

MODOT OPA User Guide Volume 4 External Users

Prepared for the

Missouri Department of Transportation

April 27, 2022

Celtic Systems

Revision History

Version	Date	Name	Description
1.0	07/20/2021	Celtic Systems	First Draft

MoDOT User Guide, Version 0.1

Document release date:

This manual and the software described in it are furnished under license and may be used or copied only in accordance with the terms of the license. The content of this manual is for informational use only, is subject to change without notice, and should not be construed as a commitment by Celtic Systems. Celtic Systems assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual.

Celtic Systems 8961 E. Bell Road, Suite 101 Scottsdale, AZ 85260

Table of Contents

1	OVE	ERVI	EW	. 1
1.1	MoD	OT Na	vigation	1
1.2	Home	e		1
1.3	OPA/	'House	emover Navigation	1
1.4	Oper	ating /	Authority	2
	.4.1	_	Operating Authority	
	1.4.1		Account	
	1.4.1	.2	Operating Authority	3
	1.4.1	.3	Web Processing – Submit	5
	1.4.1	.4	Billing	5
	1.4.1	.5	Payment	6
1	.4.2	Rene	w Operating Authority	7
	1.4.2	.1	Account	7
	1.4.2	.2	Operating Authority	8
	1.4.2	.4	Billing	9
	1.4.2	.5	Payment	9
1	.4.3	Cance	el Operating Authority	.10
1	.4.4	Requ	est Additional Sticker	.11
1	.4.5	Inqui	ry	.13
1	.4.6	Chan	ge Name/Address	.15
1	.4.7	Mana	ge Hazardous Materials	. 15
1.5	Insur	ance		.17
1	.5.1	Cance	el Insurance	.17
1	.5.2	Inqui	ry	.17
1.6	Hous	emov	er License	.20
1	.6.1	New	Housemover License	.20
	1.6.1		Account	
	1.6.1	.2	Housemover License	.21
	1.6.1	.3	Web Processing - Submit	
	1.6.1	.4	Billing	.24

1.6.1	L.5 Payment	24
1.6.2	Renew Housemover License	25
1.6.3	Cancel Housemover License	28
1.6.4	Inquiry	30
1.6.5	Modify Vehicle List	32
1.7 Othe	er	35
1.7.1	Supplement Continuance	35
1.8 Repr	rint	36
1.8.1	Authorization Document	36
1.9 Web	Processing	38
1.9.1	Submit	38
1.10 Add	itional Inquiries	42
1.10.1	Comment Inquiry	42
1.10.2	Account Inquiry	43
1.10.3	Supplement Inquiry	44
APPEN	DIX A - ACRONYMS	46

1 Overview

The objective of the User Guide is to provide a step-by-step description of the new system flow with various screen prints.

1.1 MoDOT Navigation

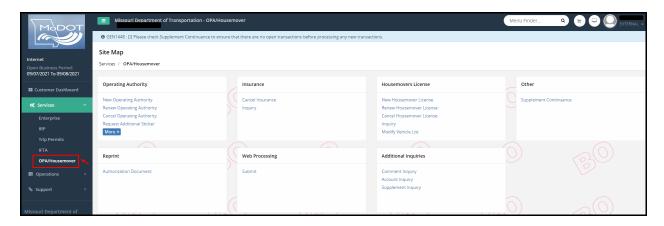
Please refer to the MoDOT Enterprise User Guide, Volume 1, Section 1.1.

1.2 Home

Please refer to the MoDOT Enterprise User Guide, Volume 1, Section 1.1.1.

1.3 OPA/Housemover Navigation

The user must have access to OPA/Housemover and an assigned role that is associated with the current responsibilities and OPA/Housemover transactions.



User can access OPA/Housemover from the Services-level menu on the left side in the application.

1.4 Operating Authority

CTS-OPA is an intrastate licensing program that registers motor carriers operating wholly within the jurisdiction to transport property or passengers in intrastate while maintaining applicable insurance filings. Special permits are required for the movement of loads that exceed the established oversize and overweight permit limits.

1.4.1 New Operating Authority

A customer must have an existing Credentialing account, which includes OPA, IRP or IFTA in order to apply for a new or additional Missouri Operating Authority. If no Credentialing account exists, the customer must apply by using the paper application available on our website.

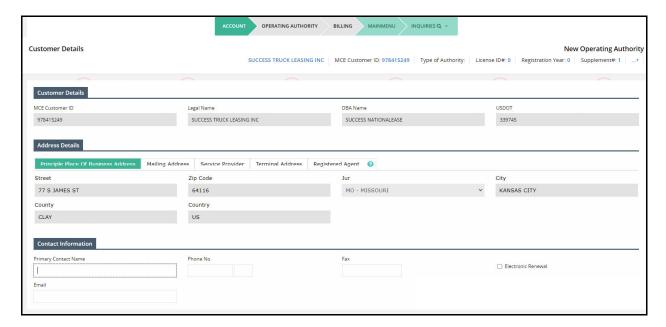
Perform the following steps to apply for a new operating authority:

 From the OPA/Housemover menu, click NEW OPERATING AUTHORITY from the OPERATING AUTHORITY menu tile



1.4.1.1 Account

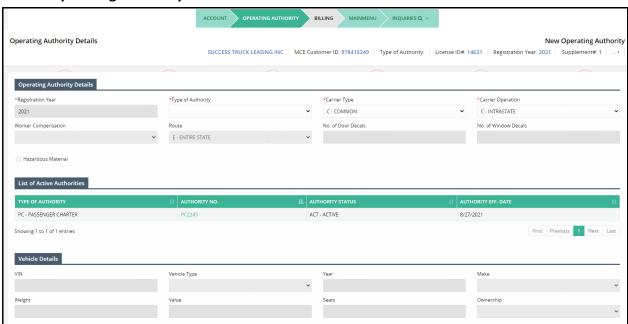
- On the search screen, the MCE Customer ID is prepopulated and protected
- Click PROCEED to view the New Operating Authority screen





- The system will populate the available customer information based on the MCE Customer ID.
- User can modify the following information, if required:
 - Mailing Address
 - o Terminal Address
 - Registered Agent required if the principal place of business is not based in Missouri, the provide the name and address of the registered agent
 - o Primary Contact Name
 - Phone No.
 - o Fax
 - o Electronic Renewal checking this checkbox requires an Email address be entered.
 - Comments click the plus (+) or minus (-) icon to expand this section and add free-form comments in this area. After adding text to the comments box, the user must click on the ADD/UPDATE button to save the comment in the account record
- Click the PROCEED button to execute the application's edits and display the verification screen.
- Click PROCEED from the verification screen to view the Operating Authority screen.

1.4.1.2 Operating Authority





- Operating authority details screen:
 - Operating Authority Details:
 - Registration Year defaults to the current year and cannot be changed
 - Type of Authority the following authority types are available for selection:
 - Household Goods (HHG)
 - Not for Profit Passenger (NPC)
 - Passenger Charter (PC)
 - Property Carrier Registration (PCR)
 - Passenger Other Than Charter (POC)
 - Carrier Type select one of the following if you apply for HHG, PC or POC:
 - Common and Contract
 - Common
 - Contract
 - Carrier Operation defaults to match your USDOT registration
 - Worker Compensation select one of the following if you are applying for HHG authority:
 - Coverage Available
 - Less Than 5 Employees
 - Self-Insured
 - Route defaults to Entire State and cannot be changed
 - No. of Door Decals enter number of decals only if Carrier Operation Intrastate
 - No. of Window Decals available for passenger authorities with 6-12 passenger capacity. Enter number of decals only if Carrier Operation is set to Intrastate
 - Hazardous Material checkbox check this checkbox if you are hauling Hazardous Materials:
 - A list of Classes and Division for hazardous material will display when the checkbox is checked. Select the appropriate classes and divisions of hazardous materials from the list
 - List of Active Authority this section will display a list of active authorities under the carrier's account
 - Vehicle Details only required for HHG, PC, POC and NPC authorities, provide the following details:
 - VIN

- Vehicle Type select from the drop-down
- Year
- Make
- Weight (HHG only)
- Value
- Seats (PC, POC or NPC)
- Ownership

Click ADD/UPDATE and the entered vehicle details will display in a grid

- Certificate of Closure checkbox check the "By checking this consent box, applicant
 agrees under penalty of perjury under the laws of the State of Missouri and the United
 States of America, the information in this application or attached hereto is true and
 correct, and that the user is authorized to sign this application on behalf of the
 Applicant" checkbox
- Delivery Type the Electronic Delivery Type defaults to PDF
- Click PROCEED from the command line to view the verification screen
- Click PROCEED from the verification screen to navigate to Web Processing Submit screen.

