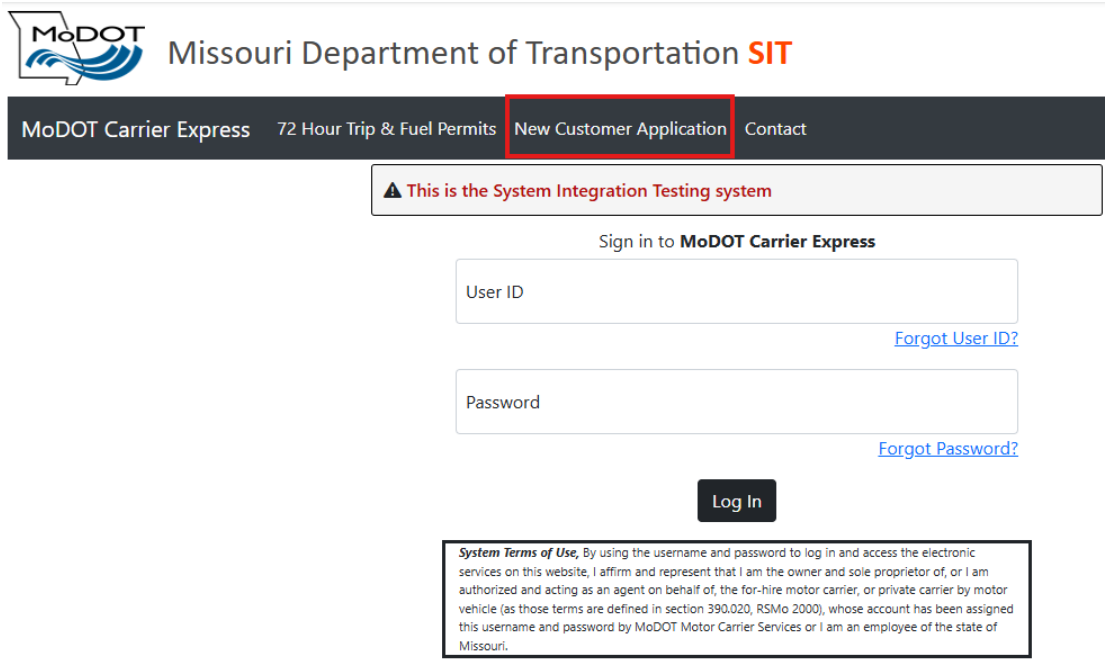
Common Customer
External Procedure

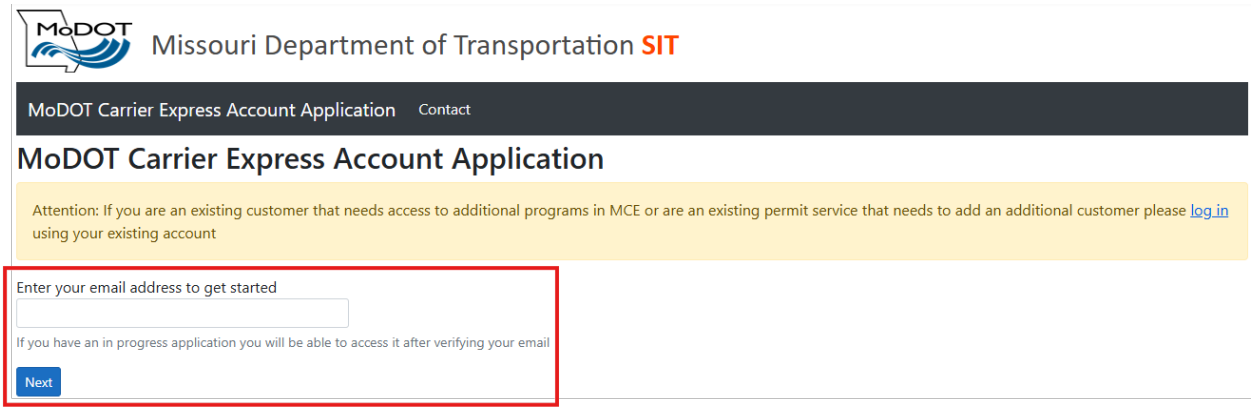
Overview

Common customer is the starting point for all customer accounts. This creates a foundation of account information to build off of for all programs overseen by Motor Carrier Services.

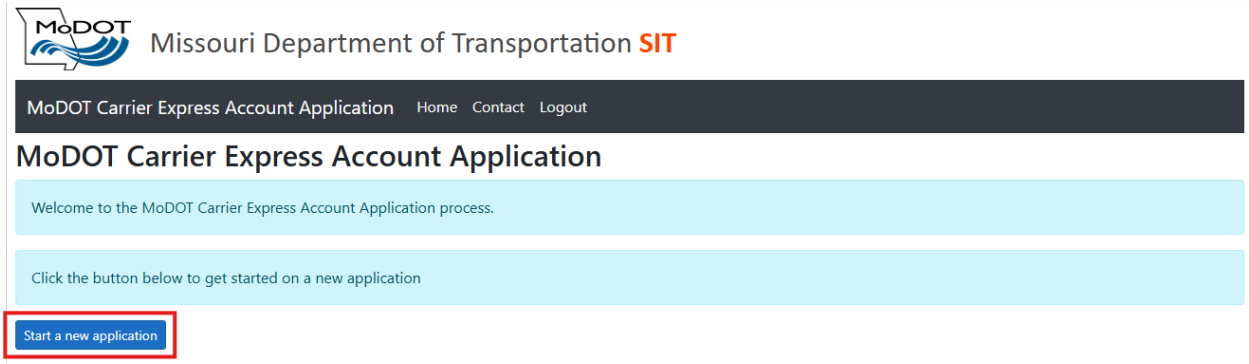
Process

To create a new customer application for the first time, you will click on “New Customer Application.”
Note this is for setting up a customer profile only. Once approved you will receive log in credentials and be able to submit your application for the program(s) you are applying for and upload the required supporting documentation.

