<br>*The **Upload Insurance Details** screen will be displayed.*<br><br>• Enter/select the **Insurance Company Name**, **Policy Number**, **Effective Date**, **Expiration Date**, **Bodily injury liability per person**, **Bodily injury liability per accident**, **Property damage liability**, and **Person Verifying Proof of Insurance** in the respective fields.<br>• Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.<br>• Click the **Customer acknowledges that the insurance information is true and accurate** checkbox.<br>• Click the **Upload and Save** button to save and add the document to the insurance record.<br>*The **Insurance Record Uploaded** textbox will be displayed.*<br>• Click the **Confirm** button. |
| 6. | *The **Upload insurance – Select company** screen will be displayed.*<br>• Click the **Cancel and Go Back** button. The **Company Dashboard** will be displayed. |

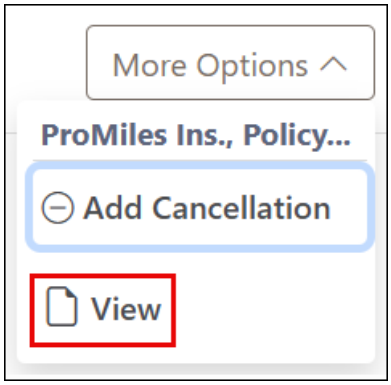
# Scenario 10 – Creating a New Insurance as a Customer for the Company

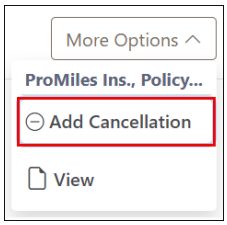
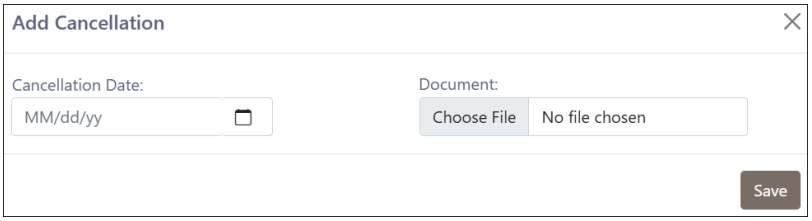
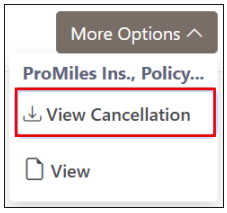
This scenario details steps for a Customer User to upload a new insurance record for the company.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Log in to the NDHP ePERMITS System as a Customer User.<br>*The **Company Dashboard** will be displayed.* |
| 2. | • Click the **View / Upload Insurance Record** link in the **Insurance Status Panel**.<br> |
| 3. | *The **Upload insurance** screen will be displayed.*<br> |

| Step | Description |
|---|---|
| 4. | **<u>To Add a New Insurance Record</u>**<br>• Click the **Add Insurance** button.<br>*A new **Insurance** tile will be displayed beneath the **Search** function.*<br><br>• Enter/select the **Insurance Company Name**, **Policy Number**, **Effective Date**, **Expiration Date**, **Bodily injury liability per person**, **Bodily injury liability per accident**, **Property damage liability**, and **Person Verifying Proof of Insurance** in the respective fields.<br>• Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.<br>• Click the **Customer acknowledges that the insurance information is true and accurate** checkbox.<br>• Click the **Save** button to save and add the document to the insurance record.<br>*A confirmation message will be displayed.* |

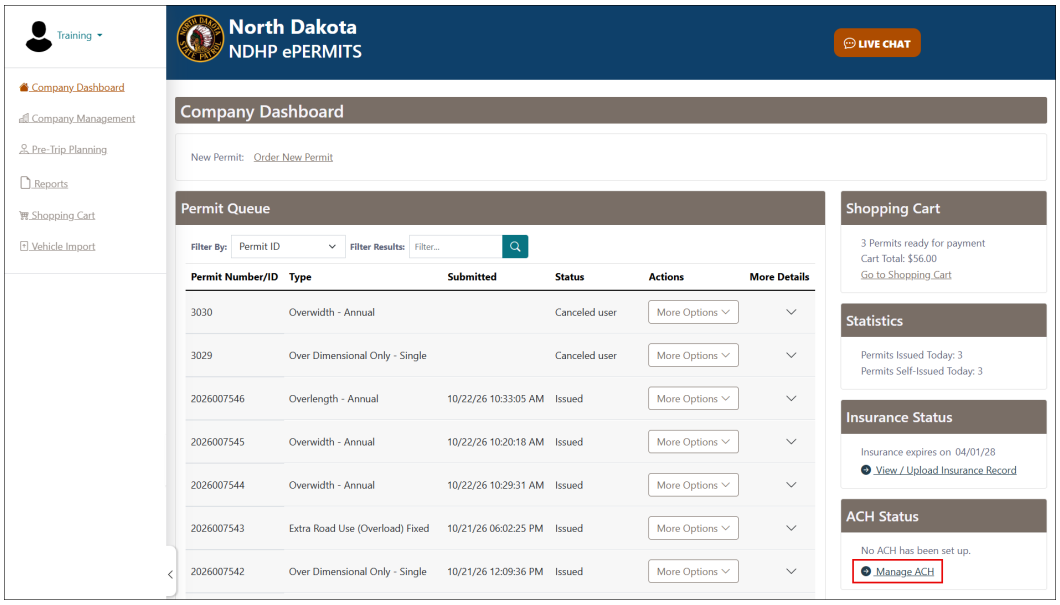
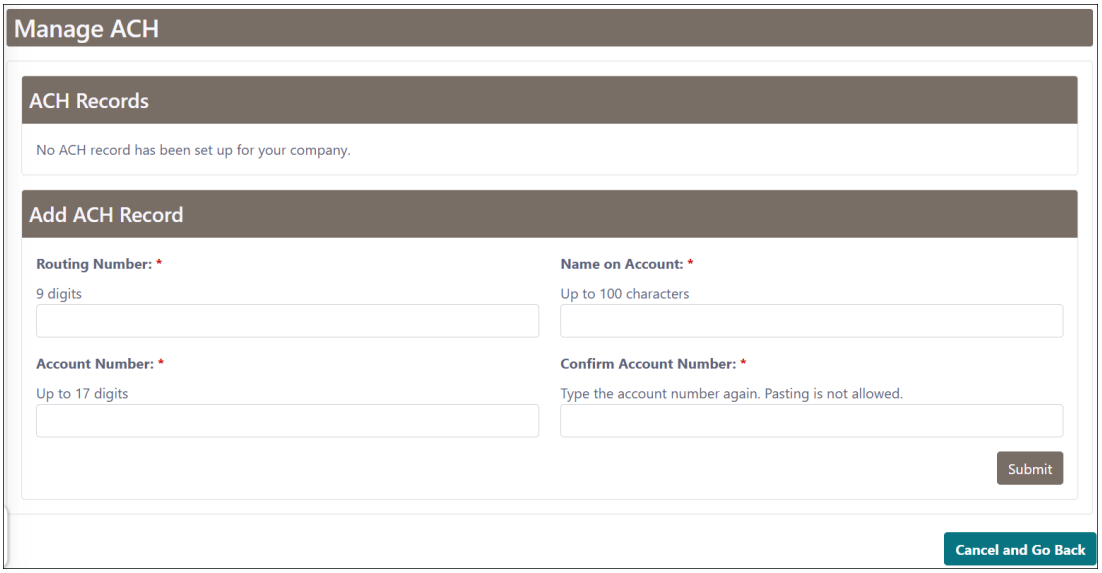
| Step | Description |
|---|---|
| 5. | **<u>To View the Insurance ACORD PDF</u>**<br>*Once the new record is saved the **Upload Insurance** screen will be displayed.*<br>• Click the **More Options** dropdown list for the new record.<br>• Click the **View** link.<br><br>*The Insurance ACORD PDF will download.*<br>• Open the document from the Downloads folder on your computer or from the download bar at the bottom or top of the screen. The document will open in a new window.<br>• Review the Insurance ACORD PDF.<br>• Close the Insurance ACORD PDF window.<br>*The **Upload Insurance** screen will be displayed.* |

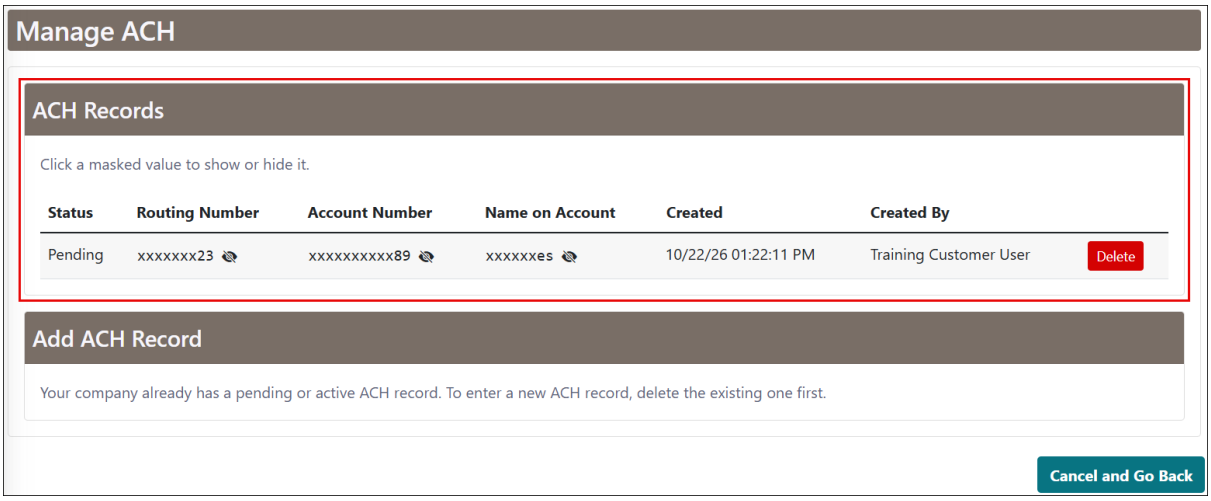
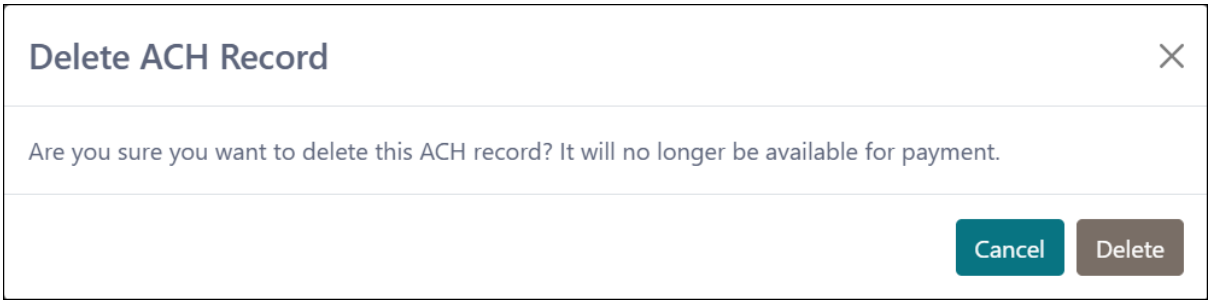
| Step | Description |
|---|---|
| 6. | **<u>To Add Cancellation</u>**<br>• Click the **More Options** dropdown list for a record.<br>• Click the **Add Cancellation** link.<br><br>*The **Add Cancellation** popup will be displayed.*<br><br>• Enter the MM/DD/YY or select a date utilizing the **Calendar** icon in the **Cancellation Date** text field.<br>• Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.<br>• Click the **Save** button.<br>*A confirmation message will be displayed and the record will update to **Cancelled Insurance**.*<br>• Click the **More Options** dropdown list for the cancelled record.<br>• Click the **View Cancellation** link.<br><br>*The Cancellation PDF will download.*<br>• Open the document from the Downloads folder on your computer or from the download bar at the bottom or top of the screen. The document will open in a new window.<br>• Review the Cancellation PDF.<br>• Close the Cancellation PDF window.<br>*The **Upload Insurance** screen will be displayed.* |
| 7. | • Click the **Company Dashboard** link in the **Administrative Panel** to return to the **Company Dashboard**. |

# Scenario 11 – Creating New ACH Debit as a Company Supervisor

This scenario details steps for a company Supervisor to set up a new ACH Debit record for the company.

## Scenario Steps

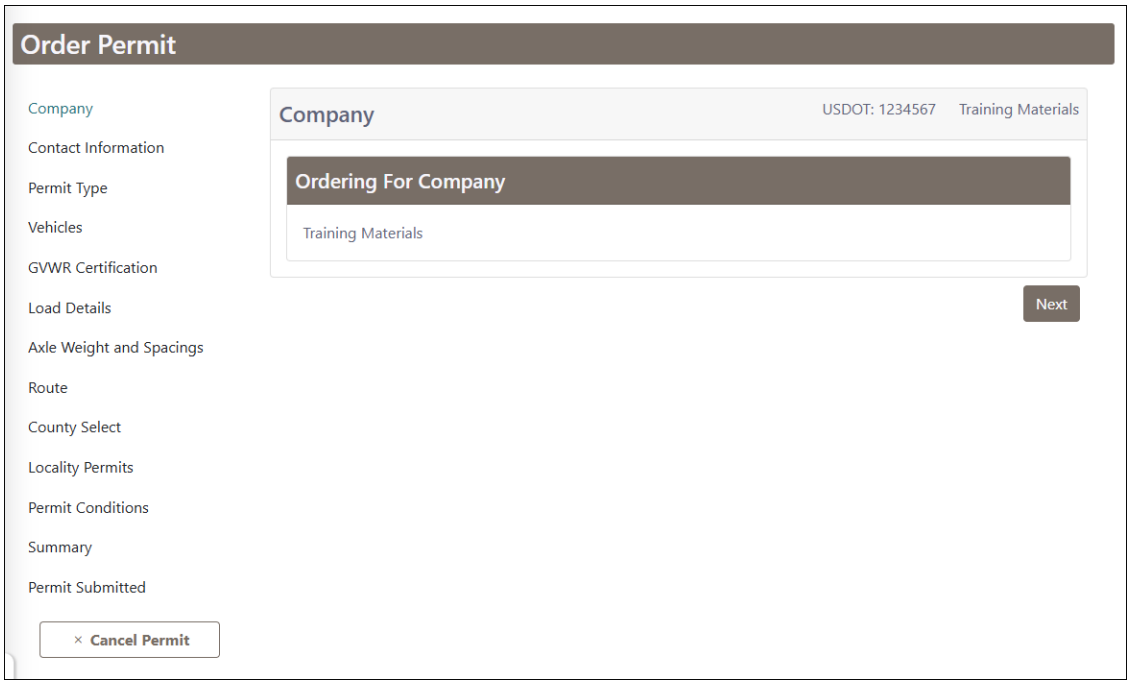
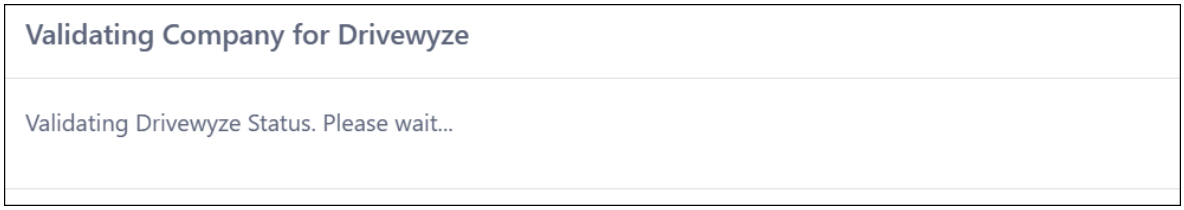
| Step | Description |
|---|---|
| 1. | • Log in to the NDHP ePERMITS System as a Company Supervisor.<br>*The **Company Dashboard** will be displayed.* |
| 2. | • Click the **Manage ACH** link in the **ACH Status Panel**.<br> |
| 3. | *The **Manage ACH** screen will be displayed.*<br> |

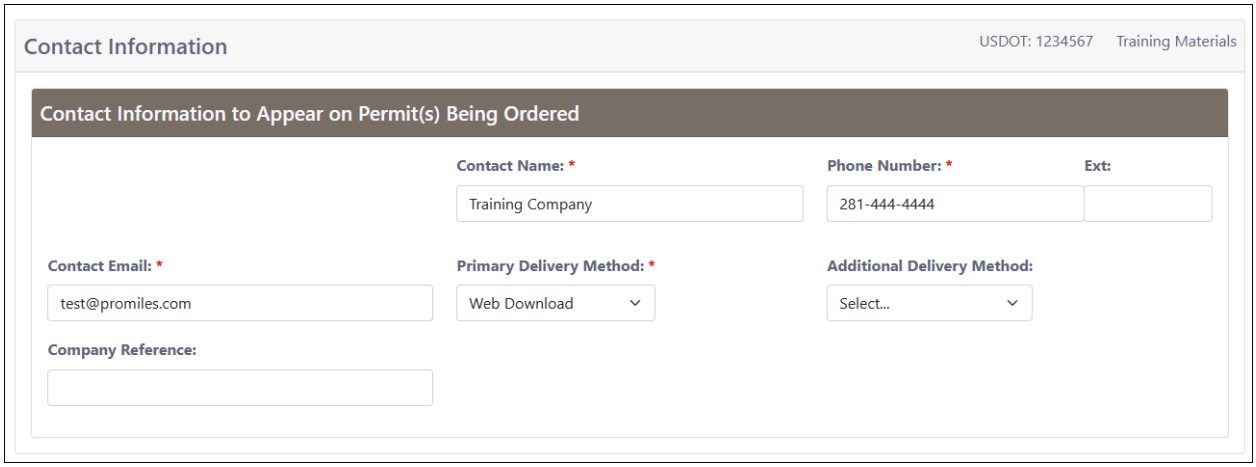
| Step | Description |
|---|---|
| 4. | • Enter the **Routing Number**, **Name on Account**, **Account Number**, and **Confirm Account Number** in the respective fields.<br>• Click the **Submit** button.<br>*A confirmation message will be displayed.*<br>**Note:** The ACH record will be displayed in the **ACH Records** section with a status of **Pending**. Once the ACH record has been reviewed and becomes active, the status will update to **Active**. Payments can be made utilizing ACH Debit when an Active ACH record is on file with the company. The processing time to activate an ACH record is 10 days.<br><br><br>**Note:** If the ACH record is no longer needed, click the **Delete** button. The **Delete ACH Record** popup will be displayed. Click the **Delete** button in the **Delete ACH Record** popup to confirm deletion of the ACH Record. *The **Manage ACH** screen will displayed.* If desired, a new ACH record may then be submitted.<br><br> |
| 5. | • Click the **Cancel and Go Back** button. The **Company Dashboard** will be displayed. |

# Scenario 12 – Creating a New Permit – Overwidth Annual

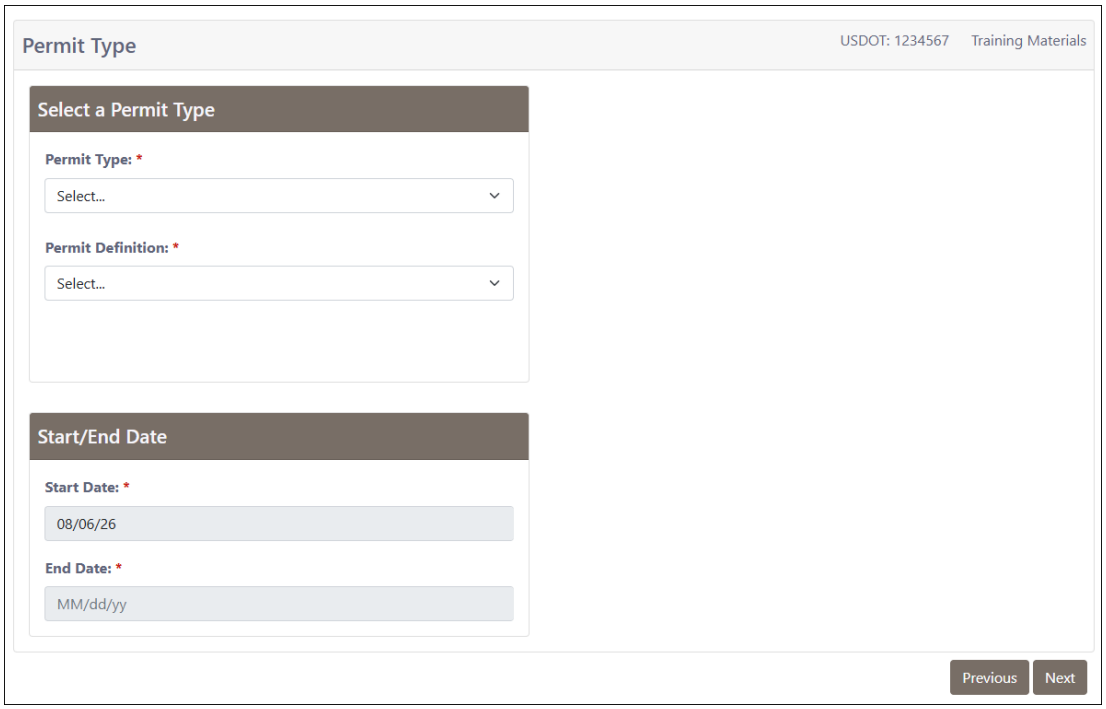
This scenario details the steps needed for a Company User to create an Overwidth – Annual permit.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Click the **Order New Permit** link on the **Company Dashboard**.<br><br>*The **Order Permit – Company** screen will be displayed.*<br><br>• Click the **Next** button. |
| 2. | **Federal Validations**<br>*The **Validating Company for Drivewyze** screen will be displayed if the company has a USDOT Number.*<br><br>**Note:** The system will conduct validation with the federal data if the account is associated with a USDOT Number. If the company does not pass validation, the user will not be able to proceed with the permit application. |

| Step | Description |
|---|---|
| 3. | *The **Order Permit – Contact Information** screen will be displayed.*<br>• Complete the fields not pre-populated. Required fields are marked with an asterisk.<br>**Note:** The **Additional Delivery Method** and **Company Reference** are optional fields.<br><br>**Note:** If the **Primary Delivery Method** and/or **Additional Delivery Method** is set to **Fax**, the user will receive a banner message notification that an additional $5 fee will be charged for all faxed permits.<br><br>• Click the **Next** button. |

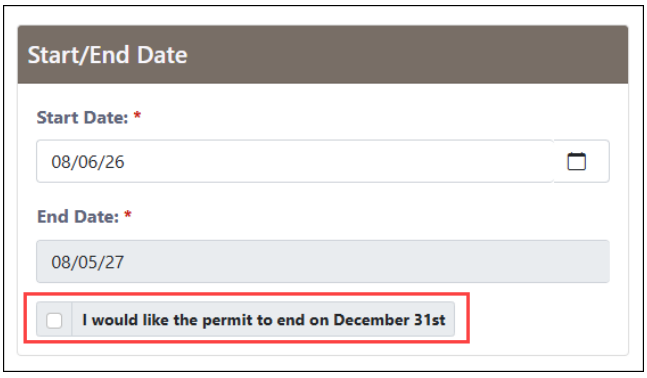
| Step | Description |
|---|---|
| 4. | *The **Order Permit – Permit Type** screen will be displayed.* |



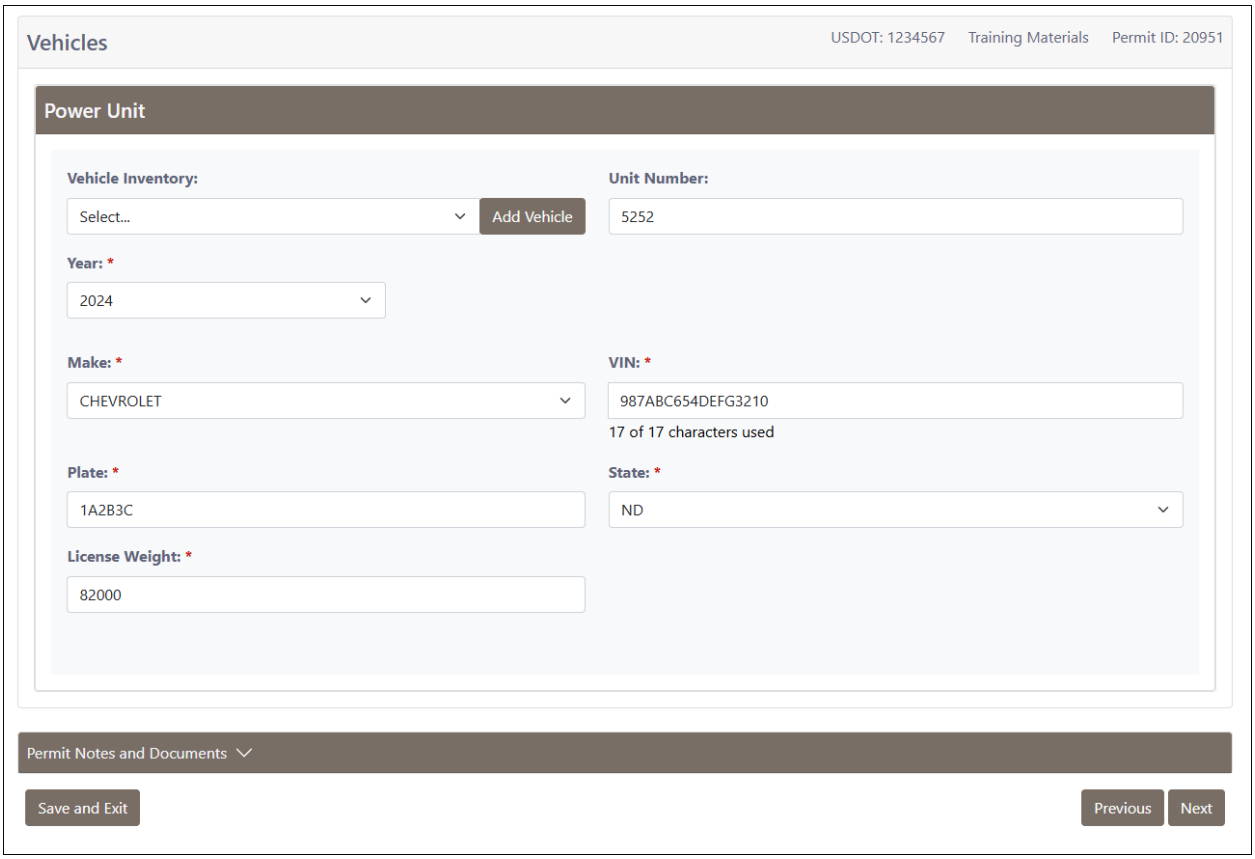

- Select **Annual Permits** from the **Permit Type** dropdown list.
- Select **Overwidth – Annual** from the **Permit Definition** dropdown list.