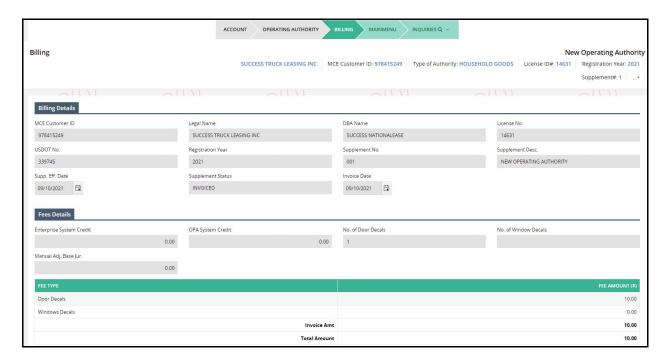
1.4.1.3 Web Processing – Submit

• Refer to section 1.9.1 for details on submitting required documents to the review queue.

1.4.1.4 Billing

User can continue a supplement from Supplement Continuance after the submitted documents are approved. Refer to section 1.7.1 for details on Supplement Continuance.

• On resuming the transaction, the system displays the Billing screen. Note: The supplement status is set to Invoiced from Open.

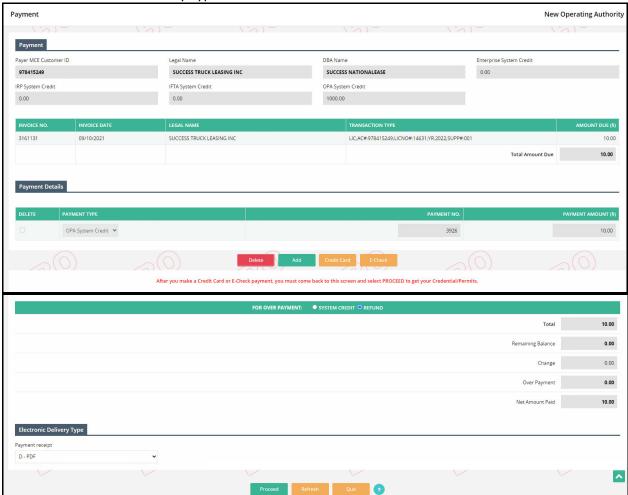




• Review the Fee details and click PROCEED to go to the payment screen.

1.4.1.5 Payment

- On the Payment screen, all the details are prepopulated and protected. Review the payment information and click PROCEED.
- The Electronic Delivery Type defaults to PDF.



- Refer to Enterprise User Guide, Volume 1, section 1.4.1.2.1 for details on Cart Payment.
- A payment receipt is generated in the PDF format at the completion of the payment.

1.4.2 Renew Operating Authority

This function allows carriers to renew expiring OPA decals. Perform the following steps to renew operating authority:

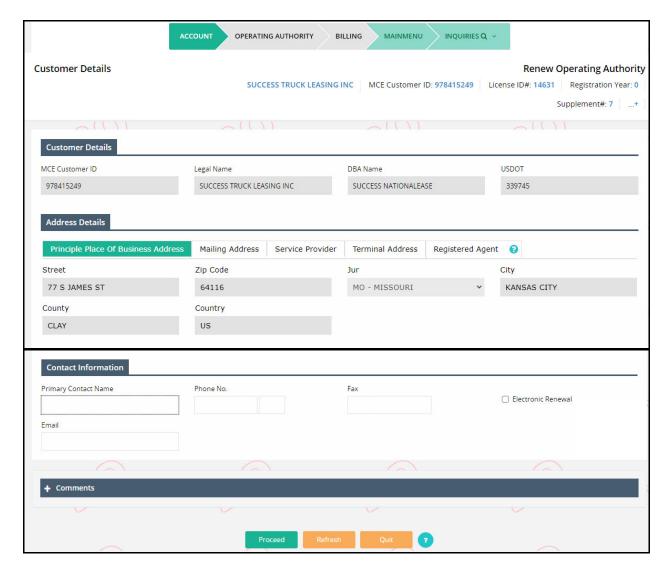
- From the OPA/Housemover menu, click RENEW OPERATING AUTHORITY from the OPERATING AUTHORITY menu tile
- On the supplement search screen, the MCE Customer ID is prepopulated
- Click PROCEED to view the search results in a grid



• Click the Select icon for the preferred record to be renewed from the grid and the system will display the Account screen for renewal.

1.4.2.1 Account

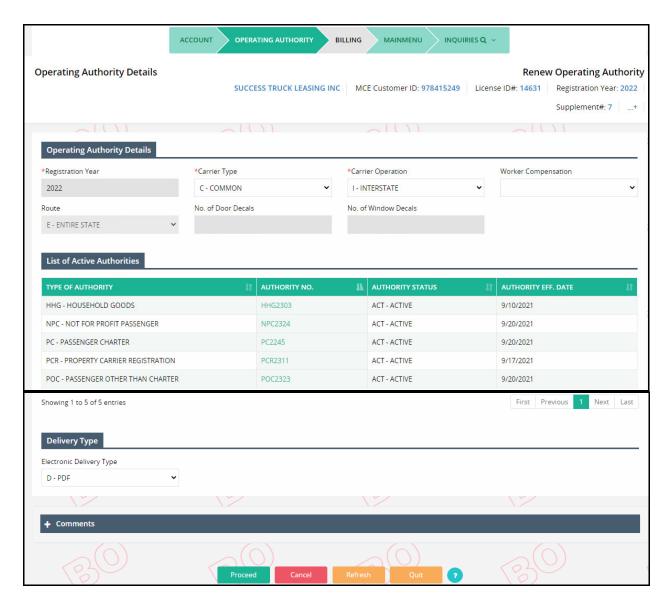
- On the Account screen, the Customer and Address will prepopulate and be protected. Update the following information, if required
 - Mailing Address
 - o Service Provider
 - Terminal Address
 - Registered Agent
 - Verify or update the contact information including Primary Contact Name, Phone No., Fax, and Email



- Click PROCEED from the command line to view the verification screen.
- Click PROCEED from the verification screen to navigate to the Operating Authority screen.

1.4.2.2 Operating Authority

- On the Operating Authority screen, the operating authority details and list of active authorities will populate from the previous year. The user can update the prepopulated information, as needed:
 - o Carrier Type (for HHG, PC & POC)
 - Worker Compensation (HHG only)
 - No. of Door Decals / No. of Window Decals (6-12 passenger vehicles only)
 - o Comments add any comments, if necessary.



Click PROCEED from the command line to view the verification screen

1.4.2.3 Billing

User can continue a supplement from Supplement Continuance after the submitted documents are approved. Refer to section 1.7.1 for details on Supplement Continuance.

- On resuming the transaction, the system displays the Billing screen.
 - Note: The supplement status is set to Invoiced from Open.
- Review the Fee details and click PROCEED to go to the payment screen.

1.4.2.4 Payment

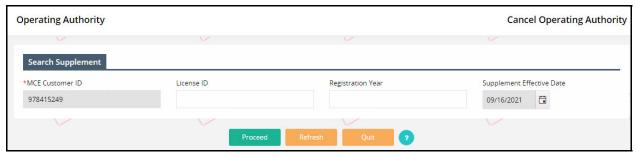
On the Payment screen, all the details are prepopulated and protected. Review the payment information and click PROCEED.

• Refer to Enterprise User Guide, Volume 1, section 1.4.1.2.1 for details on Cart Payment.

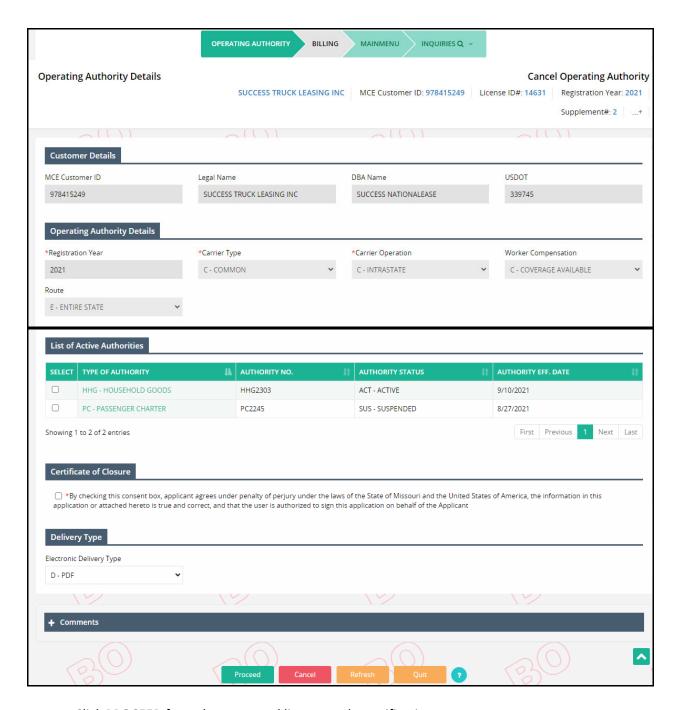
1.4.3 Cancel Operating Authority

This function allows motor carriers to cancel an issued operating authority. Perform the following steps to cancel operating authority:

- From the OPA/Housemover menu, click CANCEL OPERATING AUTHORITY from the OPERATING AUTHORITY menu tile
- On the search screen, MCE Customer ID is prepopulated and protected
- Supplement Effective Date defaults to the current date and cannot be changed
- Click PROCEED



- On the Cancel Operating Authority screen, all the details will prepopulate and be disabled.
- User must enter the following information:
 - List of Active Authorities if active operating authorities exist on the carrier account, check the checkbox against the preferred authority from the list
 - O Notice of Cancellation select one of the following options from the drop-down:
 - Collected
 - Not Required
 - Outstanding
 - System Collected
 - Certificate of Closure checkbox check the "By checking this consent box, applicant
 agrees under penalty of perjury under the laws of the State of Missouri and the United
 States of America, the information in this application or attached hereto is true and
 correct, and that the user is authorized to sign this application on behalf of the
 Applicant" checkbox
 - Select the preferred Electronic Delivery Type from the drop-down

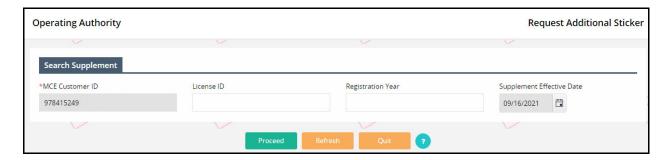


- Click PROCEED from the command line to go the verification screen.
- Click PROCEED from the verification to view the Billing screen. Refer to section 1.4.1.3 for details on Billing.

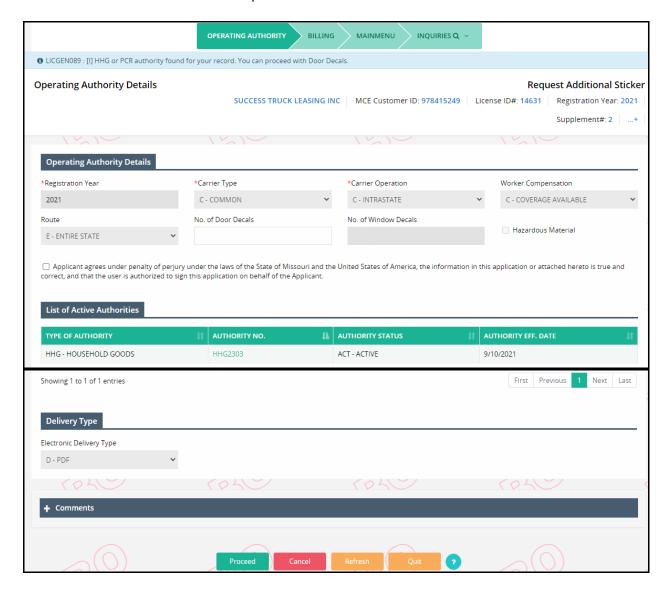
1.4.4 Request Additional Sticker

This function lets a user process request for additional door or window decals. Additional decals can only be requested if the carrier operation is Intrastate. Perform the following steps to request additional stickers:

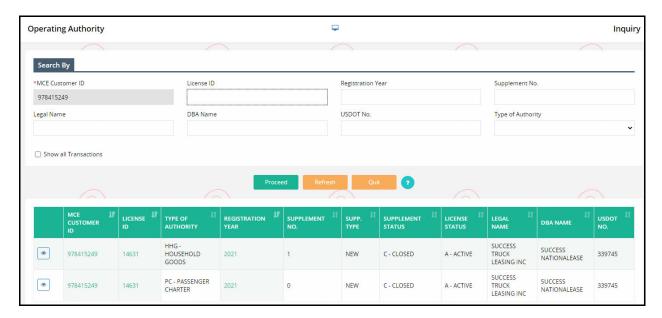
 From the OPA/Housemover menu, click REQUEST ADDITIONAL STICKER from the OPERATING AUTHORITY menu tile



- On the search screen, MCE Customer ID is prepopulated and protected
- Supplement Effective Date defaults to the current date and cannot be changed
- Click PROCEED to view the Request Additional Decal screen



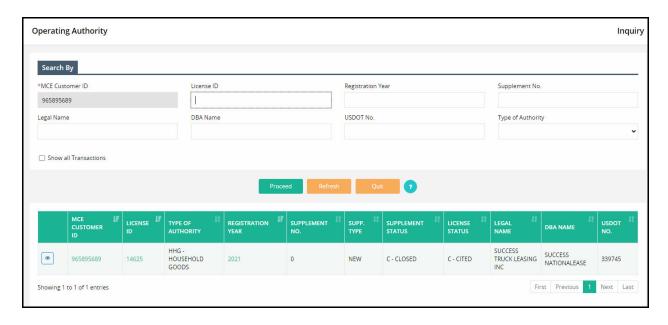
- On the Request Additional Sticker screen, the operating authority details and list of active authorities will prepopulate.
- Enter the required number of Door or Window Decals, as applicable
- Check the "Applicant agrees under penalty of perjury under the laws of the State of Missouri
 and the United States of America, the information in this application or attached hereto is true
 and correct, and that the user is authorized to sign this application on behalf of the Applicant"
 checkbox
- The Electroninc Delivery Type defaults to PDF and is protected
- Comments enter any comments, if necessary
- Click PROCEED from the command line to move to the next screen
- Click PROCEED from the verification screen to navigate to Billing screen. Refer section 1.4.1.3 for details on billing.



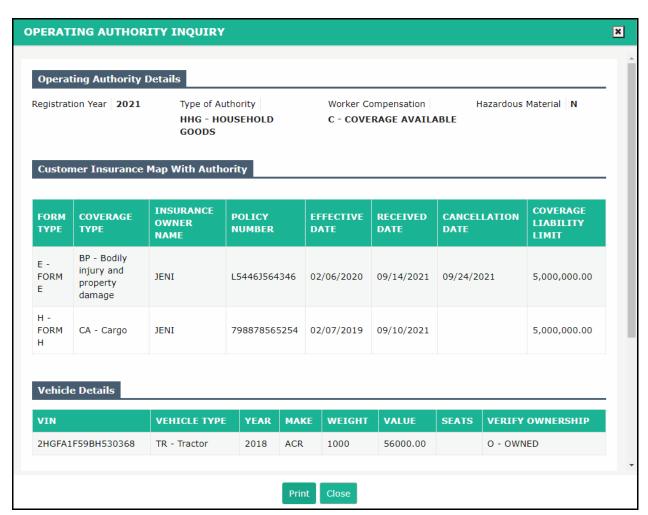
1.4.5 Inquiry

This feature allows a user to perform an inquiry and view details associated with an Operating Authority. Perform the following steps for inquiry:

- From the OPA/Housemover menu, click INQUIRY from the OPERATING AUTHORITY menu tile
- On the search screen, the MCE Customer ID is prepopulated and protected
- Click PROCEED to view the search results



Click the View icon from the left of the grid to view the inquired information



Click PRINT to print the OPA inquiry details or click CLOSE to exit from the screen.

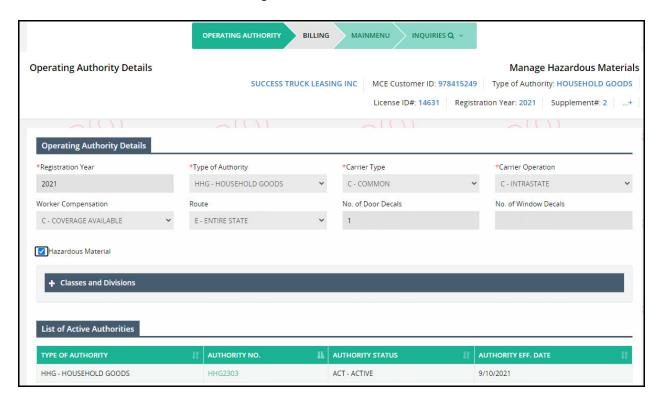
1.4.6 Manage Hazardous Materials

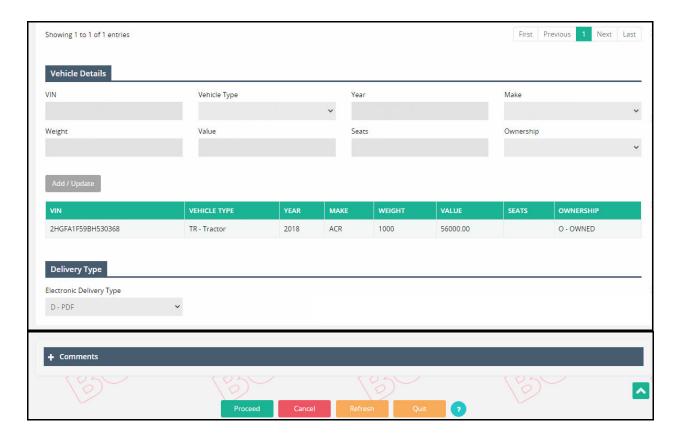
This function allows users to update the classes and divisions of hazardous materials for a given operating authority. Perform the following steps to manage hazardous material:

 From the OPA/Housemover level menu, click MANAGE HAZARDOUS MATERIALS from OPERATING AUTHORITY menu tile



- On the search screen, enter MCE Customer ID and License ID
 - Supplement Effective Date defaults to the current date and can be changed based on the business rules
- Click PROCEED to view the Manage Hazardous Materials screen.