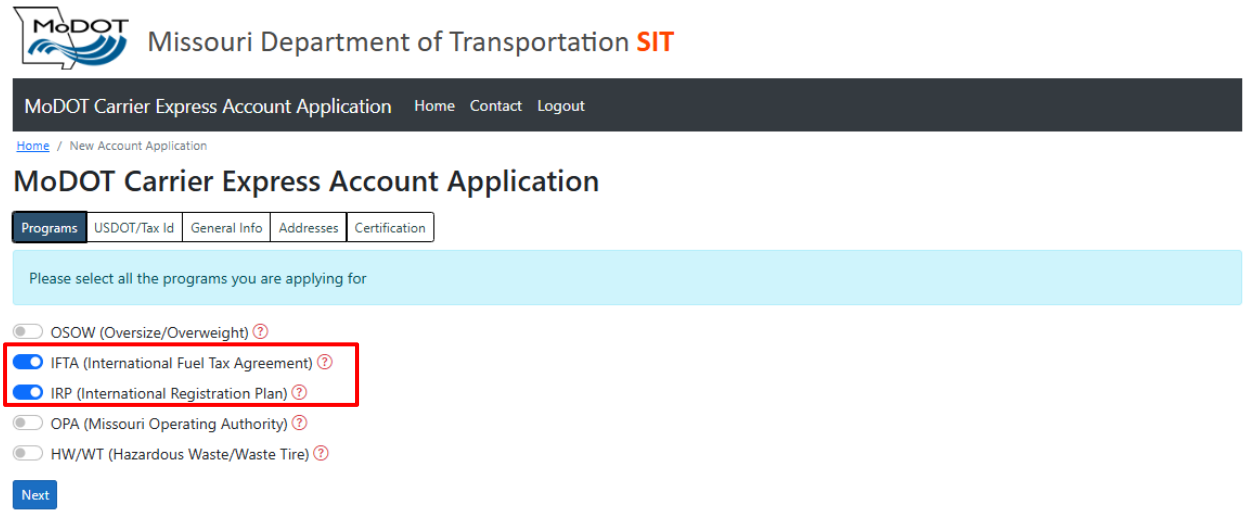




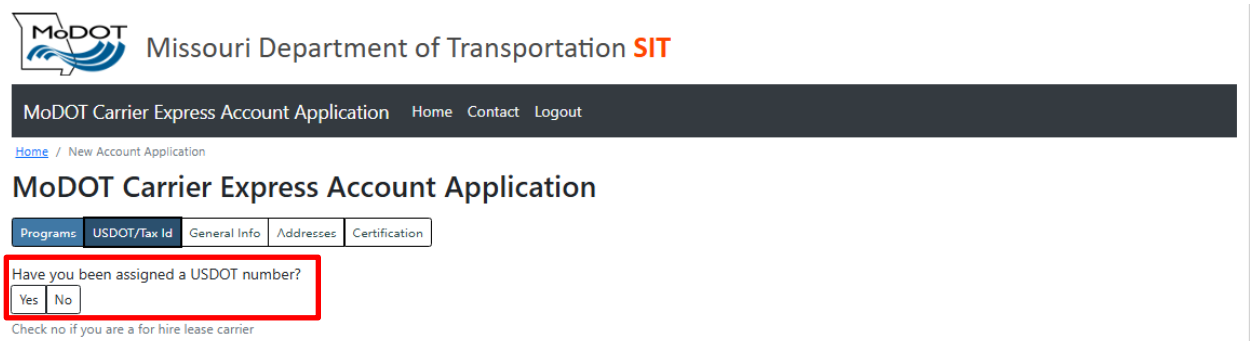
The system will take you to a new screen to enter your email address and click next. You will be directed to the account application page. To start the application, click on the “Start a new application” button.



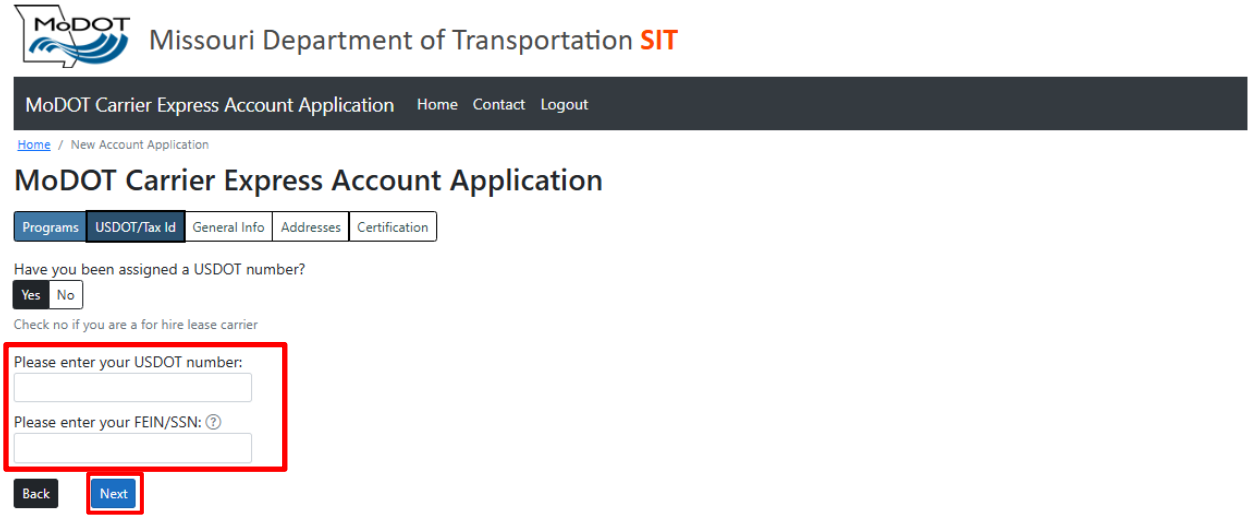
Next you will select the program(s) you are applying for by clicking on the toggle in front of the program. If you are unsure what the program is and would like more information you can click on the red question mark inside the circle and a pop-up window will appear with a link to visit our website.Once you have selected all programs you are applying for, click next.