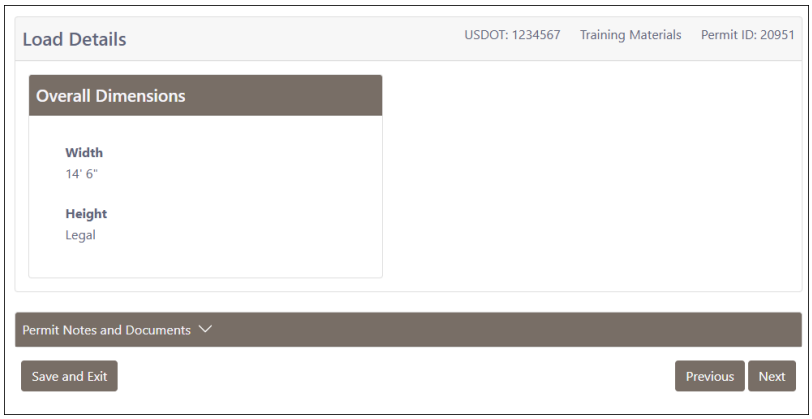
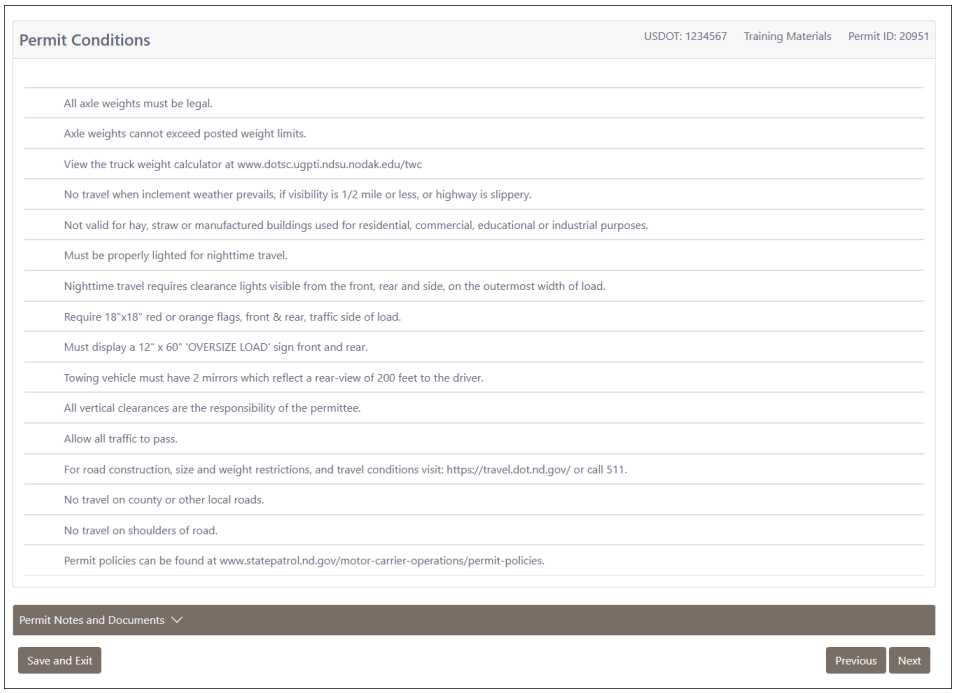
  *The **Permit Description** will be displayed based on the selection.*
- The **Start Date** will auto-populate the current date; however, it can be changed to a future date based on the Permit Definition parameters. The **End Date** is automatically populated based on the particular Permit Type and start date selected.

**Note:** Optionally, select the checkbox next to **I would like the permit to end on December 31st** if this is the desired date to end the permit. The **End Date** field will update appropriately.

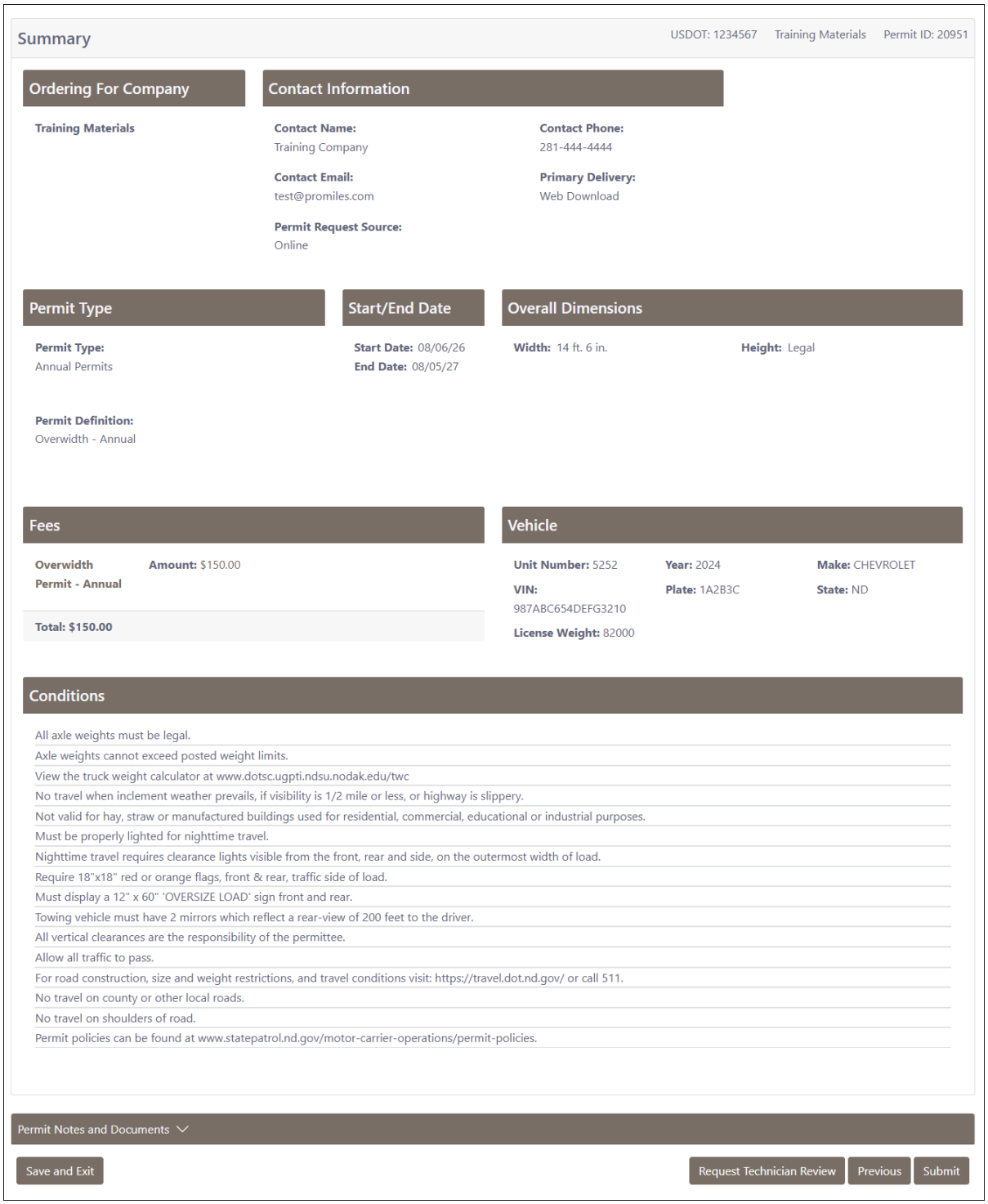


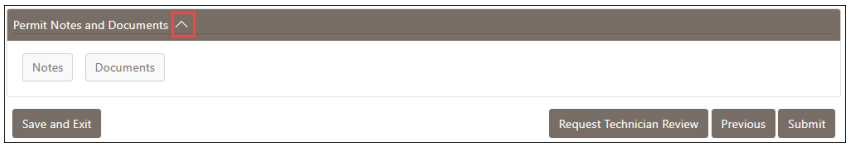
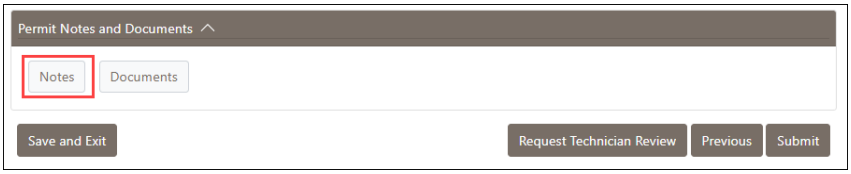
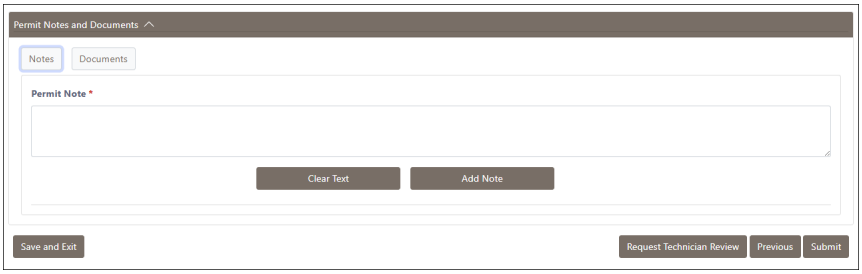
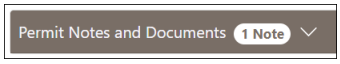

- Click the **Next** button.

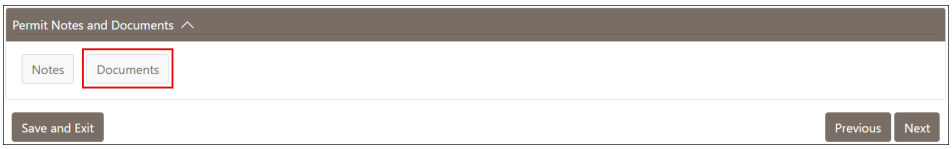
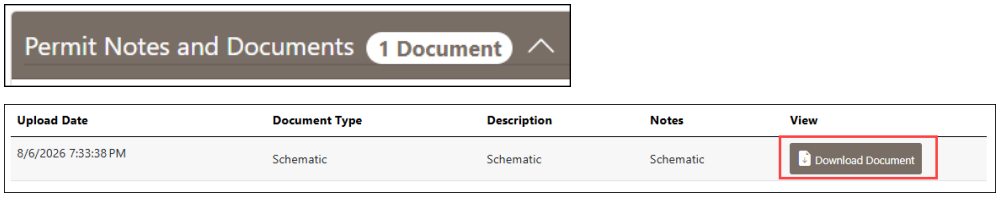
| Step | Description |
|---|---|
| 5. | *The **Order Permit – Vehicles*** screen will be displayed.<br><br>If the Company has saved vehicle inventory:<br><br>• Select a vehicle from the **Vehicle Inventory** list for the Power Unit.<br><br>If the Company does NOT have saved vehicle inventory:<br><br>• Enter/select the **Unit Number**, **Year**, **Make**, **VIN**, **Plate**, **State,** and **License Weight** of the Power Unit.<br><br>**Note:** All fields marked with an asterisk are required.<br><br>• Click the **Add Vehicle** button to add this Unit Number to the company's Vehicle Inventory for future selection.<br><br><br><br>• Click the **Next** button.<br><br>**Note:** For the Overwidth – Annual permit, multiple permits using the same VIN with overlapping dates is not allowed. *A banner will be displayed if the user has selected a VIN that is already in use for this permit type with overlapping dates.* The user will not be allowed to proceed in the permit application until the permit's dates has been modified or a different vehicle has been selected for use. |

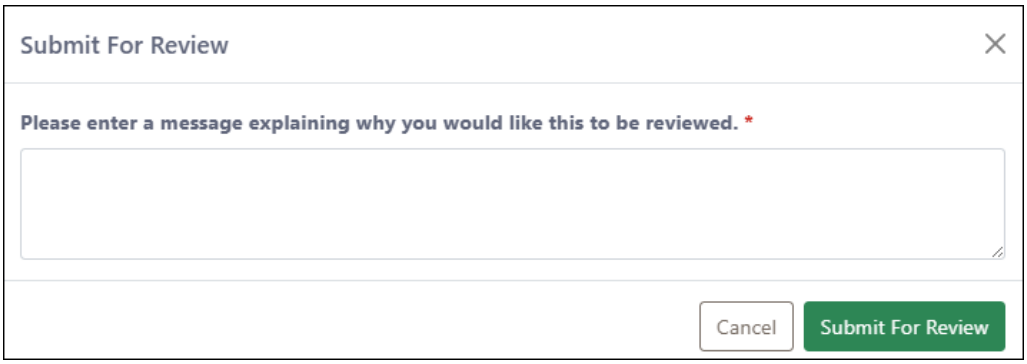
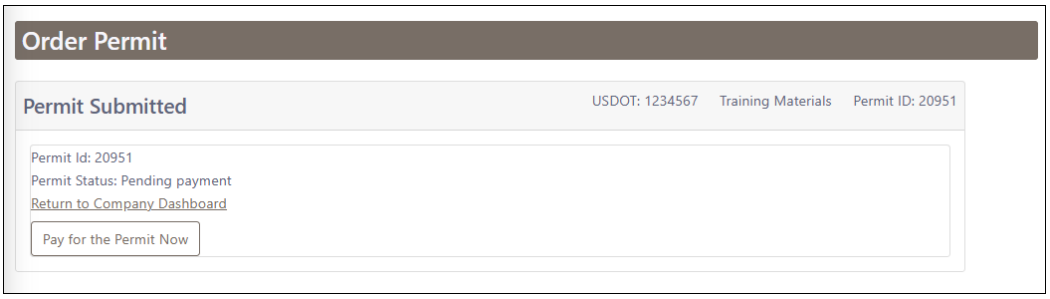
| Step | Description |
|---|---|
| 6. | *The **Order Permits – Load Details** screen will be displayed.*<br><br>• Click the **Next** button. |
| 7. | *The **Order Permit – Permit Conditions** screen will be displayed.*<br><br>• Click the **Next** button. |

| Step | Description |
|---|---|
| 8. | *The **Order Permit – Summary** screen will be displayed.* |



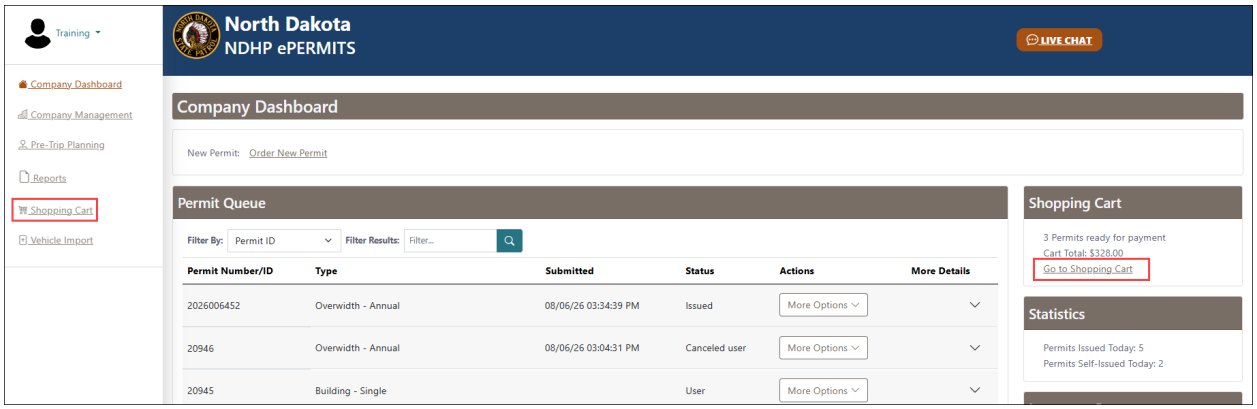
| Step | Description |
|---|---|
| 9. | **To Add a Note to a Permit Application**<br><br>**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes** button will be displayed on each permit application screen thereafter.*<br><br>State and Customer Users can add and view notes for the permit application.<br><br>• Click the **Expand Chevron** in the header for the **Permit Notes and Documents** section.<br><br><br><br>• Click the **Permit Notes** button to add or view notes for the permit application.<br><br><br><br>*The **Notes Panel** will be displayed.*<br><br><br><br>**Note:** *If there was a previously added note, **# Note** will be displayed next to the **Permit Notes and Documents** header letting the user know there is a note waiting. Any previously added note(s) will be displayed at the bottom of the **Notes Panel**, with the User's Name, Date/Time Stamp, and the Note text.*<br><br><br><br>• Enter the text of the note in the free-form text box.<br><br>• Click the **Clear Text** button to remove the note text entered.<br><br>• Click the **Add Note** button to save and add the note to the permit application.<br><br>*A confirmation message will be displayed.*<br><br>• Click the **Collapse Chevron** for the **Permit Notes and Documents** section to collapse the **Notes Panel**. |

| Step | Description |
|---|---|
| 10. | **<u>To Add a Document to a Permit Application</u>**<br><br>**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes and Documents** section will be displayed on each permit application screen thereafter.*<br><br>State and Customer Users can add or view documents. To add a document, it must already be saved to the computer. Users can browse computer files to locate the document, select it, and then upload it to the Permitting System. Users must select a document type from the dropdown list to better identify the type of document being added. Users can also add a description to give any explanation needed for the document.<br><br><br><br>• Click the **Permit Documents** button to add or view documents for the permit application.<br><br>*The **Documents Panel** will be displayed.*<br><br><br><br>**Note***: If there is a previously added document, there will be a # **Document** displayed next to the **Permit Notes and Documents** header letting the user know there is a document waiting.* Users can view the previously uploaded document by clicking the **Download Document** button.<br><br><br><br>• Click the **+ Add Document** button.<br><br>*Additional fields will be displayed.*<br><br>• Select the type of document from the **Add Document Type** dropdown list.<br>• Enter a description of the document in the **Add Description** field.<br>• Enter any additional notes for the document in the **Add Note** field.<br>• Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.<br>• Click **Save** button to save and add the document to the permit application.<br><br>*A confirmation message will be displayed*.<br><br>• Click the **Collapse Chevron** in the **Permit Notes and Documents** header to collapse the **Documents Panel**. |
| 11. | • Review the information on the ***Order Permit – Summary*** screen.<br>• If you would like the permit application to be reviewed by the Permit Office, proceed to **Step 12**.<br>• If you would <u>not</u> like the permit application to be reviewed by the Permit Office, skip to **Step 13**. |

| Step | Description |
|---|---|
| 12. | **To Request Technician Review**<br><br>**Note:** This specific Permit Type does not require Technician Review; however, if you would like to add details, you can use the **Permit Notes** button or the **Request Technician Review** button.<br><br>• Click the **Request Technician Review** button.<br><br>*The **Submit for Review** screen will be displayed.*<br><br><br><br><br>• Enter the reason for review in the text box.<br><br>• Click the **Submit For Review** button.<br><br>**Note:** The permit status assigned to the permit application will depend on various parameters. |
| 13. | • Click the **Save and Exit** button to save this permit application and exit the Order Permit process or click the **Submit** button to proceed to the ***Order Permit – Permit Submitted*** screen.<br><br>*The **Order Permit – Permit Submitted** screen will be displayed.*<br><br><br><br><br>**Note:** If the permit is not paid for at this time, the permit will be sent to the Customer's Shopping Cart. The Customer will receive an email notification letting them know the permit has been approved and is ready for payment. See the next step in this scenario for instructions on how to pay for a permit from the shopping cart.<br><br>• Click the **Return to Company Dashboard** button. |

| Step | Description |
|---|---|
| 13. | **To Pay for a Permit from the Shopping Cart** |

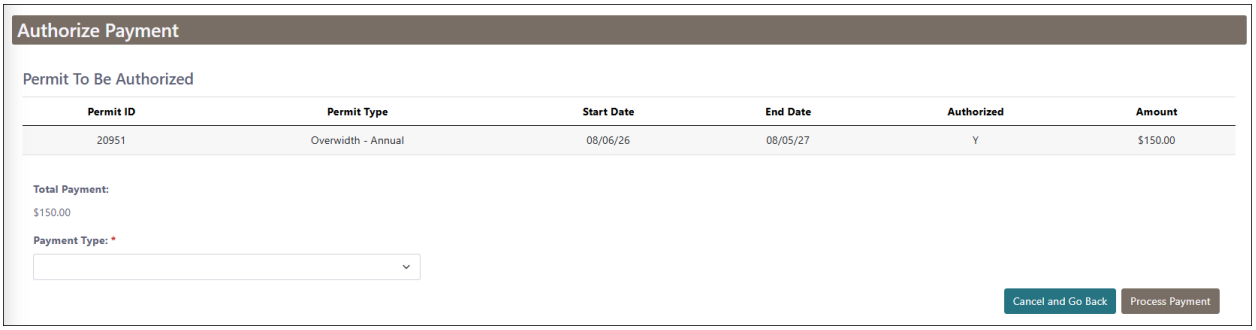
- Click the **Go to Shopping Cart** link in the **Shopping Cart Panel** or the **Shopping Cart** link in the **Administrative Panel** on the **Company Dashboard**.




*The **Shopping Cart** screen will be displayed.*

- Select the Permit from the **Balance Due Panel**.
- Click the **Checkout** button in the **Total Panel**.

*The **Authorize Payment – Permit To Be Authorized** screen will be displayed.*

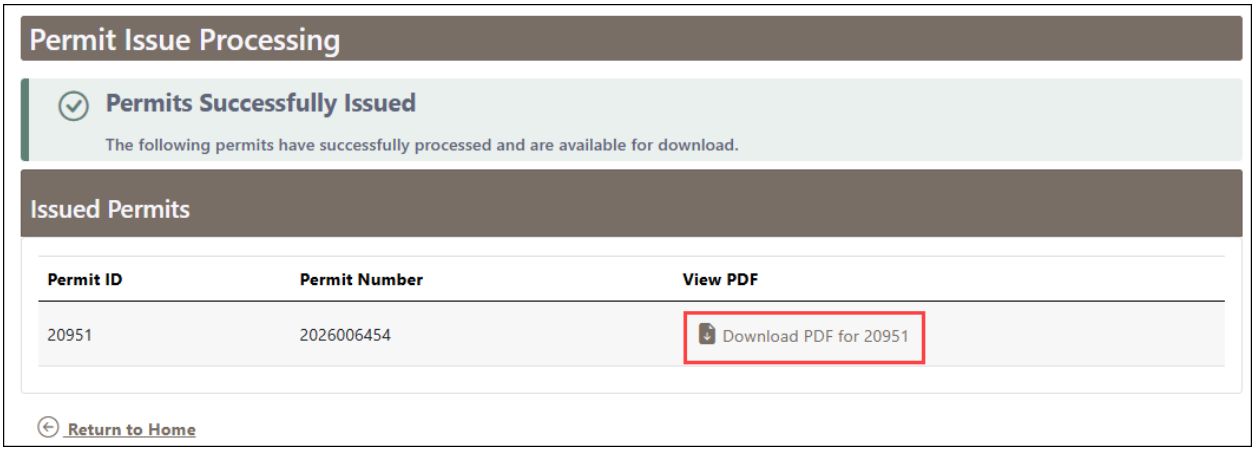



**Note:** If a company has an active ACH Debit record on file. The option to pay by **ACH Debit** will be available in the **Payment Type** dropdown list. If **ACH Debit** is selected, click the **Process Payment** button. Click the **Confirm** button to confirm payment utilizing **ACH Debit** payment type. *The **Permit Issue Processing – Issued Permits** screen will be displayed once the payment is finalized.* Click the **Return to Home** link to return to the **Company Dashboard**.