- On the manage hazardous material screen, all the operating authority specific details are prepopulated.
- Check the Hazardous Materials checkbox on the Operating Authority Details section and the list of Classes and Divisions for hazardous materials will display
 - Click "+" sign on the Classes and Division to expand the list
 - o Check the checkbox against the preferred hazardous material
 - o Select Bulk or Non Bulk radio button of the preferred hazardous material, if applicable
- Click PROCEED from the command line to view the verification screen
- Click PROCEED from the verification screen to navigate to Billing screen. Refer to section 1.4.1.3 for details on Billing screen.

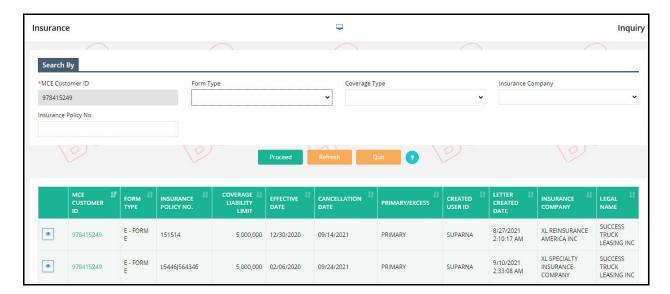
1.5 Insurance

Every motor carrier operating motor vehicle within the jurisdiction must at all times have on file and approved a surety bond or a certificate of public liability and property damage insurance. Operating Authority credentials are generated only after the customer provides the insurance information.

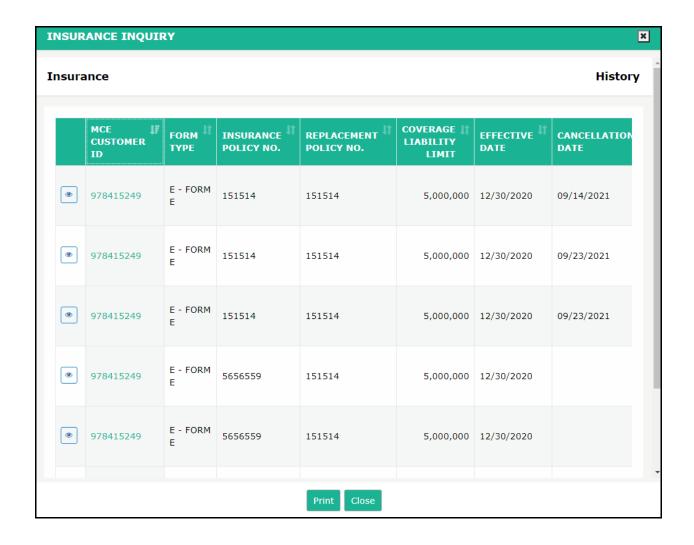
1.5.1 Inquiry

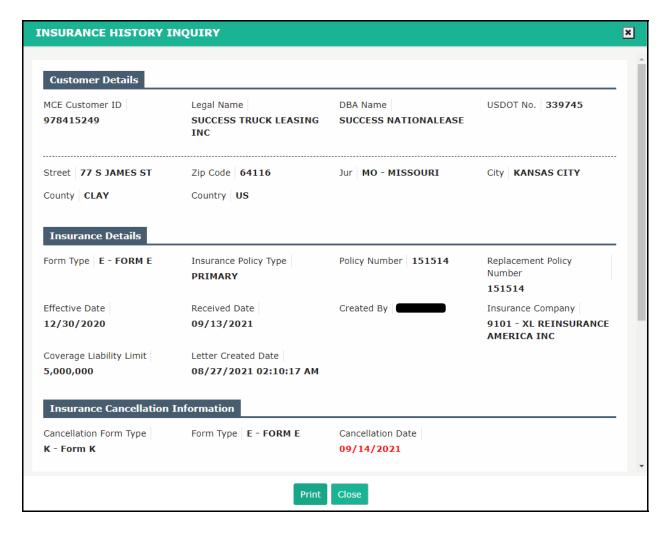
This function allows a user to perform an inquiry to view the insurance details associated with an operating authority or a Housemover license. Perform the following steps for insurance inquiry:

- From the OPA/Housemover level menu, click INQUIRY from the INSURANCE menu tile
- On the search screen, enter MCE Customer ID.
 - Enter additional search parameters like Form Type, Coverage Type, Insurance company, and Insurance Policy No. to narrow down the search results
- Click PROCEED to view the search results



Select the View icon from the search results to view the insurance details.





• Click PRINT to print the insurance details or click CLOSE to exit from the inquiry screen.

1.6 Housemover License

All motor carriers moving a house for-hire on the public highways of a jurisdiction must have a Housemover license. If a carrier is transporting a house for hire outside of a commercial zone, it is mandatory to obtain an intrastate operating authority in addition to the Housemover License.

As a prerequisite, a user must have an existing MCE Customer ID to apply for a Housemover License.

1.6.1 New Housemover License

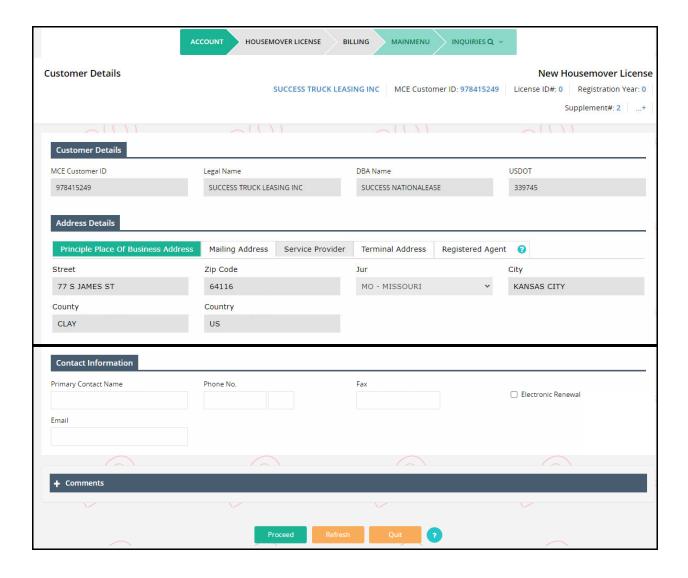
This function allows a user to apply for a new Housemover License. Perform the following steps for new Housemover license:

- From the OPA/Housemover level menu, click NEW HOUSEMOVER LICENSE from the HOUSEMOVER LICENSE menu tile
- On the search screen, enter the MCE Customer ID and USDOT No.
- Click PROCEED from the command line to apply for a Housemover license



1.6.1.1 Account

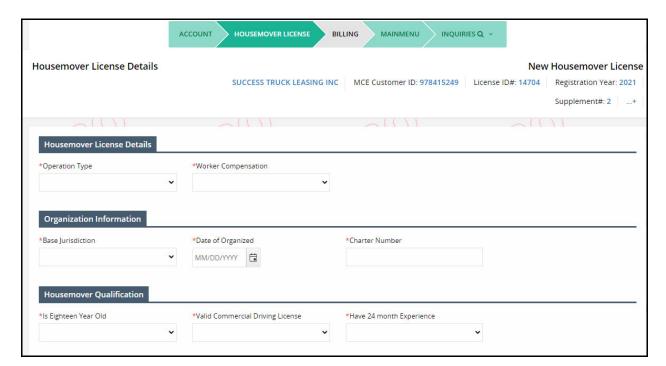
- The system displays the account screen. All the details will be pulled and populated from MCE. User can modify the contact information, if required.
- Comments add any comments related to updating information, if necessary
- Click PROCEED to move to the verification screen
- Click PROCEED to move to the Housemove License screen.