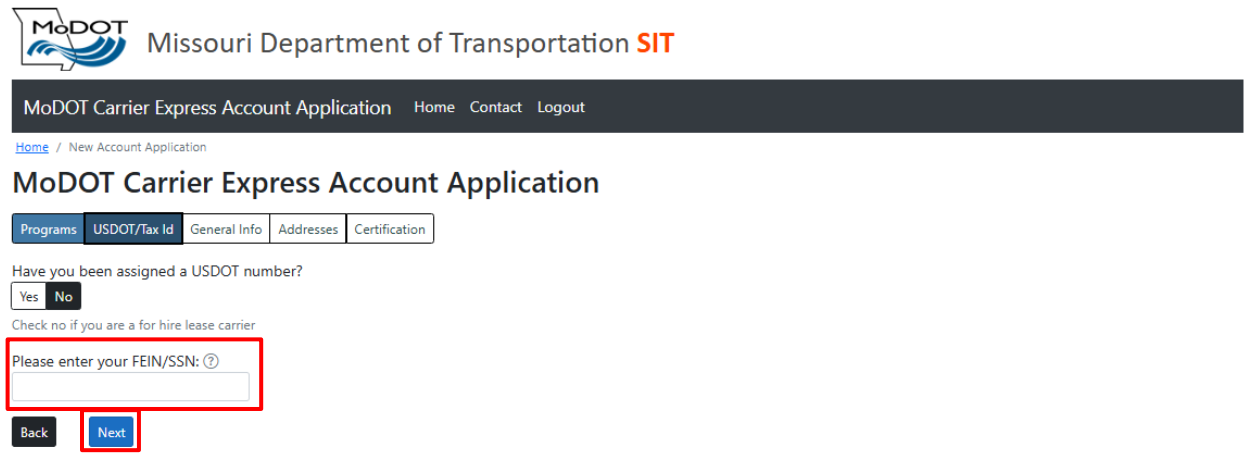
On the USDOT/Tax id tab, indicate if you have been assigned a USDOT number.



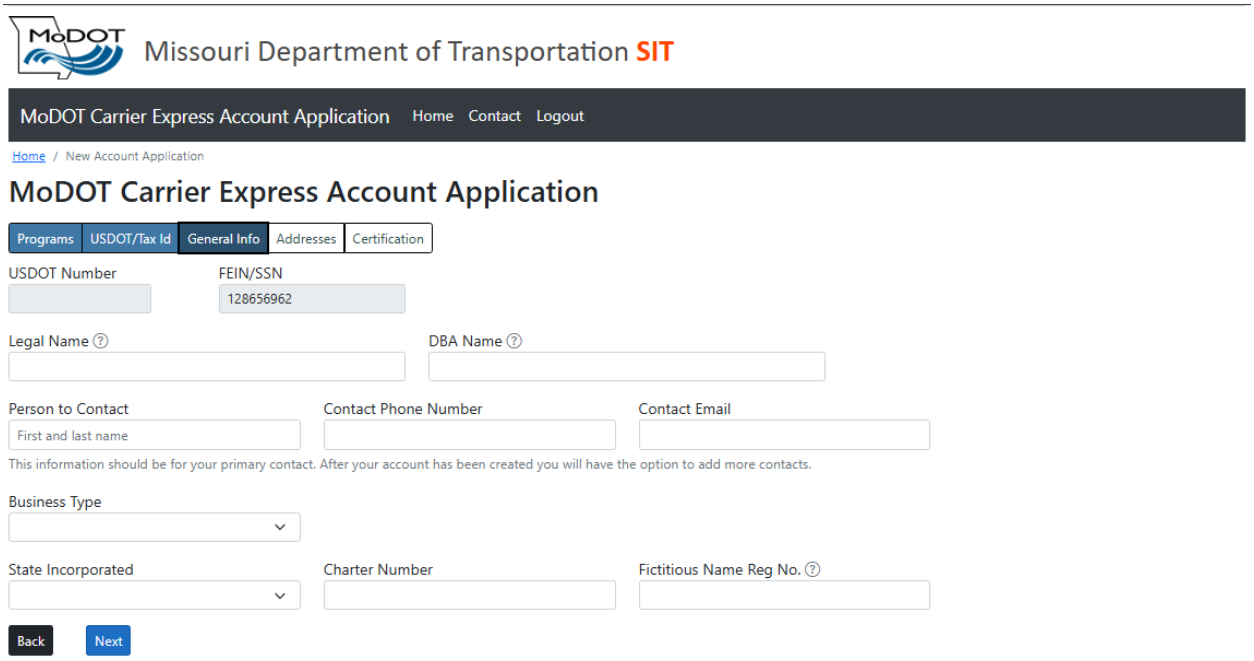
If you are a For-Hire/Private Carrier you will select yes and provide your USDOT Number and FEIN/SSN. Once you have provided your information, click next.