- Select **Online** from the **Payment Type** dropdown list.
- Click the **Process Payment** button.

  *A confirmation message will be displayed.*
- Click the **Confirm** button.

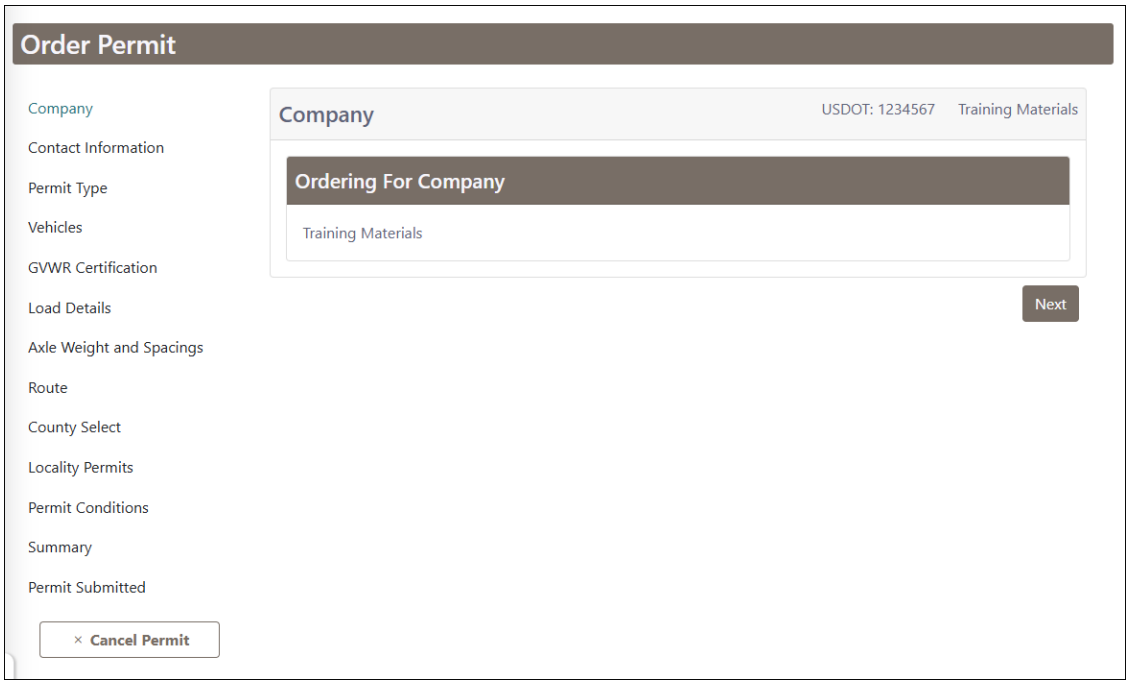
  You will be directed to the Payment Processor's site to complete the payment

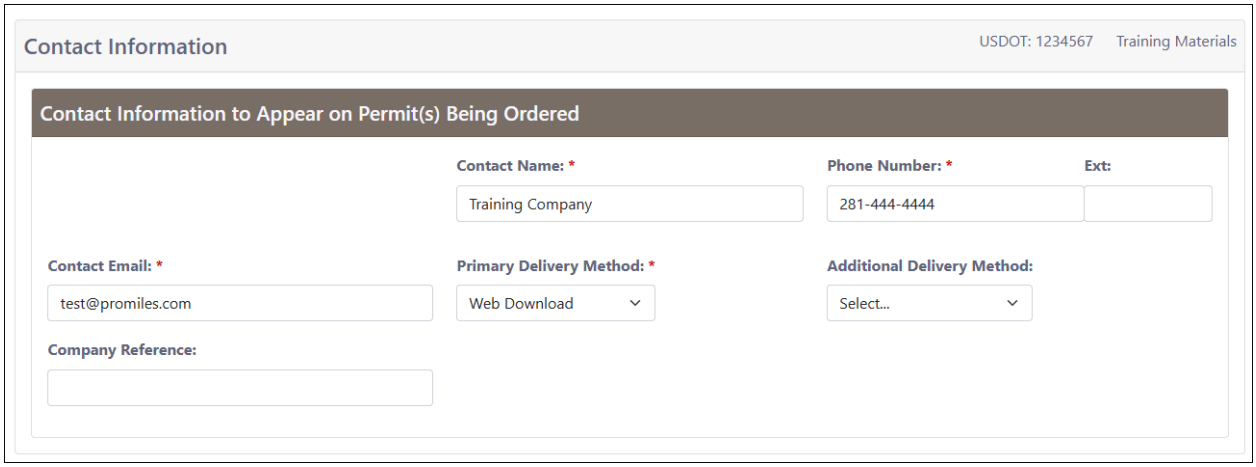
| Step | Description |
|---|---|
| 14. | *The **Payment Processor** screen will be displayed.*<br>• Enter payment details and click the **Pay for Permits** button.<br>*The **Thank you for your payment** screen will be displayed.*<br>• Click the **Return to ePERMITS** button.<br>*You will be directed back to the NDHP ePERMITS System.* |
| 15. | *The **Finalizing Permit(s)** screen will be displayed as the payment is finalized.* |
| 16. | *The **Permit Issue Processing – Issued Permits** screen will be displayed once the payment is finalized.*<br>• Click the **Download PDF for ####** icon.<br><br>*The Permit PDF will download.*<br>• Open the document from the Downloads folder on your computer or from the download bar at the bottom or top of the screen. The document will open in a new window.<br>• Review the Permit PDF.<br>• Close the Permit PDF window.<br>*The **Permit Issue Processing – Issued Permits** screen will be displayed.*<br>• Click the **Return to Home** link to return to the **Company Dashboard**. |

# Scenario 13 – Creating a New Permit – Seasonal – Hay Grinder

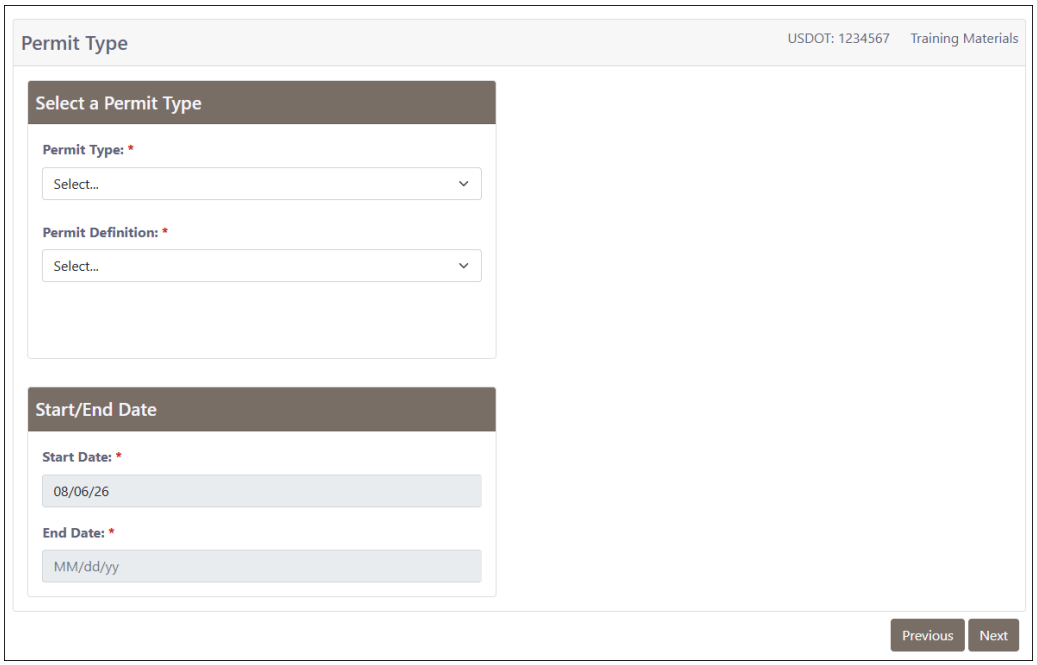
This scenario details the steps needed for a Company User to create a Seasonal – Hay Grinder permit.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | • Click the **Order New Permit** link on the **Company Dashboard**.<br><br>*The **Order Permit – Company** screen will be displayed.*<br><br>• Click the **Next** button. |
| 2. | **Federal Validations**<br>*The **Validating Company for Drivewyze** screen will be displayed if the company has a USDOT Number.*<br><br>**Note:** The system will conduct validation with the federal data if the account is associated with a USDOT Number. If the company does not pass validation, the user will not be able to proceed with the permit application. |

| Step | Description |
|---|---|
| 3. | *The **Order Permit – Contact Information** screen will be displayed.*<br>• Complete the fields not pre-populated. Required fields are marked with an asterisk.<br>**Note:** The **Additional Delivery Method** and **Company Reference** are optional fields.<br><br>**Note:** If the **Primary Delivery Method** and/or **Additional Delivery Method** is set to **Fax**, the user will receive a banner message notification that an additional $5 fee will be charged for all faxed permits.<br><br>• Click the **Next** button. |

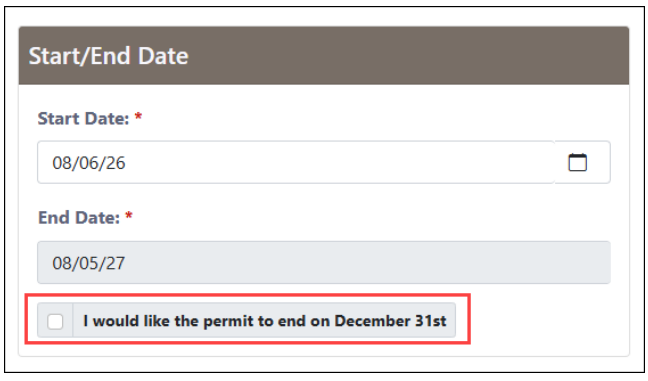
| Step | Description |
|---|---|
| 4. | *The **Order Permit – Permit Type** screen will be displayed.* |



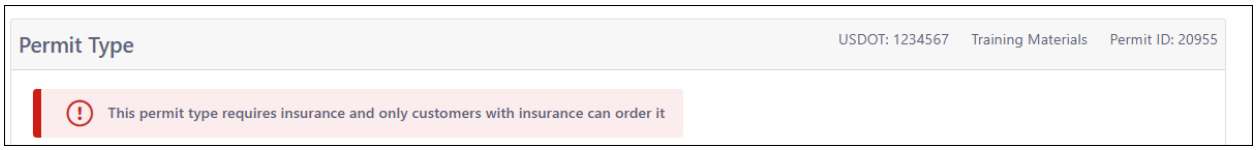
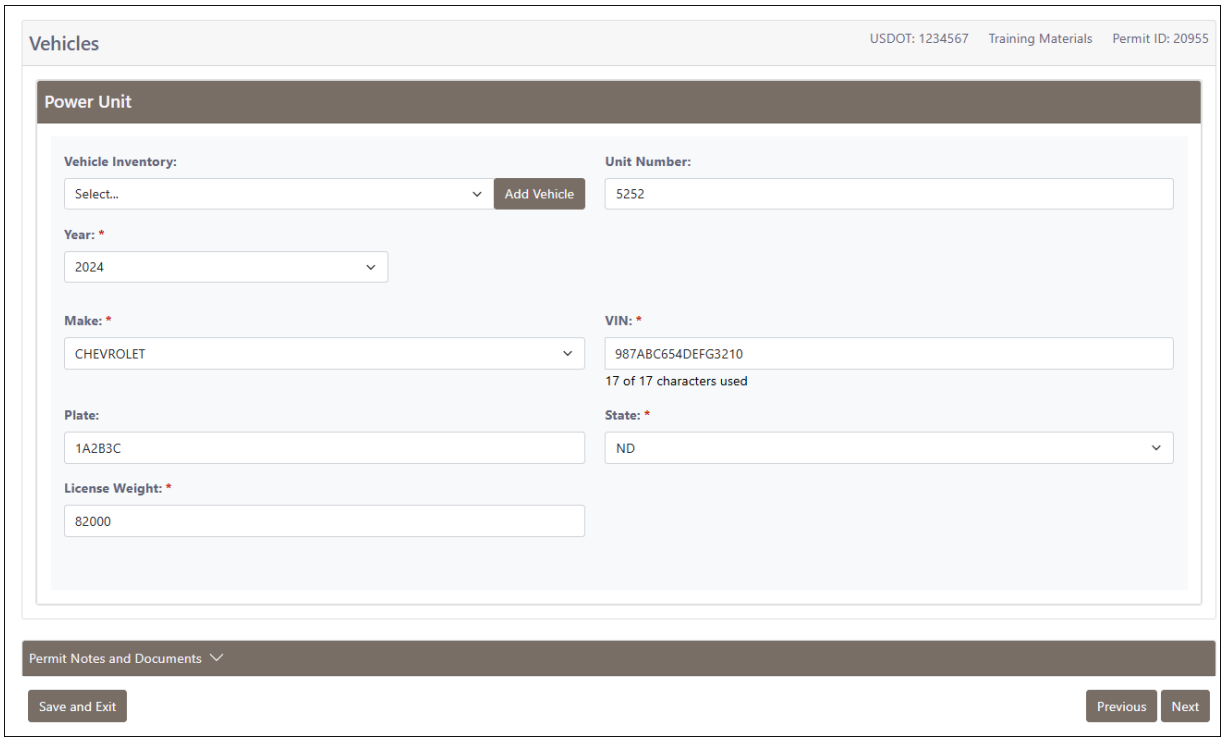

- Select **Seasonal Permits** from the **Permit Type** dropdown list.
- Select **Seasonal – Hay Grinder** from the **Permit Definition** dropdown list.

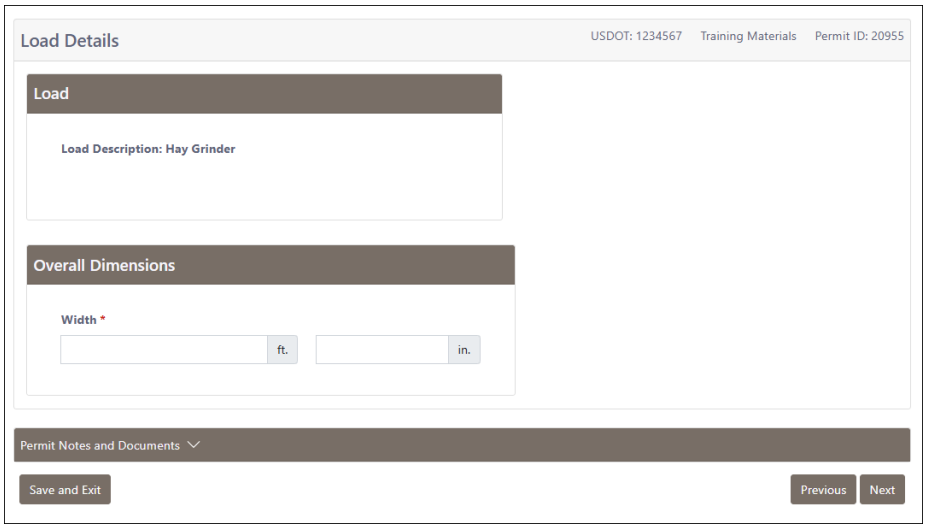
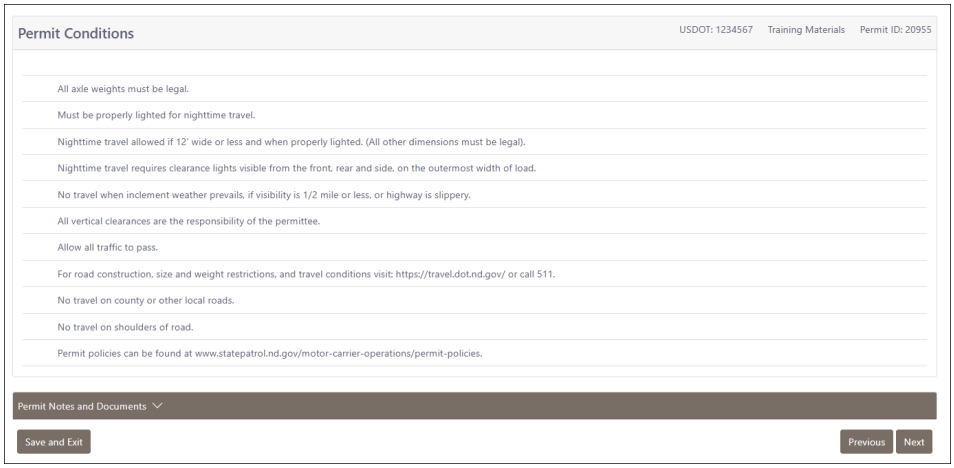
  *The **Permit Description** will be displayed based on the selection.*
- The **Start Date** will auto-populate the current date; however, it can be changed to a future date based on the Permit Definition parameters. The **End Date** is automatically populated based on the particular Permit Type and start date selected.

**Note:** Optionally, select the checkbox next to **I would like the permit to end on December 31st** if this is the desired date to end the permit. The **End Date** field will update appropriately.

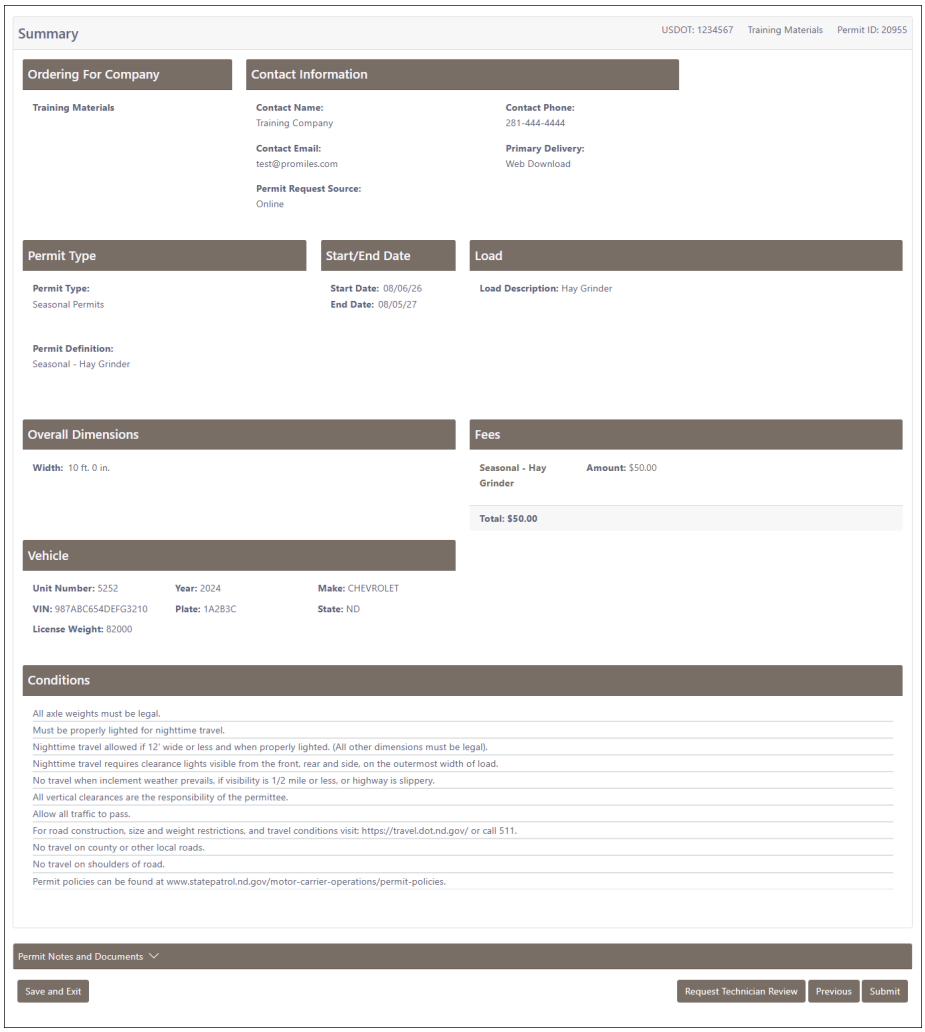


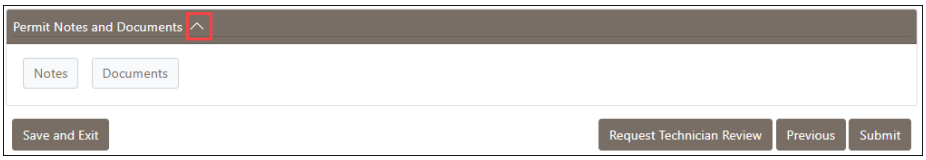
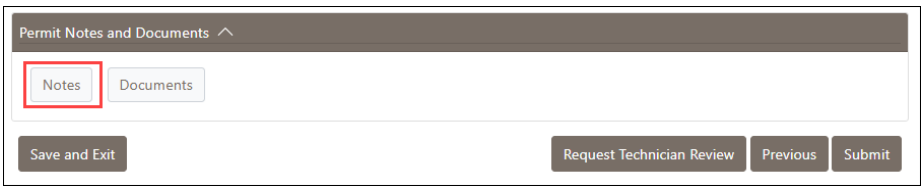
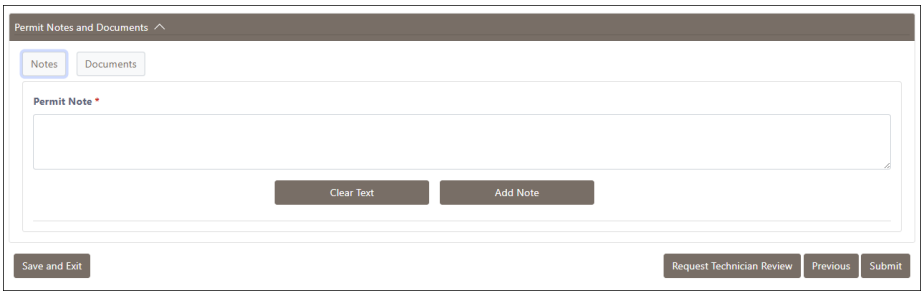
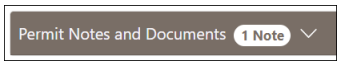

- Click the **Next** button.

| Step | Description |
|---|---|
| 5. | **Insurance Required**<br>Insurance is required for Mobile Home – Single and all Seasonal permits. The insurance must be valid for the start date of the permit requiring insurance. If there is not a valid insurance record on file for the company, the following message will be displayed.<br><br><br>• Click the **Cancel Permit** button to exit the application. Once the insurance record is on file for the company within the NDHP ePERMITS System, a new permit application can be started. |
| 6. | *The **Order Permit – Vehicles** screen will be displayed.*<br>If the Company has saved vehicle inventory:<br>• Select a vehicle from the **Vehicle Inventory** list for the Power Unit.<br>If the Company does NOT have saved vehicle inventory:<br>• Enter/select the **Unit Number**, **Year**, **Make**, **VIN**, **Plate**, **State,** and **License Weight** of the Power Unit.<br>**Note:** All fields marked with an asterisk are required.<br>• Click the **Add Vehicle** button to add this Unit Number to the company's Vehicle Inventory for future selection.<br><br><br>• Click the **Next** button. |

| Step | Description |
|---|---|
| 7. | *The **Order Permits – Load Details** screen will be displayed.*<br><br>• Enter a dimension in the **Width** field.<br>• Click the **Next** button. |
| 8. | *The **Order Permit – Permit Conditions** screen will be displayed.*<br><br>• Click the **Next** button. |

| Step | Description |
|---|---|
| 9. | *The **Order Permit – Summary** screen will be displayed.* |

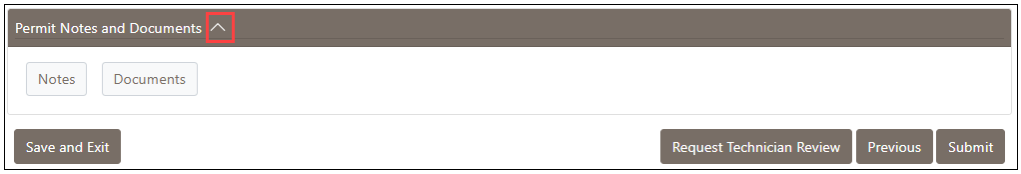


| Step | Description |
|---|---|
| 10. | **To Add a Note to a Permit Application**<br><br>**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes** button will be displayed on each permit application screen thereafter.*<br><br>State and Customer Users can add and view notes for the permit application.<br><br>• Click the **Expand Chevron** in the header for the **Permit Notes and Documents** section.<br><br><br><br>• Click the **Permit Notes** button to add or view notes for the permit application.<br><br><br><br>*The **Notes Panel** will be displayed.*<br><br><br><br>**Note:** *If there was a previously added note, **# Note** will be displayed next to the **Permit Notes and Documents** header letting the user know there is a note waiting. Any previously added note(s) will be displayed at the bottom of the **Notes Panel**, with the User's Name, Date/Time Stamp, and the Note text.*<br><br><br><br>• Enter the text of the note in the free-form text box.<br><br>• Click the **Clear Text** button to remove the note text entered.<br><br>• Click the **Add Note** button to save and add the note to the permit application.<br><br>*A confirmation message will be displayed.*<br><br>• Click the **Collapse Chevron** for the **Permit Notes and Documents** section to collapse the **Notes Panel**. |

| Step | Description |
|---|---|
| 11. | **To Add a Document to a Permit Application** |

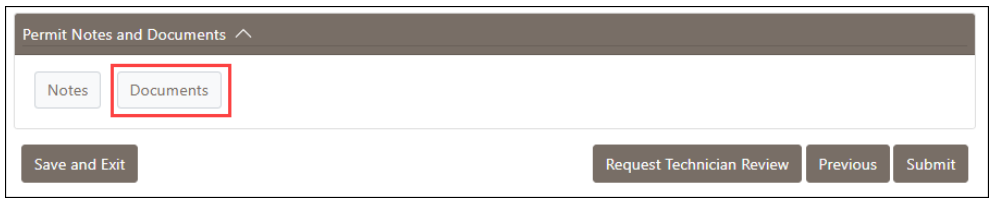
**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes and Documents** section will be displayed on each permit application screen thereafter.*

State and Customer Users can add or view documents. To add a document, it must already be saved to the computer. Users can browse computer files to locate the document, select it, and then upload it to the Permitting System. Users must select a document type from the dropdown list to better identify the type of document being added. Users can also add a description to give any explanation needed for the document.

