

# NC Department of Transportation



# **P** ermit **I** nformation **M** anagement **S** ystem

## User Guide



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# Chapter 1 Application Access

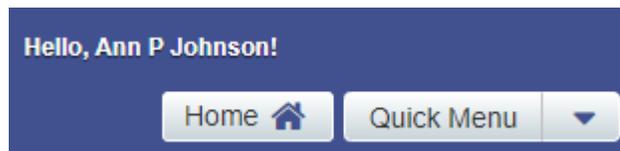
## Before You Begin

PIMS can be accessed from your web browser and resides at the following link:

Training URL - <https://pimsq.services.ncdot.gov/Permits>

Production URL - <https://pims.services.ncdot.gov/Permits>

Once you have accessed this link, if you are logged on to the NCDOT network, you will be logged in automatically. To verify this, your name will appear in the header bar.

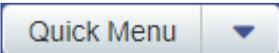


## Navigation

### Header Bar

In the header bar, there are 2 main navigation buttons

 - The **Home** button

 - The **Quick Menu** drop-down

The **Home** button will return you to the home page, no matter where you are in the application.

The Quick Menu drop-down contains a list of all pages that you are allowed to visit.

 **NOTE:** Access to certain pages is determined by your user level.

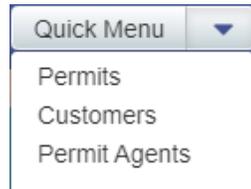
*Continued on Following Page*

## Navigation

(Continued)

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Every user will be able to navigate to the things they need by clicking the links provided;



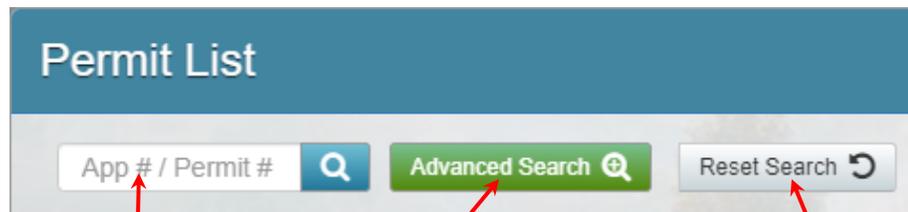
- A list of active permit applications assigned to your user id
- The Customers list
- The Permit Agents list

# Chapter 2 Permits

## Application Permit Search

### Simple Search

On the **Permit List** page, there is a search box that will allow you to filter the search for applications and permits.



Search Box

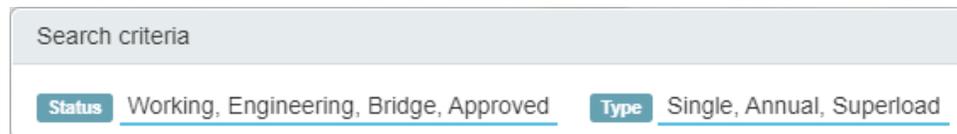
Advanced Search Button

Reset Search Button

Step	Action	Result
1	Type the full app or permit number in the <b>SEARCH</b> box.	N/A
2	Click the  <b>MAGNIFYING GLASS</b> button.	The results will be filtered by the information you supplied.

 **NOTE:** Click the **RESET SEARCH** button to clear search criteria and begin a new search.

Just beneath the **Search** buttons, the search criteria will appear. This is where you can see which criteria have been selected for your search.



Above are the default search criteria.

*Continued on Following Page*

# Application Permit Search

(Continued)

**Advanced Search** If you would like more options to search by, use the **Advanced Search**.

Step	Action	Result
1	Click the <b>ADVANCED SEARCH</b> button.	The <b>Application/Permit Search</b> page will appear.

✕
Application/Permit Search

**Find multiple permits**

**Status**

- Working
- Engineering
- Bridge
- Engineering and Bridge
- Return for Update
- Approved
- Issued
- Canceled
- Denied
- Voided
- Deleted
- Expired

**Type**

- Single
- Annual
- Superload

**Permittee Name / #**

Power Unit

**License**

**State**

Dates

**Start Date**

**End Date**

**Find a permit**

**Application #**

**Permit #**

**Mobile Serial #**

(Application/Permit Search Page)

The **STATUS** and **TYPE** sections are **Yes/No** toggles.

*Continued on Following Page*

# Application Permit Search

(Continued)

## Find Multiple Permits

Status

- Working
- Engineering
- Bridge
- Engineering and Bridge
- Return for Update
- Approved
- Issued
- Canceled
- Denied
- Voided
- Deleted
- Expired

The system has default statuses set for the **Advanced Search** that are editable.

*Continued on Following Page*

## Application Permit Search

(Continued)

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<b>Working</b>	Applications that have been assigned to a Permit Unit user and are being processed.
<b>Engineering</b>	Applications that are pending the approval of either Pavement or Division/District engineering.
<b>Bridge</b>	Applications that are pending the approval of Structures Management.
<b>Engineering and Bridge</b>	Applications that are pending the approval of either Structures Management, Pavement or Division/District engineering.
<b>Return for Update</b>	Online applications that have been returned to the customer or permit agent for additional information. The applications reappear in the customer's queue with notes advising the customer/permit agent the additional information that is required.
<b>Approved</b>	Superload applications that have passed all criteria and are ready for issuance.
<b>Issued</b>	Permits issued, meaning that a permit document has been created, has been transmitted to the customer or permit agent and is available for download from PIMS.
<b>Unassigned</b>	Applications submitted by a customer or permit agent that have not yet been assigned to a Permit Unit user. ( <i>search capability is assigned by user role</i> )
<b>Canceled</b>	Applications that have been canceled by the customer, permit agent or Permit Unit user. The customer or permit agent can only cancel applications that are still in Unassigned status.
<b>Denied</b>	Applications that have been denied for cause.
<b>Voided</b>	Permits that have been voided. In most cases, this will require some type of refund to the customer or permit agent.

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*Continued on Following Page*

# Application Permit Search

(Continued)

## Deleted

Applications marked as deleted are not removed from the database. This functionality is granted by user role and will be used only in the case where a permit application should not have been created. Applications that have been denied, voided, or canceled are not candidates for deletion. Actual removal from the database will be performed by IT after further review.

## Expired

Approved superload applications that have changed to Expired status after being in Approved status for greater than 90 days.

## Type

<input checked="" type="checkbox"/>	Single
<input checked="" type="checkbox"/>	Annual
<input checked="" type="checkbox"/>	Superload

This section allows you to specify the type of permit which includes single trip, annual or superload.

**Permittee Name / #**

### Power Unit

**License**

**State**

### Dates

**Start Date**

**End Date**

(Permit Information Section)

## Permittee Name/#

Customer Name/# or Permittee Name/# for applications or permits being searched.

## License

Power Unit license for applications or permits being searched.

Continued on Following Page

## Application Permit Search

(Continued)

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<b>State</b>	The registration state of the power unit license being searched.
<b>Start Date</b>	Start date for the range of validation dates being searched for the application or permit. <i>(default set to current date)</i>
<b>End Date</b>	End date for the range of validation dates being searched for the application or permit. <i>(default set 30 days from start date)</i>

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### Find Single Permit

**Find single permit**

**Application #**

**Permit #**

**Mobile Serial #**

---

<b>Application #</b>	Number of the specific application being searched.
<b>Permit #</b>	Number of the specific permit being searched.
<b>Mobile Serial #</b>	Number of the serial # for the specific mobile home being searched.

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At the bottom of the page are the following buttons.




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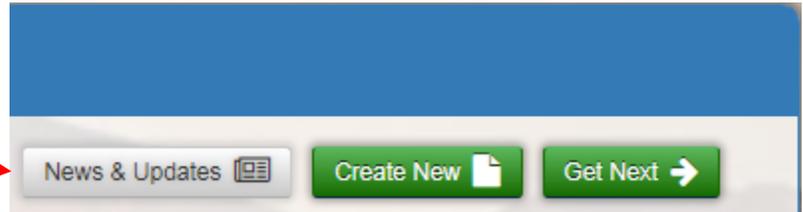
<b>Cancel Button</b>	Cancels search and closes search screen.
<b>Search Button</b>	Initiates the search based on the filters selected on the <b>ADVANCED SEARCH</b> screen.

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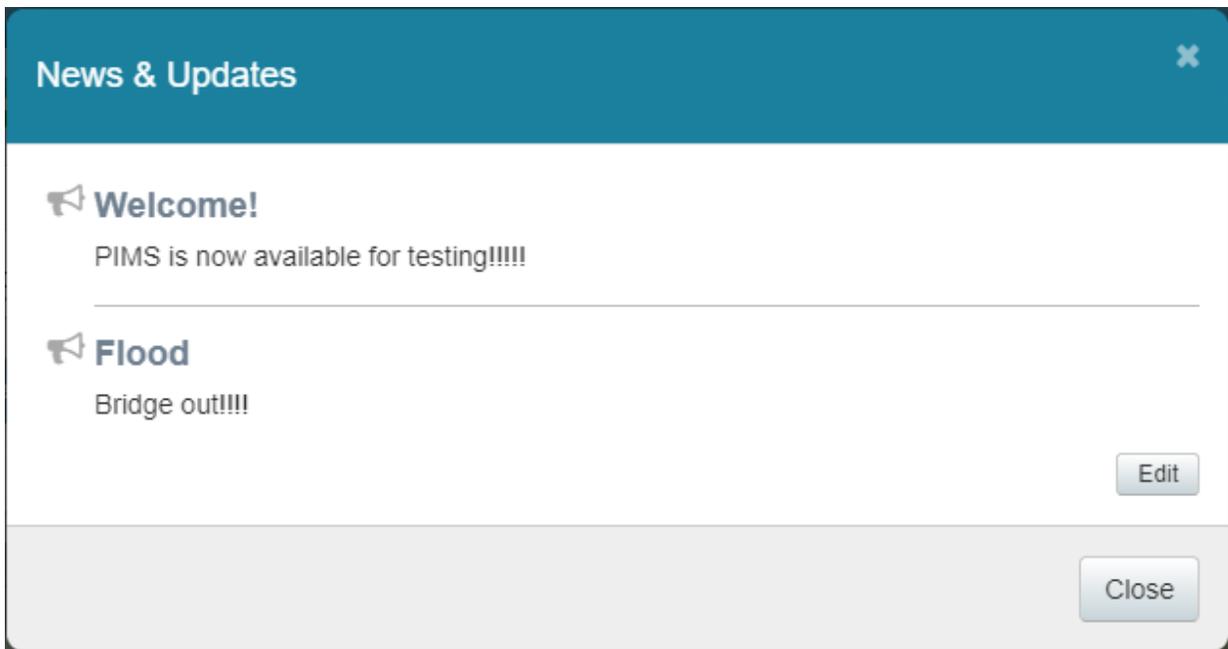
# News & Updates

**News & Updates** provides a list of active informational messages. Depending on your level of authority, you will be able to create and edit these messages.

News & Updates Button



Step	Action	Result
1	Click the NEWS & UPDATES button.	The <b>External News</b> page will appear.



(External News Page)

**NOTE:** For most users, this window is for informational purposes only.

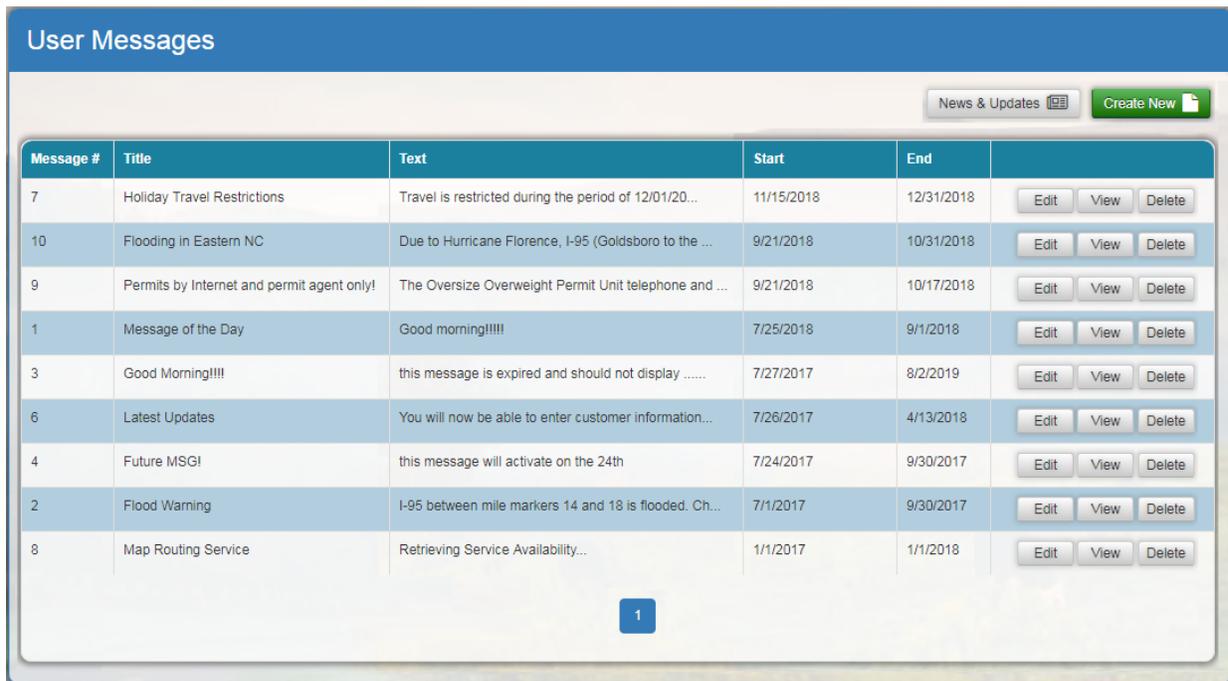
*Continued on Following Page*

# News & Updates

(Continued)

**NOTE:** The **EDIT** button will only be visible to those users who have the authority to edit these messages.

<b>2</b>	Click the <b>EDIT</b> button.	The <b>User Messages</b> page will appear.
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(User Messages Page)

The following buttons will appear on the right-hand side of each record.



*Continued on Following Page*

# News & Updates

(Continued)

## Creating A New Message

<b>1</b>	Click the <b>CREATE NEW</b> button next to the <b>NEWS &amp; UPDATES</b> button	The <b>Create User Message</b> page will appear.
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(Create User Message Page)

The following fields are required:

<b>Title</b>	Title of the message.
<b>Text</b>	Text to be displayed for the message. 📁 <b>NOTE:</b> This field can accept simple HTML formatting.
<b>Start Date</b>	The first date the message will appear ( <i>select date from the popup calendar</i> ).
<b>End Date</b>	The last date the message will appear ( <i>select date from the popup calendar</i> ).