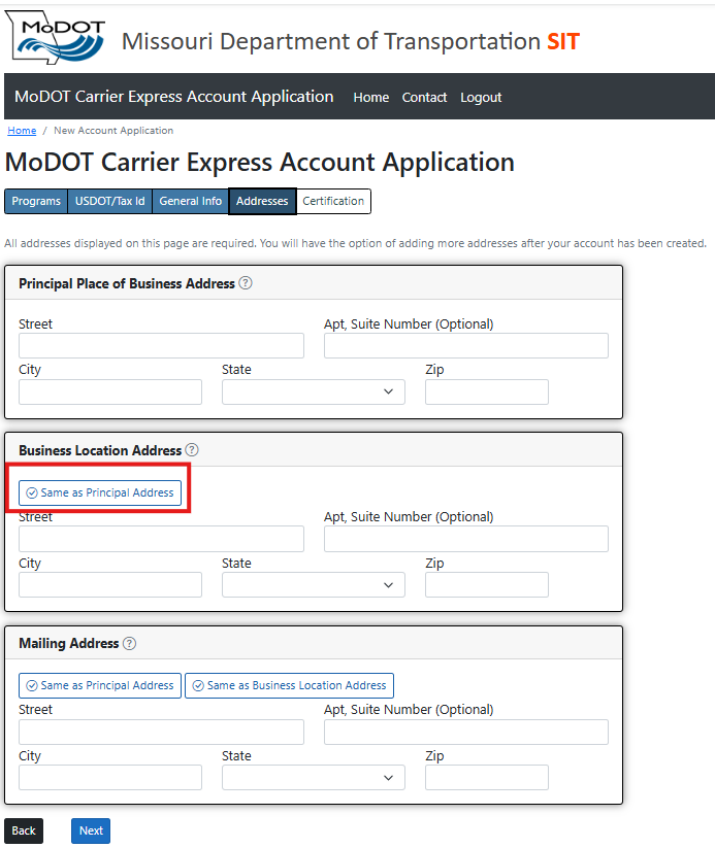
If you are For-Hire Lease (driving under someone elses authority) you will select no and enter your FEIN/SSN and click next.



On the General Info tab you will fill out all information that pertains to you. Once you are done filling out the fields, click next.

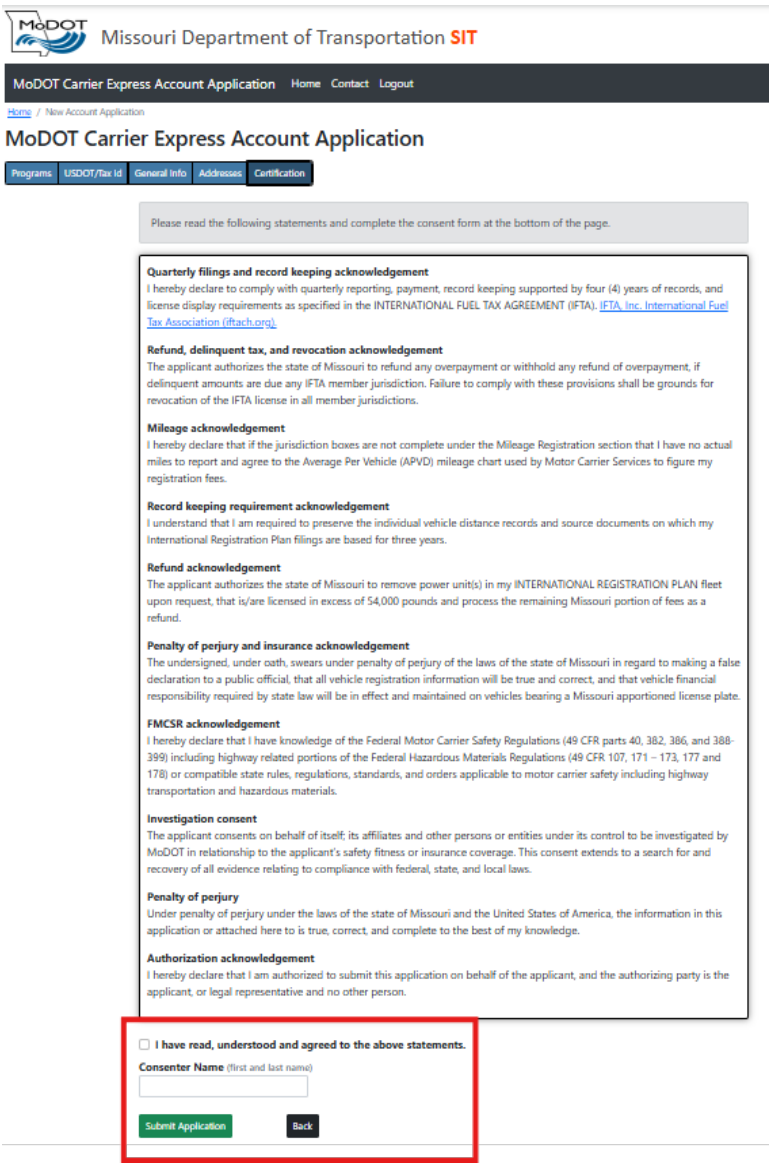


On the address tab fill out your addresses. Depending on the program(s) you selected you may have more address fields to fill out such as a terminal address. After you fill out your Principal Place of Business address, if your other addresses are the same you can click on “same as Principal Address” and the system will fill it in for you.