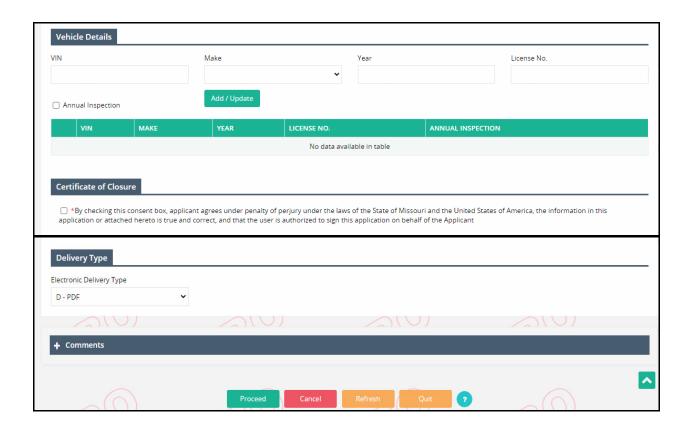


1.6.1.2 Housemover License

- On the Housemover License screen, user must provide the required information on the following sections:
 - Housemover License Details:
 - Operation Type select one of the two following options:
 - Commercial Zone
 - Public roads and highways
 - Worker Compensation select the appropriate option from the drop-down:
 - Organization Information:
 - Base Jurisdisction select the base jurisdiction from the drop-down
 - Date of Organized enter a valid date
 - Charter Number enter the charter number of the organization
 - Housemover Qualification:
 - Is Eighteen Year Old? select YES/NO from the drop-down as applicable
 - Valid Commercial Driving License select YES/NO from the drop-down as applicable

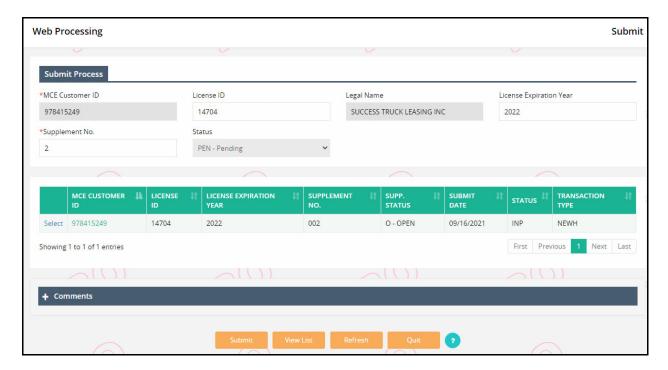
- Have 24 month Experience select YES/NO from the drop-down as applicable
- Vehicle Details add a vehicle by entering the following vehicle information:
 - VIN
 - Make
 - Year
 - License No.
 - Annual Inspection check this checkbox if annual inspection is applicable
 - Click ADD/UPDATE to add the vehicle information. The entered vehicle details will display in a grid
- Certificate of Closure checkbox check the "By checking this consent box, applicant
 agrees under penalty of perjury under the laws of the State of Missouri and the United
 States of America, the information in this application or attached hereto is true and
 correct, and that the user is authorized to sign this application on behalf of the
 Applicant" checkbox mandatorily
- Delivery Type defaults to PDF. Select the appropriate delivery option from the Electronic Delivery Type drop-down
- Comments The user clicks the plus (+) or minus (-) icon to expand this section and add free-form comments in this area. After adding text to the comments box, the user must click on the ADD/UPDATE button to save the comment in the account record
- Click PROCEED from the command line to view the verification screen
- Click PROCEED from the verification screen to navigate to the Web Processing Submit screen.





1.6.1.3 Web Processing - Submit

Refer to section 1.9.1 for details on submitting required documents to the review queue.

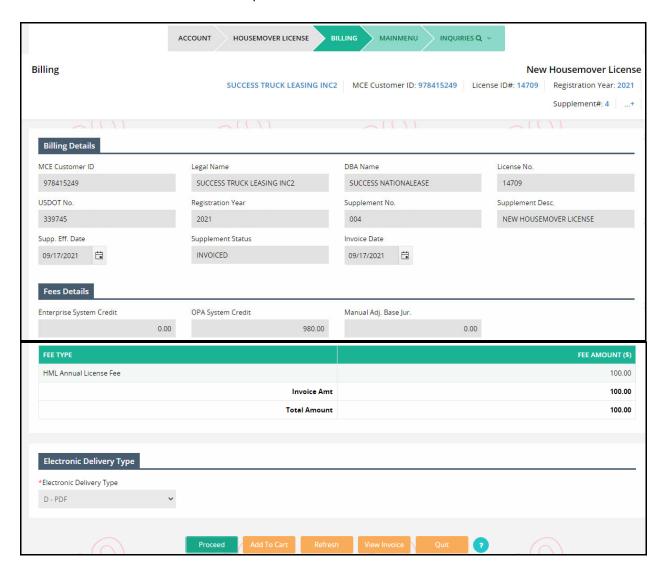


The user must complete the payment (refer to Enterprise User Guide, Volume 1 for Cart Payment and Payment Collection) and the system will generate the payment receipt and required credentials.

1.6.1.4 Billing

User can continue a supplement from Supplement Continuance after the submitted documents are approved. Refer to section 1.7.1 for details on Supplement Continuance.

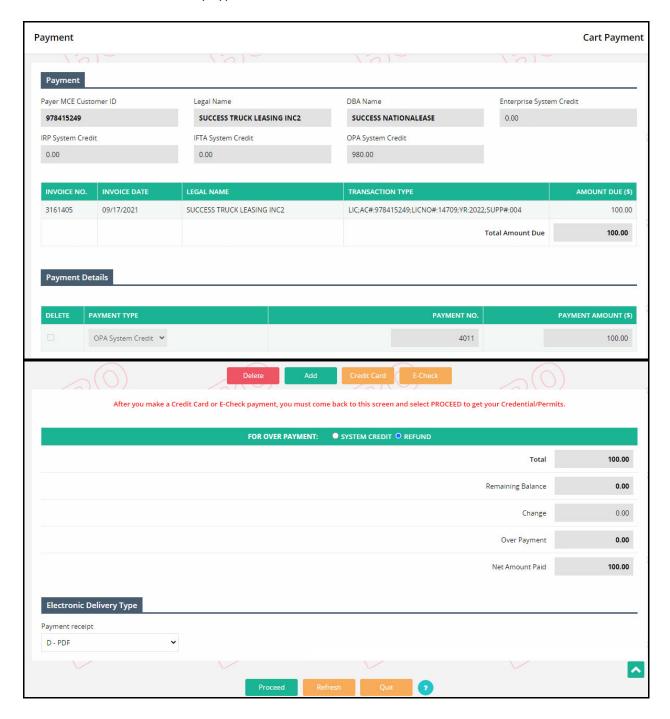
• On resuming the transaction, the system displays the Billing screen. Note: The supplement status is set to Invoiced from Open.



• Review the Fee details and click PROCEED to go to the payment screen.

1.6.1.5 Payment

 On the Payment screen, all the details are prepopulated and protected. Review the payment information and click PROCEED. The Electronic Delivery Type defaults to PDF.



- Refer to Enterprise User Guide, Volume 1, section 1.4.1.2.1 for details on Cart Payment.
- A payment receipt is generated in the PDF format at the completion of the payment.

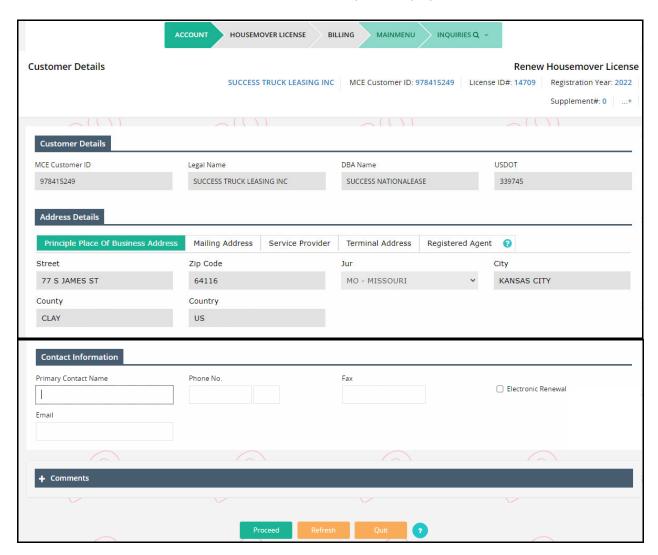
1.6.2 Renew Housemover License

This function allows to renew a Housemover License due for an expiration. Perform the following steps to renew Housemover license:

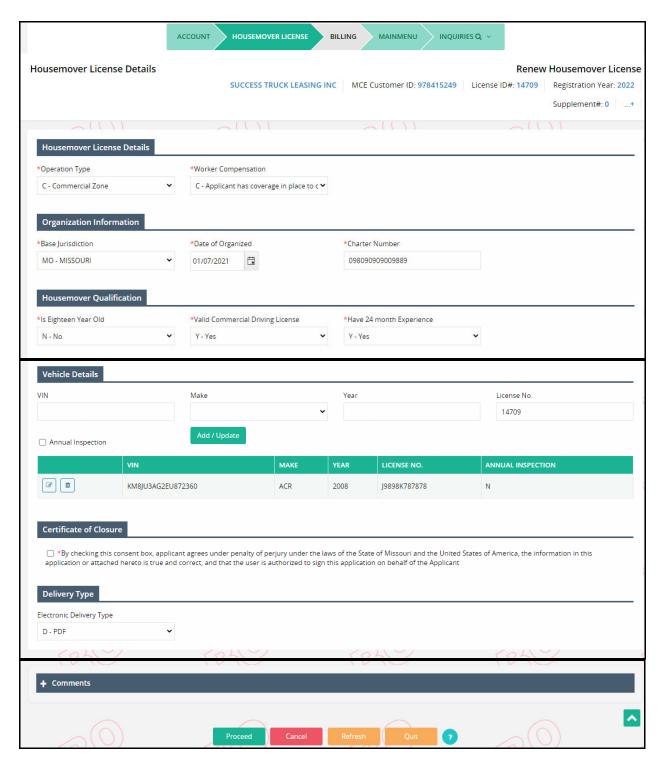
 From the OPA/Housemover level menu, click RENEW HOUSEMOVER LICENSE from the HOUSEMOVER LICENSE menu tile



- On the search screen, the MCE Customer ID is prepopulated and protected
 - o Enter the USDOT No., if required
- Click PROCEED from the command line and the system displays the account screen.



- The information on the account screen is prepopulated and protected. Update the contact information, if required,
- Click PROCEED to go to the verification screen.
- Click PROCEED from the verification screen to view the Housemover License screen.



• On the Housemover License, all the details are prepopulated from the previous year.

- Update the Housemover license details, as required. Refer to section 1.6.1.2 for details on fields for Housemover License screen.
 - Certificate of Closure checkbox check the "By checking this consent box, applicant
 agrees under penalty of perjury under the laws of the State of Missouri and the United
 States of America, the information in this application or attached hereto is true and
 correct, and that the user is authorized to sign this application on behalf of the
 Applicant" checkbox mandatorily
- Click PROCEED from the command line to view the verification screen
- Click PROCEED from the verification screen to go to the Web Processing Submit screen. Refer section 1.9.1 for details on Web Processing Submit screen.
- Once the submitted documents are approved, the system diplays the Billing screen. Refer section 1.4.1.3 for details on Billing screen.
- User must process payment after the supplement is invoiced. Refer to Enterprise User Guide, Volume 1, section 1.4.1.2.1 for details on Cart Payment.

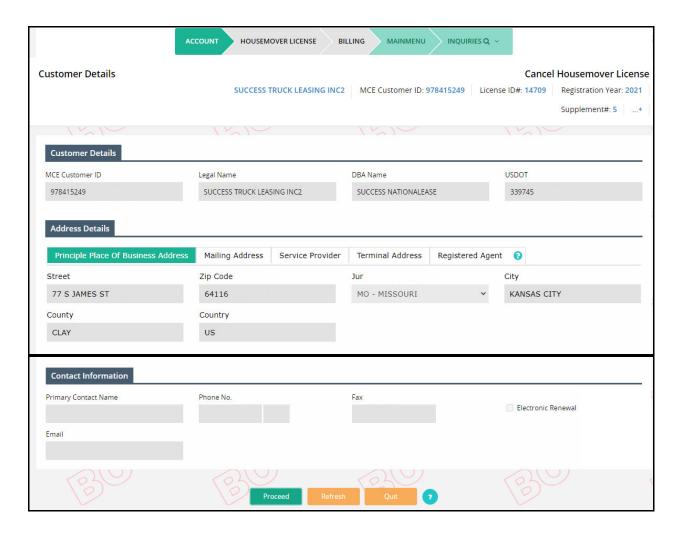
1.6.3 Cancel Housemover License

This function allows a user to undo an existing Housemover license transaction. Perform the following steps to cancel Housemover license:

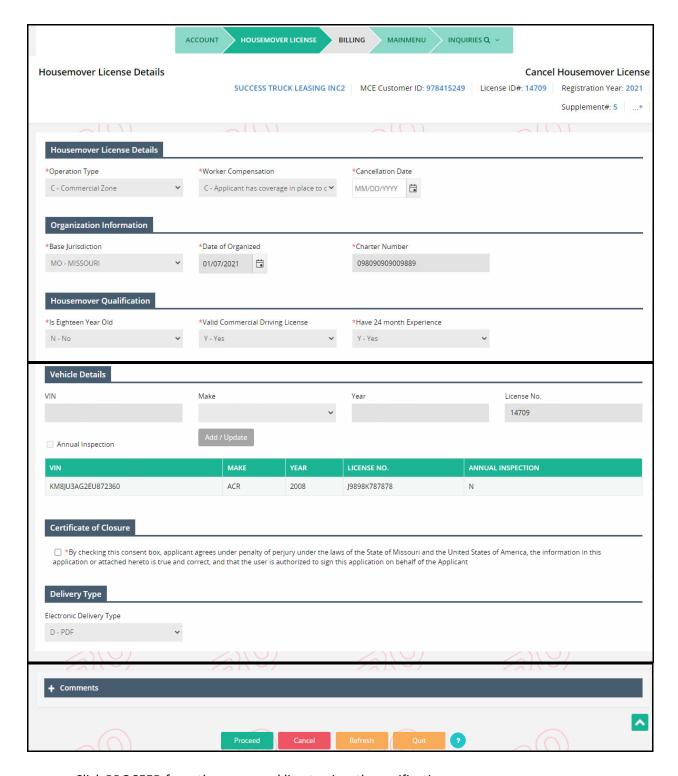
- From the OPA/Housemover level menu, click CANCEL HOUSEMOVER LICENSE from the HOUSEMOVER LICENSE menu tile
- On the search screen, enter the MCE Customer ID and USDOT No.
- Click PROCEED from the command line and the system displays the account screen.



- The information on the account screen is prepopulated and protected.
- Click PROCEED to go to the verification screen.
- Click PROCEED from the verification screen to view the Housemover License screen.



- On the Housemover License, all the details are prepopulated and protected.
- Enter a Cancellation Date on the Housemover License Details section
- Certificate of Closure checkbox check the "By checking this consent box, applicant agrees under penalty of perjury under the laws of the State of Missouri and the United States of America, the information in this application or attached hereto is true and correct, and that the user is authorized to sign this application on behalf of the Applicant" checkbox mandatorily



- Click PROCEED from the command line to view the verification screen
- Click PROCEED from the verification screen to go to the Billing screen. Refer section 1.4.1.3 for details on Billing screen.

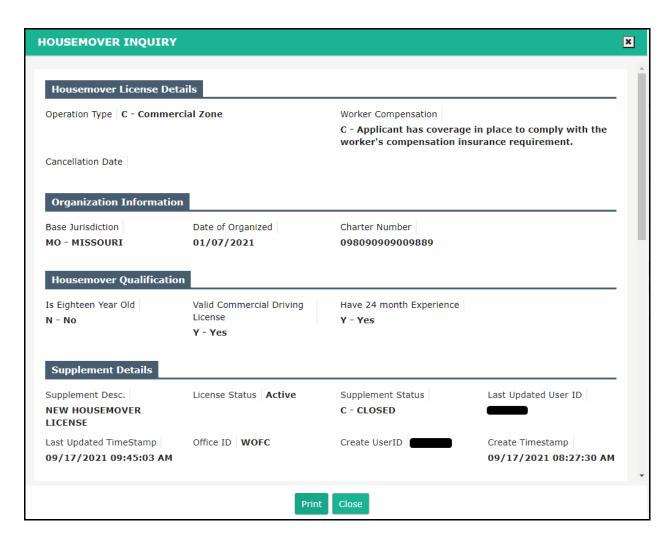
1.6.4 Inquiry

This function allows a user to perform an inquiry to view details associated with a Housemover license. Perform the following steps for Housemover license inquiry:

- From the OPA/Housemover level menu, click INQUIRY from the HOUSEMOVER LICENSE menu tile
- On the search screen, enter the MCE Customer ID
 - o Enter the additional search parameters to refine the search
- Click PROCEED from the command line to view the search results



• Click the View icon from the left of the grid to view information for the preferred Housemover license.