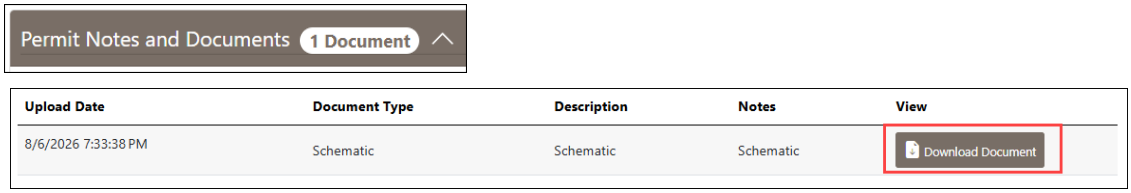



- Click the **Permit Documents** button to add or view documents for the permit application.

  *The **Documents Panel** will be displayed.*



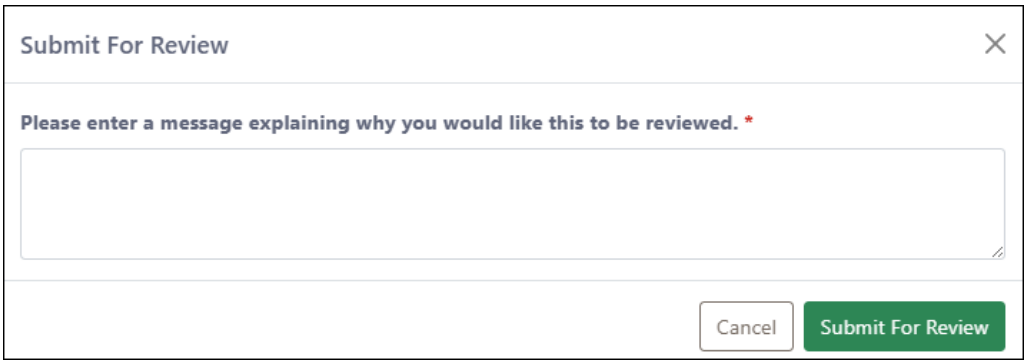
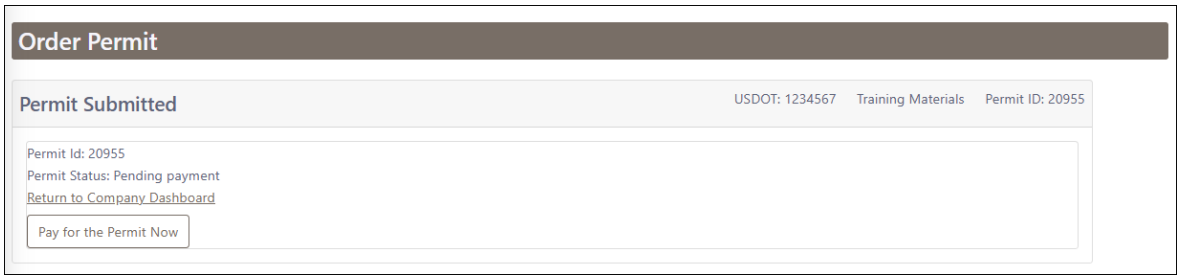

**Note***: If there is a previously added document, there will be a # **Document** displayed next to the **Permit Notes and Documents** header letting the user know there is a document waiting.* Users can view the previously uploaded document by clicking the **Download Document** button.

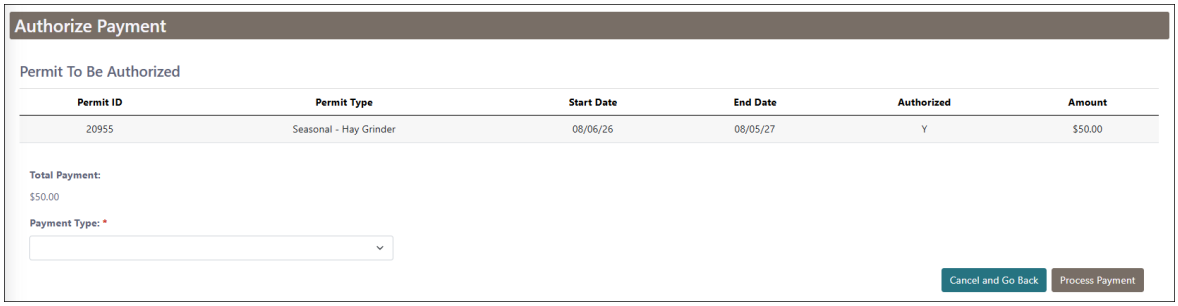


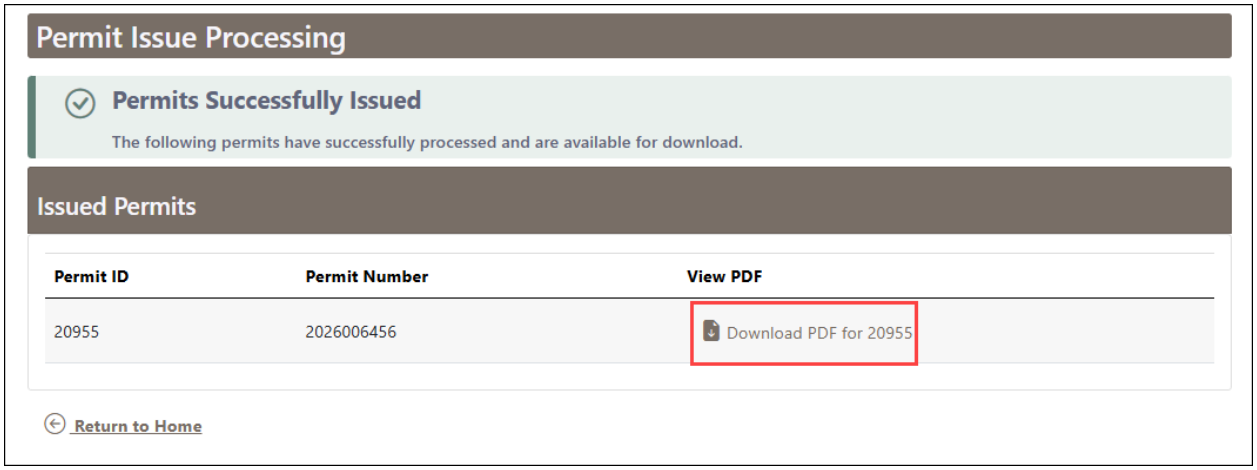

- Click the **+ Add Document** button.

  *Additional fields will be displayed.*
- Select the type of document from the **Add Document Type** dropdown list.
- Enter a description of the document in the **Add Description** field.
- Enter any additional notes for the document in the **Add Note** field.
- Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.
- Click **Save** button to save and add the document to the permit application.

  *A confirmation message will be displayed*.
- Click the **Collapse Chevron** in the **Permit Notes and Documents** header to collapse the **Documents Panel**.

| Step | Description |
|---|---|
| 12. | • Review the information on the ***Order Permit – Summary*** screen.<br>• If you would like the permit application to be reviewed by the Permit Office, proceed to **Step 13**.<br>• If you would not like the permit application to be reviewed by the Permit Office, skip to **Step 14**. |
| 13. | **To Request Technician Review**<br>**Note:** This specific Permit Type does not require Technician Review; however, if you would like to add details, you can use the **Permit Notes** button or the **Request Technician Review** button.<br>• Click the **Request Technician Review** button.<br>*The **Submit for Review** screen will be displayed.*<br><br>• Enter the reason for review in the text box.<br>• Click the **Submit For Review** button.<br>**Note:** The permit status assigned to the permit application will depend on various parameters. |
| 14. | • Click the **Save and Exit** button to save this permit application and exit the Order Permit process or click the **Submit** button to proceed to the ***Order Permit – Permit Submitted*** screen.<br>*The **Order Permit – Permit Submitted** screen will be displayed.*<br><br>**Note:** If the permit does not exceed self-issue limits, the permit will not need Permit Office review/approval and will be given a status of **Pending payment**. The permit is sent to the Customer's Shopping Cart at this time. The Customer will receive an email notification letting them know the permit has been approved and is ready for payment. See the next step in this scenario for instructions on how to pay for a permit with the **Pay for the Permit Now** button. |

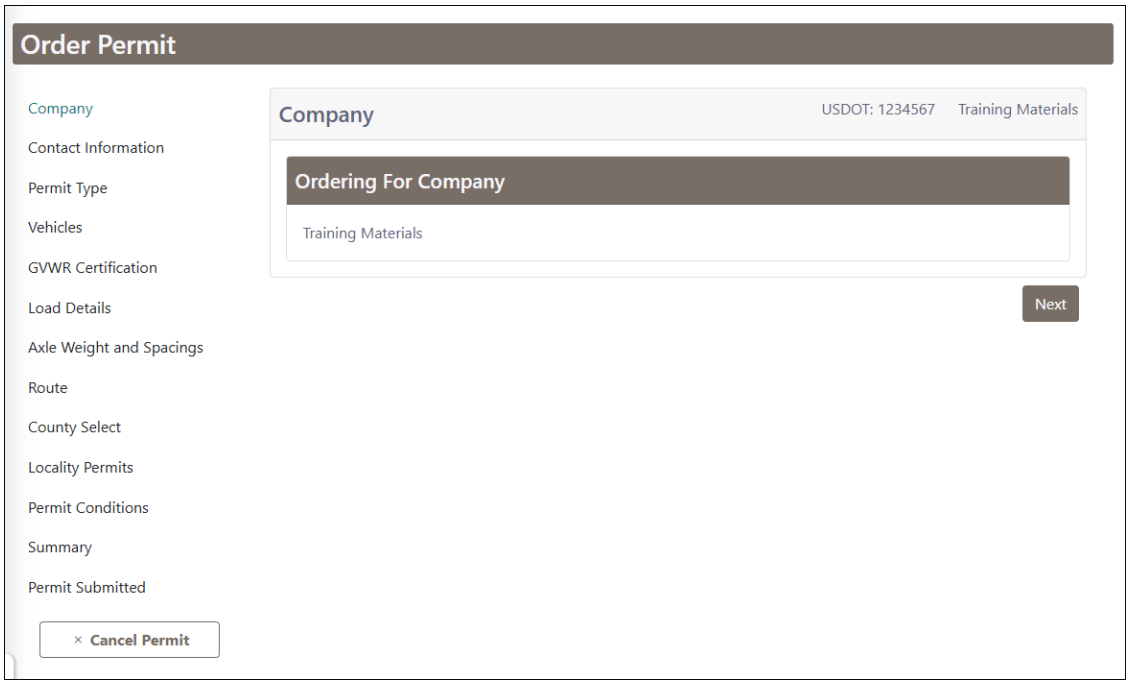
| Step | Description |
|---|---|
| 15. | **<u>To Pay for a Permit Now</u>**<br>• Click the **Pay for the Permits Now** button on the **Order Permit – Permit Submitted** screen.<br><br>*The **Authorize Payment – Permit To Be Authorized** screen will be displayed.*<br><br>**Note:** If a company has an active ACH Debit record on file. The option to pay by **ACH Debit** will be available in the **Payment Type** dropdown list. If **ACH Debit** is selected, click the **Process Payment** button. Click the **Confirm** button to confirm payment utilizing **ACH Debit** payment type. *The **Permit Issue Processing – Issued Permits** screen will be displayed once the payment is finalized.* Click the **Return to Home** link to return to the **Company Dashboard**.<br>• Select **Online** from the **Payment Type** dropdown list.<br>• Click the **Process Payment** button.<br>*A confirmation message will be displayed.*<br>• Click the **Confirm** button.<br>• You will be directed to the Payment Processor's site to complete the payment |
| 16. | *The **Payment Processor** screen will be displayed.*<br>• Enter payment details and click the **Pay for Permits** button.<br>*The **Thank you for your payment** screen will be displayed.*<br>• Click the **Return to ePERMITS** button.<br>*You will be directed back to the NDHP ePERMITS System.* |
| 17. | *The **Finalizing Permit(s)** screen will be displayed as the payment is finalized.* |

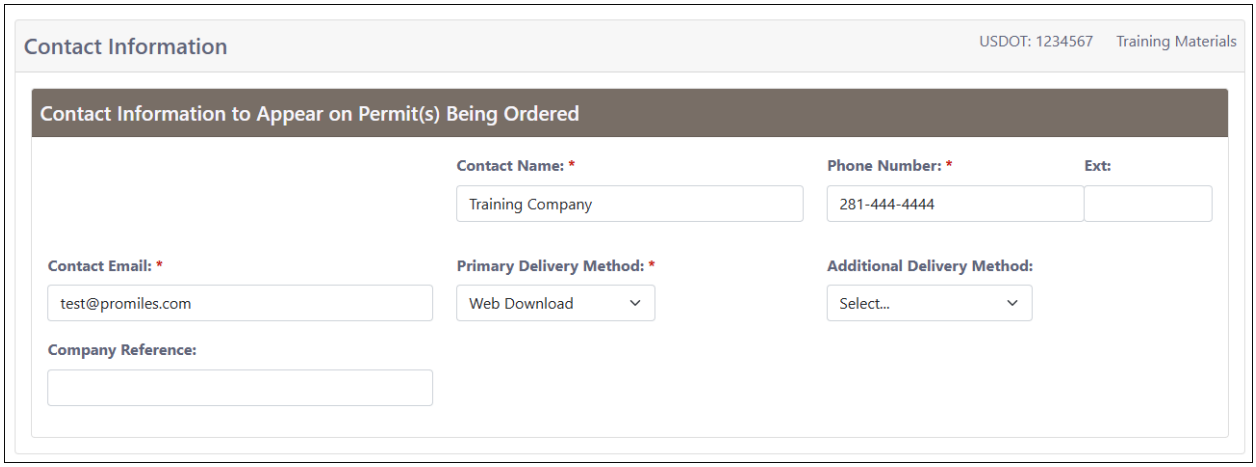
| Step | Description |
|---|---|
| 18. | *The **Permit Issue Processing – Issued Permits** screen will be displayed once the payment is finalized.*<br>• Click the **Download PDF for ####** icon.<br><br>*The Permit PDF will download.*<br>• Open the document from the Downloads folder on your computer or from the download bar at the bottom or top of the screen. The document will open in a new window.<br>• Review the Permit PDF.<br>• Close the Permit PDF window.<br>*The **Permit Issue Processing – Issued Permits** screen will be displayed.*<br>• Click the **Return to Home** link to return to the **Company Dashboard**. |

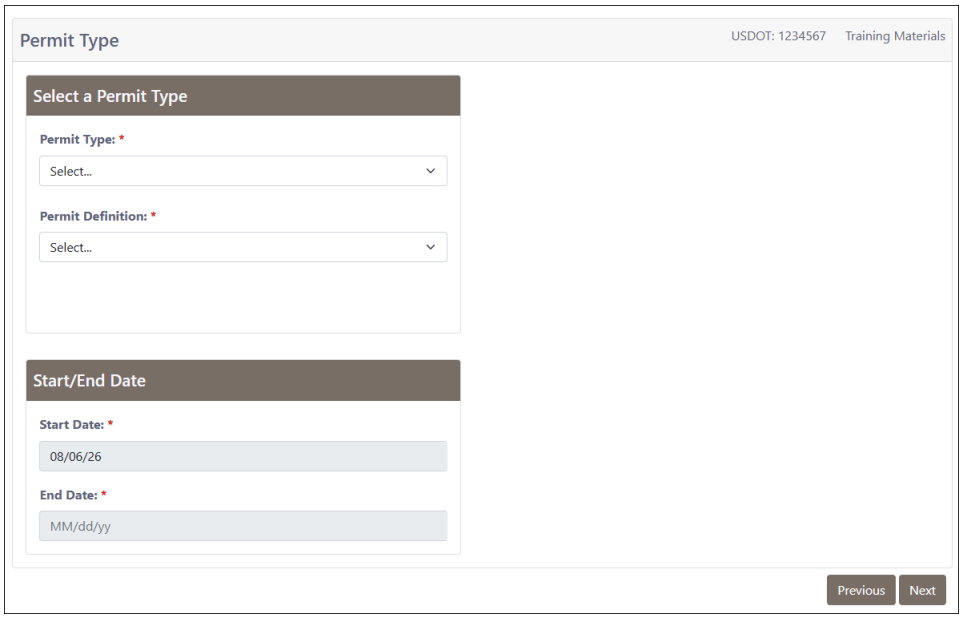
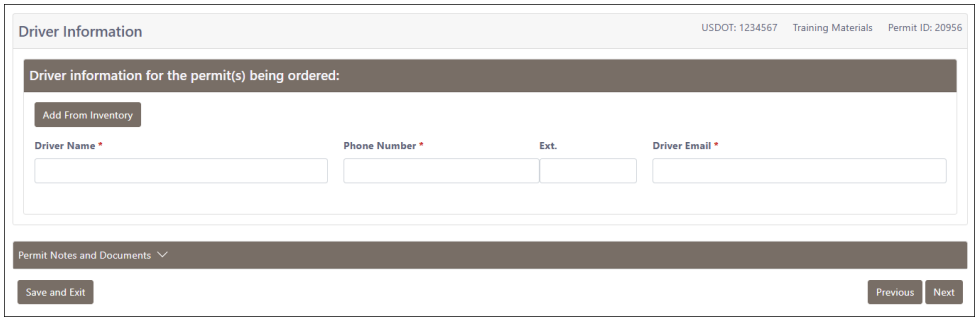
# Scenario 14 – Creating a New Permit – Over Dimensional Only – Single

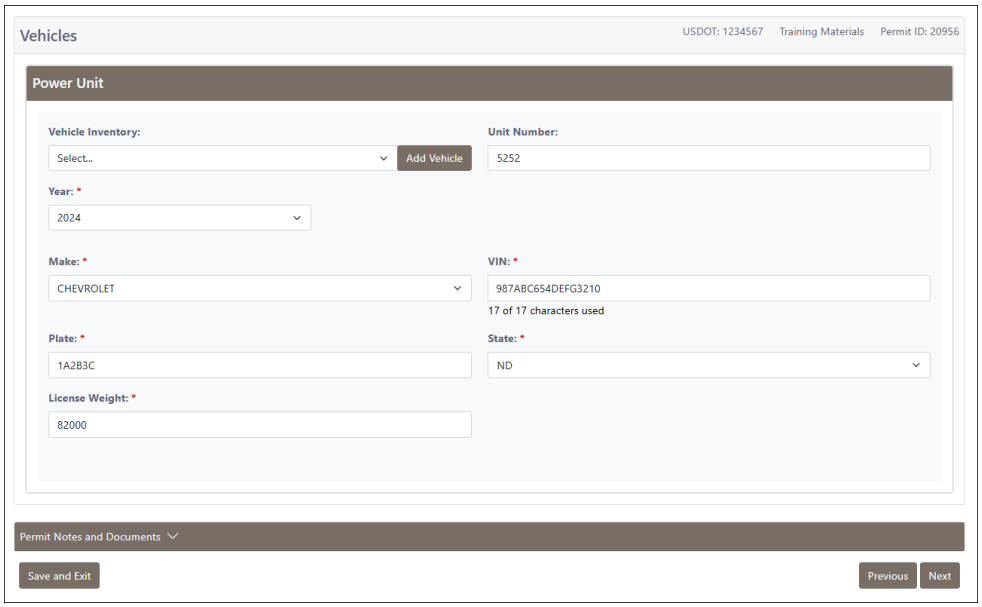
This scenario details the steps needed for a Company User to create an Over Dimensional Only – Single permit.

## Scenario Steps

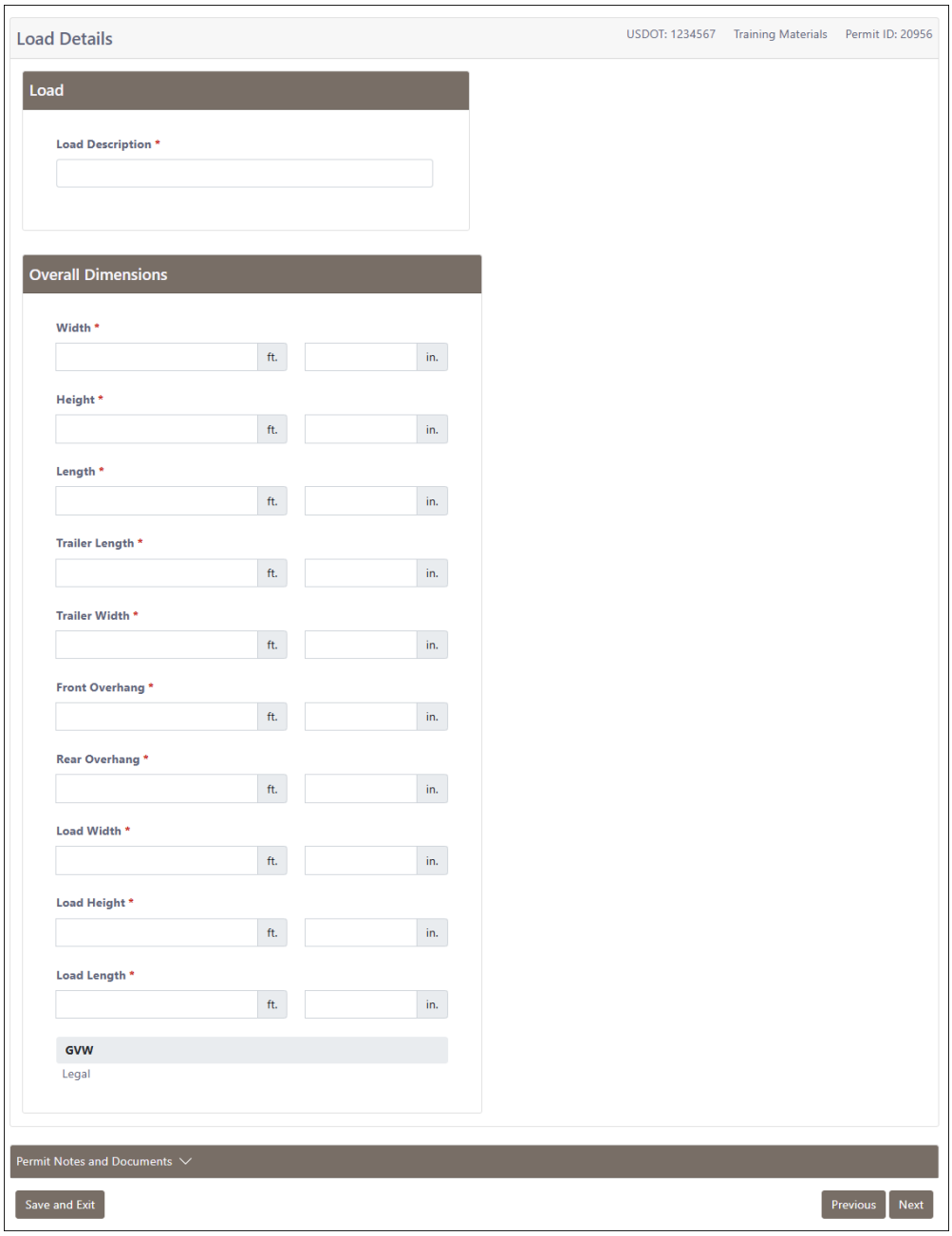
| Step | Description |
|---|---|
| 1. | • Click the **Order New Permit** link on the **Company Dashboard**.<br><br>*The **Order Permit – Company** screen will be displayed.*<br><br>• Click the **Next** button. |
| 2. | **Federal Validations**<br>*The **Validating Company for Drivewyze** screen will be displayed if the company has a USDOT Number.*<br><br>**Note:** The system will conduct validation with the federal data if the account is associated with a USDOT Number. If the company does not pass validation, the user will not be able to proceed with the permit application. |

| Step | Description |
|---|---|
| 3. | *The **Order Permit – Contact Information** screen will be displayed.*<br>• Complete the fields not pre-populated. Required fields are marked with an asterisk.<br>**Note:** The **Additional Delivery Method** and **Company Reference** are optional fields.<br><br>**Note:** If the **Primary Delivery Method** and/or **Additional Delivery Method** is set to **Fax**, the user will receive a banner message notification that an additional $5 fee will be charged for all faxed permits.<br><br>• Click the **Next** button. |

| Step | Description |
|---|---|
| 4. | *The **Order Permit – Permit Type** screen will be displayed.*<br><br>• Select **Single Trip Permits** from the **Permit Type** dropdown list.<br>• Select **Over Dimensional Only – Single** from the **Permit Definition** dropdown list.<br>*The **Permit Description** will be displayed based on the selection.*<br>• Click the **Next** button. |
| 5. | *The **Order Permit – Driver Information** screen will be displayed.*<br><br>• Enter the driver information in the **Driver Name**, **Phone Number**, and **Driver Email** fields.<br>**Note:** Users may also upload the driver's details that have been previously saved by clicking the **Add From Inventory** button and clicking the **Select** button to select the driver.<br>• Click the **Next** button. |