<b>2</b>	Click the <b>SAVE</b> button to save the new message.	The message will be saved, and you'll return to the list.
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Continued on Following Page

# News & Updates

(Continued)

## Editing A Message

From the list of user messages:

Message #	Title	Text	Start	End	
7	Holiday Travel Restrictions	Travel is restricted during the period of 12/01/20...	11/15/2018	12/31/2018	Edit View Delete
10	Flooding in Eastern NC	Due to Hurricane Florence, I-95 (Goldsboro to the ...	9/21/2018	10/31/2018	Edit View Delete
9	Permits by Internet and permit agent only!	The Oversize Overweight Permit Unit telephone and ...	9/21/2018	10/17/2018	Edit View Delete
1	Message of the Day	Good morning!!!!	7/25/2018	9/1/2018	Edit View Delete
3	Good Morning!!!!	this message is expired and should not display .....	7/27/2017	8/2/2019	Edit View Delete
6	Latest Updates	You will now be able to enter customer information...	7/26/2017	4/13/2018	Edit View Delete
4	Future MSG!	this message will activate on the 24th	7/24/2017	9/30/2017	Edit View Delete
2	Flood Warning	I-95 between mile markers 14 and 18 is flooded. Ch...	7/1/2017	9/30/2017	Edit View Delete
8	Map Routing Service	Retrieving Service Availability...	1/1/2017	1/1/2018	Edit View Delete

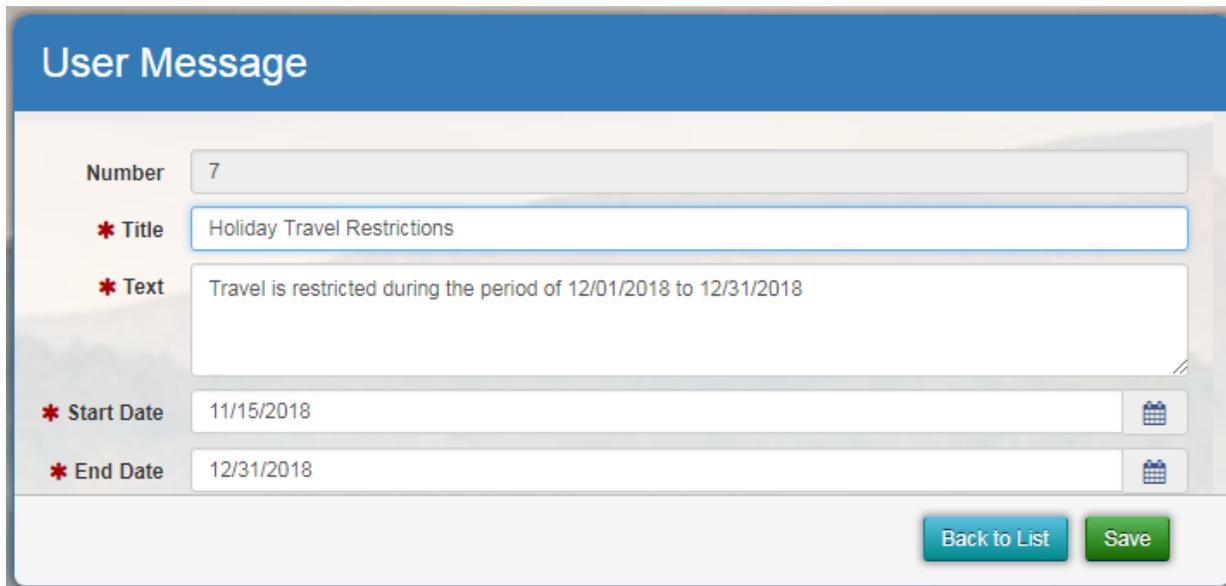
(User Messages Page)

<b>1</b>	Click the <b>EDIT</b> button to the right of the message you wish to edit.	The <b>User Message</b> page will appear in <i>Edit</i> mode.
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Continued on Following Page

# News & Updates

(Continued)



(User Message Page)

You will be able to edit the information in the following fields:

<b>Title</b>	Title of the message.
<b>Text</b>	Text to be displayed for the message. 📁 <b>NOTE:</b> This field can accept simple HTML formatting.
<b>Start Date</b>	The first date the message will appear ( <i>select date from the popup calendar</i> ).
<b>End Date</b>	The last date the message will appear ( <i>select date from the popup calendar</i> ).

<b>2</b>	Click the <b>SAVE</b> button to save your changes.	The message will be saved and you'll return to the list.
<b>3</b>	To view your edits, click the <b>VIEW</b> button to the right of the message in the list.	The <b>User Message</b> page will appear in <i>View</i> mode.

*Continued on Following Page*

## News & Updates

(Continued)



**User Message**

Number 2

Title Flood Warning

Text I-95 between mile markers 14 and 18 is flooded. Choose an alternate route. Click [here](http://tims.ncdot.gov/tims/) to navigate to the NCDOT Traveler Information Management System to get more details.

Start Date 7/1/2017 12:00:00 AM

End Date 9/30/2017 12:00:00 AM

Back to List Edit

*(User Message Page)*

**4**

Click the **BACK TO LIST** button to return to the list.

If you need to make additional updates, click the **EDIT** button.

*Continued on Following Page*

# News & Updates

(Continued)

## Deleting A Message

From the list of user messages:

Message #	Title	Text	Start	End	
7	Holiday Travel Restrictions	Travel is restricted during the period of 12/01/20...	11/15/2018	12/31/2018	Edit View Delete
10	Flooding in Eastern NC	Due to Hurricane Florence, I-95 (Goldsboro to the ...	9/21/2018	10/31/2018	Edit View Delete
9	Permits by Internet and permit agent only!	The Oversize Overweight Permit Unit telephone and ...	9/21/2018	10/17/2018	Edit View Delete
1	Message of the Day	Good morning!!!!	7/25/2018	9/1/2018	Edit View Delete
3	Good Morning!!!!	this message is expired and should not display .....	7/27/2017	8/2/2019	Edit View Delete
6	Latest Updates	You will now be able to enter customer information...	7/26/2017	4/13/2018	Edit View Delete
4	Future MSG!	this message will activate on the 24th	7/24/2017	9/30/2017	Edit View Delete
2	Flood Warning	I-95 between mile markers 14 and 18 is flooded. Ch...	7/1/2017	9/30/2017	Edit View Delete
8	Map Routing Service	Retrieving Service Availability...	1/1/2017	1/1/2018	Edit View Delete

(User Messages Page)

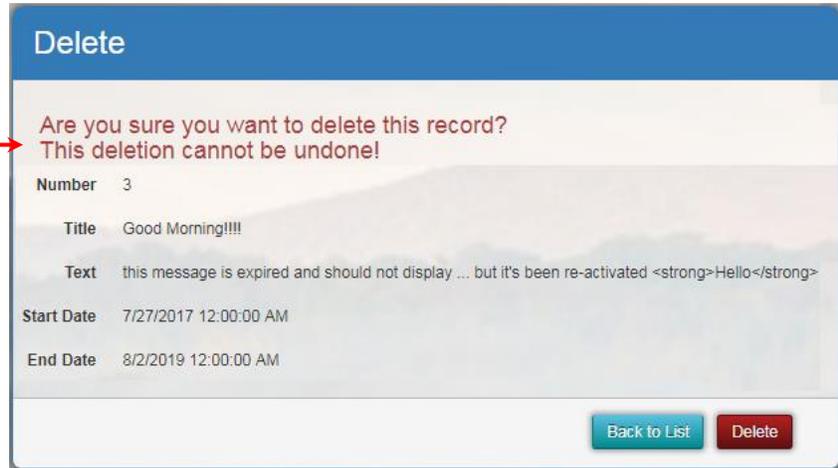
<b>1</b>	Click the <b>DELETE</b> button to the right of the message you wish to delete.	The <b>Delete</b> page will appear.
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Continued on Following Page

# News & Updates

(Continued)

Delete Message



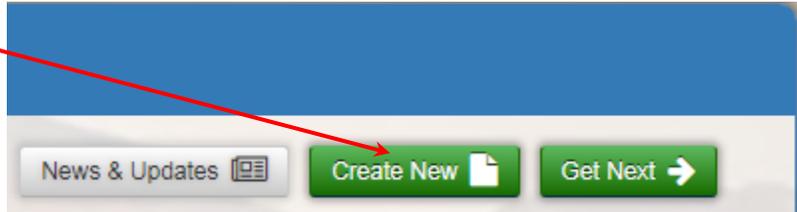
(Delete Page)

<p>2</p>	<p>Click the <b>DELETE</b> button to delete the message.</p>	<p>The message will be deleted, and you'll return to the list.</p>
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# Creating a New Permit Application

The **Create New** button (on the **Home** page) allows you to create a new permit application

Create New Button



Step	Action	Result
1	Click the <b>CREATE NEW</b> button.	The <b>Create Permit Application</b> page will appear.

A screenshot of the 'Create Permit Application' page. The page has a blue header with the title 'Create Permit Application'. Below the header, there are several input fields:
 

- 'Permit Type' with a dropdown menu showing 'Please select ...'
- 'Application Received By' with a dropdown menu showing 'Please select ...'
- 'Customer/PA purchasing application' with a text input field and a green search icon.
- 'Start Date' with a text input field and a calendar icon.
- 'End Date' with a text input field.

 At the bottom right of the form area, there are two buttons: 'Back to List' (blue) and 'Save' (green).

(Create Permit Application Page)

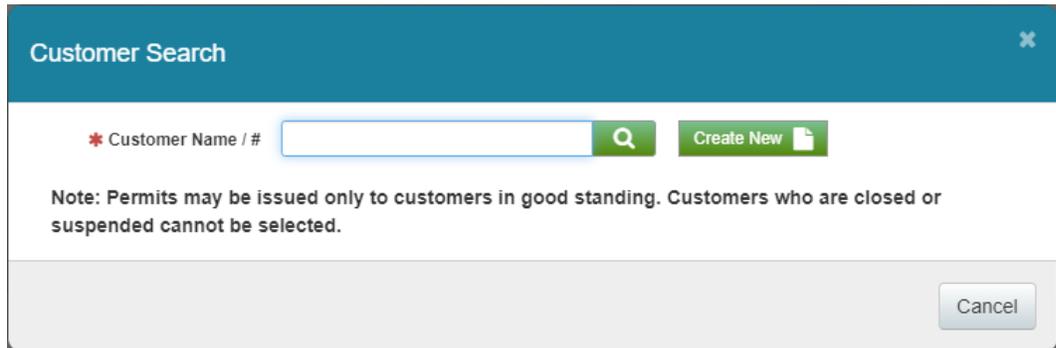
*Continued on Following Page*

## Creating a New Permit Application

(Continued)

The following fields are required:

<b>Permit Type</b>	Select the type of permit (single trip, annual or superload) from the dropdown. After the application is saved the permit type cannot be changed.
<b>Application Received By</b>	Select the method that the application was received – phone, fax, mail or walk-in from the dropdown.
<b>Customer</b>	<p>Click the  <b>MAGNIFYING GLASS</b> button to search by the customer name or customer #. (The Customer is the entity ordering the permit from NCDOT, which may be the Permittee or a Permit Agent.)</p> <p> <b>NOTE:</b> Click the <b>CREATE NEW</b> button to create a new customer record. Customer records for a Permit Agent account must be created in the Desktop application by Accounting. Instructions for this can be found in <b>Creating a New Customer Record</b> on page 3-3.</p>



(Customer Search Page)

**Start Date** The begin date of the permit (*select date from the popup calendar*).

 **NOTE:** Once you have selected the **START DATE**, the **END DATE** will default automatically.

**End Date** The end date of the permit (*This field cannot be edited*).

2

Click the **SAVE** button to save the new **Permit Application**.

# Editing a Permit Application

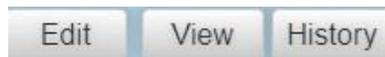
From the Home Page (Permits List)

Application #	Customer # / Name / Permittee Name	Permit #	Permit Type	Status	Entered	Updated	Created By	Locked By	
3501457	449 / Bobby Winn Thomas Sr Permittee: Bobby Winn Thomas Sr		Annual	Working	3/19/2020 9:09:30 AM	5/11/2020 1:44:00 PM	tcdennin@ncdot.gov		Edit View History
3501505	4 / Yarbrough Transfer Company Permittee: Yarbrough Transfer Company		Annual	Working	3/31/2020 1:50:49 PM	6/4/2020 10:21:57 AM	tcdennin@ncdot.gov		Edit View History
3501532	4 / Yarbrough Transfer Company Permittee: Yarbrough Transfer Company		Superload	Working	4/8/2020 10:57:59 AM	4/8/2020 1:13:05 PM	tcdennin@ncdot.gov		Edit View History
3501533	4 / Yarbrough Transfer Company Permittee: Yarbrough Transfer Company		Single	Working	4/8/2020 11:03:10 AM	5/26/2020 11:46:29 AM	tcdennin@ncdot.gov		Edit View History
3501536	1871 / ON TIME PERMITS LLC Permittee: Kenneth West Inc		Single	Working	4/8/2020 12:28:28 PM	4/13/2020 2:13:01 PM	tcdennin@ncdot.gov		Edit View History
3501543	4 / Yarbrough Transfer Company Permittee: Yarbrough Transfer Company		Single	Working	4/8/2020 1:45:38 PM	4/22/2020 10:21:03 AM	tcdennin@ncdot.gov		Edit View History

(Permits List Page)

**NOTE:** The availability of any of the following buttons or combinations thereof depends solely upon the status of the permit.

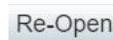
The following buttons will appear on the right-hand side of each record.



If the permit has been issued, one or both of the following buttons may also appear.



If the permit has been canceled, denied or deleted the following button may also appear, which returns the application to Working status.



Continued on Following Page

## Editing a Permit Application

(Continued)

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Step	Action	Result
1	Click the <b>EDIT</b> button on the record you wish to edit.	The <b>Edit Application</b> page will appear.

There are 8 tabs on the Edit Application Page:

- Permit & Requestor
- Vehicle
- Loads
- Route
- Restrictions
- Fees
- Notes & Tracking
- Cancel/Deny/Delete

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*Continued on Following Page*

# Editing a Permit Application

(Continued)

## Permit & Requestor Tab

The **PERMIT & REQUESTOR** tab is the first tab you will see on the **Edit Application** page. It will allow you to view & edit information related to the permit and the permit requestor.

**Edit Application # 3501505**

Permit & Requestor | Vehicle | Loads | Route | Restrictions | Fees | Notes & Tracking | Cancel/Deny/Delete

**Permit Information**

Application # 3501505

Customer # / Name #4 - Yarbrough Transfer Company

\* Application Received By Phone

Permit Type Annual

Apply for Good On All Roads Permit? Yes

\* Start Date 06/25/2020

End Date 06/24/2021

Permit #

Date Issued

**Permittee**

\* Permittee # / Name #4 - Yarbrough Trans

\* Permittee Yarbrough Transfer Company

\* Address 1 1500 Doune Street

Address 2 XXXXXXXXXXXXXXXXX

\* City Winston Salem

\* State NC - North Carolina (USA)

\* Zip Code 27127

**Requestor Information**

\* Requestor Name [External] Yarbroug

\* Phone # 800-334-0160

Phone Ext

Email Address customer@customer.com

**Permit Delivery**

\* Permit Deliver By Email

\* Deliver To Email primary@void.com

**Application Status**

Permit Status Working

Bridge Status No Study  
Send to Bridge

Engineering Status No Study  
Send to Engineer

Date Entered 3/31/2020 1:50:49 PM

Date Updated 6/16/2020 5:24:37 PM

Assigned To tcdenning@ncdot.gov

Issue Permit | Return for Update | Back to List | Save Application

\* indicates a required field. Any button that saves the form triggers validation.