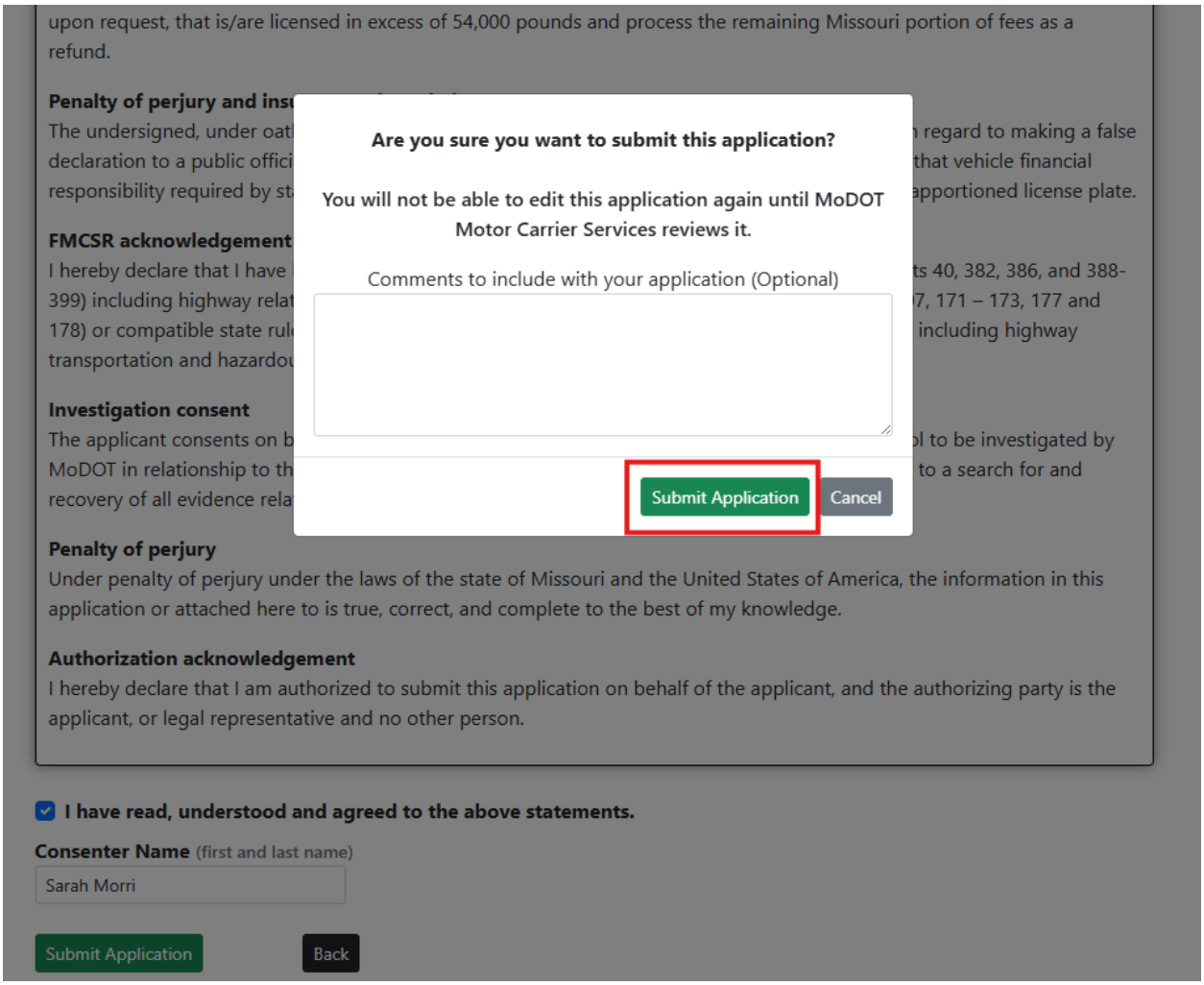


Once all addresses are complete, click next.