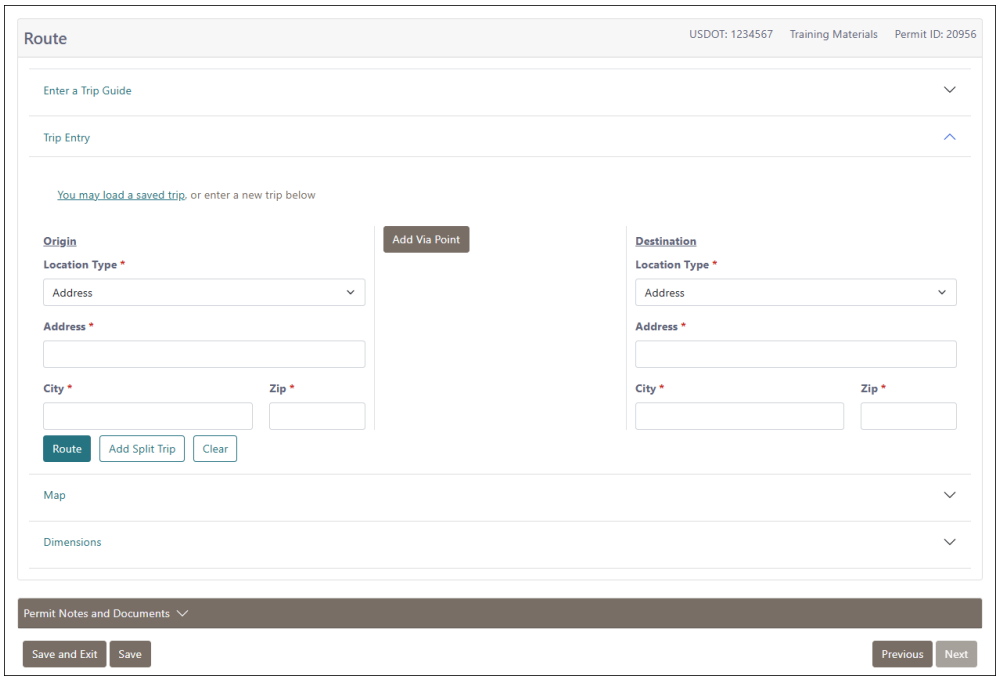
| Step | Description |
|---|---|
| 6. | *The **Order Permit – Vehicles*** screen will be displayed.<br><u>If the Company has saved vehicle inventory</u>:<br>• Select a vehicle from the **Vehicle Inventory** list for the Power Unit.<br><u>If the Company does NOT have saved vehicle inventory</u>:<br>• Enter/select the **Unit Number**, **Year**, **Make**, **VIN**, **Plate**, **State,** and **License Weight** of the Power Unit.<br>**Note:** All fields marked with an asterisk are required.<br>• Click the **Add Vehicle** button to add this Unit Number to the company's Vehicle Inventory for future selection.<br><br>• Click the **Next** button. |

| Step | Description |
|---|---|
| 7. | *The **Order Permits – Load Details** screen will be displayed.* |




- Enter a Load Description in the **Load Description** field.
- Enter dimensions in the **Width**, **Height**, **Length**, **Trailer Length**, **Trailer Width**, **Front Overhang**, **Rear Overhang**, **Load Width**, **Load Height**, and **Load Length** fields.
- Click the **Next** button.

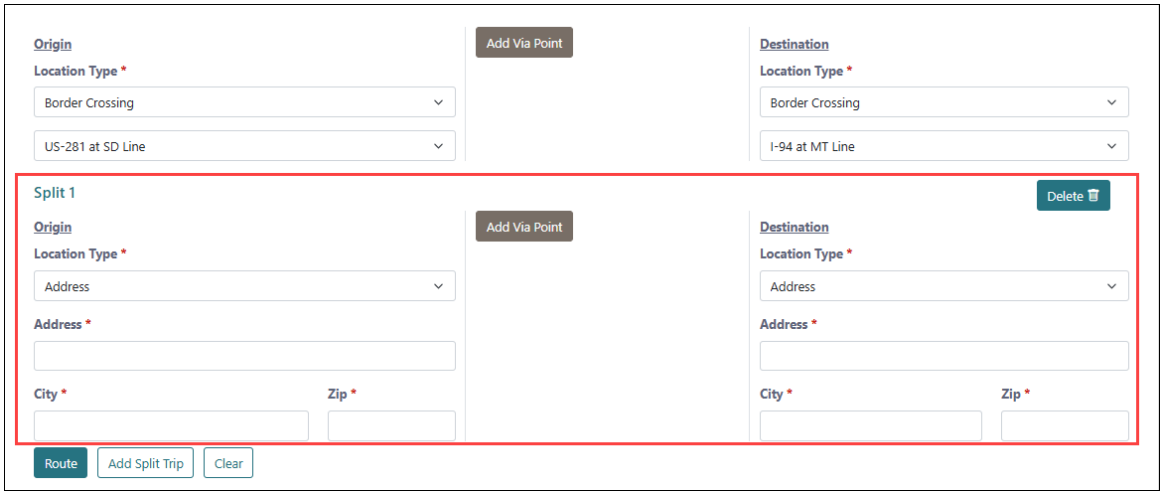
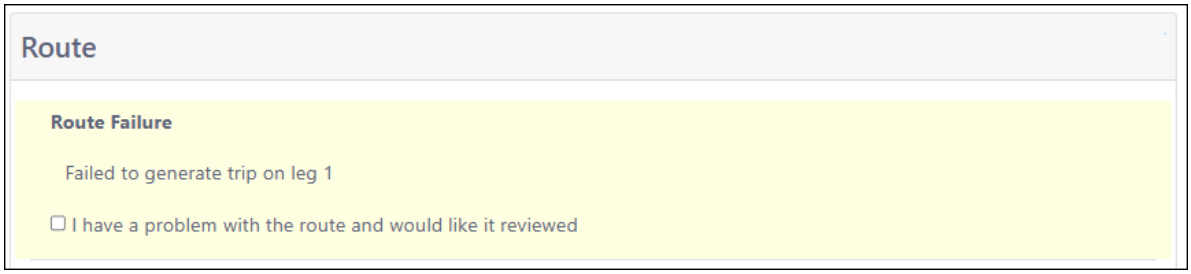
| Step | Description |
|---|---|
| 8. | *The **Order Permit – Route** screen will be displayed.* |

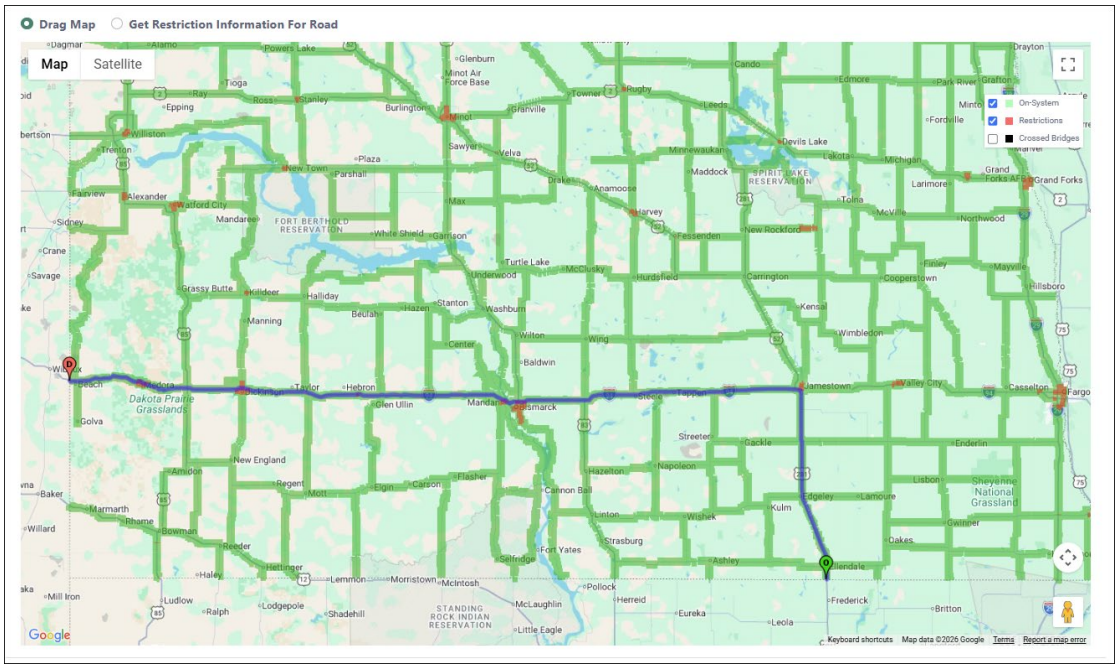


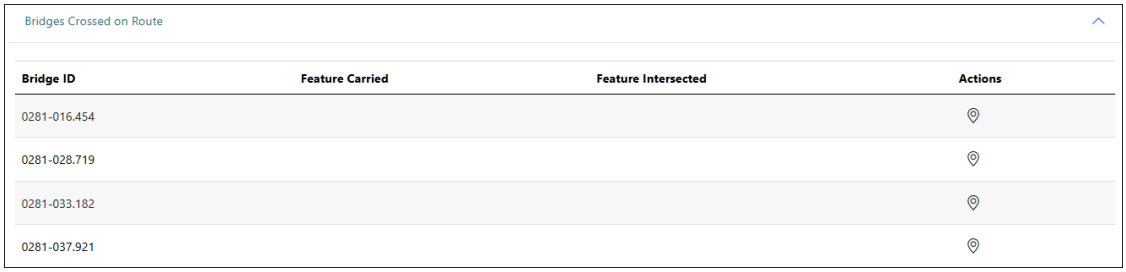

- Select a **Location Type** for both the **Origin** and **Destination**.

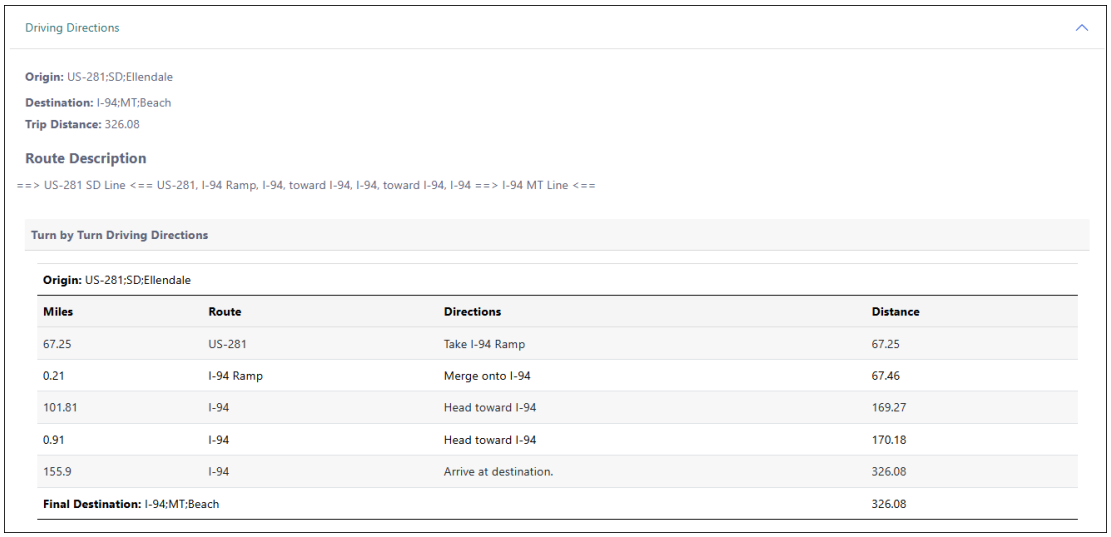
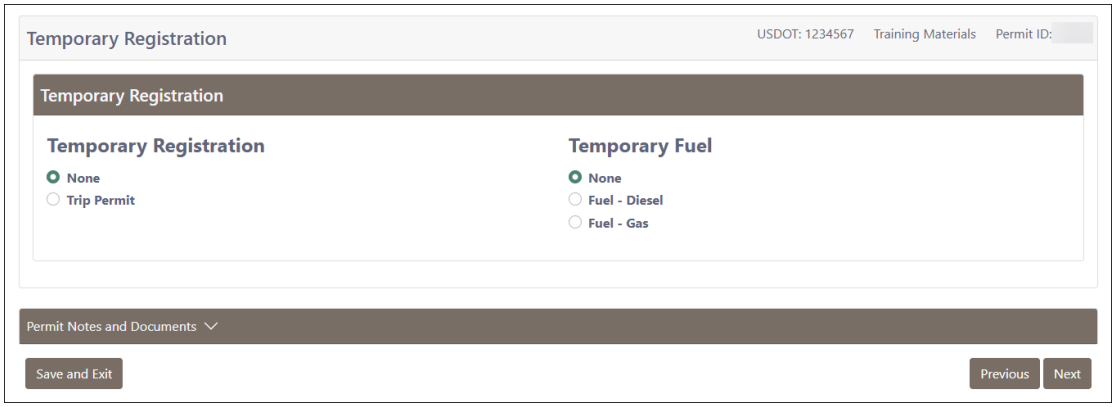
  *The fields displayed will be be based on the selection made*.
- Enter the **Origin**, **Destination**, and any **Via Points**.
- Click the **Route** button.

**Note:** If a split trip needs to be added to the route, refer to **Step 9** in this scenario for more information.

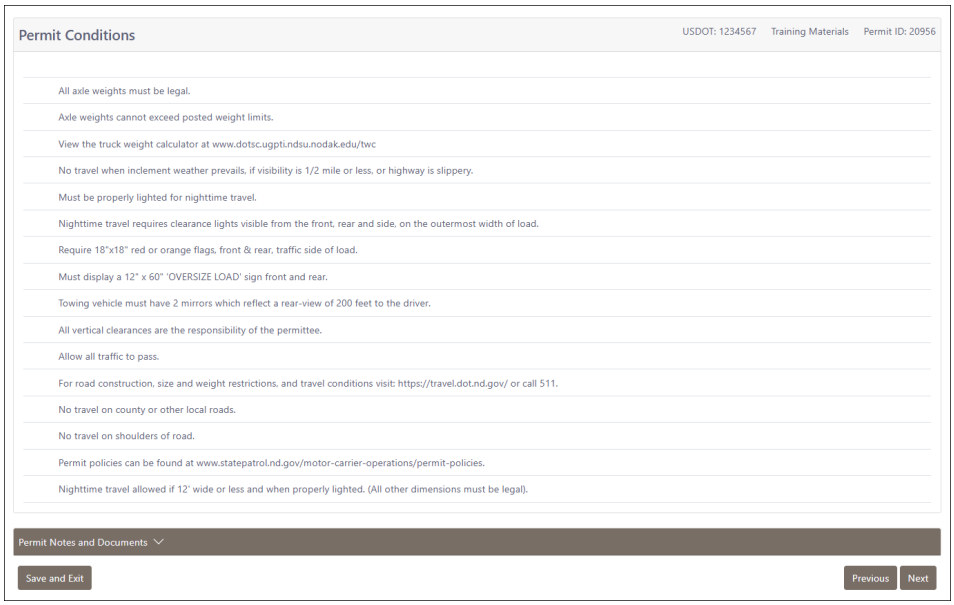
| Step | Description |
|---|---|
| 9. | **Add a Split Trip**<br>• Click the **Add Split Trip** button on the ***Order Permit - Route*** screen.<br>*An additional **Trip Entry Panel** will be added below the original route Origin and Destination.*<br><br>• Enter the **Origin**, **Destination**, and any **Via Points** for the split trip.<br>• Continue clicking the **Add Split Trip** button until the desired number of trips have been added.<br>• Click the **Route** button once all trips have been added.<br>**Note:** Click the **Delete** button to remove the added split trip. |
| 10. | **Route Failure**<br>*If the requested route fails, the **Route Failure** message will be displayed.*<br><br>• Click the **I have a problem with the route and would like it reviewed** checkbox.<br>• Enter additional information in the **Please enter a reason you would like the route reviewed** free-form textbox.<br>**Note:** The permit will be routed to the Permit Office for review. |

| Step | Description |
|---|---|
| 11. | **Valid Route**<br>*The **Map Panel** will be displayed.*<br>The **Map Panel** displays the route on the map. Users can view additional information under the map.<br>The map can be navigated using tools such as Drag Map, Get Restriction Information for Road, Satellite view, Zoom, and Fullscreen view. Map layers such as On System, Restrictions, and Crossed Bridges can also be applied.<br><br>• Click the **Expand Chevron** icons under the map to get more details for each section.<br>**Note:** The **Driving Directions** section is expanded by default. The **Conditional Overrides** section is expanded by default I applicable.<br> |

| Step | Description |
|---|---|
| 12. | **Dimensions**<br>The **Dimensions** section will display the dimensions entered during the permit order process.<br><br><br>• Review the load dimensions information. |
| 13. | **Conditional Overrides**<br>*If your route requires conditional overrides, those restrictions will be displayed in this section*. |
| 14. | **Bridges Crossed**<br>The **Bridges Crossed on Route** section will display all bridges that were crossed for the route.<br><br><br>• Review the crossed bridge list created.<br>• Click the **View on Map** icon for a desired bridge. The map will zoom into the bridge location and display an icon to identify the bridge.<br>**Note:** The **Bridges Crossed on Route** section is for information purposes only for this scenario due to the load being **Legal** weight. |

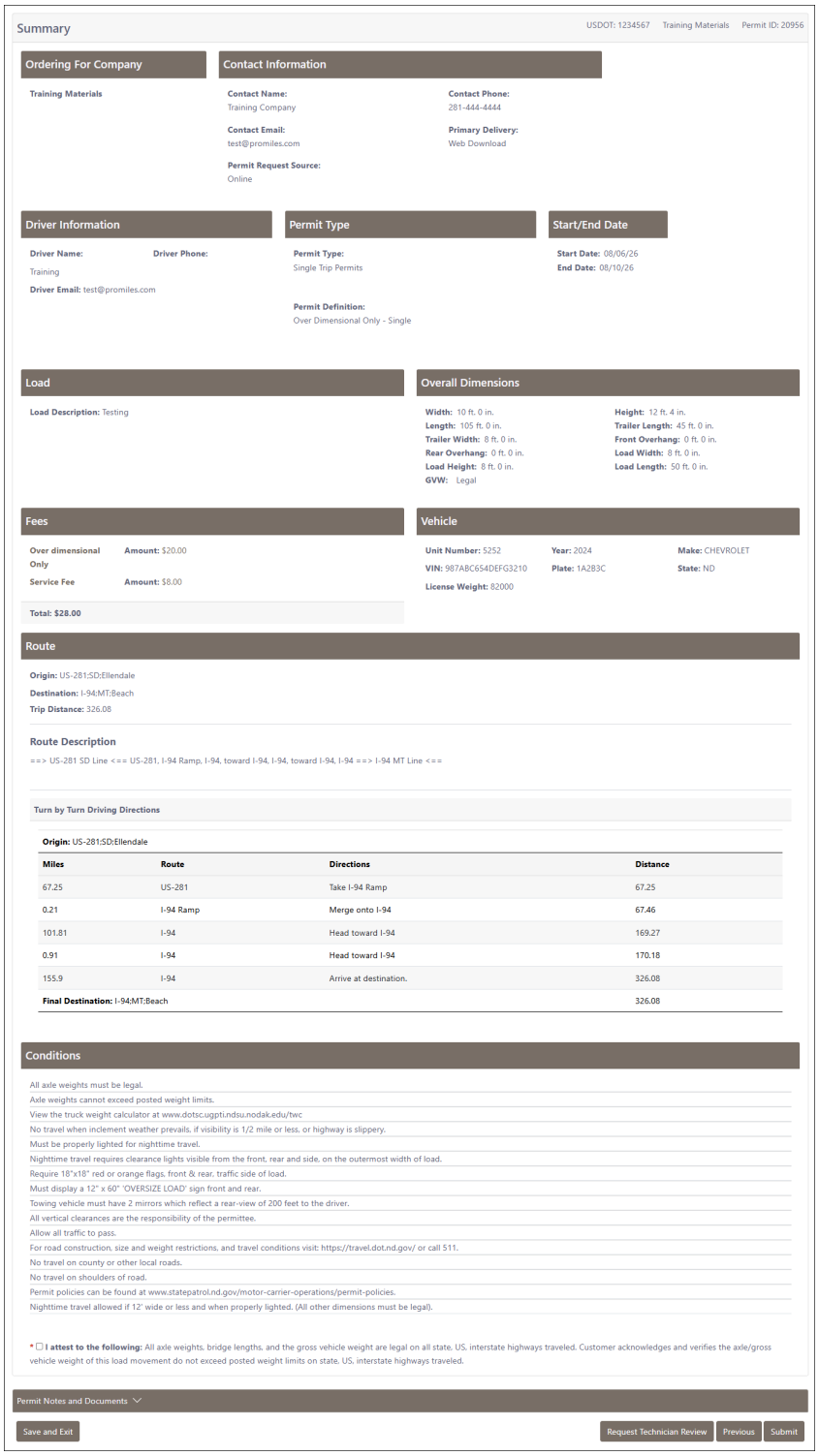
| Step | Description |
|---|---|
| 15. | **Driving Directions**<br>The **Driving Directions** section will display an abbreviated description of the route along with turn-by-turn driving directions.<br> |
| 16. | • Click the **Next** button at the bottom of the screen if the trip looks satisfactory. |
| 17. | *The **Order Permit – Temporary Registration** screen will be displayed.*<br>**Note:** This screen will only be displayed if the **Plate** selected for the vehicle on the ***Order Permit – Vehicles*** screen is not ND.<br><br>• Click the applicable radio button for the **Temporary Registration** and **Temporary Fuel** sections.<br>**Note:** The **None** radio button is selected by default.<br>• Click the **Next** button. |

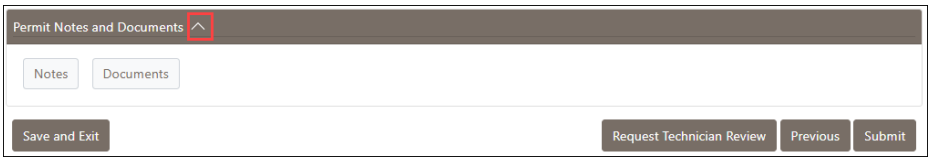
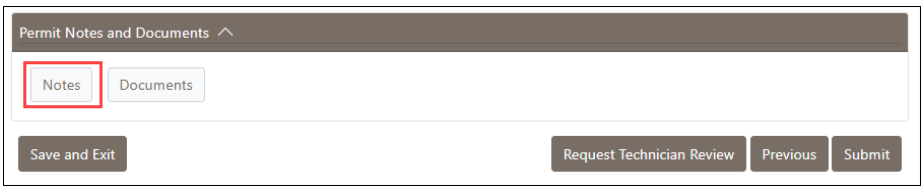
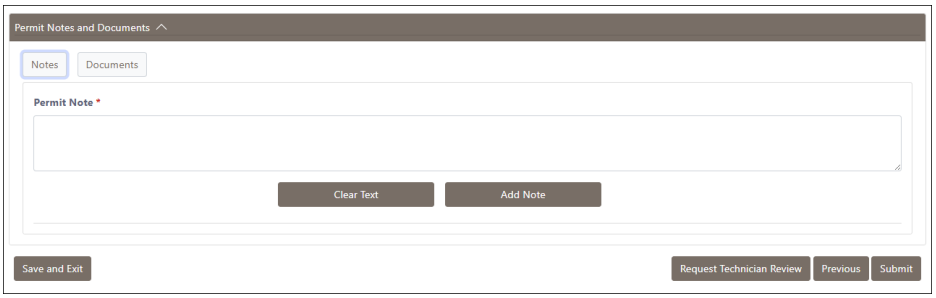
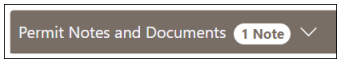
| Step | Description |
|---|---|
| 18. | *The **Order Permit – Permit Conditions** screen will be displayed.* |




- Click the **Next** button.

| Step | Description |
|---|---|
| 19. | *The **Order Permit – Summary** screen will be displayed.* |

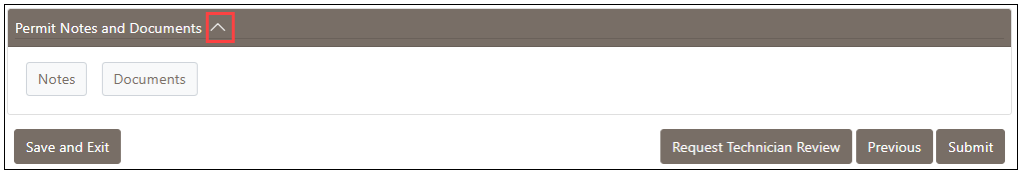


| Step | Description |
|---|---|
| 20. | **To Add a Note to a Permit Application**<br><br>**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes** button will be displayed on each permit application screen thereafter.*<br><br>State and Customer Users can add and view notes for the permit application.<br><br>• Click the **Expand Chevron** in the header for the **Permit Notes and Documents** section.<br><br><br><br>• Click the **Permit Notes** button to add or view notes for the permit application.<br><br><br><br>*The **Notes Panel** will be displayed.*<br><br><br><br>**Note:** *If there was a previously added note, **# Note** will be displayed next to the **Permit Notes and Documents** header letting the user know there is a note waiting. Any previously added note(s) will be displayed at the bottom of the **Notes Panel**, with the User's Name, Date/Time Stamp, and the Note text.*<br><br><br><br>• Enter the text of the note in the free-form text box.<br><br>• Click the **Clear Text** button to remove the note text entered.<br><br>• Click the **Add Note** button to save and add the note to the permit application.<br><br>*A confirmation message will be displayed.*<br><br>• Click the **Collapse Chevron** for the **Permit Notes and Documents** section to collapse the **Notes Panel**. |

| Step | Description |
|---|---|
| 21. | **To Add a Document to a Permit Application** |

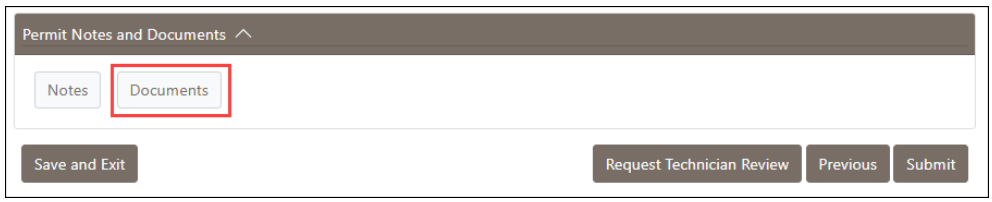
**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes and Documents** section will be displayed on each permit application screen thereafter.*

State and Customer Users can add or view documents. To add a document, it must already be saved to the computer. Users can browse computer files to locate the document, select it, and then upload it to the Permitting System. Users must select a document type from the dropdown list to better identify the type of document being added. Users can also add a description to give any explanation needed for the document.