(Edit Application Page (Permit & Requestor Tab))

Continued on Following Page

## Editing a Permit Application

(Continued)

The following is a list of all fields and buttons and their purpose:

<b>Application #</b>	The application # is assigned by the system and locked.
<b>Customer #/Name</b>	The account name and number of the customer requesting the permit. This field is populated and locked from the <b>Create New Application</b> page or from the New from Old reference permit.
<b>Application Received By</b>	Populated from the <b>Create New Application</b> page or from the New from Old reference permit; however, this is an editable field.
<b>Permit Type</b>	Populated from the <b>Create New Application</b> page or from the New from Old reference permit. This is NOT an editable field.
<b>Start Date</b>	Populated from the <b>Create New Application</b> page or can be selected from the calendar popup.
<b>End Date</b>	Automatically populated by the system based on the permit type validation and any exemptions.
<b>Permit #</b>	Assigned by the system when the permit is issued.
<b>Date Issued</b>	Assigned by the system when the permit is issued.
<b>Permit Status</b>	Set by the system according to the application or permit status.
<b>Send to Bridge button</b>	Changes the status and automatically sends the application to the Bridge Unit for review.
<b>Send to Engineer button</b>	Changes the status of the application; however, contacting the field engineer is a manual process.
<b>Date Entered</b>	Set by the system with a timestamp of when the application was originally created.
<b>Date Updated</b>	Set by the system with a timestamp of when the application was last updated.
<b>Assigned To</b>	Populated with the user id of the person that originally created the application or opened the application with Get Next.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

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<b>Permittee #/ Name</b>	Populated from the <b>Create New Application</b> screen or from the New from Old reference permit. This field is editable when the Customer is a Permit Agent as a Permit Agent would never be the Permittee.
<b>Permittee, Address 1, Address 2, City, State and Zip Code</b>	Populated with the customer record information or with information from the STARS database.
<b>Override STARS Owner button</b>	Only shown for NC registered vehicles - allows for changes to the Permittee, Address 1, Address 2, City, State and Zip Code populated from STARS.
<b>Requestor Name, Phone #, Phone Ext and Email Address</b>	Used to capture information for the person requesting the permit.
<b>Permit Deliver By</b>	Specifies the delivery method of the permit. The options of fax and email will require additional information.

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*Continued on Following Page*

## Editing a Permit Application

(Continued)

### Vehicle Tab

The **VEHICLE** tab contains power unit and STARS information.

The Power Unit Information fields must be entered for out-of-state vehicles or North Carolina vehicles not found in the STARS database. For these vehicles, the STARS Information section will display a standard message.

The Power Unit VIN (last 5 digits) and the Power Unit Reg Weight will automatically be populated for vehicles in the STARS database. Also, the STARS Information section will display any existing stops for the power unit.

(Edit Application Page (Vehicle Tab))

#### Override STARS Vehicle button

Allows override of the Power Unit VIN and Power Unit Reg Weight populated from STARS for a NC registered vehicle, otherwise the button is not displayed.

#### Override STARS button

Allows override of any stops on the NC registered Power Unit, otherwise the button is not displayed.

Continued on Following Page

# Editing a Permit Application

(Continued)

When entering the Power Unit License, Power Unit State, Power Unit VIN, Power Unit Type = Self-Propelled and the vehicle exists in the customer’s Vehicle file, the vehicle will be displayed in a list. By clicking the **Copy** button, the information will be populated in the appropriate fields on the Loads tab

Customer Name/#	Nickname	License	State	GVW	Axles	Axle Spacing	
ZZZZ Trucking Company / #99014		MM1111	NE	70000	3	20ft 0in, 5ft 0in	Copy

**STARS Information**

State Titling And Registration System (STARS) information is not available for this Power Unit Vehicle.

- 2290 Tax Stop No
- County Tax Stop No
- Vehicle Stolen Stop No
- Expired Registration Stop Yes
- Insurance Stop No
- Correspondence Stop No
- Emission Stop No
- Ready to Issue? No

Stops have not been cleared.

Please contact the NCDOT Oversize/Overweight Permit Unit at 1-888-221-8166 or 919-814-3700 to get assistance with clearing this NC vehicle through the proper agency.

*Continued on Following Page*

# Editing a Permit Application

(Continued)

## Loads Tab

The LOADS tab contains load, details and dimensions, weights, and escort information.

**Edit Application # 3501505**

Permit & Requestor Vehicle **Loads** Route Restrictions Fees Notes & Tracking Cancel/Deny/Delete

**Load**

\* Load Description Please select ...

Additional Description

\* Conveyance Hauled

**Details and Dimensions**

Is Load Single Piece? Yes

\* Overall Width Feet Inches  
12 0

\* Overall Length Feet Inches  
105 0

\* Overall Height Feet Inches  
14 6

\* Trailer Length Feet Inches  
53 0

Overhang Front Feet Inches  
0 0

Overhang Rear Feet Inches  
0 0

Extreme Axle Feet Inches  
75 0

**Weights**

Gross Vehicle Weight Legal? No

Axle Weight Legal? No

\* Gross Vehicle Weight (lbs) 80000

\* # of Axles 5

Steering Weight (lbs) 20000

Single Weight (lbs) 25000

Tandem Weight (lbs) 50000

Tridem Weight (lbs) 60000

Four or More Weight (lbs) 68000

Axle Spacing

Axle Weight

\* Legal is defined as compliant with North Carolina General Statute § 20-118 - Weight of vehicles and load.

**Escorts**

\* # Escorts Please select ...

Issue Permit Return for Update Back to List Save Application

\* indicates a required field. Any button that saves the form triggers validation.

(Edit Application Page (Loads Tab))

Continued on Following Page

## Editing a Permit Application

(Continued)

When the Power Unit type = MH Toter, additional fields for Mobile Serial #, Authority Type and Authority # will be displayed.

The screenshot shows a portion of a web form. It includes the following fields:

- \* Load Description:** A dropdown menu with the selected value "Mobile/Modular Unit" and a help icon (question mark in a blue circle).
- Additional Description:** A text input field.
- \* Conveyance:** A dropdown menu with the selected value "Towed".
- Mobile Serial #:** A text input field.
- \* Authority Type:** A dropdown menu with the selected value "Please select ...".
- Authority #:** A text input field.

**Load Description** The selections available are set based on the permit type and power unit selected.

**Additional Load Description** Required for all load description types with an asterisk (\*).

**Conveyance** Defaults based on the Load Description; however, can be edited.

**Is Load Single Piece?** If No, the load arrangement is required, and all weights are set to Legal.

**Overall Width** The field is limited to minimum and maximum values.

**Overall Length** The field is limited to minimum and maximum values.

**Overall Height** The field is limited to minimum and maximum values.

**Trailer Length** Required if the power unit is a truck-tractor. The field is limited to minimum and maximum values.

**Overhang Front** The field is limited to minimum and maximum values.

**Overhang Rear** The field is limited to minimum and maximum values.

**Extreme Axle** Measurement from center of the first axle to center of the rear axle. Required if the GVW is greater than 80,000 lbs. The field is limited to minimum and maximum values.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

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<b>Escort</b>	Escort requirements for permit.
<b>Gross Vehicle Weight Legal?</b>	When flag is set to Yes, the Gross Vehicle Weight field is populated with the Power Unit Registered Weight for bridge analysis purposes.
<b>Axle Weight Legal?</b>	When flag is set to Yes, the Gross Vehicle Weight and Axle Weight fields are automatically set to Legal.
<b>Gross Vehicle Weight (lbs)</b>	Evaluation rules are checked to ensure the # of axles and Extreme Axle meet permit policy for the GVW entered.
<b># of Axles</b>	Total # of axles for vehicle configuration.
<b>Steering Weight (lbs)</b>	Unless the Legal flag is set to Yes, the steering axle weight defaults to 20,000.
<b>Single Weight (lbs)</b>	Unless the Legal flag is set to Yes, the single axle weight defaults to 25,000.
<b>Tandem Weight (lbs)</b>	Unless the Legal flag is set to Yes, the tandem axle weight defaults to 50,000.
<b>Tridem Weight (lbs)</b>	Unless the Legal flag is set to Yes, the tridem axle weight defaults to 60,000.
<b>Four or More Weight (lbs)</b>	Unless the Legal flag is set to Yes, the four or more-axle weight defaults to 68,000.

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*Continued on Following Page*

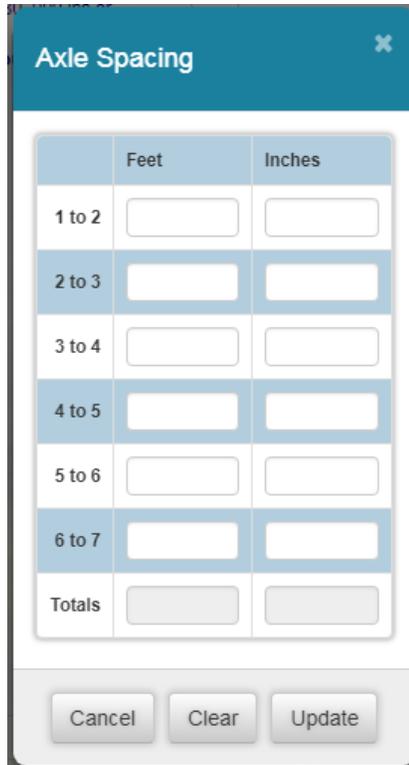
# Editing a Permit Application

(Continued)

## Axle Spacing

The spacing between axles of the configuration. The axle spacing total must be equal to the Extreme Axle field.

Click the  button to edit these values.



The image shows a mobile application popup titled "Axle Spacing" with a close button (X) in the top right corner. The popup contains a table with two columns: "Feet" and "Inches". The rows are labeled "1 to 2", "2 to 3", "3 to 4", "4 to 5", "5 to 6", "6 to 7", and "Totals". Each row has two input fields for data entry. At the bottom of the popup, there are three buttons: "Cancel", "Clear", and "Update".

	Feet	Inches
1 to 2	<input type="text"/>	<input type="text"/>
2 to 3	<input type="text"/>	<input type="text"/>
3 to 4	<input type="text"/>	<input type="text"/>
4 to 5	<input type="text"/>	<input type="text"/>
5 to 6	<input type="text"/>	<input type="text"/>
6 to 7	<input type="text"/>	<input type="text"/>
Totals	<input type="text"/>	<input type="text"/>

Buttons: Cancel, Clear, Update

(Axle Spacing Popup)

Continued on Following Page

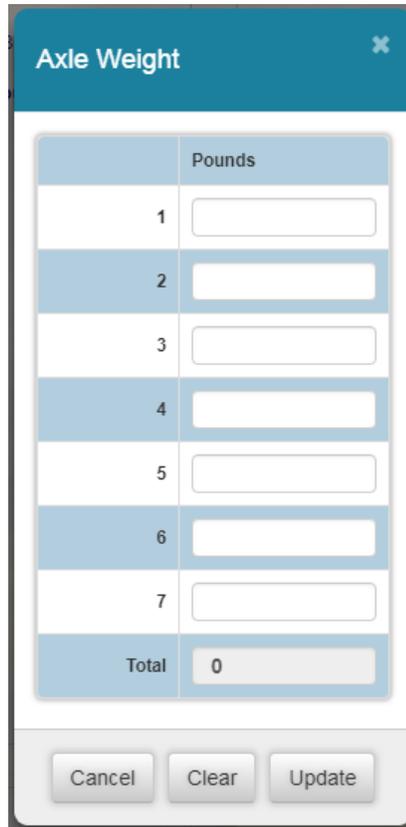
## Editing a Permit Application

(Continued)

### Axle Weight

The axle weight per axle of the configuration. The axle weight total must be equal to the Gross Vehicle Weight (lbs) field.

Click the  button to edit these values.



	Pounds
1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
Total	0

Cancel Clear Update

(Axle Weight Popup)

**NOTE:** The dimensions, overhang, GVW, # of axles, axle weights and axle spacings will automatically be populated if copied from the Vehicle File list on the Vehicle tab..

Continued on Following Page

# Editing a Permit Application

(Continued)

## Route Tab

The **ROUTE** tab contains the begin location, end location and length of the route.

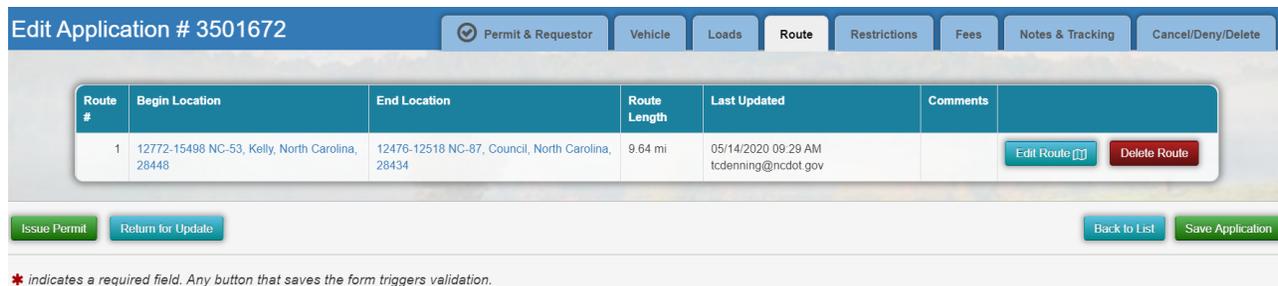


(Edit Application Page (Route Tab))

### New Route button

Allows you to create a new route of travel for the application.

**NOTE:** This button will only be visible if no routes exist for the current application.



(Edit Application Page (Route Tab))

### Edit Route button

Allows you to edit an existing route.