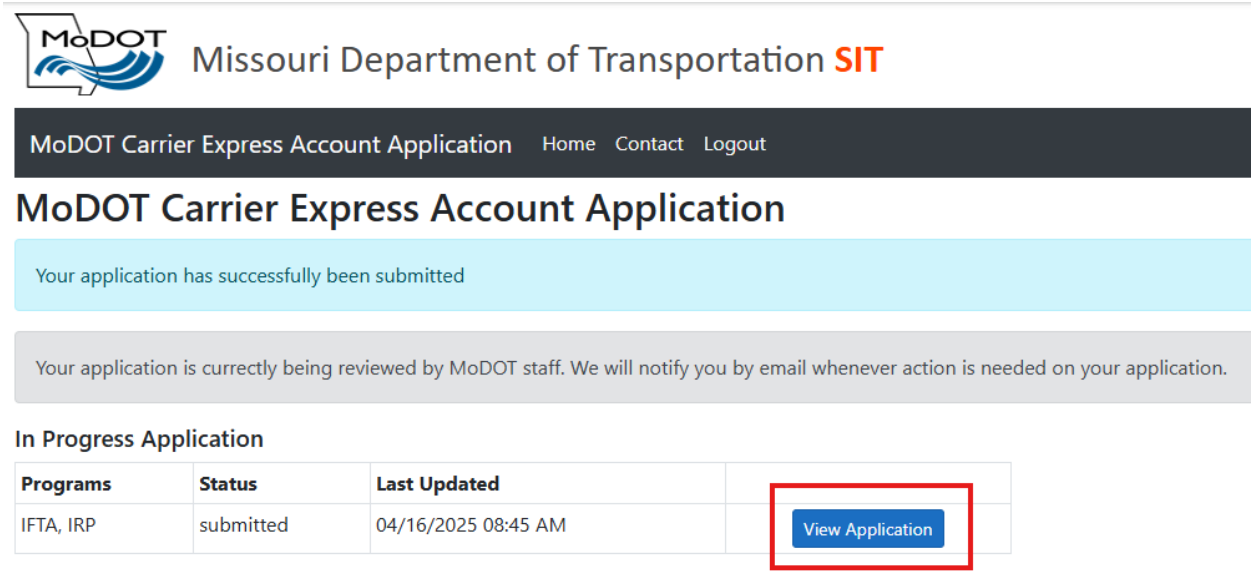
On the certification screen you will need to read the following statements and complete the consent form at the bottom of the page by clicking the box in front of “I have read, understood and agreed to the above statements” and type in your first and last name under Consenter Name. Once completed, click the “Submit Application” button.



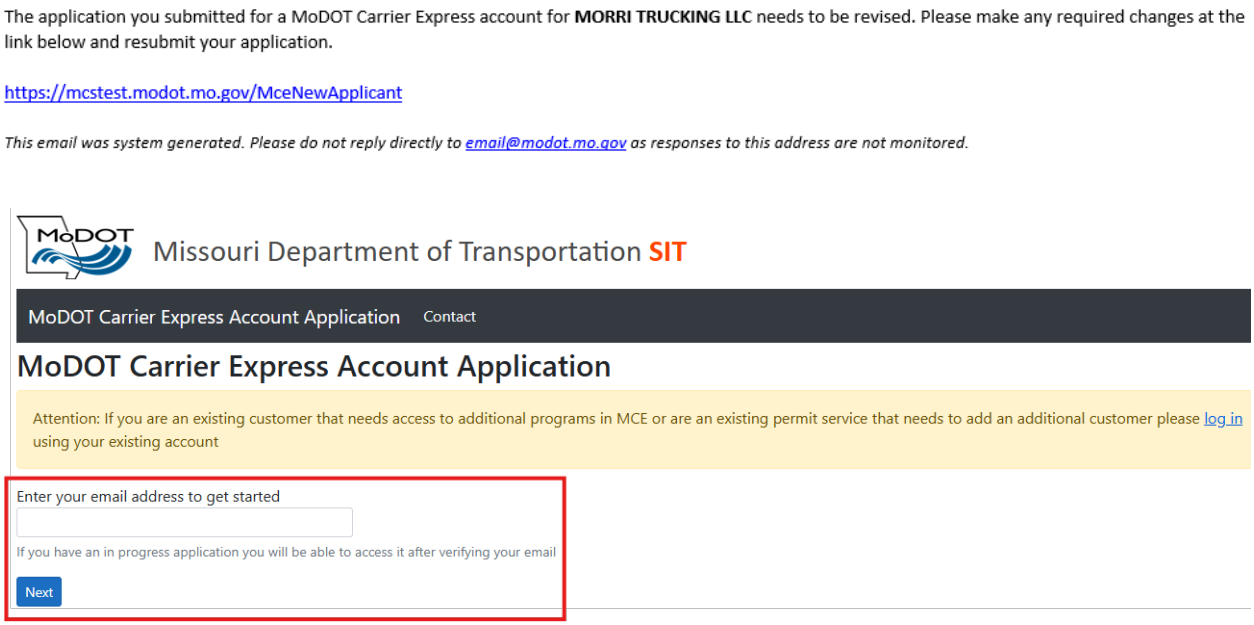
A pop-up will appear asking if you are sure you want to submit the application as you are not able to edit the application until Motor Carrier Services reviews it. You can also include any comments you would like to provide with your application for Motor Carrier Service agents. Once the application is ready to be submitted click on the “Submit Application” button.