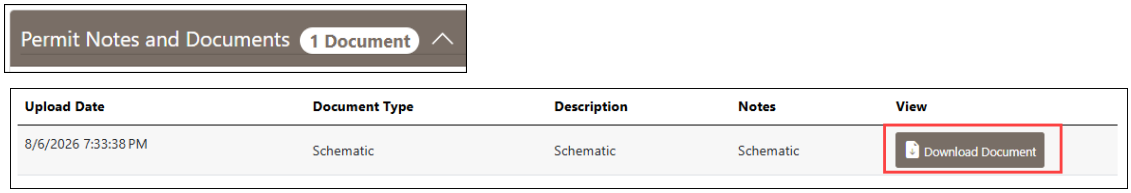



- Click the **Permit Documents** button to add or view documents for the permit application.

  *The **Documents Panel** will be displayed.*



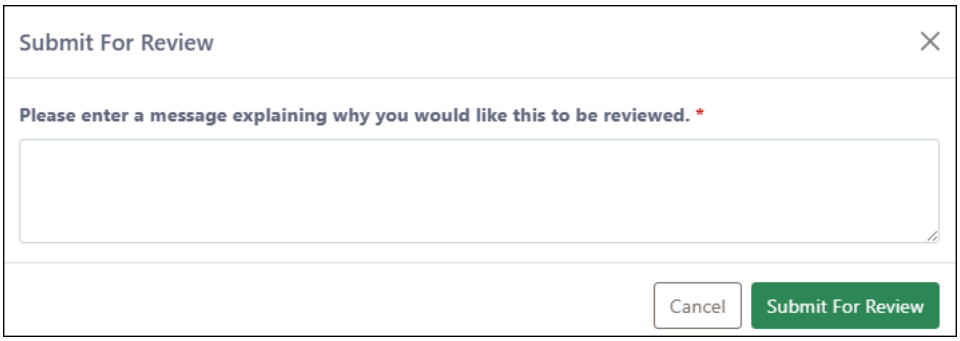
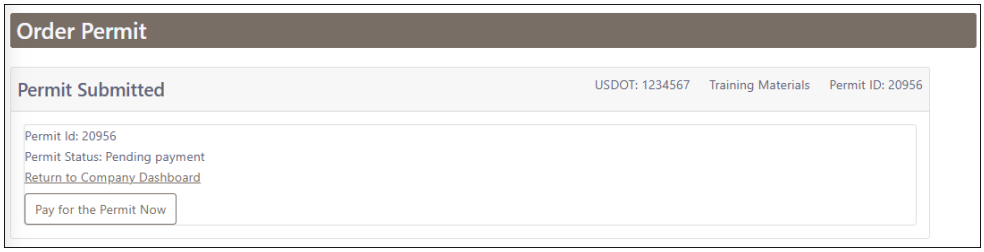

**Note***: If there is a previously added document, there will be a # **Document** displayed next to the **Permit Notes and Documents** header letting the user know there is a document waiting.* Users can view the previously uploaded document by clicking the **Download Document** button.

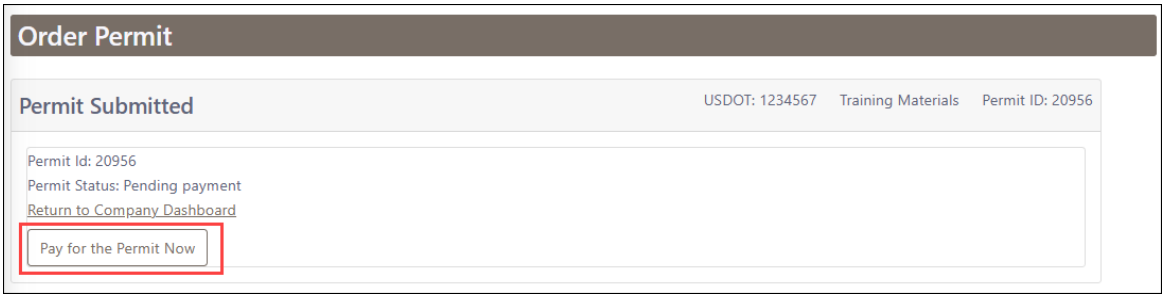
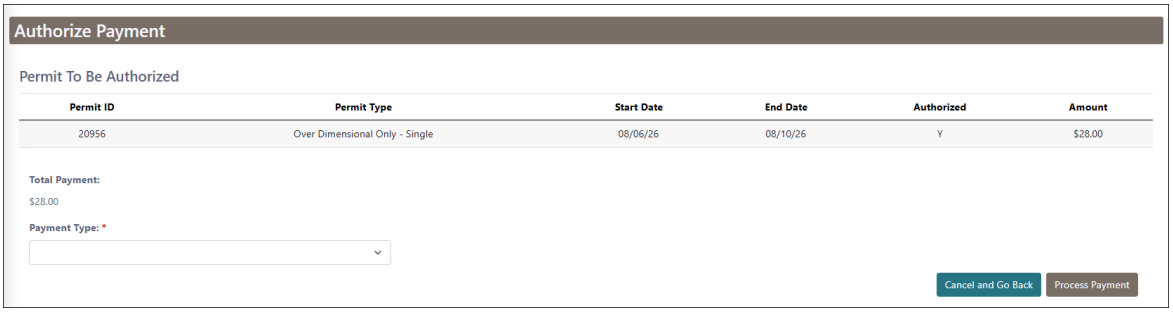


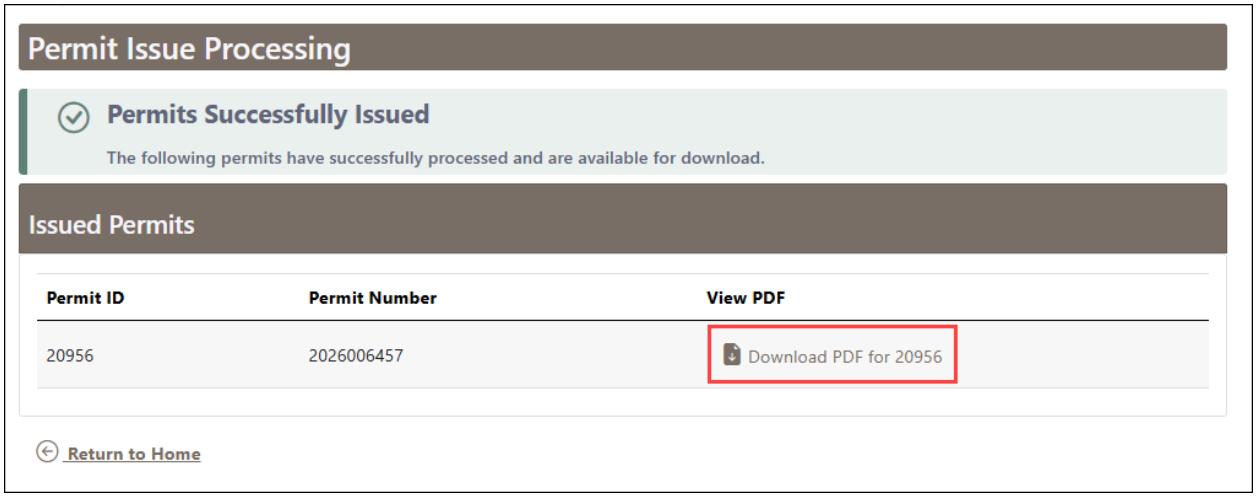

- Click the **+ Add Document** button.

  *Additional fields will be displayed.*
- Select the type of document from the **Add Document Type** dropdown list.
- Enter a description of the document in the **Add Description** field.
- Enter any additional notes for the document in the **Add Note** field.
- Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.
- Click **Save** button to save and add the document to the permit application.

  *A confirmation message will be displayed*.
- Click the **Collapse Chevron** in the **Permit Notes and Documents** header to collapse the **Documents Panel**.

| Step | Description |
|---|---|
| 22. | • Review the information on the ***Order Permit – Summary*** screen.<br>• If you would like the permit application to be reviewed by the Permit Office, proceed to **Step 40**.<br>• If you would not like the permit application to be reviewed by the Permit Office, skip to **Step 41**. |
| 23. | **To Request Technician Review**<br>**Note:** This specific Permit Type does not require Technician Review unless there is a Route Failure; however, if you would like to add details, you can use the **Permit Notes** button or the **Request Technician Review** button.<br>• Click the **Request Technician Review** button.<br>*The **Submit for Review** screen will be displayed.*<br><br>• Enter the reason for review in the text box.<br>• Click the **Submit For Review** button.<br>**Note:** The permit status assigned to the permit application will depend on various parameters. |
| 24. | • Click the **I attest to the following** checkbox.<br>• Click the **Save and Exit** button to save this permit application and exit the Order Permit process or click the **Submit** button to proceed to the ***Order Permit – Permit Submitted*** screen.<br>*The **Order Permit – Permit Submitted** screen will be displayed.*<br><br>**Note:** If the permit does not exceed self-issue limits, the permit will not need Permit Office review/approval and will be given a status of **Pending payment**. If there is a Route Failure, the permit will be given the Routing Assistance status and will be send to the Permit Office for review. The permit is sent to the Customer's Shopping Cart at this time. The Customer will receive an email notification letting them know the permit has been approved and is ready for payment. See the next step in this scenario for instructions on how to pay for a permit with the **Pay for the Permit Now** button. |

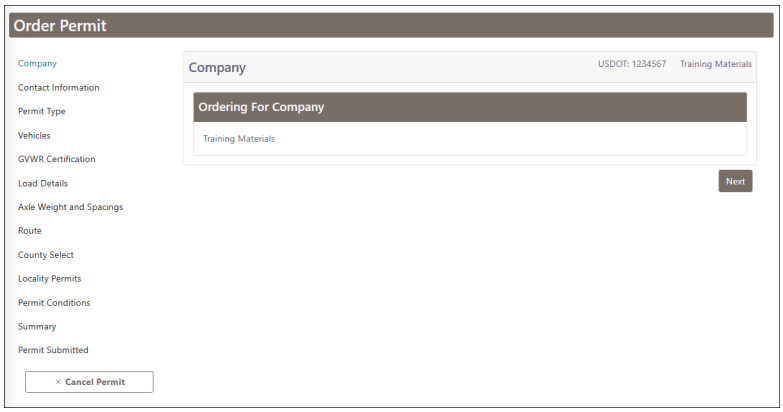
| Step | Description |
|---|---|
| 25. | **<u>To Pay for a Permit Now</u>**<br>• Click the **Pay for the Permits Now** button on the **Order Permit – Permit Submitted** screen.<br><br>*The **Authorize Payment – Permit To Be Authorized** screen will be displayed.*<br><br>**Note:** If a company has an active ACH Debit record on file. The option to pay by **ACH Debit** will be available in the **Payment Type** dropdown list. If **ACH Debit** is selected, click the **Process Payment** button. Click the **Confirm** button to confirm payment utilizing **ACH Debit** payment type. *The **Permit Issue Processing – Issued Permits** screen will be displayed once the payment is finalized.* Click the **Return to Home** link to return to the **Company Dashboard**.<br>• Select **Online** from the **Payment Type** dropdown list.<br>• Click the **Process Payment** button.<br>*A confirmation message will be displayed.*<br>• Click the **Confirm** button.<br>• You will be directed to the Payment Processor's site to complete the payment |
| 26. | *The **Payment Processor** screen will be displayed.*<br>• Enter payment details and click the **Pay for Permits** button.<br>*The **Thank you for your payment** screen will be displayed.*<br>• Click the **Return to ePERMITS** button.<br>*You will be directed back to the NDHP ePERMITS System.* |
| 27. | *The **Finalizing Permit(s)** screen will be displayed as the payment is finalized.* |

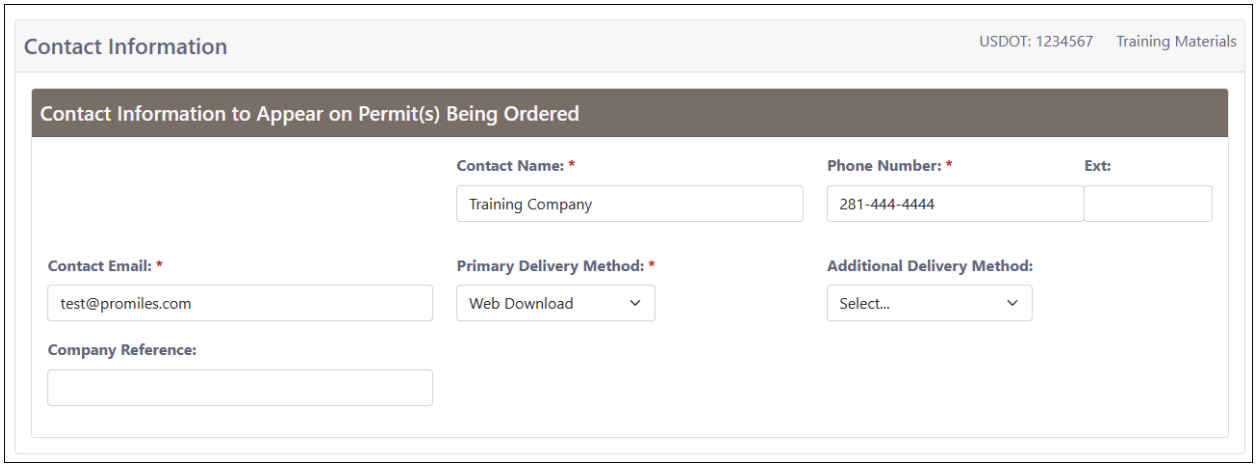
| Step | Description |
|---|---|
| 28. | *The **Permit Issue Processing – Issued Permits** screen will be displayed once the payment is finalized.*<br>• Click the **Download PDF for ####** icon.<br><br><br>*The Permit PDF will download.*<br>• Open the document from the Downloads folder on your computer or from the download bar at the bottom or top of the screen. The document will open in a new window.<br>• Review the Permit PDF.<br>• Close the Permit PDF window.<br>*The **Permit Issue Processing – Issued Permits** screen will be displayed.*<br>• Click the **Return to Home** link to return to the **Company Dashboard**. |

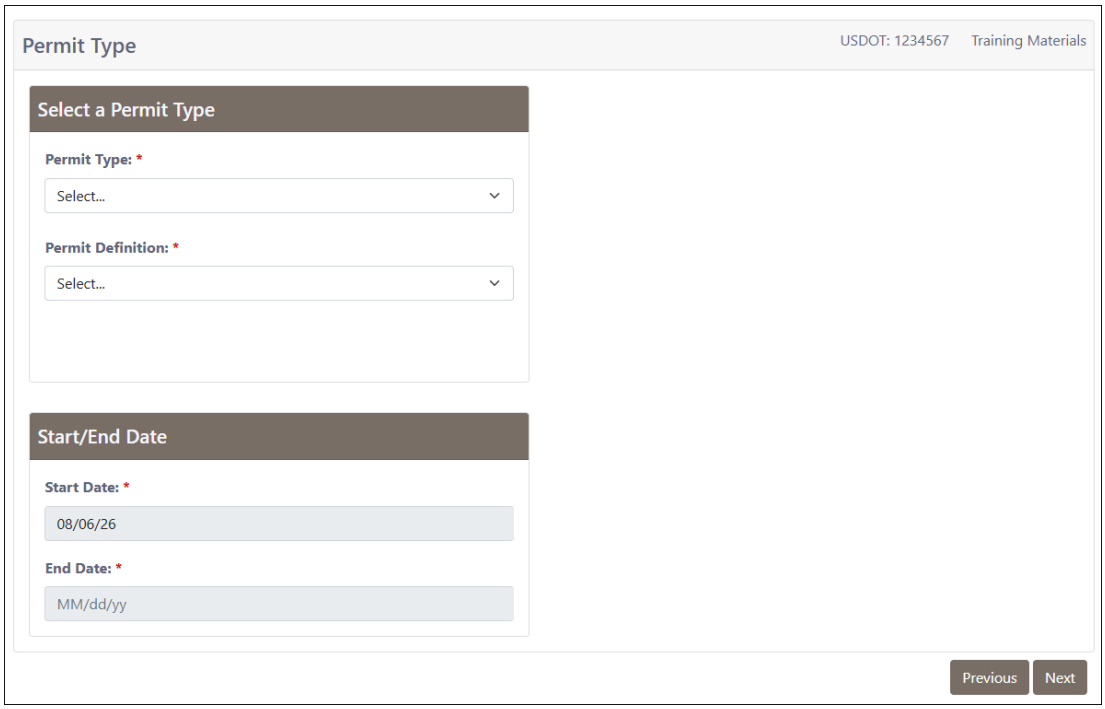
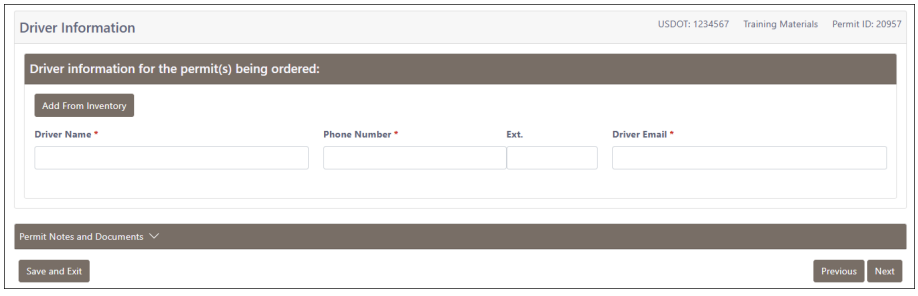
# Scenario 15 – Creating a New Permit – Oversize/Overweight – Single that Requires Bridge Review and District Review

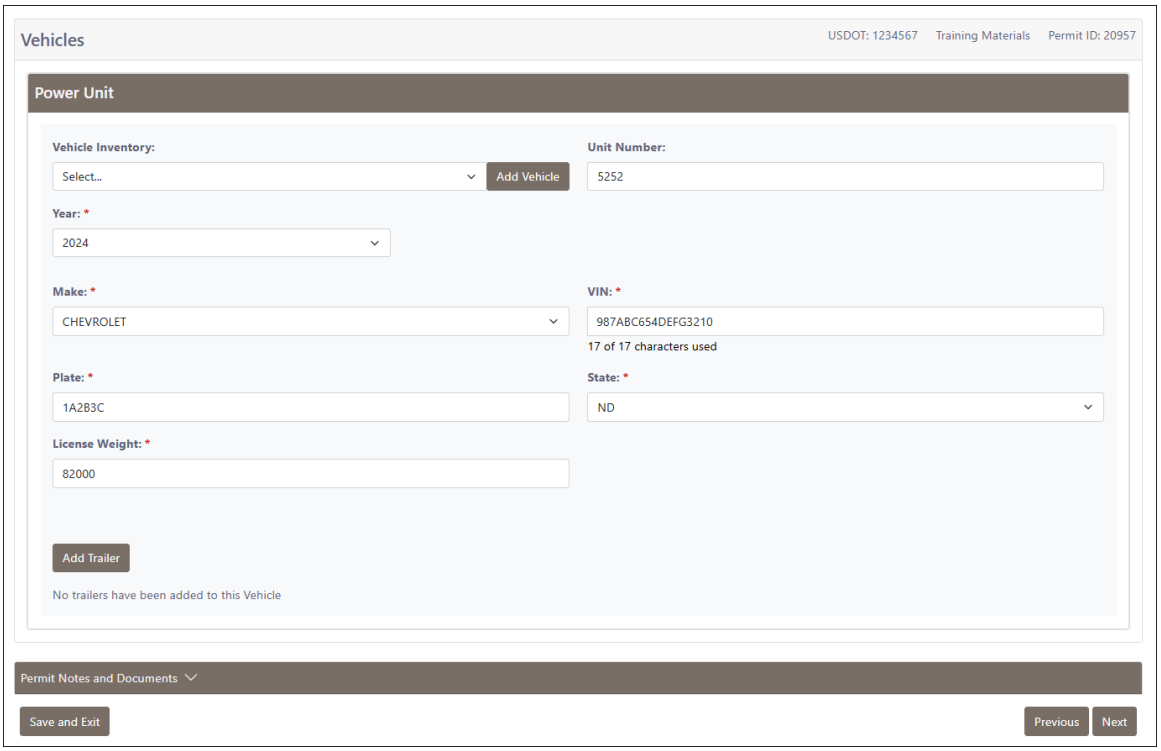
This scenario details the steps needed for a Customer User to create an Oversize/Overweight Single permit that requires District review and Bridge review.