### Delete Route button

Allows you to delete an existing route

**NOTE:** If you click the Begin or End location, a map of the route will appear.

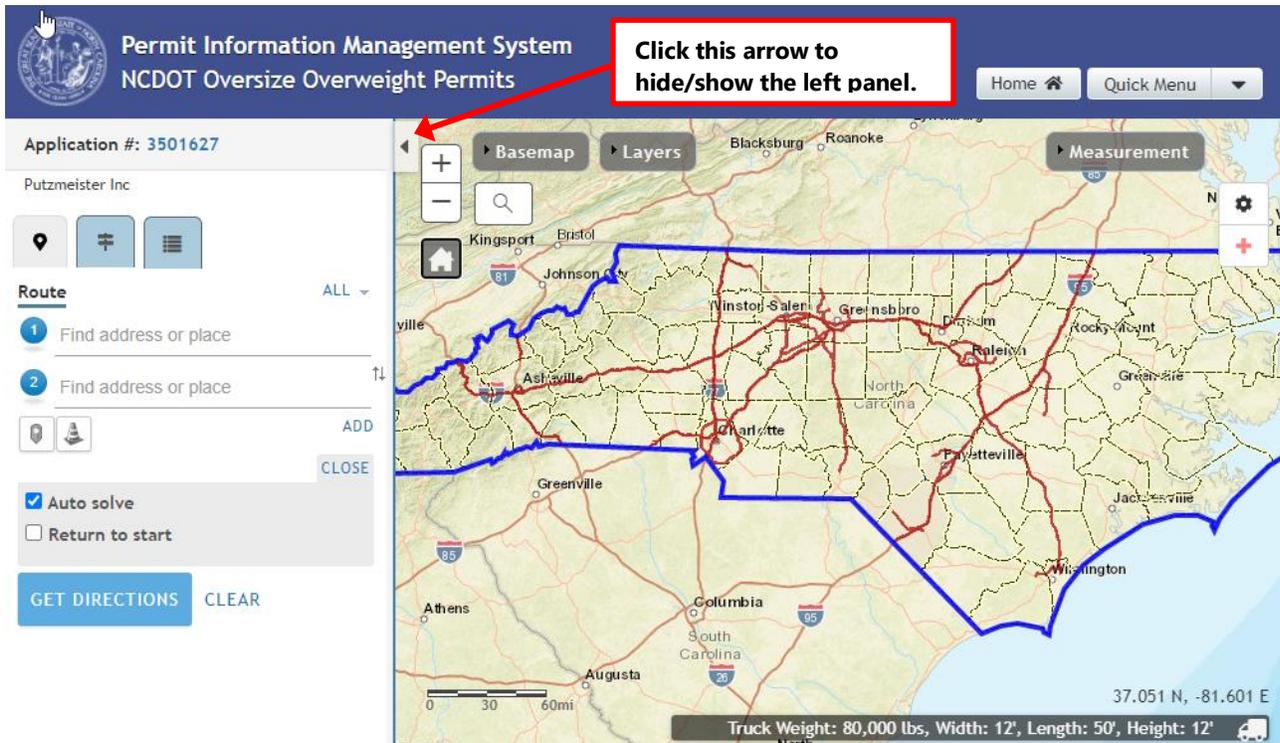
*Continued on Following Page*

## Editing a Permit Application

(Continued)

### The Map

The map is where the route for the permit application is entered. The map consists of two panels. The left panel contains route details, and the right panel displays the map.



(Map))

The left panel on the map is collapsible. The Application number for the permit and the customer name are displayed at the top. Below this information, are three tabs: **Directions**, **Restrictions & Features**, and the map **Legend**.

*Continued on Following Page*

# Editing a Permit Application

(Continued)

## Directions Tab

The Directions tab contains details about the route.

The screenshot shows the 'Directions Tab' interface with several red callout boxes and arrows pointing to specific features:

- Application #, link to permit edit**: Points to the 'Application #: 3501627' text.
- Customer Name**: Points to the 'Putzmeister Inc' text.
- Search source for Stops**: Points to the 'ALL' button.
- Stops**: Points to the list of route stops, including 'Mile 0 I-95 S, Virginia State Line' and 'Mile 38.667992 I-95 S, South Carolina State Line'.
- Route Options**: Points to the 'Auto solve' and 'Return to start' checkboxes.
- Get directions, clear directions, save**: Points to the 'GET DIRECTIONS', 'CLEAR', and save icons.
- Route duration and length**: Points to the '02:40 hr min' and '181.36 miles' summary.
- Zoom to route, additional directions**: Points to the 'ZOOM TO ROUTE' and 'EDIT ROUTE START/END' buttons.
- Turn by turn directions for the route. Length noted for each step.**: Points to the numbered list of directions, such as '1. Start at the North Carolina state line...' and '2. Go southwest on I-95 S...'.
- Additional comments for the route.**: Points to the 'Comments' section with the text 'Enter comments here'.

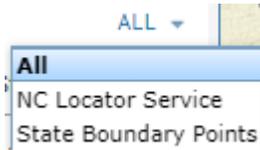
(Directions Tab)

Continued on Following Page

## Editing a Permit Application

(Continued)

### Stops Data Source



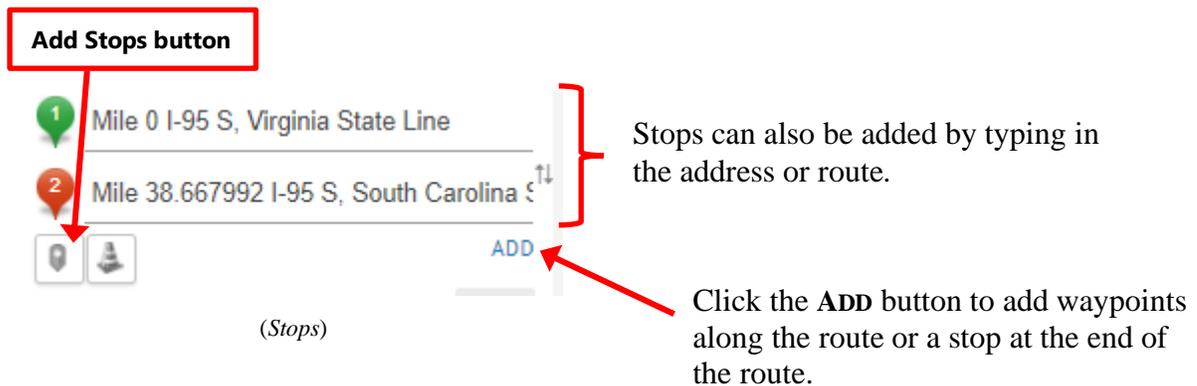
(Stops Data Source)

The **STOPS DATA SOURCE** drop-down allows you to select the source providing the data used when searching for Stop locations.

- The **NC Locator Service** searches all locations within a bounding box containing all of NC.
- **State Boundary Points** searches for routes which intersect the state boundary of NC.
- **All** is the default selection which utilizes both search engines.

### Stops

Stops are the locations the truck should travel from and to. They can be added by clicking the **ADD STOPS** button, then clicking once on the map in the location of the stop.



The **ADD STOPS** button is a toggle. Once it is clicked, you will be able to add stops or waypoints to the map. A stop or waypoint will be added each time you click on the map. Click it again to turn it off.

The stops displayed on the map are interactive. Click a stop to display details or drag the stop to a new location to recalculate the route. Once the route has been calculated, an automated engineering analysis is performed to check for weight restrictions.

*Continued on Following Page*

# Editing a Permit Application

(Continued)

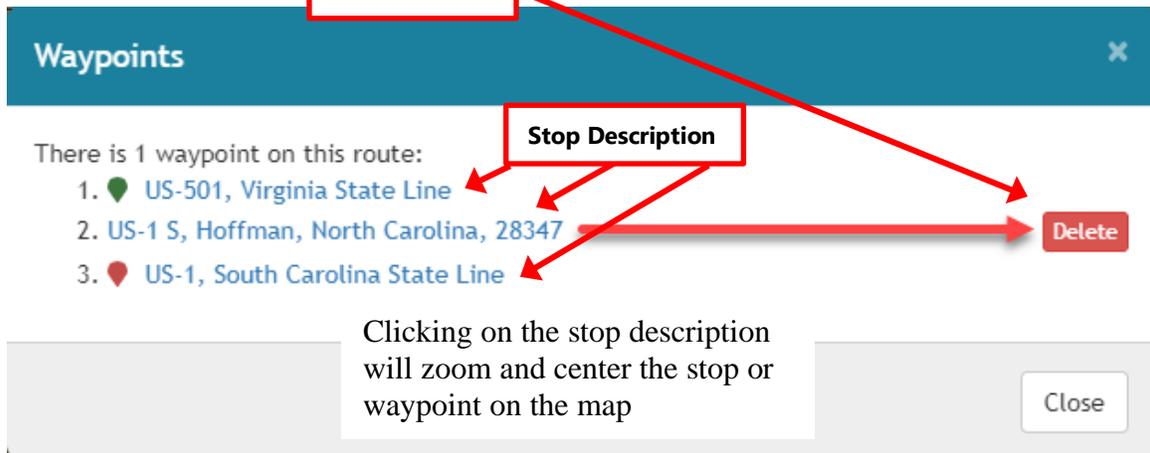
## Waypoints

When more than two stops have been added, the stops between the first and last stop are called waypoints. Up to 18 waypoints can be added.

When a route has waypoints, a message is displayed underneath the start/end stops. Clicking the **VIEW** button will display a popup which lists the stops and all waypoints.



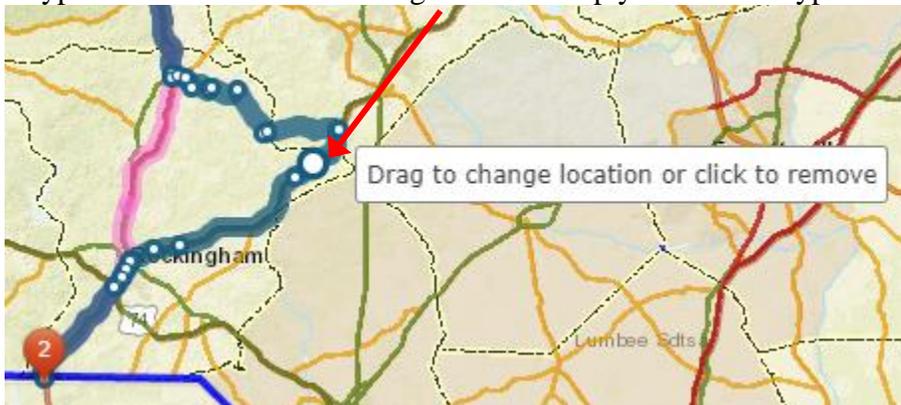
Click the **DELETE** button to remove any waypoint. The route will automatically recalculate.



Clicking on the stop description will zoom and center the stop or waypoint on the map

(Waypoints Popup)

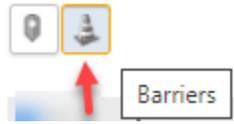
An alternative method for deleting a waypoint is available when the Add Stops button is enabled. Hover the mouse over the waypoint on the map to receive instructions. The waypoint will be visible as a large circle. Simply click the waypoint to remove.



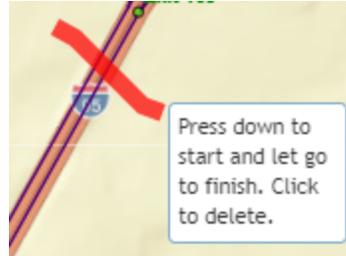
## Barriers

If needed, you can create a barrier on the map. These barriers provide a way to draw an imaginary line that prevents a truck from taking a particular route.

Like the **ADD STOPS** button, the **BARRIERS** button is also a toggle.



(Barriers Button)



*Continued on Following Page*

# Editing a Permit Application

(Continued)

## Options Button and Options

Clicking the **OPTIONS** button will show the options which are available for the route. To hide options, click the **CLOSE** button.



<input checked="" type="checkbox"/> Auto solve	When checked, Auto solve will automatically start calculating directions when a stop is added and there are at least two stops.
<input checked="" type="checkbox"/> Return to start	When checked, a return route of travel will be generated.



When Return to Start is selected, a second tab is displayed for the trip's return leg.



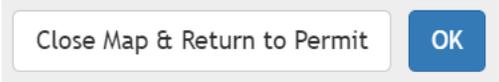
<b>GET DIRECTIONS</b> button	Calculates the route for the stops which have been provided.
<b>CLEAR</b> button	Click once to clear the graphics drawn on the map. Click another time (not double-clicking) will clear the stops. (Clearing the stops is useful if you need to start over.)
<b>PRINT</b> BUTTON	Prints the step-by-step directions, and if possible, a map of the route.
<b>SAVE</b> BUTTON	Saves the route, including the stops, waypoints, barriers, restrictions and features (bridge #s on route, bridge #s crossing route, signs, railroad crossing #s) and comments. When the route is saved without any issues, a confirmation is displayed.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

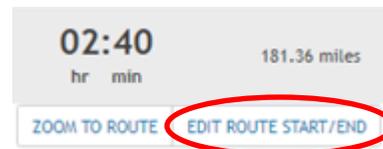
Clicking **CLOSE MAP & RETURN TO PERMIT** will close the map tab. Clicking **OK** will save the route and leave the map tab open.



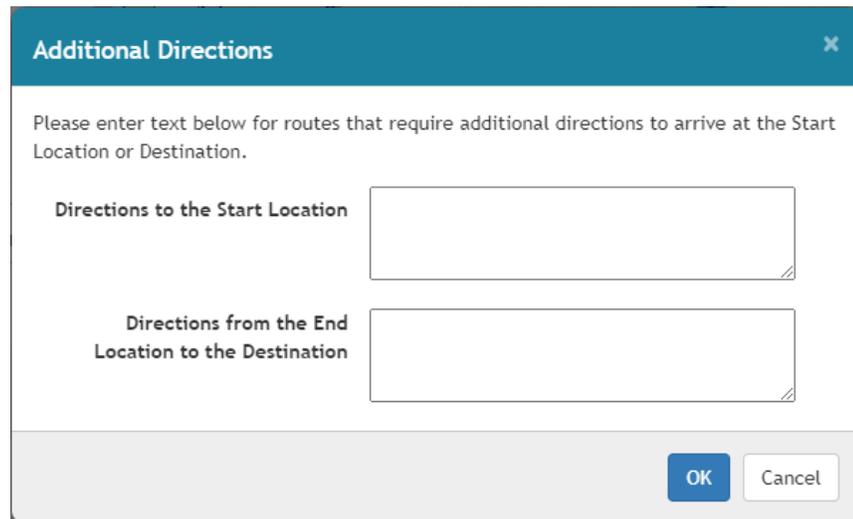
Close Map & Return to Permit OK

### Edit Route Start / End Popup

If additional clarification is needed on how to proceed to the route start or end location, click the **EDIT ROUTE START/END** button.



The following popup will appear.



**Additional Directions** ✕

Please enter text below for routes that require additional directions to arrive at the Start Location or Destination.

Directions to the Start Location

Directions from the End Location to the Destination

OK Cancel

*(Additional Directions Popup)*

This might be used when routes start or end on a route not maintained by the State of NC.

**NOTE:** To save the text entered in the **Additional Directions** popup, click the **OK** button on the popup. The **SAVE** button (underneath the **Stops** and next to the **PRINT** button) must be clicked to **SAVE** the information to the route.