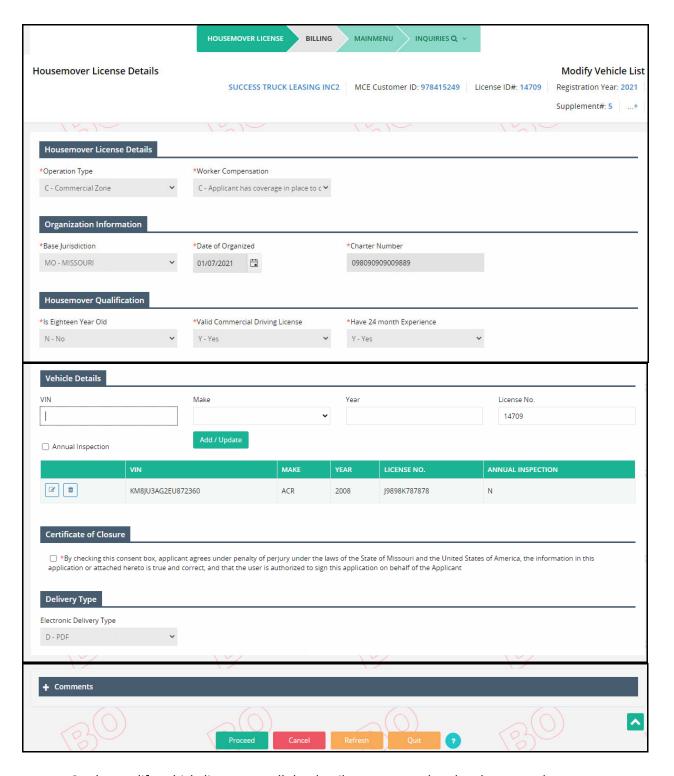


• Click PRINT to print the Housemover license details or click CLOSE to exit the screen.

1.6.5 Modify Vehicle List

This function lets users add new vehicles, modify, and delete the existing vehicles. Perform the following steps to modify a vehicle list:

- From the OPA/Housemover level menu, click MODIFY VEHICLE LIST from the HOUSEMOVER LICENSE menu tile
- On the search screen, enter the MCE Customer ID and USDOT No.
- Click PROCEED from the command line to the modify vehicle list screen



- On the modify vehicle list screen, all the details are prepopulated and protected.
- Modify the following details on the vehicle details section:
 - o A list of active vehicles will display in a grid.
 - Click the Edit icon from the grid to modify details on an existing vehicle
 - Click the Delete from the grid to delete that vehicle

- Add a new vehicle to the list by entering the following details on the Vehicle Details section:
 - VIN
 - Make
 - Year
 - License No.
 - Annual Inspection check this checkbox is annual inspection of the vehicle is applicable
 - Click ADD/UPDATE button to add the vehicle details
- Certificate of Closure checkbox check the "By checking this consent box, applicant agrees under penalty of perjury under the laws of the State of Missouri and the United States of America, the information in this application or attached hereto is true and correct, and that the user is authorized to sign this application on behalf of the Applicant" checkbox mandatorily
- Click PROCEED from the command line to view the verification screen
- Click PROCEED from the verification screen to Billing screen. Refer to section 1.4.1.3 for details on Billing screen.

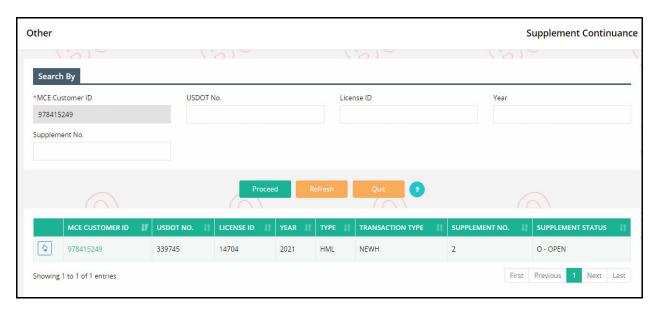
1.7 Other

1.7.1 Supplement Continuance

It may be necessary, due to other business requirements, to discontinue an OPA or Housemover License transaction and finish it later. The users can select Quit from any screen after any given transaction has been started. This process allows the user to continue the transaction where they left off.

Perform the following steps for supplement continuance:

- From the OPA/Housemover menu, click SUPPLEMENT CONTINUANCE from the OTHER menu tile
- Enter the MCE Customer ID (additional search fields are available for use)
- Click the PROCEED button to display a list of available supplements
 - If only one supplement exists, the system will automatically continue to the supplement details.
 - If multiple supplements exist, a list of supplements will display, and the user will select the desired supplement to continue processing.



1.8 Reprint

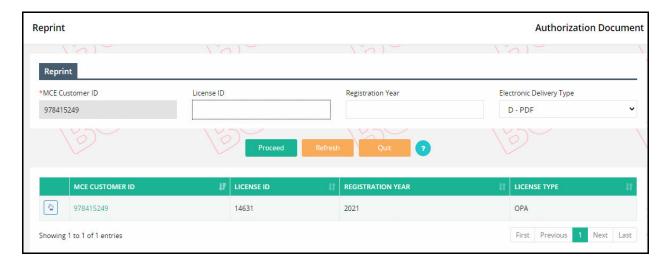
1.8.1 Authorization Document

This function allows to reprint an authorized document for the following transaction types:

- Operating Authority
 - New Operating Authority
 - o Amend Operating Authority
 - Renew Operating Authority
- Housemover License
 - New Housemover License
 - Amend Housemover License
 - o Renew Housemover License

Perform the following steps to generate authorization document:

- From the OPA/Housemover menu, click AUTHORIZATION DOCUMENT from the REPRINT menu tile
- Enter the MCE Customer ID mandatorily.
 - o Enter the License ID and Registration Year to narrow down the search results
- Select the preferred Electronic Delivery Type from the drop-down (PDF, Email, Print)
- Click the PROCEED button to display a list of available supplements



 Click the Select icon for the preferred record from the search result and the authorization document is generated



Missouri Department of Transportation Motor Carrier Services 830 MoDOT Drive, P.O. Box 270 Jefferson City, MO 65102-0270 (866) 831-6277 or (573) 751-7100

CERTIFICATE

File No: USDOT/339745

Name: SUCCESS TRUCK LEASING INC D/B/A: SUCCESS NATIONALEASE

City: KANSAS CITY

State: MO

0

Expiration Date: Not Applicable Effective Date: 08/27/2021

The Department of Transportation has determined that the above-named carrier is qualified to be a motor carrier as provided in, Sections 390.250-390.350 and 662.600-622.620, RSMo, and is in compliance with the applicable requirements for the issuance of this document. Beginning on the effective date shown above, this carrier may engage in transportation for hire as follows:

INTRASTATE: Certificate Household Goods:

Operations as a common carrier by motor vehicle upon the public highways of Missouri in intrastate commerce, transporting household goods to, from and between all points within Missouri

Opportunity for Hearing: Unless they have waived a hearing, affected persons may request a hearing on the validity of this grant of operating authority. Requests for hearing shall be filed in writing, not later than 30 days after the effective date shown above, with the Missouri Administrative Hearing Commission, Truman Building, Room 640, 301 W. High St., P.O. Box 1557, Jefferson City, MO 65102-1557. Telephone (573) 751-2422. Fax (573) 751-5018.

Issued at 830 MoDOT Drive Post Office Box 270 Jefferson City, MO 65102-0270 On September 10, 2021

1.9 Web Processing

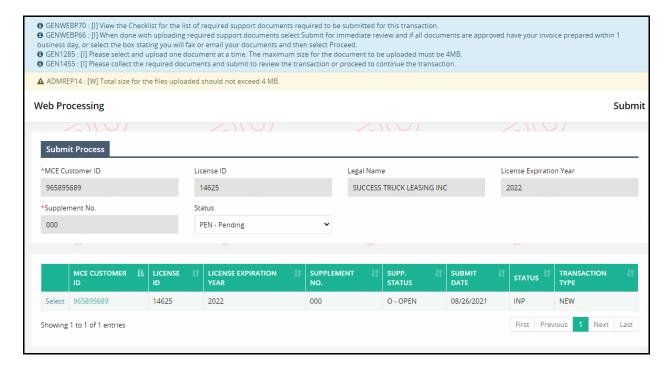
The MoDOT system provides external users the ability to perform a number of supplements for submission to an internal review queue at any point of time during the transaction. Internal users at MoDOT will then access these transactions for review, processing and approval.

The limitations for Web Processing by External users include:

- Access to only their assigned account When processing a transaction, the account number will be auto-populated and protected on all MoDOT screens
- The Account/OPA/Housemover license status must be Active
- If the Account/OPA/Housemover license status is Suspended, an external user is allowed to process payments only
- Only one supplement can be open at a time A supplement must be in invoiced status before an external user can open another supplement
- External web users cannot perform a supplement in the current year if the renewal for the next year is opened
- When an external user is done entering OPA and Housemover license information, the system displays the Web Processing – Submit screen.