## Scenario Steps

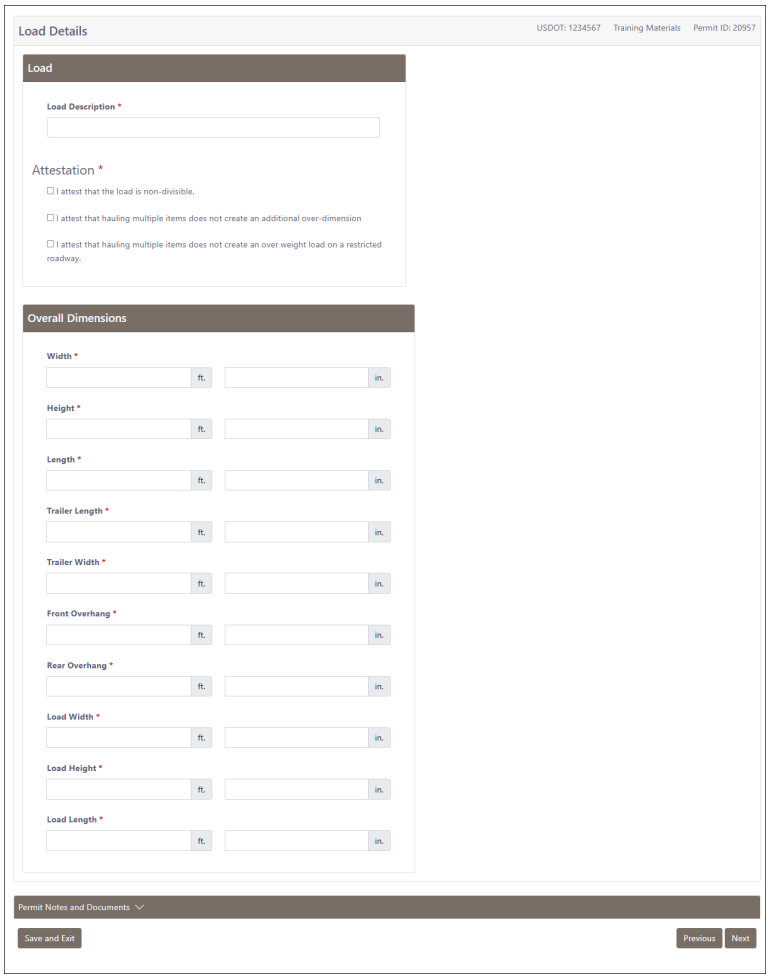
| Step | Description |
|---|---|
| 1. | • Click the **Order New Permit** link on the **Company Dashboard**.<br><br>*The **Order Permit - Company** screen will be displayed.*<br><br>• Click the **Next** button. |
| 2. | **Federal Validations**<br>*The **Validating Company for Drivewyze** screen will be displayed if the company has a USDOT Number.*<br><br>**Note:** The system will conduct validation with the federal data if the account is associated with a USDOT Number. If the company does not pass validation, the user will not be able to proceed with the permit application. |

| Step | Description |
|---|---|
| 3. | *The **Order Permit – Contact Information** screen will be displayed.*<br>• Complete the fields not pre-populated. Required fields are marked with an asterisk.<br>**Note:** The **Additional Delivery Method** and **Company Reference** are optional fields.<br><br><br>**Note:** If the **Primary Delivery Method** and/or **Additional Delivery Method** is set to **Fax**, the user will receive a banner message notification that an additional $5 fee will be charged for all faxed permits.<br><br><br>• Click the **Next** button. |

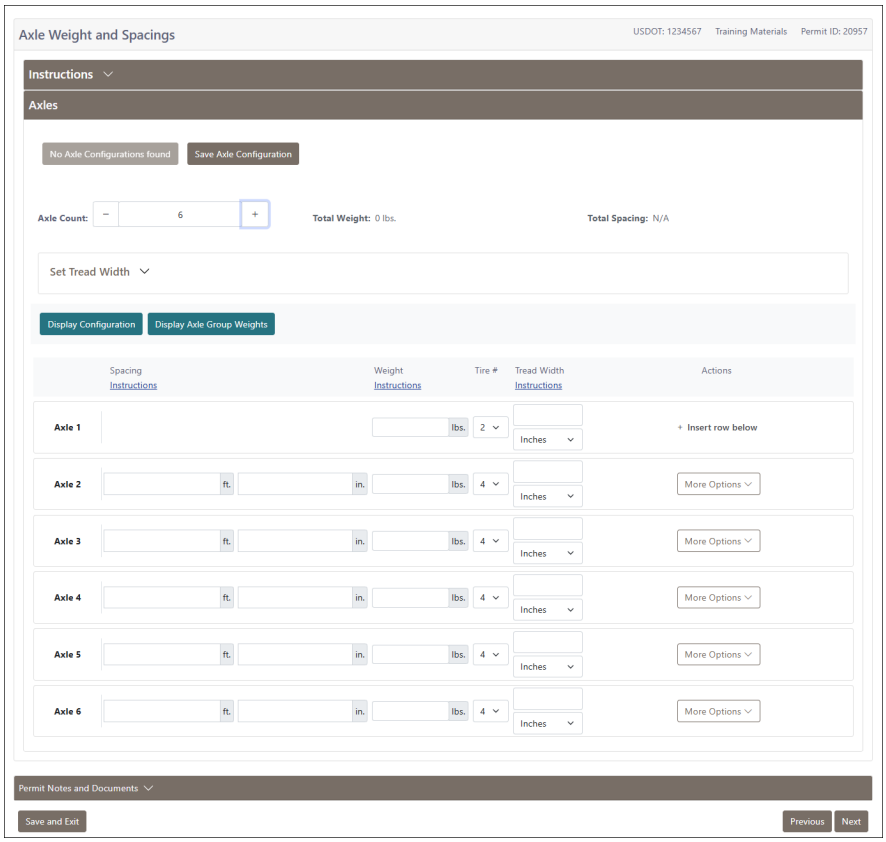
| Step | Description |
|---|---|
| 4. | *The **Order Permit – Permit Type** screen will be displayed.*<br><br>• Select **Single Trip Permits** from the **Permit Type** dropdown list.<br>• Select **Oversize/Overweight – Single** from the **Permit Definition** dropdown list.<br>*The **Permit Description** will be displayed based on the selection.*<br>• The **Start Date** will auto-populate the current date; however, it can be changed to a future date based on the Permit Definition parameters. The **End Date** is automatically populated based on the particular Permit Type and start date selected.<br>• Click the **Next** button. |
| 5. | *The **Order Permit – Driver Information** screen will be displayed.*<br><br>• Enter the driver information in the **Driver Name**, **Phone Number**, and **Driver Email** fields.<br>**Note:** Users may also upload the driver's details that have been previously saved by clicking the **Add Inventory** button and the **Select** button to select the driver.<br>• Click the **Next** button. |

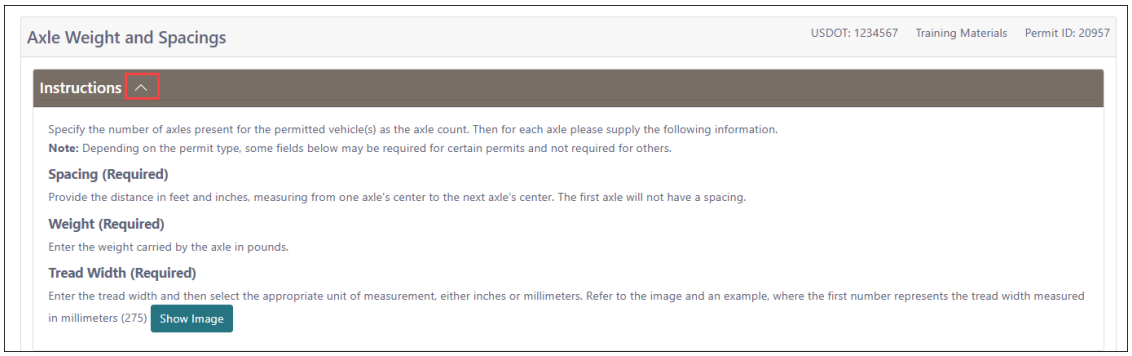
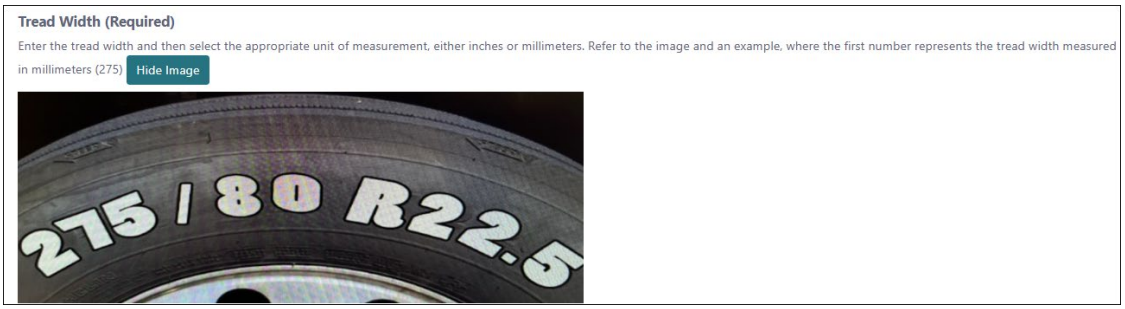
| Step | Description |
|---|---|
| 6. | *The **Order Permit – Vehicles** screen will be displayed.*<br><br>If the Company has saved vehicle inventory:<br><br>• Select a vehicle from the **Vehicle Inventory** list for the Power Unit.<br><br>If the Company does NOT have saved vehicle inventory:<br><br>• Enter/select the **Unit Number**, **Year**, **Make**, **VIN**, **Plate**, **State,** and **License Weight** of the Power Unit.<br><br>**Note:** All fields marked with an asterisk are required.<br><br>• Click the **Add Vehicle** button to add this Unit Number to the company's Vehicle Inventory for future selection.<br><br><br><br>**Note:** If a Trailer or Trailers are needed, click the **Add Trailer** button to add a Trailer. Select a vehicle from the **Vehicle Inventory** list or enter a **Unit Number** and **Plate**. Users may also delete Trailers by clicking the **Delete Trailer #** icon. The **Confirm Delete** box will be displayed. Click the **Delete** button to confirm the deletion.<br><br>• Click the **Next** button. |

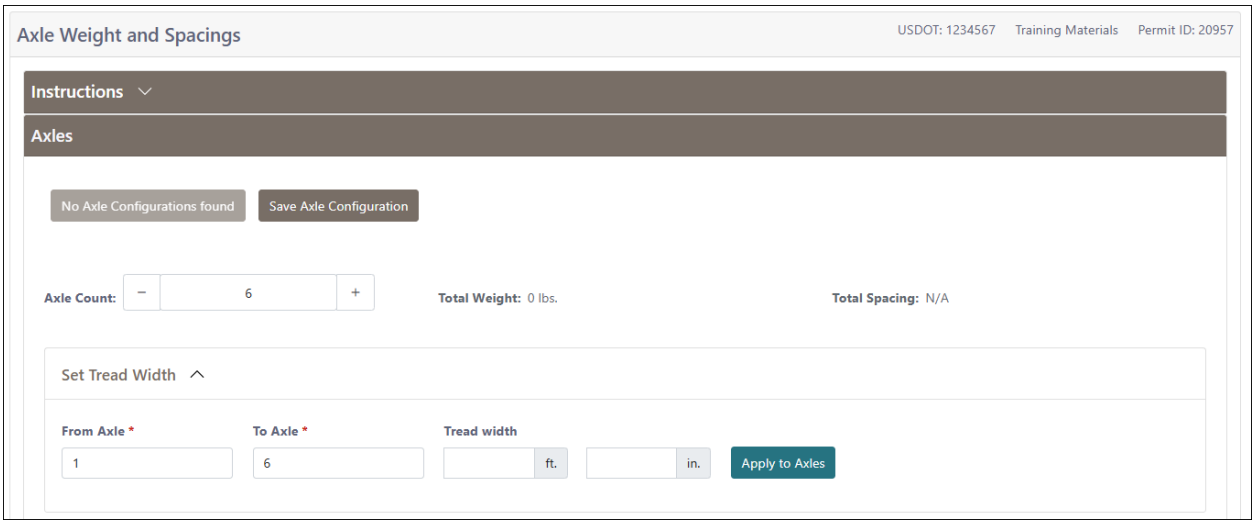
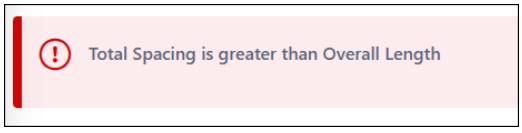
| Step | Description |
|---|---|
| 7. | *The **Order Permits – Load Details** screen will be displayed.* |



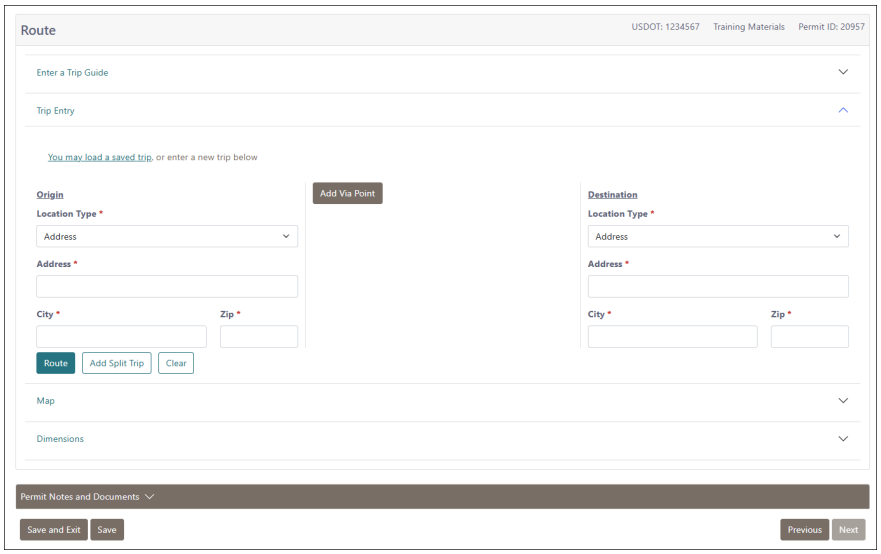

- Enter a Load Description in the **Load Description** field.
- Select the applicable **Attestation Statement**.
- Enter dimensions in the **Width**, **Height**, **Length**, **Trailer Length**, **Trailer Width**, **Front Overhang**, **Rear Overhang**, **Load Width**, **Load Height**, and **Load Length** fields.
- Click the **Next** button.

| Step | Description |
|---|---|
| 8. | *The **Order Permit – Axle Weights and Spacings** screen will be displayed.*  |

| Step | Description |
|---|---|
| 9. | • Click the **Expand Chevron** for the Instructions section. Additional information regarding Axle Weight and Spacings will be displayed.<br><br><br>• Click the **Show Image** button to display the tire image.<br><br><br>• Click the **Hide Image** button to hide the tire image.<br>• Click the **Collapse Chevron** to collapse the **Instructions** section. |

| Step | Description |
|---|---|
| 10. | **To Enter Axle Weights and Spacings Information**<br>• Update the Axle Count by entering the number in the **Axle Count** field. Users may also click the **–** or **+** buttons to update the Axle Count.<br>• Enter/select the information about the axle spacing and axle weights for the load in the **Spacing**, **Weight**, **Tire #,**and **Tread Width** fields.<br><br>**Note:** Optionally, users may click the **Expand Chevron** in the **Set Tread Width** section and enter information in the **From Axle**, **To Axle**, and **Tread Width** fields.<br>• Click the **Apply to Axles** button. This will apply the measurement to the selected axles.<br>• Click the **Display Configuration** button to view a side or top view diagram of the axle configuration to confirm settings.<br>• Click the **Display Axle Group Weights** button to view the axle information.<br>As axle weights and spacings are entered, the system will calculate the **Total Weight** and **Total Spacing**.<br>**Note:** *If the Total Spacing calculated, based on the spacings entered, exceeds the overall length entered on the **Order Permit – Load Details** screen, a red banner message will be displayed*. The user will not be allowed to proceed if the Total Spacing is greater than the Overall Length.<br>**Note:** For training purposes, enter a **Total Weight** that is greater than **250,000** pounds.<br><br>Click the **Next** button. |

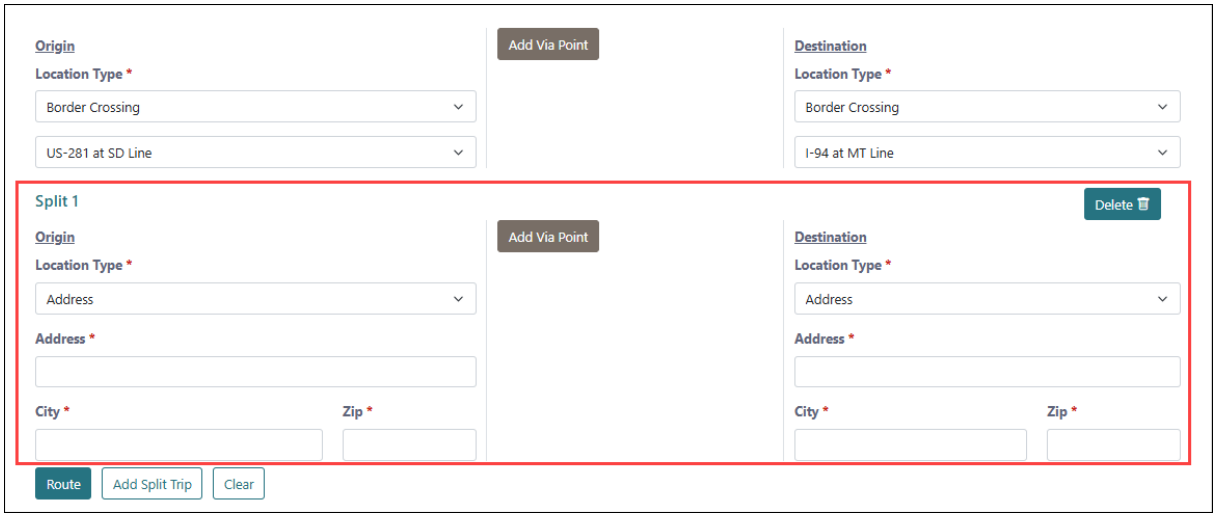
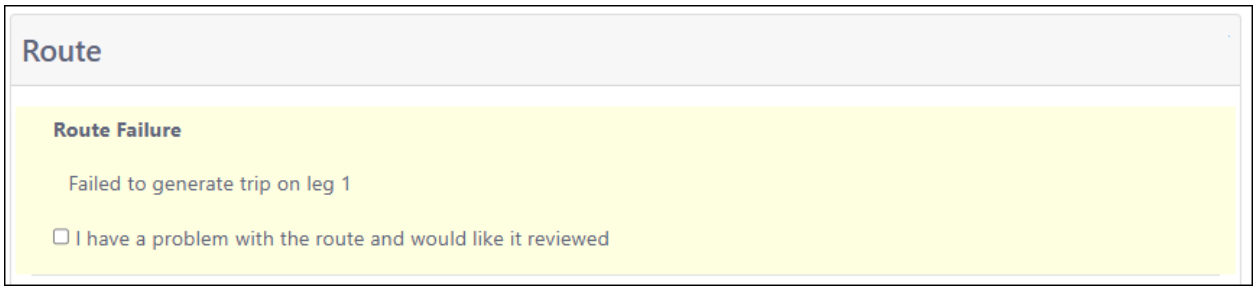
| Step | Description |
|---|---|
| 11. | *The **Order Permit – Route** screen will be displayed.* |

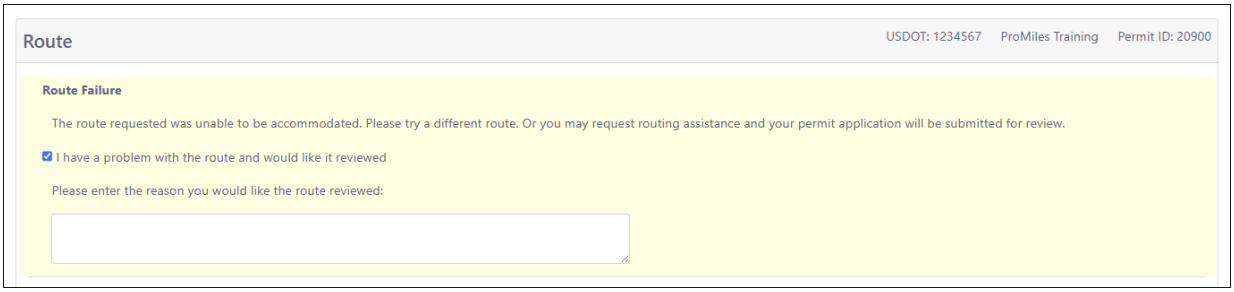



- Select a **Location Type** for both the **Origin** and **Destination**.

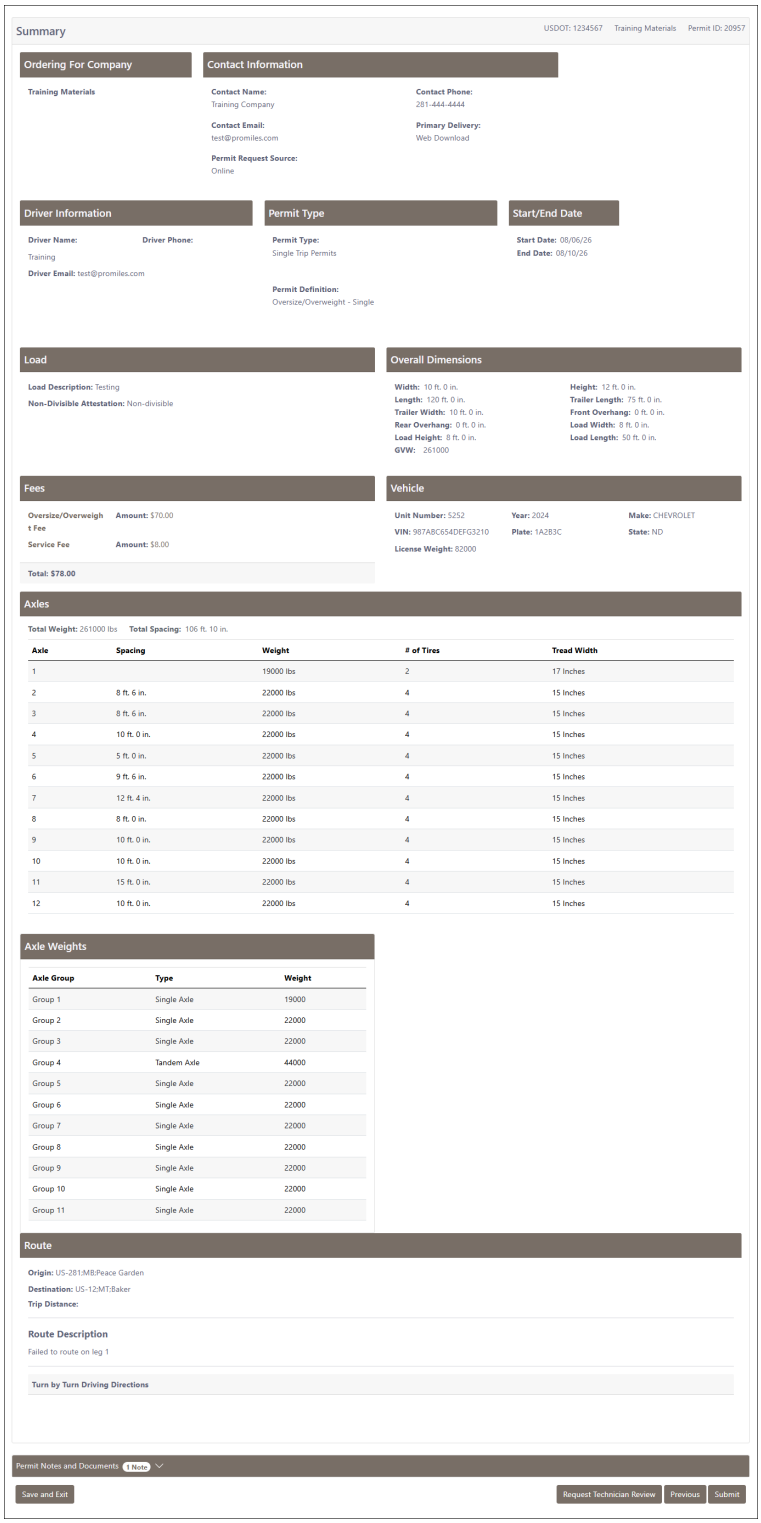
  *The fields displayed will be be based on the selection made*.
- Enter the **Origin**, **Destination**, and any **Via Points**.
- Click the **Route** button.

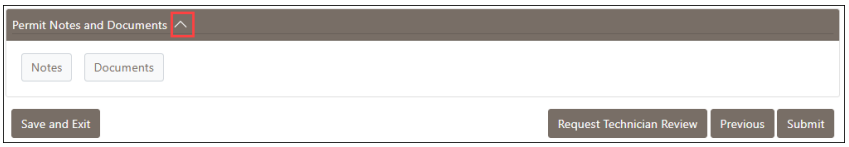
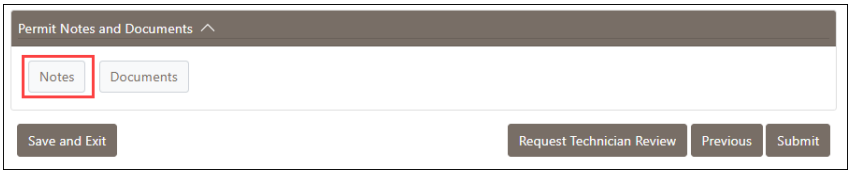
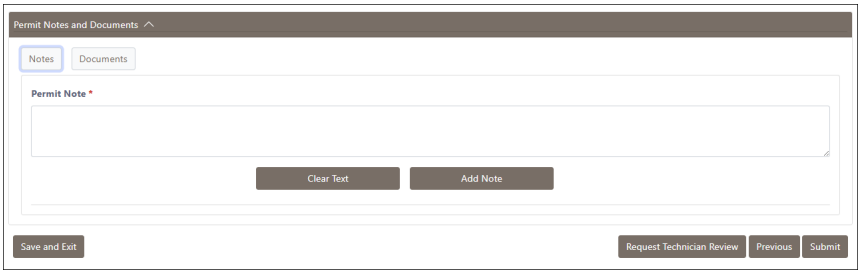
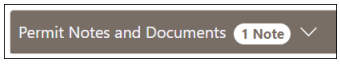
**Note:** If a split trip needs to be added to the route, refer to **Step 12** in this scenario for more information.