*Continued on Following Page*

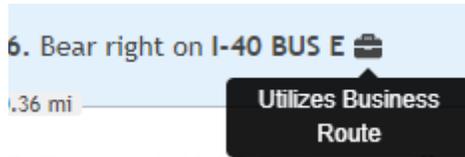
# Editing a Permit Application

(Continued)

## Icons

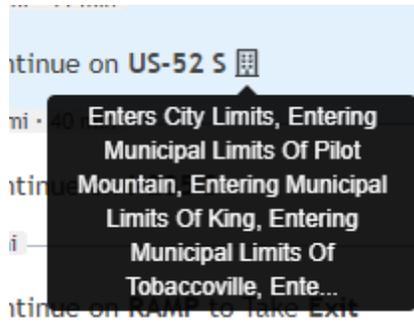
There will be a few icons in the text of the directions. You will be able to hover over an icon to reveal more information.

**BRIEFCASE icon** Directional step utilizes a Business Route.



(Briefcase Icon)

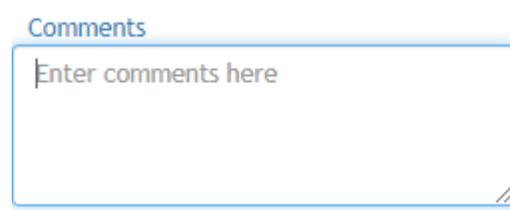
**CITY BUILDING icon** Directional step travels through City Limits.



(City Building Icon)

## Comments

General comments can be added in the text area underneath the step-by-step directions. Dragging the gripper in the bottom right corner allows the text area to shrink/grow.



(Comments)

Continued on Following Page

# Editing a Permit Application

(Continued)

## Route Changes

When loading the map which has previously been saved with a route, it is possible that the calculated best route of travel could have changed.

When this happens, a warning message is displayed at the top of the left panel indicating that the route has changed since last saved. The part of the route which has changed since last saved is drawn on the map in black.

To *clear the warning message and map graphic*, click the X in the upper-right corner of the warning message. Alternatively, clicking the GET DIRECTIONS button, will clear both. Clicking on the black line will highlight and help identify all changes to the route.

The screenshot displays the PIMS interface for NCDOT Oversize Overweight Permits. The top navigation bar includes the user name 'Hello, Andy Whittaker!' and the environment 'DEV'. A warning message at the top left of the left panel states: 'The Return Leg has changed since last saved 1/29/2021, 3:02:19 PM'. A red arrow points to the 'X' icon in the top right corner of this message. Below the warning, the application details for 'Application #: 3501614' by 'Morlando Crane' are shown. The 'Return Leg' is selected, and the return route is listed as: 1. Mile 0 I-77 N, South Carolina State Line; 2. Mile 22.946 I-77 N, Virginia State Line. A 'GET DIRECTIONS' button is visible. The map shows a route with a black segment indicating the change. A red arrow points to this black segment. A warning message at the bottom right of the map reads: 'Structure Missing Weight and/or Clearance Data (Minimum Clearance Values Used)'. The truck specifications at the bottom are: 'Truck Weight: 80,000 lbs, Width: 12', Length: 50', Height: 10'.

(Directions tab)

Continued on Following Page

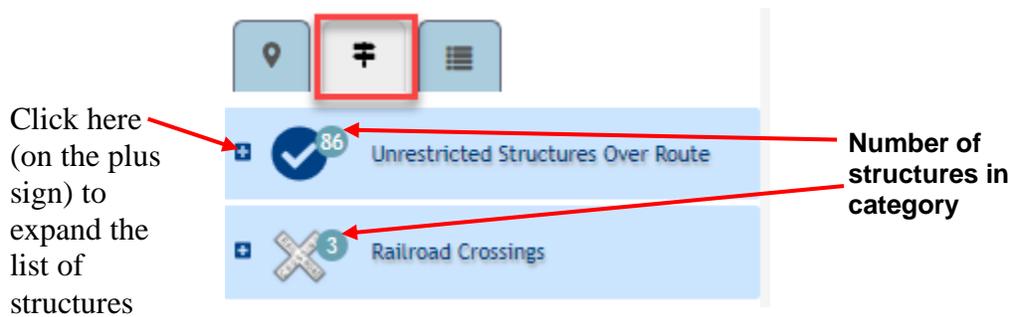
# Editing a Permit Application

(Continued)

## Restrictions and Features Tab

The **Restrictions & Features** tab lists features on the route. Features will be presented in a collapsible list for the following categories:

- Unrestricted Structures On Route
- Unrestricted Structures Over Route
- Railroad Crossings
- Weight Restricted Structures
- Under-Height Restricted Structures



(Restrictions and Features Tab)

**NOTE:** When rail crossings have imagery available, a preview thumbnail image can be seen by hovering over one of the directional Image links (N, S, E, W). Crossings also include a contact phone number.

## Restricted Structures

Restricted structures will not typically be on a route. Height restricted structures and width restricted structures can only be on a route when Route Override is enabled since this could potentially be a safety concern. Weight restricted structures only occur on a route when the search fails to find a route without them.

Please use **extreme caution** when routing a truck with restricted structures.

Height restricted structures	<b>Red</b> Lines.	always visible after loading the map 
Width restricted structures	<b>Yellow</b> Lines	always visible after loading the map 

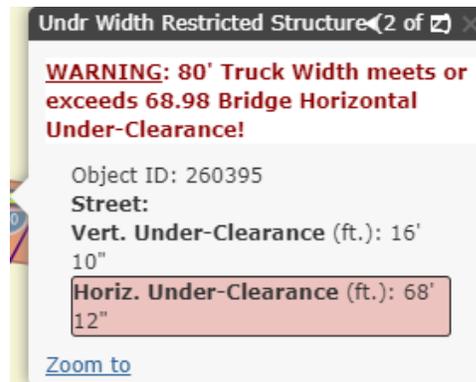
Continued on Following Page

## Editing a Permit Application

(Continued)

Weight restricted structures	<b>Orange</b> Lines	only visible after the route has been analyzed 
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When you click on a restricted structure, a warning popup will appear. This popup will contain general and restriction details.



(Warning Message)

*Continued on Following Page*

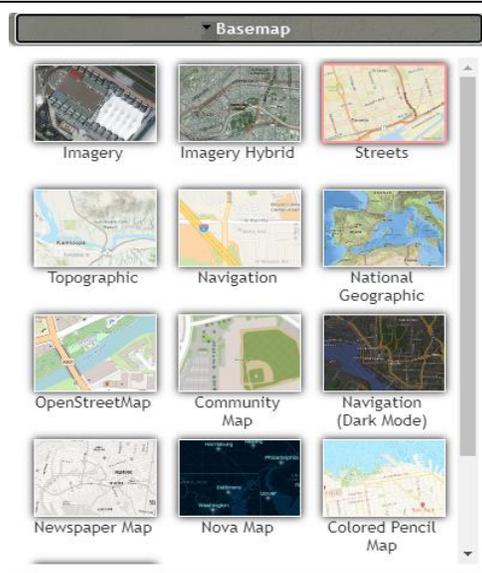
# Editing a Permit Application

(Continued)

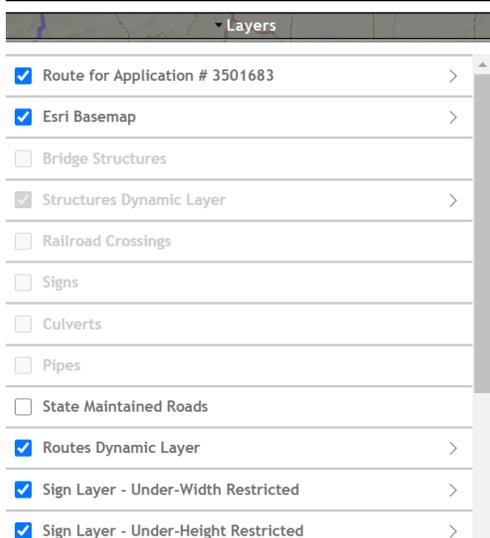
## Map Tools



Used to zoom in and out on the map. Also, the user can click Shift + mouse drag to draw a zoom rectangle which allows you to quickly zoom in to a specific area.



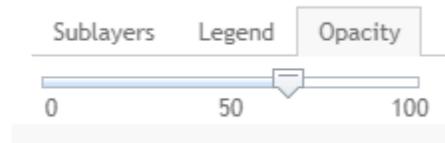
The map background is called the **Basemap**. To change basemaps, click the **BASEMAP** button. There are 13 basemaps available. The default basemap is the Streets basemap. The selected basemap will have a pink border. The **Imagery** and **Imagery Hybrid** basemaps utilize satellite imagery, which can be helpful when investigating bridges, signs, and railroad crossings.



The map contains multiple layers on top of the basemap.

The layers can be turned on and off at any time. To turn off a layer so that it isn't visible on the map, uncheck the checkbox next to the layer.

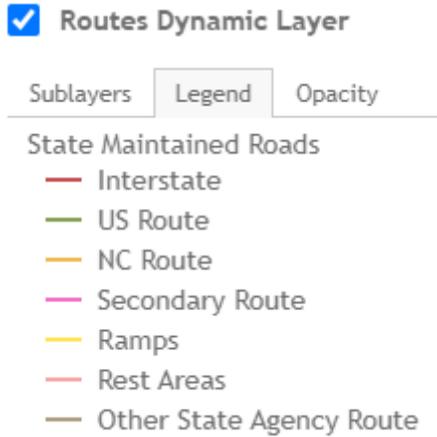
The opacity (transparency) for each layer can be changed by clicking on the Opacity tab. The closer to 0, the more transparent (or lighter, see-through).



*Continued on Following Page*

# Editing a Permit Application

(Continued)



The **Map Legend** tab displays the symbology (symbol and color) used for each type of feature in the layer.



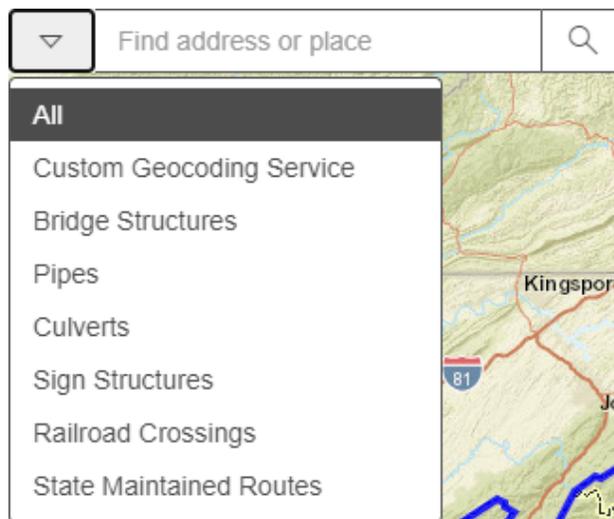
Click the home button to return to the default map. This will ensure that most of NC is visible in the visible map area.



Used to search for a location.



Click the down arrow to display search sources, which are features layers except for the *Custom Geocoding Service*, which is the ArcGIS Online World geocoder limited to a bounding box around the state of NC.



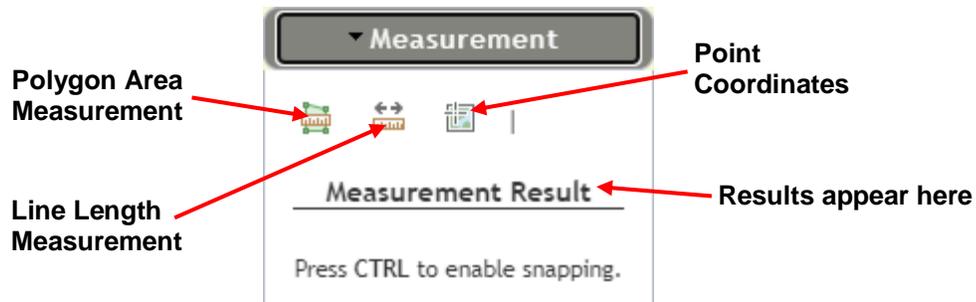
(Search Sources Drop-Down)

Continued on Following Page

## Editing a Permit Application

(Continued)

### Measurement Widget



(Measurement Widget)

The Measurement widget allows you to measure the area of a polygon, the length of a line, or find the coordinates of a point.

Hold the **CTRL** key down on the keyboard to snap to a layer on the map. The cursor will change to a large target symbol. When measuring the area of a polygon or the length of a line, double-click to stop drawing and end measurement.

### Map Settings

Click this icon  and the map settings dialog will appear.

The map settings modal contains options to modify how a route is calculated.

The default options are:

- Calculate the fastest route by time and by route hierarchy, which means that the routing engine will attempt to find the fastest route by time and use primary routes.
- Avoid tolls with low avoidance, which means that the routing engine will attempt to avoid tolls where possible or where a route with a similar duration of travel can be found.
- Avoid city limits with low avoidance, which means that the routing engine will attempt to avoid city limits when possible or when a route with a similar duration of travel can be found.
- Avoid business routes with medium avoidance, which means that the routing engine will attempt to avoid business routes when possible.
- Override Route – for NCDOT OSOW Unit only.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

**PIMS: Map Settings**

**Routing Options**

Fastest Route       Use Hierarchy  
 Shortest Distance

---

**Tolls**

Restrict Tolls  
 Avoid Tolls (Low Avoidance)

---

**City Limits**

Avoid City Limits (Low Avoidance)  
 Avoid City Limits (Medium Avoidance)  
 Avoid City Limits (High Avoidance)

---

**Business Routes**

Restrict Business Routes  
 Avoid Business Routes (Low Avoidance)  
 Avoid Business Routes (Medium Avoidance)  
 Avoid Business Routes (High Avoidance)

---

Override Route

**ALERT:** Overriding a route disables all restrictions, including clearance and weight restrictions!

OK Cancel

(Map Settings)

**NOTE:** These are the default settings, which can be changed.

Continued on Following Page

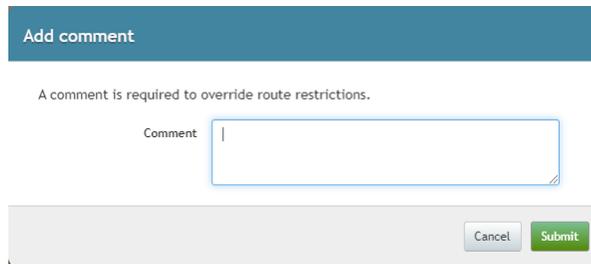
## Editing a Permit Application

(Continued)

### Route Override

NCDOT OSOW users can override routes. This means that all restrictions will be disabled for routing, including clearance and weight restrictions. All restrictions entered in the PIMS Restrictions Manager will also be ignored. In addition, any barriers drawn on the map will be removed prior to routing.

To enable route override, check the checkbox in the **Map Settings** dialog. Upon clicking OK, a comment must be entered which justifies the reason for the route override. Once a comment has been entered, the route immediately recalculates.



Once a comment has been entered and submitted, **Route Override** will be enabled. Once enabled, there are visual cues that serve as reminders that routing will not use any restrictions.