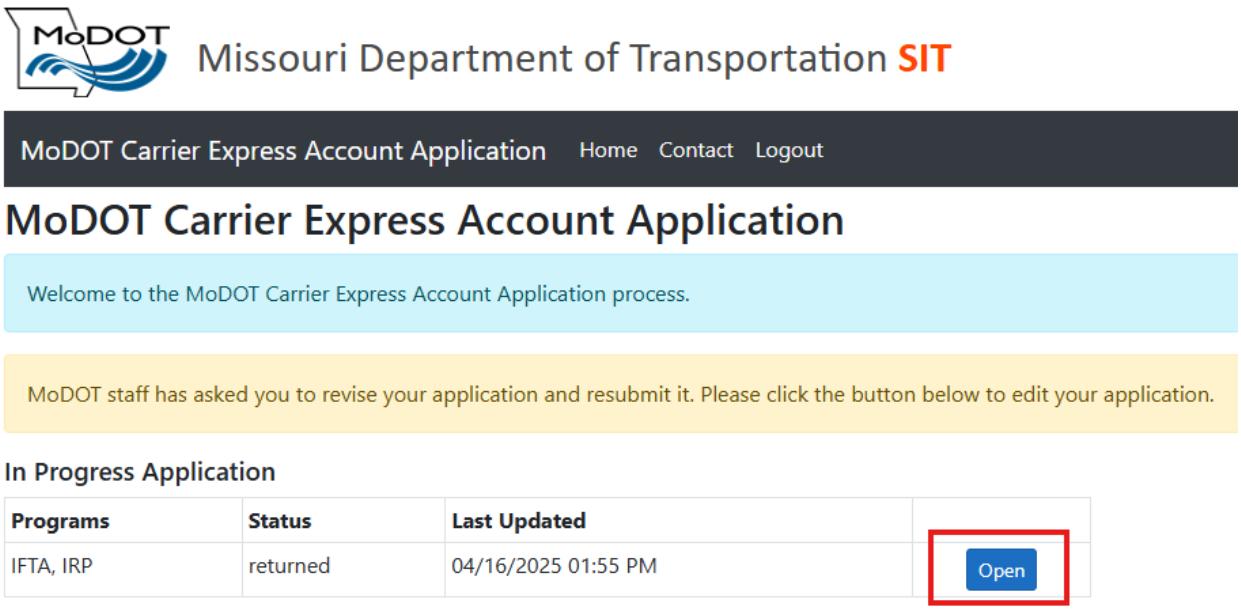
On the next screen you will receive notification that your application has been submitted successfully. You can view your application by clicking the “View Application” button.



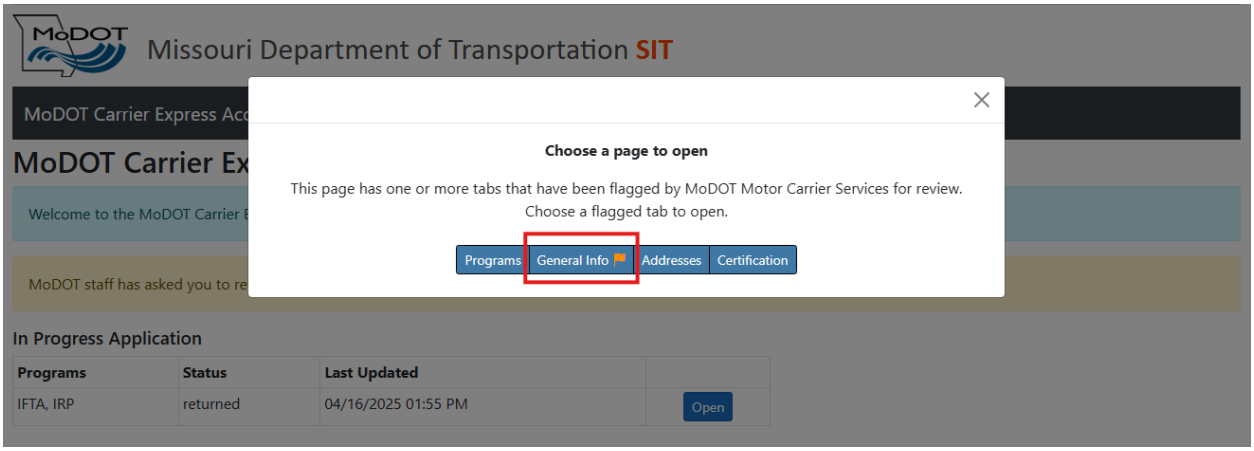
Applications are worked in the order they are received. If corrections need to be made to your application you will receive an email. You will click on the link which will take you to Motor Carrier Express Account Application where you will enter your email and click next.



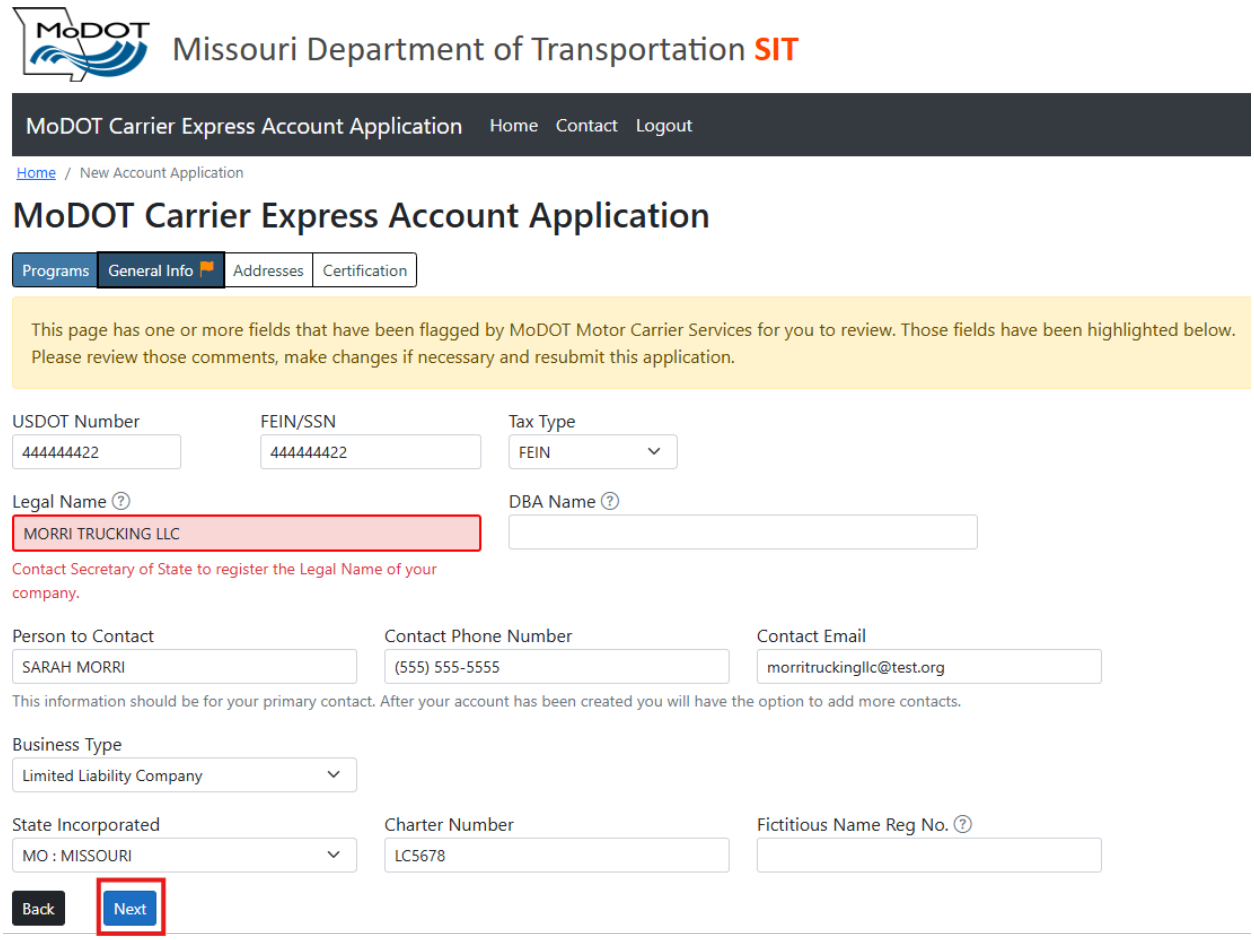
The system will take you to your “In Progress Application(s)”. Click on Open