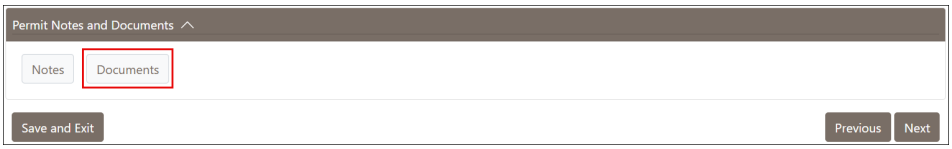
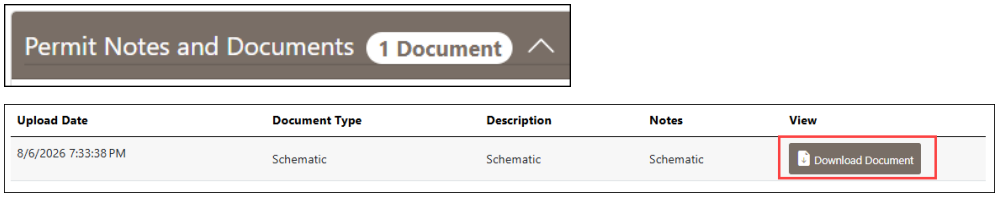
| Step | Description |
|---|---|
| 12. | **Add a Split Trip**<br>• Click the **Add Split Trip** button on the ***Order Permit - Route*** screen.<br>*An additional **Trip Entry Panel** will be added below the original route Origin and Destination.*<br><br>• Enter the **Origin**, **Destination**, and any **Via Points** for the split trip.<br>• Continue clicking the **Add Split Trip** button until the desired number of trips have been added.<br>• Click the **Route** button once all trips have been added.<br>**Note:** Click the **Delete** button to remove the added split trip. |
| 13. | **Route Failure**<br>Due to the weight of the Load for this example, District Review is required. Since District Review is required, the route will fail.<br> |

| Step | Description |
|---|---|
| 14. | • Click the **I have a problem with the route and would like it reviewed** checkbox.<br>• Enter additional information in the **Please enter a reason you would like the route reviewed** free-form textbox.<br><br>• Click the **Next** button.<br>**Note:** There are instances in which you may need to click any blank space on the screen to enable the **Next** button. |

| Step | Description |
|---|---|
| 15. | *The **Order Permit – Summary** screen will be displayed.* |



| Step | Description |
|---|---|
| 16. | **To Add a Note to a Permit Application**<br><br>**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes** button will be displayed on each permit application screen thereafter.*<br><br>State and Customer Users can add and view notes for the permit application.<br><br>• Click the **Expand Chevron** in the header for the **Permit Notes and Documents** section.<br><br><br><br>• Click the **Permit Notes** button to add or view notes for the permit application.<br><br><br><br>*The **Notes Panel** will be displayed.*<br><br><br><br>**Note:** *If there was a previously added note, **# Note** will be displayed next to the **Permit Notes and Documents** header letting the user know there is a note waiting. Any previously added note(s) will be displayed at the bottom of the **Notes Panel**, with the User's Name, Date/Time Stamp, and the Note text.*<br><br><br><br>• Enter the text of the note in the free-form text box.<br><br>• Click the **Clear Text** button to remove the note text entered.<br><br>• Click the **Add Note** button to save and add the note to the permit application.<br><br>*A confirmation message will be displayed.*<br><br>• Click the **Collapse Chevron** for the **Permit Notes and Documents** section to collapse the **Notes Panel**. |

| Step | Description |
|---|---|
| 17. | **<u>To Add a Document to a Permit Application</u>**<br><br>**Note:** *Once a user advances past the **Order Permit – Permit Type** screen, the **Permit Notes and Documents** section will be displayed on each permit application screen thereafter.*<br><br>State and Customer Users can add or view documents. To add a document, it must already be saved to the computer. Users can browse computer files to locate the document, select it, and then upload it to the Permitting System. Users must select a document type from the dropdown list to better identify the type of document being added. Users can also add a description to give any explanation needed for the document.<br><br><br><br>• Click the **Permit Documents** button to add or view documents for the permit application.<br><br>*The **Documents Panel** will be displayed.*<br><br><br><br>**Note***: If there is a previously added document, there will be a # **Document** displayed next to the **Permit Notes and Documents** header letting the user know there is a document waiting.* Users can view the previously uploaded document by clicking the **Download Document** button.<br><br><br><br>• Click the **+ Add Document** button.<br><br>*Additional fields will be displayed.*<br><br>• Select the type of document from the **Add Document Type** dropdown list.<br>• Enter a description of the document in the **Add Description** field.<br>• Enter any additional notes for the document in the **Add Note** field.<br>• Click the **Choose File** button to locate the document on the computer. Double click the file to be attached.<br>• Click **Save** button to save and add the document to the permit application.<br><br>*A confirmation message will be displayed*.<br><br>• Click the **Collapse Chevron** in the **Permit Notes and Documents** header to collapse the **Documents Panel**. |
| 18. | • Click the **Submit** button. |

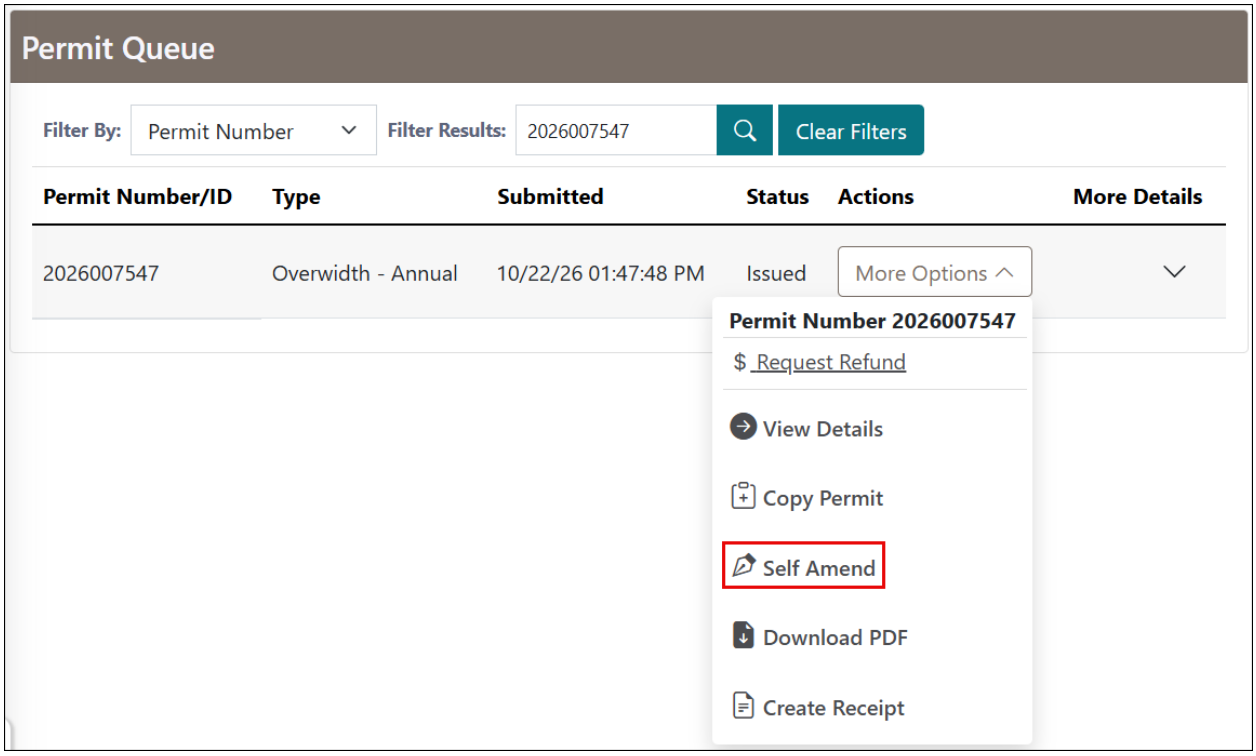
| Step | Description |
|---|---|
| 19. | *The **Order Permit – Permit Submitted** screen will be displayed.*<br><br><br>**Note:** Due to the parameters for this example and the route, the permit will be sent to the Permit Office for review. Once reviewed and if approved, the permit will route to the Customer's Shopping Cart. The Customer will receive an email notification indicating that the permit has been approved and is ready for payment. See the next step in this scenario for instructions on how to pay for a permit from the from the Shopping Cart.<br>Possible Workflows: |
| 20. | • Click the **Return to Company Dashboard** link. |

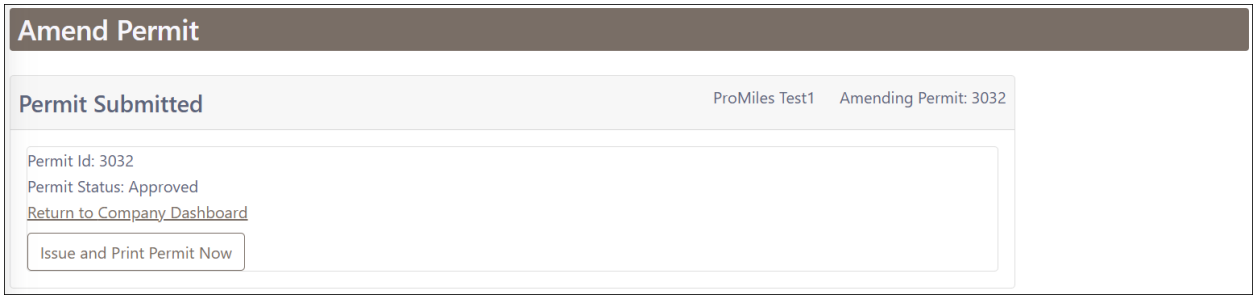
| | |
|---|---|
| Permit Requires Bridge Review | Permits requiring a Bridge Review will have a status of **Bridge Review Required**. The permit will be sent to the Bridge Office. |
| Bridge Review Passes | Once the Bridge Office reviews the application, if they approve the bridge review and the permit does not require any other workflows, the permit will be reviewed by the Permit Office and if approved, it will be sent to the Customer Shopping Cart for payment.<br>See below for details for permits that will require a District Review. |
| Bridge Review Fails | Once the Bridge Office reviews the application, if they deny the bridge review, the permit will be given a status of **Bridge Study Denied**. This permit application will be reviewed by the Permit Office. The Permit Office may contact the customer to discuss other route options or reroute the permit and submit it back to the Bridge Office. |
| Permit Requires District Review | Permits requiring District Review will have a status of **District Review Pending**. The permit will be sent to the District Engineer. Once the District Engineer reviews and all entities have been approved, if the permit does not require any other workflows, the permit will be sent to the Customer Shopping Cart for payment. Please refer to **Scenario 12 – Creating a New Permit – Overwidth Annual** for the steps regarding the payment process. |
| Permit Requires Permit Office Review | If the permit application requires only Permit Office review, the permit will receive the **Pending** status. The permit will be sent to the Permit Office. Once the Permit Office reviews and approves the permit, the permit will be sent to the Customer Shopping Cart for payment. Please refer to **Scenario 12 – Creating a New Permit – Overwidth Annual** for the steps regarding the payment process. |

# Scenario 16 – Amending a Permit

This scenario details the steps needed for a Customer User to amend a Permit.

## Scenario Steps

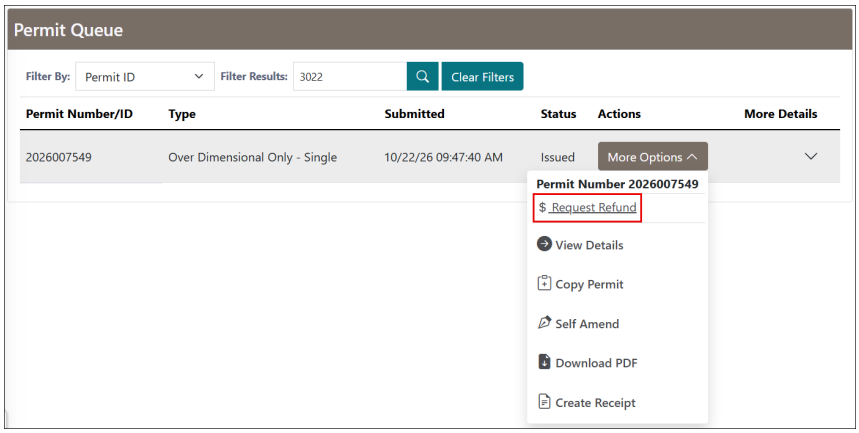
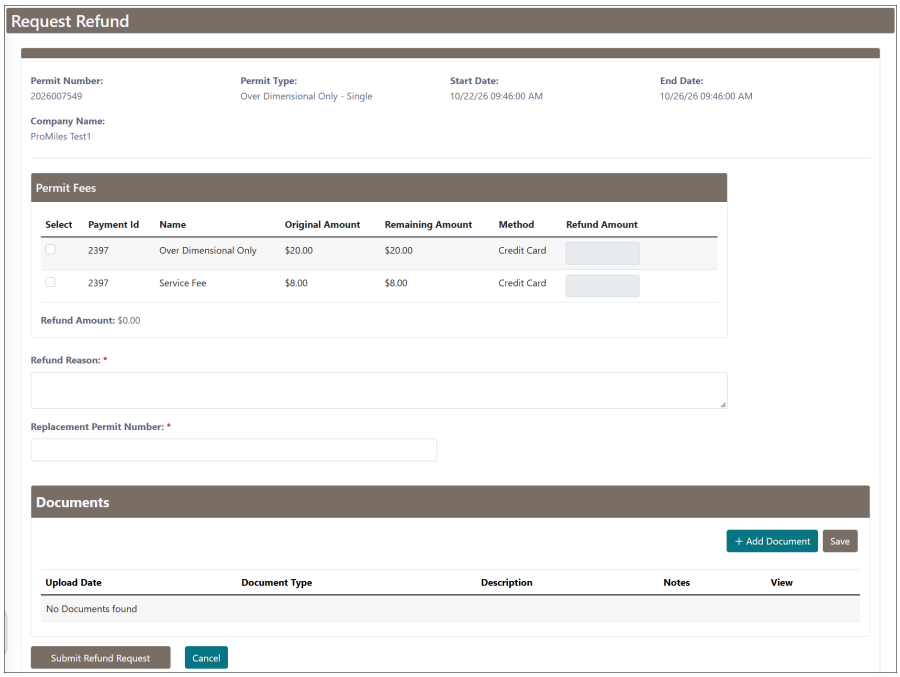
| Step | Description |
|---|---|
| 1. | Customer Users are able to make changes to certain permits that have been issued by amending a permit. Users can only conduct a self-service on permits that were self-issued and can only self-service amend one time. For non-Single Trip permits, the user can only amend the **Plate** of the vehicle.<br><br>**Note:** Users can submit amends for permits that do not self-issue or that were previously amended. However, these amends will receive a **Status** of **Pending** and will require additional review from the Permit Office before the amended permit can be issued.<br><br>• Locate a permit with a **Status** of **Issued** or **Issued Prior** in the **Permit Queue Panel** on the **Company Dashboard**.<br>• Click the **More Options** button in the **Actions** column.<br>• Click the **Self Amend** link.<br><br><br><br>*The **Amend Permit – Company** screen will be displayed.* |

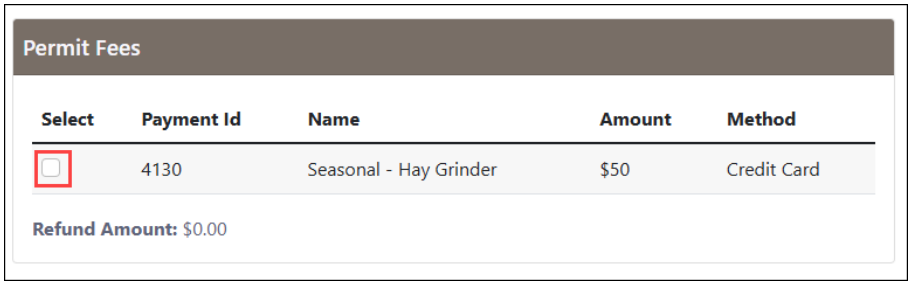
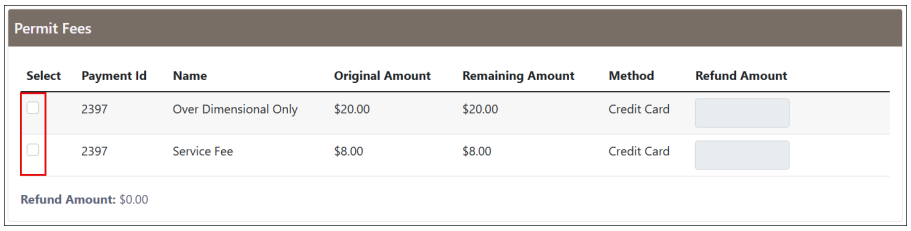
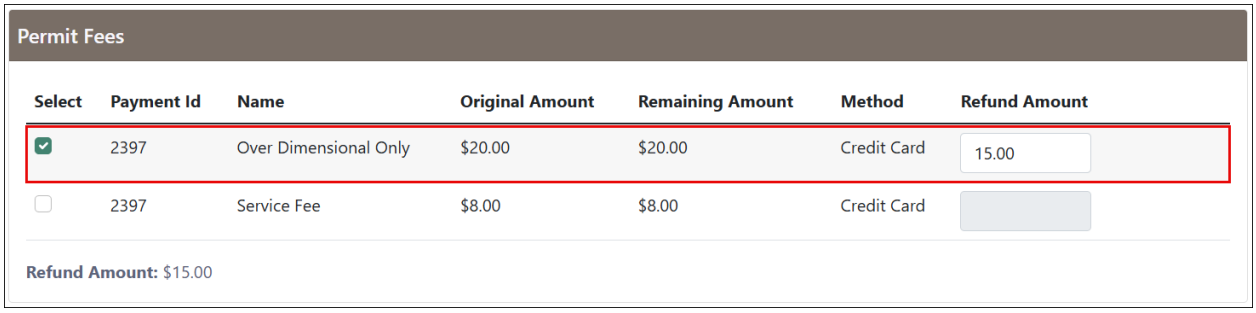
| Step | Description |
|---|---|
| 2. | • Proceed through the permit application by clicking the **Next** button until the screen that requires the change is displayed.<br>• Make any applicable changes to the **Power Unit** and/or **Trailer** information (if applicable).<br>**Note:** Fields that are not eligible to be changed are greyed out.<br>**Note:** If the dimensions have been updated, the user must click the **Route** button the ***Order Permit – Route*** screen.<br>• Continue clicking the **Next** button until the ***Amend Permit – Summary*** screen is displayed.<br>• Select the **I attest to the following** checkbox (if applicable).<br>• Click the **Submit** button.<br>*The **Amend Permit – Permit Submitted** screen will be displayed.*<br><br>• Click the **Issue and Print Permit Now** button.<br>*The **Authorize Payment** screen will be displayed*.<br>**Note:** There is no fee for amendments in the NDHP ePERMITS System unless the permit is routed. There is a base amendment fee and there may be additional fees if the new route impacts ton mileage. For these instances, refer to **Scenario 12 – Creating a New Permit – Overwidth Annual** in this packet for payment processing information.<br>• Click the **Print Permits** button.<br>• Click the **Confirm** button.<br>*The **Permit Issue Processing – Issued Permits** screen will be displayed.*<br>• Click the **Download PDF for #####** icon to view the updated Permit PDF.<br>• Click the **Return to Home** link to return to the **Company Dashboard**. |
| | **Helpful Tips:**<br>• Customers can only conduct a self-service amend to a permit one time.<br>• If the user clicks the **Cancel Amend** button when amending the permit, the user will be redirected to the ***Company Dashboard***.<br>• Once the amend is complete, the permit number suffix will be updated appropriately on the Permit PDF for the amend. The Permit PDF will display the new Permit Number ending in -1.<br>• The original Permit PDF will no longer be available for the Customer User.<br>• Once the permit is amended, you will see a new **Amend** link in Permit Details. |

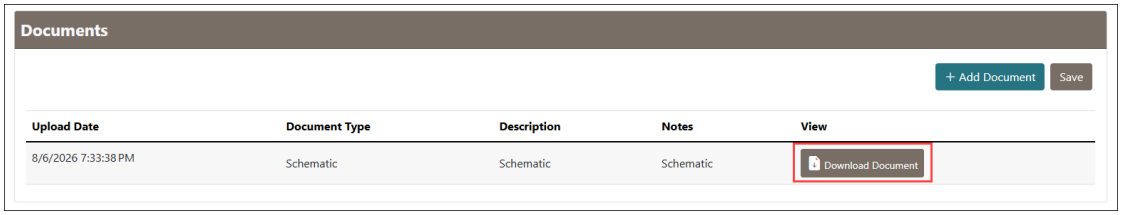
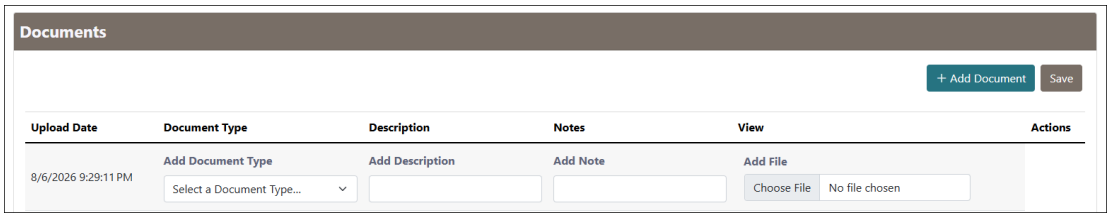
# Scenario 17 – Requesting a Refund

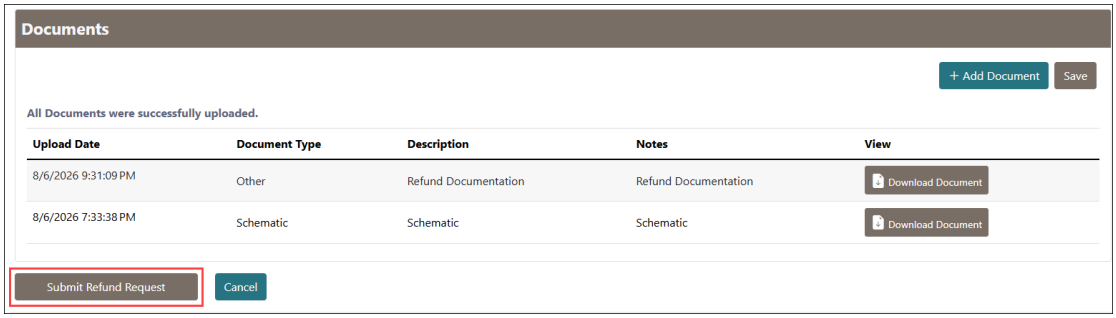
This scenario details the steps needed for a Customer User to request a refund.

## Scenario Steps

| Step | Description |
|---|---|
| 1. | Customer Users are able to request a refund.<br>**Note:** This is a request and the Permit Office will review for approval or denial.<br>• Locate a permit with a **Status** of **Issued** or **Issued Prior** in the **Permit Queue Panel** on the **Company Dashboard**.<br>• Click the **More Options** button in the **Actions** column.<br>• Click the **Request Refund** link.<br> |
| 2. | *The **Request Refund** screen will be displayed.*<br> |

| Step | Description |
|---|---|
| 3. | • Click the **Select** checkbox next to the fee to be refunded.<br><br><br><br><br>**Note:** Users can choose to refund the full amount, a specific fee, or a partial amount. To refund a partial amount, select the fee and enter the desired amount in the **Refund Amount** field. The amount entered must be less than the Original Amount and/or the Remaining Amount.<br><br> |
| 4. | • Enter a reason in the **Refund Reason** freeform textbox.<br>• Enter a replacement permit number in the **Replacement Permit Number** field.<br><br> |

| Step | Description |
|---|---|
| 5. | **Documents Link – Viewing Previously Uploaded Documents**<br>The **Documents** section on the ***Request Refund*** screen will list previously uploaded documents.<br>• Click the **Download Document** button.<br><br>*The selected document will download.*<br>• Open the download to view the document. The document will open in a new window.<br>• Close the document. |
| 6. | **Documents – Adding a new Document**<br>• Click the **+ Add Document** button to upload a new document.<br>*Additional fields will be displayed.*<br><br>• Select an option from the **Add Document Type** dropdown list.<br>• Enter information in the **Add Description** and **Add Note** fields.<br>• Click the **Choose File** button in the **Add File** section.<br>• Select the document to upload.<br>*The document selected will be displayed.*<br>• Click the **Save** button.<br>*A confirmation message will be displayed.* The document will be saved to the permit record. |

| Step | Description |
|---|---|
| 7. | • Click the **Submit Refund Request** button.<br><br><br>• Click the **Confirm** to confirm the submission or click the **Cancel** button to cancel the request.<br>*A confirmation message will be displayed*<br>**Note:** The Refund Request is routed to the Permit Office for review.<br>**Note:** Additional refund requests are not able to be submitted while a refund request is outstanding. |
| 8. | • *The **Company Dashboard** will be displayed.* |

# Update History

| Version # | Date | Author | Description |
|---|---|---|---|
| 0.1 | 08.06.2026 | PSDC | Initial draft developed for Customer User Training Packet. |
| 0.2 | 10.20.26 | PSDC | Updated to reflect current functionality with the implemented changes to ACH Debit payments and Amendments. |