The Directions tab has the word **OVERRIDE** overlaid on the pin image.



There is a message in the bottom right corner of the map indicating that Route Override is enabled.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

### Messages

All important messages will be displayed in the bottom right corner of the map.



If the map sits idle for too long, it could lose the connection to some of its services. In this case, you will receive an error message when you try to click the **GET DIRECTIONS** button.

If clicking the **GET DIRECTIONS** button a second time doesn't work, reload the page in the browser.

### Snapping Tool

The snapping tool ensures that when you draw start and end points on a route, they snap to roadways instead of near them.

If the **ADD STOPS** button is not active, the snapping tool will not be visible. By default, snapping is Off.



Snapping Tool Button

**Snapping Activation Options**

Always On

Ctrl + Click

Off

Always On	Once selected, a red target is drawn on the route as the mouse cursor is moved.
Ctrl + Click	Once selected, press and hold the <b>CTRL</b> button to display a red target is drawn on the route as the mouse cursor is moved.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

---

### Truck Dimensions

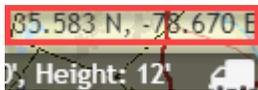


Truck Weight: 80,000 lbs, Width: 12', Length: 50', Height: 12'

Truck dimensions, including the weight, width, length, and height are displayed in the bottom right corner of the map.

---

### Latitude/Longitude Coordinates



35.583 N, -78.670 E  
Height: 12'

As the mouse is moved around the map, the latitude and longitude are displayed in the bottom right corner, right above the truck dimensions.

---

### Scale Bar



A scale bar is displayed in the bottom left corner of the map with the scale at which the map is drawn.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

### Restrictions Tab

The **RESTRICTIONS** tab contains all restrictions available for the permit. These include issuance, special, route, bridge and manual restrictions.

*(Edit Application Page (Restrictions Tab))*

#### Get ALL Restrictions button

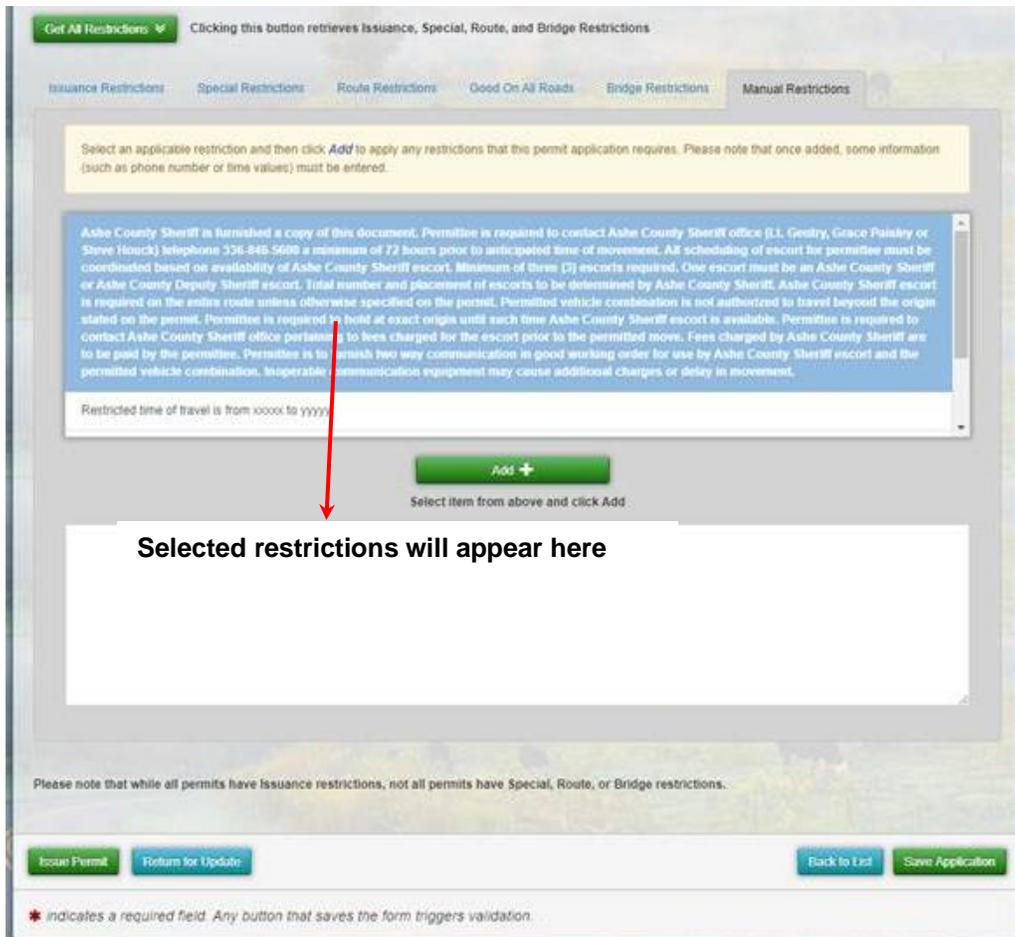
By clicking this button, all the applicable restrictions are displayed on the respective tabs by restriction type. Also, each restriction type has a Get Restriction button to retrieve restrictions for that restriction type. If any of the Get Restriction buttons are clicked after revisions have been made to a restriction, the system generated restrictions will override your revisions.

Bridge Restrictions are automatically generated by the routing tool after analyzing the bridges along the route of travel; however, revisions can be made to the restrictions as needed.

*Continued on Following Page*

# Editing a Permit Application

(Continued)



(Manual Restrictions)

Step	Action	Result
2	Click the <b>ADD</b> button to add a manual restriction.	Once added, the restriction will appear in the box at the lower half of the page.

Continued on Following Page

## Editing a Permit Application

(Continued)

### Fees Tab

The **FEES** tab provides a location for payments to be recorded.

(Edit Application Page (Fees Tab))

#### Customer Is Exempt?

This field is set from information stored in the customer record.

#### Permit Fee \$

Fees are calculated by the system based on the permit type, weight, dimensions, and any exemptions.

#### NCDOT Software Fee \$

Fees are calculated by the system based on the Paid By option selected.

Continued on Following Page

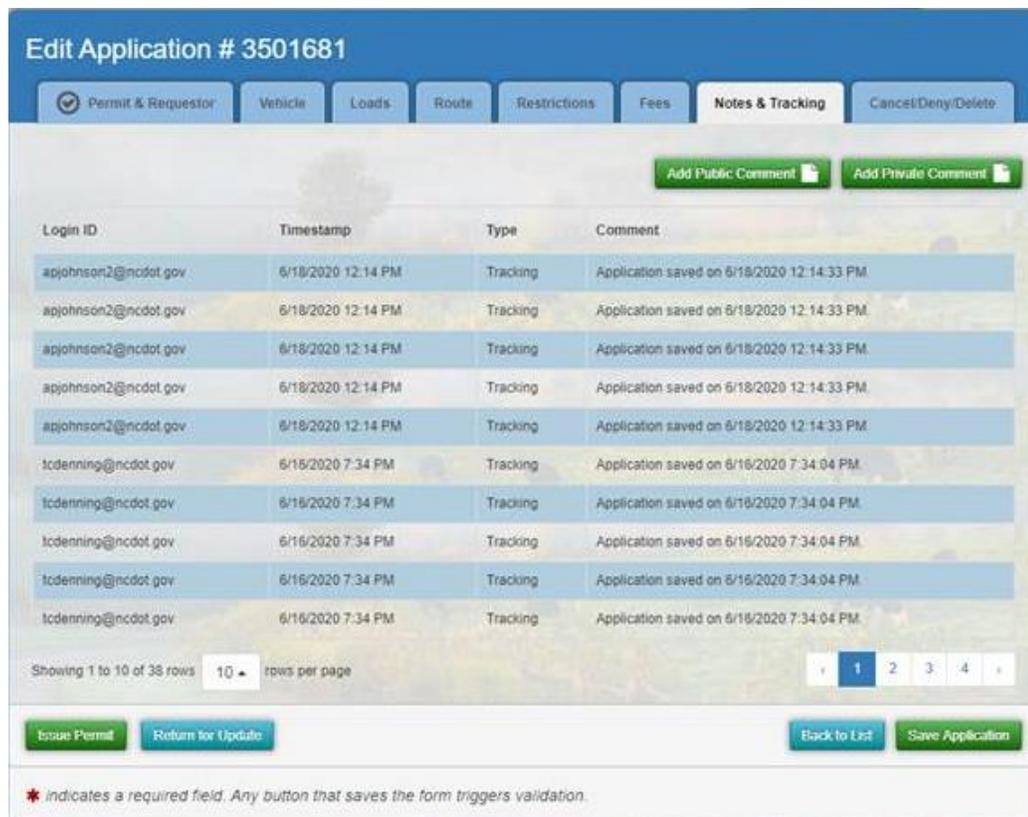
# Editing a Permit Application

(Continued)

Step	Action	Result
3	Click the <b>CALCULATE FEES</b> button. <div style="text-align: center; margin: 10px 0;">  </div>	This will calculate fees when creating the application and recalculate fees when making changes to the application information

## Notes & Tracking Tab

The **NOTES & TRACKING** tab provides a location to store notes about the permit application.



*(Edit Application Page (Notes & Tracking Tab))*

*Continued on Following Page*

## Editing a Permit Application

(Continued)

<b>4</b>	Click the <b>ADD PUBLIC COMMENT</b> button or <b>ADD PRIVATE COMMENT</b> to add a comment.	The <b>Add Comment</b> popup will appear.
----------	--	---

Add comment

Please provide a comment in the field below. This comment will be visible to the customer.

Comment

*(Add Comment)*

<b>5</b>	Type the comment in the <b>COMMENT</b> field.	N/A
<b>6</b>	Click the <b>SUBMIT</b> button.	The comment will be saved to the list.

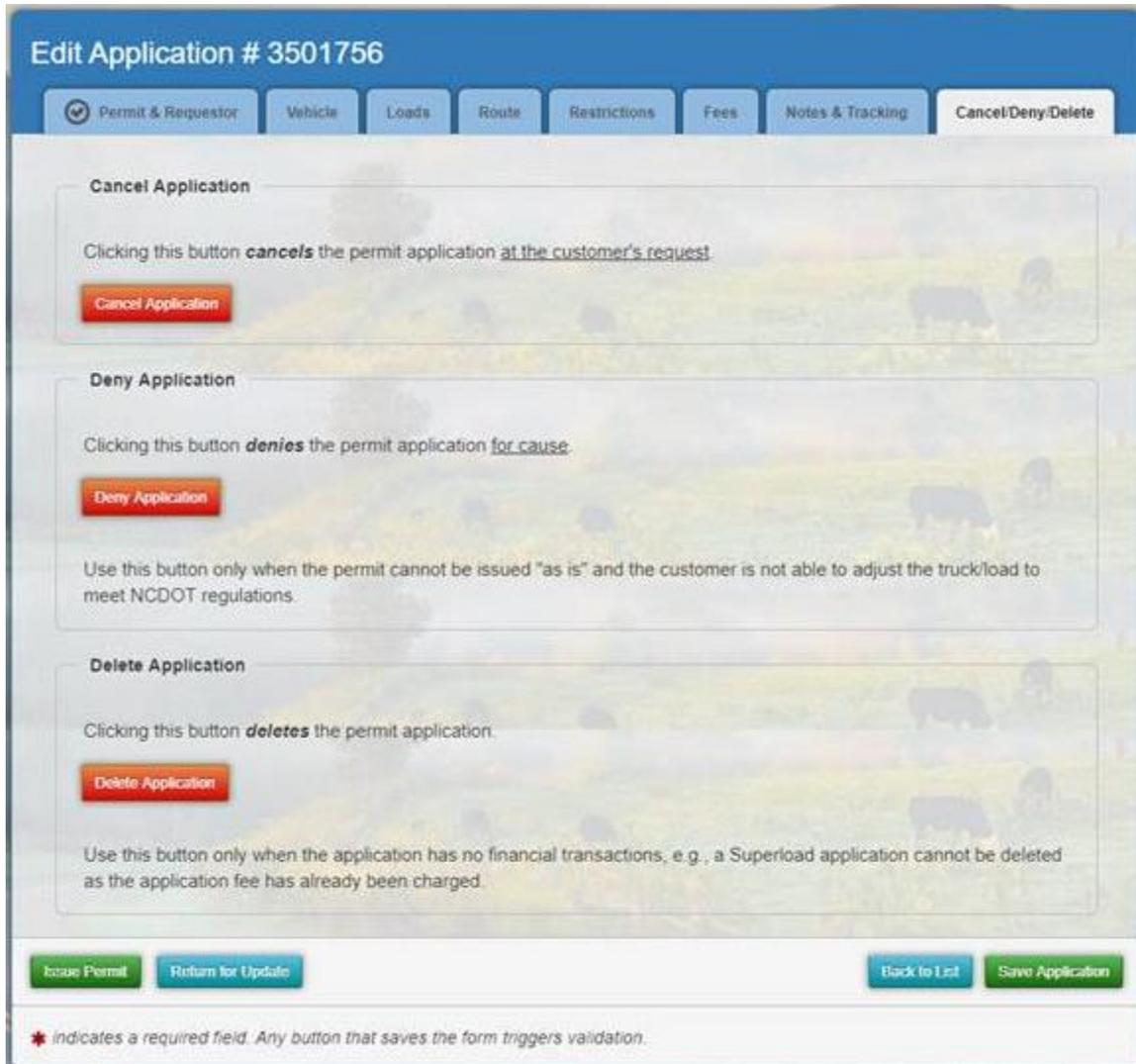
*Continued on Following Page*

## Editing a Permit Application

(Continued)

### Cancel/Deny/Delete Tab

The **CANCEL/DENY/DELETE** tab is where you will be able to cancel, deny, or delete the application.



**Edit Application # 3501756**

Permit & Requestor | Vehicle | Loads | Route | Restrictions | Fees | Notes & Tracking | **Cancel/Deny/Delete**

**Cancel Application**

Clicking this button **cancel**s the permit application at the customer's request.

**Cancel Application**

**Deny Application**

Clicking this button **denies** the permit application for cause.

**Deny Application**

Use this button only when the permit cannot be issued "as is" and the customer is not able to adjust the truck/load to meet NCDOT regulations.

**Delete Application**

Clicking this button **deletes** the permit application.

**Delete Application**

Use this button only when the application has no financial transactions, e.g., a Superload application cannot be deleted as the application fee has already been charged.

**Issue Permit** **Return for Update** **Back to List** **Save Application**

\* Indicates a required field. Any button that saves the form triggers validation.

*(Edit Application Page (Cancel/Deny/Delete Tab))*

*Continued on Following Page*

## Editing a Permit Application

(Continued)



Cancels the permit application at the customer's request.

**NOTE:** Do not use this button to deny a permit for cause.



Denies the permit application for cause.

**NOTE:** Use this button only when the permit cannot be issued "as is" and the customer is not able to adjust the truck/load to meet NCDOT regulations.