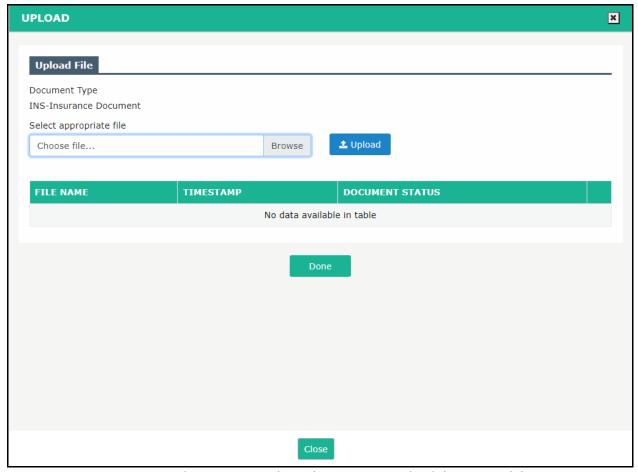
1.9.1 Submit

Perform the following steps to submit a transaction to the internal review queue:





- Click PROCEED from the OPA/Housemover license screen and the system will navigate to Web Processing – Submit screen
- The Submit screen will autopopulate and disable the following required fields:
 - o MCE Customer ID
 - o License ID
 - o Legal Name
 - o License Expiration Year
 - Supplement No.
 - o Status will default to Pending and cannot be changed
- Click the "SELECT" link for the appropriate supplement to upload the necessary documents to support the transaction submitted
- On the Documents section, a grid containing the License ID along with the required documents for that license will display. Click the folder icon beneath each document to select a file to be uploaded.



- o A pop-up wndow opens up where the user must upload the required document.
- Click Browse button to select the required file and then click the Upload button to ensure the file is attached
- Once the file is uploaded, its details (File Name, Timestamp, and Document Status) will display in a grid beneath
- Click DONE to complete the file upload and return to the Web Processing Submit screen.
 - If you do not wish to upload a document, click CLOSE.
- o External users must:
 - Upload one file at a time
 - Ensure the file size is less than 4 MB
- Comments enter any comments in the comment box, if necessary
- Click SUBMIT from the command line on the Web Processing Submit screen to submit the transaction to internal review queue.

External users should ensure a valid email address exists on the OPA/Housemover license to receive email notifications advising that the supplement is ready to be paid online or to receive alerts if additional action is required.

The following supplements can be completed by external users all the way through payment without internal user's review/approval, unless a license needs to be issued, at which point the supplement will go to the queue for internal user to review:

• Replace Plate

NOTE: External Web users can only open supplements with a status of "Pending", "Action required" or "Approved". They will not be able to open any supplement with a status of "In Process."

1.10 Additional Inquiries

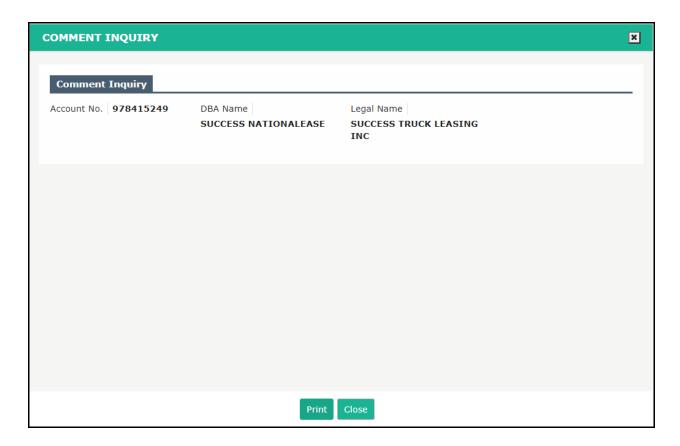
1.10.1 Comment Inquiry

Perform the following steps for comment inquiry:

- From the OPA/Housemover level menu, click COMMENT INQUIRY from the ADDITIONAL INQUIRIES menu tile
- Enter the MCE Customer ID, License ID, Registration Year, Legal Name, DBA Name, and USDOT No. on the search screen
- Click PROCEED to view the search results in a grid



Click the View icon from the grid to view the comment inquiry screen.

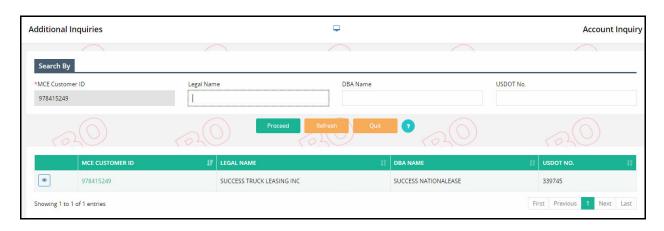


- The comment inquiry screen will display the Account No., DBA Name and Legal Name.
- Click PRINT to print the details or click CLOSE to exit the screen.

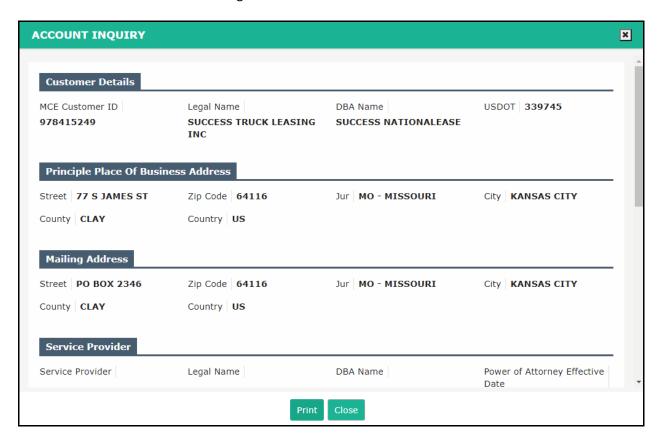
1.10.2 Account Inquiry

This function lets you inquire information on a given carrier account. Perform the following steps for account inquiry:

- From the OPA/Housemover level menu, click ACCOUNT INQUIRY from the ADDITIONAL INQUIRIES menu tile
- Enter the MCE Customer ID, Legal Name, DBA Name, and USDOT No. on the search screen
- Click PROCEED to view the search results in a grid



Click the View icon from the grid to view the account information

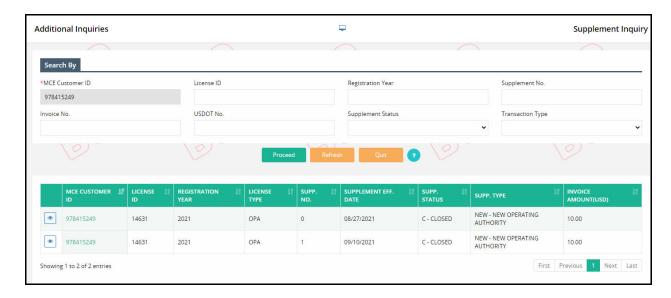


• Click PRINT to print the account information or clikc CLOSE to exit from the screen.

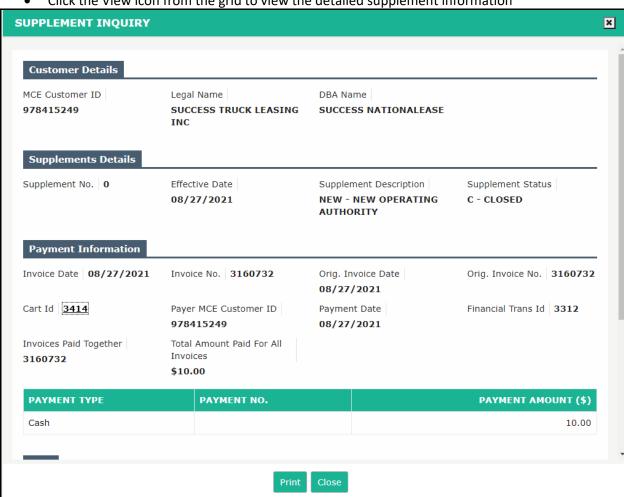
1.10.3 Supplement Inquiry

This function lets you inquire information on a given supplement for OPA or HML. Perform the following steps for supplement inquiry:

- From the OPA/Housemover level menu, click SUPPLEMENT INQUIRY from the ADDITIONAL INQUIRIES menu tile
- Enter the MCE Customer ID, License ID, Registration Year, Supplement No., Invoice No., USDOT No., USDOT No., Supplement Status and Transaction Type on the search screen
- Click PROCEED to view the search results in a grid



Click the View icon from the grid to view the detailed supplement information



Click PRINT to print the account information or click CLOSE to exit from the screen.

Appendix A - Acronyms

Acronyms	Definition
MoDOT	Missouri Department of Transportation
OPA	Operating Authority
HML	Housemover License
USDOT No.	U.S. Department of Transportation Number
VIN	Vehicle Identification Number
PDF	Portable Document Format
DBA	Doing Business As
NSF	Non-Sufficient Funds