**Delete Application**  
button

Deletes the permit application.

**NOTE:** Use this button only when the application has no financial transactions, e.g., a Superload application cannot be deleted as the application fee has already been charged.

In order to cancel, deny, or delete an application, you are required to enter a comment explaining the reason.

*(Add Comment)*

The following action buttons at the bottom of the edit page are available from all tabs.



Saves the application and directs you to the Purchase screen after passing all validation and evaluation rules.



Saves the superload application and changes the status to Approved after passing all validation and evaluation rules.

**NOTE:** This button displays only for superload applications.

*Continued on Following Page*

## Editing a Permit Application

(Continued)

---

	<p>Saves the single trip application and changes the status to Approved after passing all validation and evaluation rules.</p> <p> <b>NOTE:</b> This button displays only for single trip applications.</p>
	<p>Saves the application and returns the application to the customer or permit agent queue. You must enter a comment explaining the reason the application is being returned.</p>
	<p>Redirects you to the Home Page (Permits List) with a list of your active permit applications.</p>
	<p>Saves the application and remains on screen.</p>

---

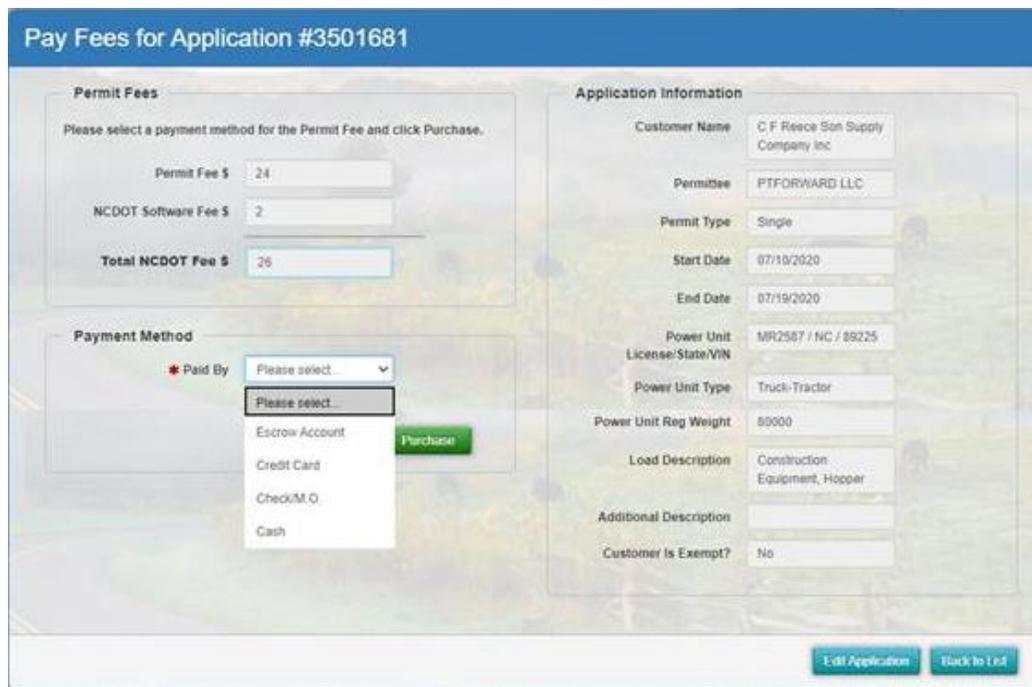
# Issuing a Permit

This button appears on all pages of the Permit application.



To issue a permit:

Step	Action	Result
1	Click the <b>ISSUE PERMIT</b> button.	The <b>Pay Fees for Application</b> page will appear.



(Pay Fees for Application Page)

**Escrow Account** The available balance for the account will be updated and displayed.

**Registered Credit Cards** A list of registered cards will be available for selection.

**Credit Card** User will be automatically direct to a screen for credit card processing.

**Check/MO** Check/MO # is required.

*Continued on Following Page*

## Issuing a Permit

(Continued)

<b>2</b>	Select the <b>Payment Method</b> from the drop-down list in the <b>PAID BY</b> dropdown.	N/A
<b>3</b>	Click the <b>PURCHASE</b> button.	The <b>Confirm Payment</b> dialog will appear,

Confirm Payment
✕

Click confirm to process this charge.

**Paid By**

Escrow Account

**Total Fee \$**

100

Close

Confirm

*(Confirm Payment Dialog)*

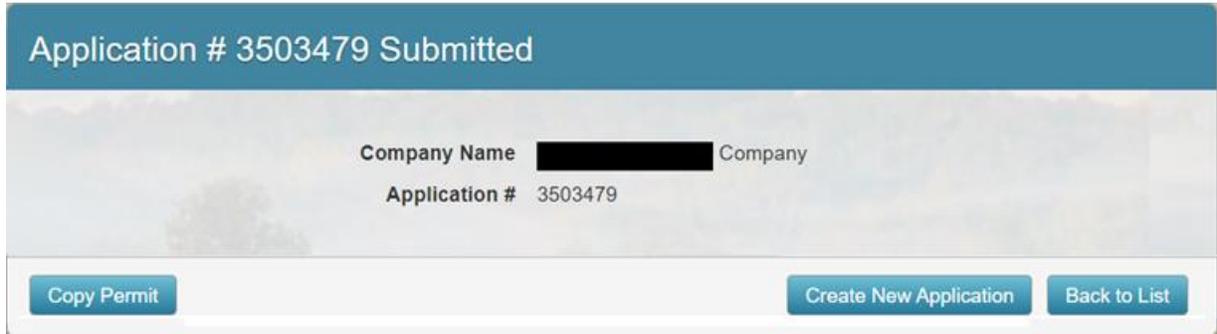
<b>4</b>	To purchase the permit, click the <b>CONFIRM</b> button.	The <b>Receipt</b> page will appear.
----------	--	--------------------------------------

*Continued on Following Page*

## Issuing a Permit

(Continued)

### Receipt Page



(Receipt Page)

From the **Receipt** page, you can:



Download a PDF of the permit.



Copy the permit to create a new permit from the old permit.



Directs the user to the **Create Permit Application** page.



Opens the next Unassigned permit from the Get Next queue.



Redirects you to the Home Page (Permits List) with a list of your active permit applications.

*Continued on Following Page*

# Issuing a Permit

(Continued)

## Payment for Superload Permits

The payment for a Superload permit is a two-part process. First, the superload application fee must be paid same as paying for the permit fees described above.

Pay Fees for Application #3503509

**Superload Application Fees**

Please select a payment method for the Application Fee and click Purchase.

Application Fee \$

---

**Payment Method**

\* Paid By

[Purchase](#)

**Application Information**

Customer Name

Permittee

Permit Type

Start Date

End Date

Power Unit License/State/VIN

Power Unit Type

Power Unit Reg Weight

Trailer License

Load Description

Additional Description

[Edit Application](#)
[Back to List](#)

(Superload Application Fees Page)

Continued on Following Page

## Issuing a Permit

(Continued)

After the superload application fee has been paid, this screen will appear (see top right column) and then the permit fee can be paid as described in **Issuing a Permit** on Page 2-56.

### Pay Fees for Application #3503509

#### Superload Permit Fees

Please select a payment method for the Permit Fee and click Purchase.

Permit Fee \$

NCDOT Software Fee \$

---

**Total NCDOT Fee \$**

#### Payment Method

\* Paid By

[Purchase](#)

By clicking the Purchase button, you are authorizing payment of the Total Fee amount. Payment will not be finalized until the permit is issued.

#### Fees Paid

Application Fee \$  ✔ Paid

#### Application Information

Customer Name	<input type="text" value="ZZZZ Trucking Company"/>
Permittee	<input type="text" value="ZZZZ Trucking Company"/>
Permit Type	<input type="text" value="Superload"/>
Start Date	<input type="text" value="01/29/2021"/>
End Date	<input type="text" value="02/07/2021"/>
Power Unit License/State/VIN	<input type="text" value="LL11111 / TN / 55555"/>
Power Unit Type	<input type="text" value="Truck-Tractor"/>
Power Unit Reg Weight	<input type="text" value="80000"/>
Trailer License	<input type="text" value="L22222 / TN"/>
Load Description	<input type="text" value="Construction Equipment, Excavator"/>
Additional Description	<input type="text"/>

[Edit Application](#)
[Back to List](#)

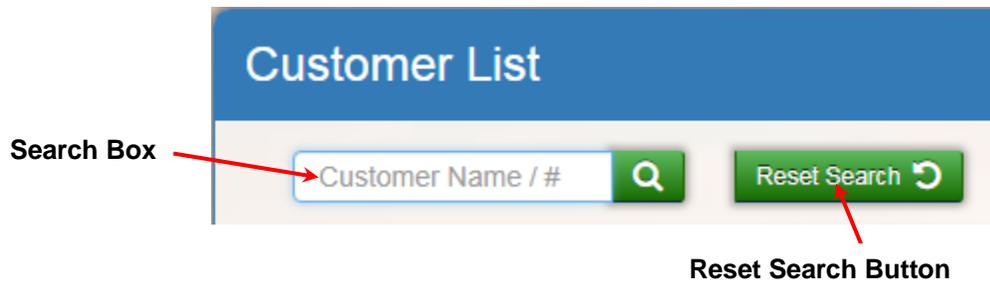
(Superload Permit Fees Page)

# Chapter 3 Customers

## Customer Search

Step	Action	Result
1	From the <b>Quick Menu</b> , select <b>Customers</b> .	The <b>Customer List</b> page will appear.

On the **Customer List** page, there is a search box that will allow you to search by customer name or customer #.



2	To find a customer, type the customer name or customer # in the <b>SEARCH</b> box	N/A
3	Click the  <b>MAGNIFYING GLASS</b> button.	The results will be filtered by the information you supplied.

**NOTE:** Click the **RESET SEARCH** button to clear search criteria and begin a new search.

*Continued on Following Page*

# Customer Search

(Continued)

Customer #	Customer Name	Phone(s)	Email	Status	Escrow Account #	
2120	5 Star Compliance DBA Crazy Coyote Permits Inc	phone: 919-733-4740 x12 fax: 855-871-4600	Primary: null@void.com Reports: null@void.com	Active		<a href="#">Edit</a> <a href="#">View</a>
1546	5 STAR PERMITS	phone: 563-879-3622 x112 fax: 563-879-3630	Primary: null@void.com Reports: null@void.com	Active		<a href="#">Edit</a> <a href="#">View</a>
1881	730 PERMIT SERVICES INC	phone: 613-657-1244 fax: 613-657-3983	Primary: null@void.com Reports: null@void.com	Suspended		<a href="#">Edit</a> <a href="#">View</a>
225	A 1 Specialized Transport Inc	phone: 919-542-2868 fax: 919-542-0098	Primary: primary@void.com Reports: report@void.com	Active	225	<a href="#">Edit</a> <a href="#">View</a>
10110	A E Drilling Services Inc	phone: 864-288-2272 x1234 fax: 999-999-9999	Primary: primary@void.com Reports: report@void.com	Suspended	10010	<a href="#">Edit</a> <a href="#">View</a>
2542	A New Agent	phone: 919-111-2222 x55 fax: 919-111-2224	Primary: null@void.com Reports: null@void.com	Active		<a href="#">Edit</a> <a href="#">View</a>
1537	A-1 OVER THE ROAD PERMIT SERVICE INC	phone: 573-659-4860 x77 fax: 573-659-4864	Primary: null@void.com Reports: null@void.com	Active		<a href="#">Edit</a> <a href="#">View</a>
12396	AA Customer	phone: 555-867-5309 fax:	Primary: aacustomer@here.com	Active		<a href="#">Edit</a> <a href="#">View</a>

(Customer List Page)

The following buttons will appear on the right-hand side of each record.



# Creating a New Customer Record

The **Create New** button (on the **Customer List** page) allows you to create a new customer record.



Step	Action	Result
1	Click the <b>CREATE NEW</b> button.	The <b>Create Customer</b> page will appear.

(Create Customer Page)

The following is a list of all fields and buttons and their purpose:

- |                       |  |
|-----------------------|--|
| <b>Customer Name</b>  | The name for the Customer’s account.                                     |
| <b>Doing Bus As</b>   | A name that the Customer may do business as other than the account name. |
| <b>Is Gov Entity?</b> | Indicates if the Customer operates with government registered vehicles.  |
| <b>Is a Farmer?</b>   | Indicates if the Customer operates with farm registered vehicles.        |

*Continued on Following Page*

## Creating a New Customer Record

(Continued)

<b>Phone #</b>	Primary phone number for the Customer.
<b>Fax #</b>	Fax number for sending permits.
<b>Primary Email</b>	Used for sending Return for Update emails.
<b>Report Email</b>	Used for sending permit PDF and receipt.
<b>Address 1</b>	Line 1 of customer's address.
<b>Address 2</b>	Line 2 of customer's address.
<b>City</b>	Customer's address city.
<b>State</b>	Customer's address state.
<b>Zip Code</b>	Customer's address zip code.
<b>Attention To</b>	Mail recipient.
<b>Contact Name</b>	Customer contact name.
<b>Contact Notes</b>	Notes relating to the contact.

<b>2</b>	When you have completed all required fields, click the <b>CREATE</b> button	The Customer record will be created.
----------	---	--------------------------------------

# Editing a Customer Record

From the **Customer List** page

Customer List						
Customer #	Customer Name	Phone(s)	Email	Status	Escrow Account #	
2120	5 Star Compliance DBA Crazy Coyote Permits Inc	phone: 919-733-4740 x12 fax: 855-671-4600	Primary: null@void.com Reports: null@void.com	Active		Edit View
1546	5 STAR PERMITS	phone: 563-879-3622 x112 fax: 563-879-3630	Primary: null@void.com Reports: null@void.com	Active		Edit View
1881	730 PERMIT SERVICES INC	phone: 613-657-1244 fax: 613-657-3983	Primary: null@void.com Reports: null@void.com	Suspended		Edit View
225	A 1 Specialized Transport Inc	phone: 919-542-2868 fax: 919-542-0098	Primary: primary@void.com Reports: report@void.com	Active	225	Edit View
10110	A E Drilling Services Inc	phone: 864-288-2272 x1234 fax: 999-999-9999	Primary: primary@void.com Reports: report@void.com	Suspended	10010	Edit View
2542	A New Agent	phone: 919-111-2222 x55 fax: 919-111-2224	Primary: null@void.com Reports: null@void.com	Active		Edit View
1537	A-1 OVER THE ROAD PERMIT SERVICE INC	phone: 573-659-4860 x77 fax: 573-659-4864	Primary: null@void.com Reports: null@void.com	Active		Edit View
12396	AA Customer	phone: 555-867-5309 fax:	Primary: aacustomer@here.com	Active		Edit View

(Customer List Page)

The following buttons will appear on the right-hand side of each record.



Step	Action	Result
1	Click the <b>EDIT</b> button on the record you wish to edit.	The <b>Edit Customer</b> page will appear.

*Continued on Following Page*

# Editing a Customer Record

(Continued)

(Edit Customer Page)

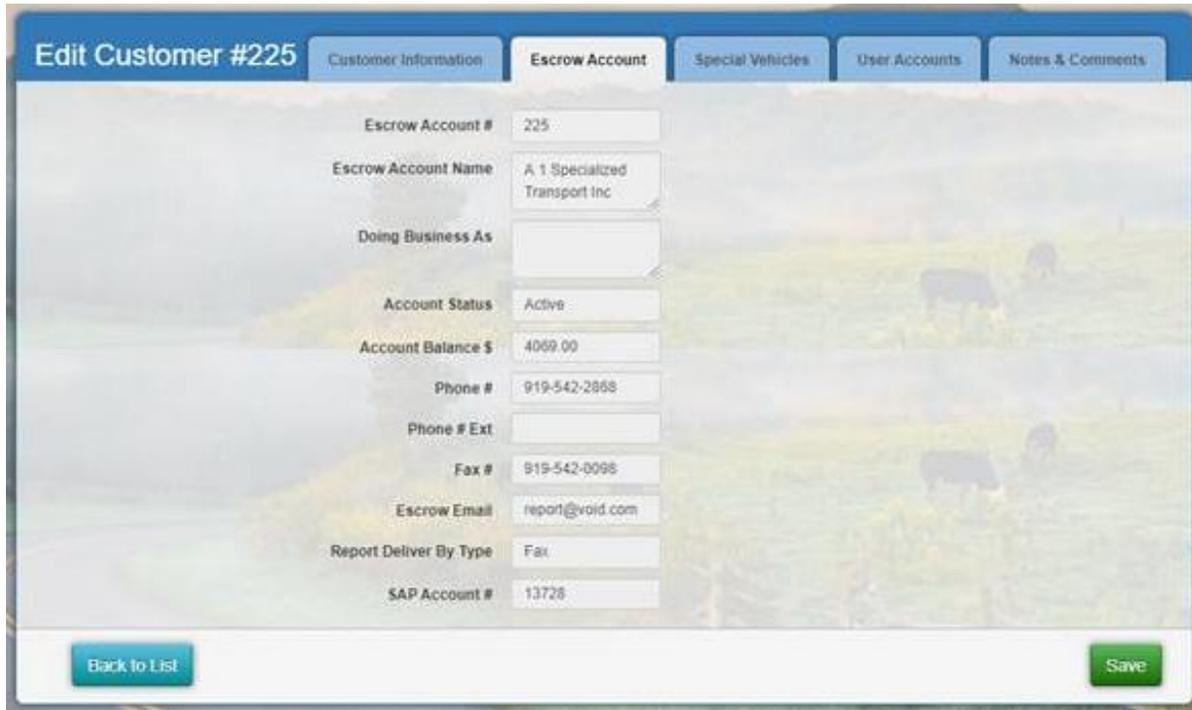
2	Edit the customer record fields.	N/A
3	Click the <b>SAVE</b> button.	The customer record will be saved, and you'll return to the list.

Continued on Following Page

## Editing a Customer Record

(Continued)

### Escrow Account Tab – View Only



Edit Customer #225		Customer Information	Escrow Account	Special Vehicles	User Accounts	Notes & Comments
Escrow Account #	225					
Escrow Account Name	A 1 Specialzed Transport Inc					
Doing Business As						
Account Status	Active					
Account Balance \$	4069.00					
Phone #	919-542-2868					
Phone # Ext						
Fax #	919-542-0098					
Escrow Email	report@void.com					
Report Deliver By Type	Fax					
SAP Account #	13726					

Back to List Save

(Edit Customer Page – Escrow Account Tab)

**NOTE:** Escrow Account is created and updated in the Desktop Application.

Continued on Following Page

# Editing a Customer Record

(Continued)

## Special Vehicle Tab – View Only

Edit Customer #1476										
Customer Information			Escrow Account			Special Vehicles		User Accounts		Notes & Comments
Nickname	License	State	Width	Length	Height	Gross Vehicle Weight	Axles	Axle Spacing	Axle Weight	
crane-00933	ME3542	NC	102	720	162	100000	6	67,79,65,115,60	16000,16000,16000,16000,18000,18000	
crane-02112	ME1490	NC	120	751	162	117029	7	99,64,78,64,206,53	19283,19283,19283,15078,15078,14512,14512	
crane-02852	-	NC	144	480	162	90000	5	60,158,66,60	---	
crane-04914	X419872	OH	102	540	162	86940	5	212,51,52,77	20700,16560,16560,16560,16560	
crane-05239	ME1354	NC	120	612	162	90000	4	60,161,60	---	
crane-08053	ME1110	00	118	864	162	122000	7	116,65,96,65,210,48	19000,19603,19602,14435,14435,17463,17462	
crane-08074	0130	WV	125	760	162	116000	7	65,65,120,65,120,65	12000,12000,12000,20000,20000,20000,20000	
crane-08209	ME2786	NC	120	821	162	122000	7	119,66,79,73,229,55	19000,17000,17150,17150,17000,17350,17350	
crane-09041	ME1868	NC	118	756	162	119200	7	100,65,79,65,174,53	18140,19729,19729,15501,15501,15300,15300	
crane-12016	ME3519	NC	124	720	162	125840	7	100,65,78,65,181,60	22880,18720,18720,18720,15600,15600,15600	

Showing 1 to 10 of 66 rows | 10 rows per page | 1 2 3 4 5 6 7

[Back to List](#) [Save](#)

(Edit Customer Page – Special Vehicle Tab)

**NOTE:** Special Vehicles are created and updated in the Desktop Application.

Continued on Following Page

# Editing a Customer Record

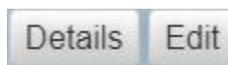
(Continued)

## User Accounts Tab

Edit Customer #4						
Customer Information			Escrow Account	Special Vehicles	User Accounts	Notes & Comments
UserName	Email	Email Confirmed?	Name	Account Locked?	Account Disabled?	Actions
bikemrown@outlook.com	bikemrown@outlook.com	<input checked="" type="checkbox"/>	Michael Brown	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
customer@customer.com	customer@customer.com	<input type="checkbox"/>	Jane Q Doe	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
jane@doe.com	jane@doe.com	<input type="checkbox"/>	Jane S Doe	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
jjone@void.com	jjone@void.com	<input type="checkbox"/>	Jack I Jones	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
joe@void.com	joe@void.com	<input type="checkbox"/>	Joe M Dirt	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
sam@void.com	sam@void.com	<input type="checkbox"/>	Sam W Jones	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
sue@void.com	sue@void.com	<input type="checkbox"/>	Sue T Smith	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
tcdenning1@gmail.com	tcdenning1@gmail.com	<input checked="" type="checkbox"/>	Tammy C Denning	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
test@test.com	test@test.com	<input type="checkbox"/>	Mickey T Mouse	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
XXXX@XXXX.com	XXXX@XXXX.com	<input type="checkbox"/>	XXXX X XXXX	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>
yvette@fake.org	yvette@fake.org	<input type="checkbox"/>	Yvette Fake	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Details</a>

Back to List
Save

(Edit Customer Page – User Accounts Tab)



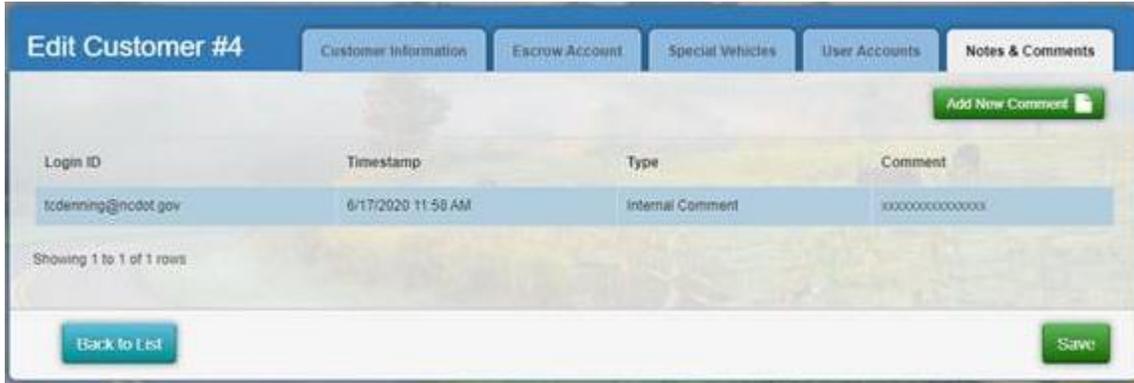
**NOTE:** Additional buttons may be visible to those users who have the authority to edit customer user accounts.

*Continued on Following Page*

# Editing a Customer Record

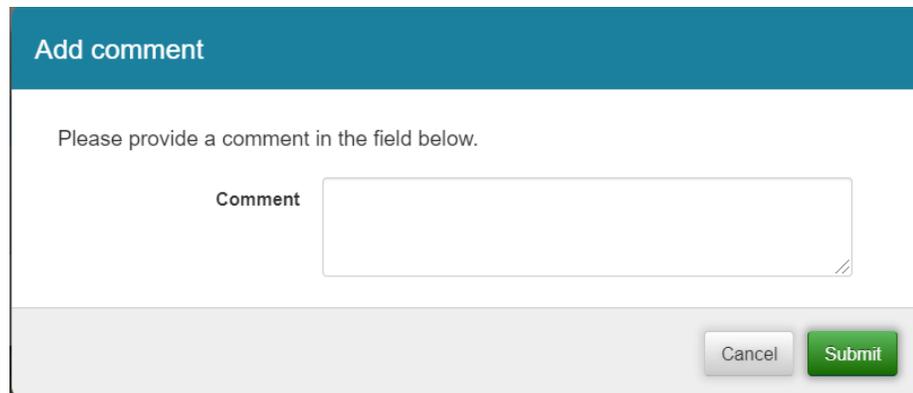
(Continued)

## Notes and Comments Tab



(Edit Customer Page – Notes & Comments Tab)

Step	Action	Result
1	Click the <b>Add New Comment</b>  button to add a comment.	The <b>Add Comment</b> popup will appear.



(Add Comment)

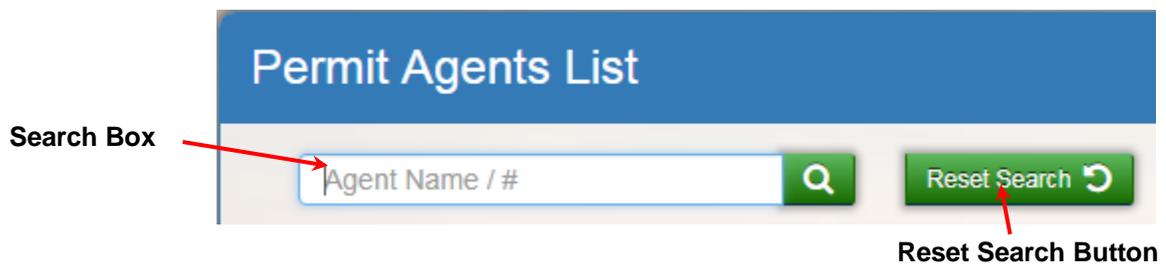
2	Type the comment in the <b>COMMENT</b> field.	N/A
3	Click the <b>SUBMIT</b> button.	The comment will be saved.

# Chapter 4 Permit Agents

## Permit Agent Search

Step	Action	Result
1	From the <b>Quick Menu</b> , select <b>Permit Agents</b> .	The <b>Permit Agents List</b> page will appear.

On the **Permit Agents List** page, there is a search box that will allow you to search by agent name or #.



2	To find a permit agent, type the agent name or agent # in the <b>SEARCH</b> box	N/A
3	Click the  <b>MAGNIFYING GLASS</b> button.	The results will be filtered by the information you supplied.

**NOTE:** Click the **RESET SEARCH** button to clear search criteria and begin a new search.

*Continued on Following Page*

# Permit Agent Search

(Continued)

Permit Agents List						
Agent Name <input type="text"/>		<input type="button" value="Reset Search"/>				
Agent #	Agent Name	Status	Phone	Default Address	Default Contact	
2120	5 STAR COMPLIANCE DBA Crazy Coyote Permits Inc	Active	919-733-4740 x12	1408 HANSON DRIVE FRANKLIN, TN 37067	Liz Dysert(Contract) myra.paul@5starcompliance.com 615-671-4600	<input type="button" value="View"/>
1546	5 STAR PERMITS	Active	563-879-3622 x112	17437 OBRIEN ROAD BERNARD, IA 52032	none provided someone@void.com 563-879-3622	<input type="button" value="View"/>
1881	730 PERMIT SERVICES INC	Suspended	613-657-1244	2085 SHANLY ROAD CARDINAL, ON K0E1E0	Evelyn Dalessandro ehorsley@730permitservices.com 613-657-1244	<input type="button" value="View"/>
2542	A New Agent	Active	919-111-2222 x55	110 N Main Stree Central City, NC 27777	John Doe jd@void.com 999-111-2222 x64	<input type="button" value="View"/>
1537	A-1 OVER THE ROAD PERMIT SERVICE INC	Active	573-659-4680 x77	1432 JEFFERSON STREET	Michael W Petershagen mwp@overtheroadpermits.com	<input type="button" value="View"/>

(Permit Agents List Page)

<b>4</b>	Click the <input type="button" value="View"/> <b>VIEW</b> button to view the Permit Agent record.	The <b>View Permit Agent Details</b> page will appear.
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 **NOTE:** Permit Agents are created and updated in the Desktop Application.

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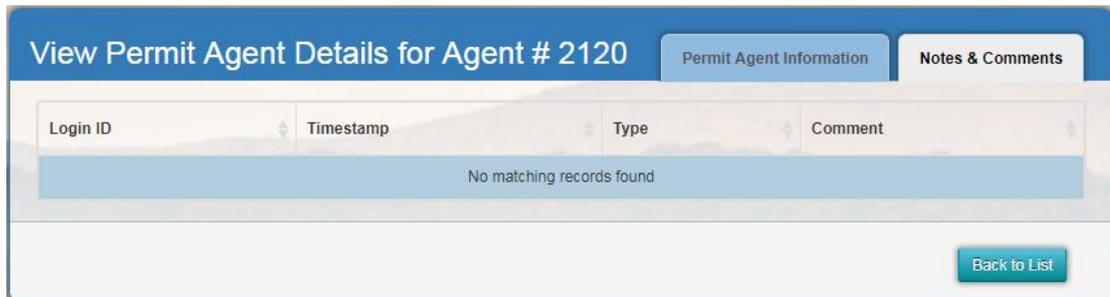
# Permit Agent Search

(Continued)



(View Permit Agent Details Page)

5	To view notes or comments about the permit agent, click the <b>Notes &amp; Comments</b> tab.	The <b>Notes &amp; Comments</b> tab will appear,
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(View Permit Agent Details Page (Notes & Comments Tab))