You will receive a pop-up asking you to choose a flagged tab to open. Click the flagged tab to review the needed corrections.



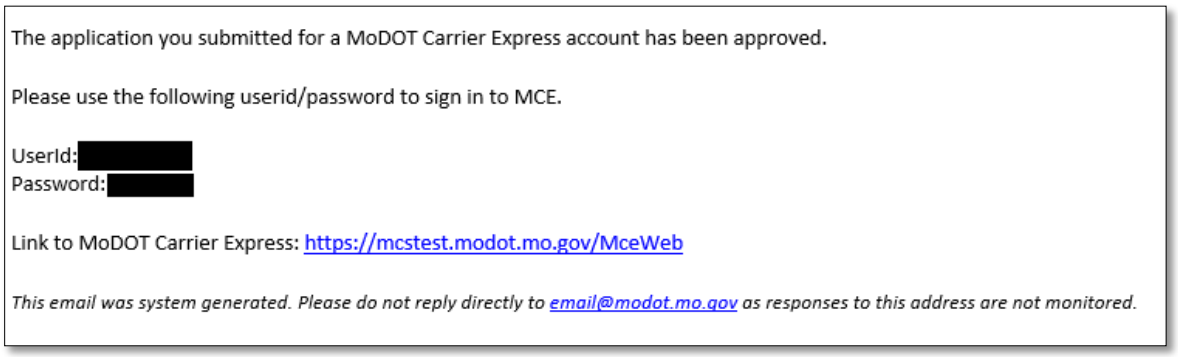
The item(s) needing corrections will be highlighted in red and a comment will be listed below. Once corrections have been completed, click next.



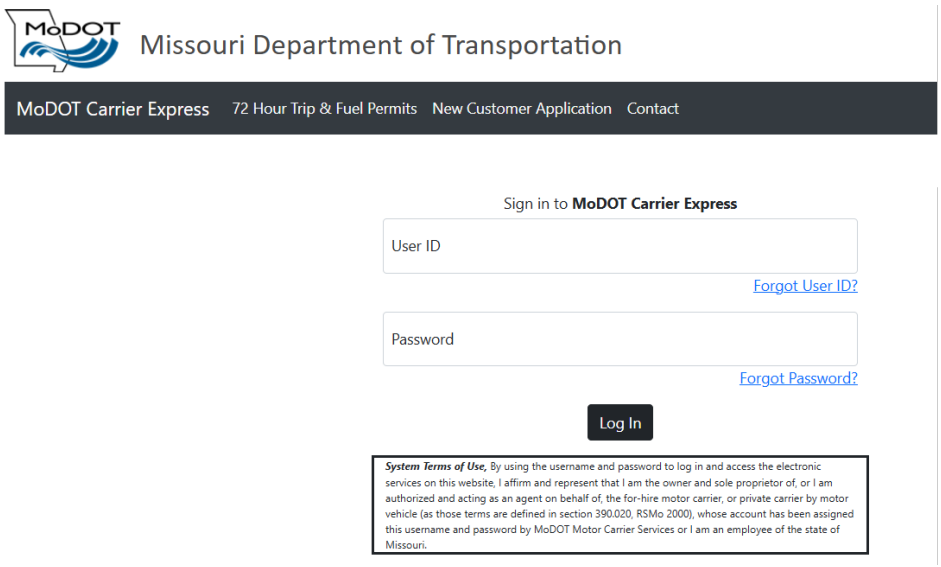
Once all corrections have been made, you must check the box in front of “I have read, understood and agreed to the above statements” and type in your first and last name under the consenter name.

Resubmit the application for MCS review.

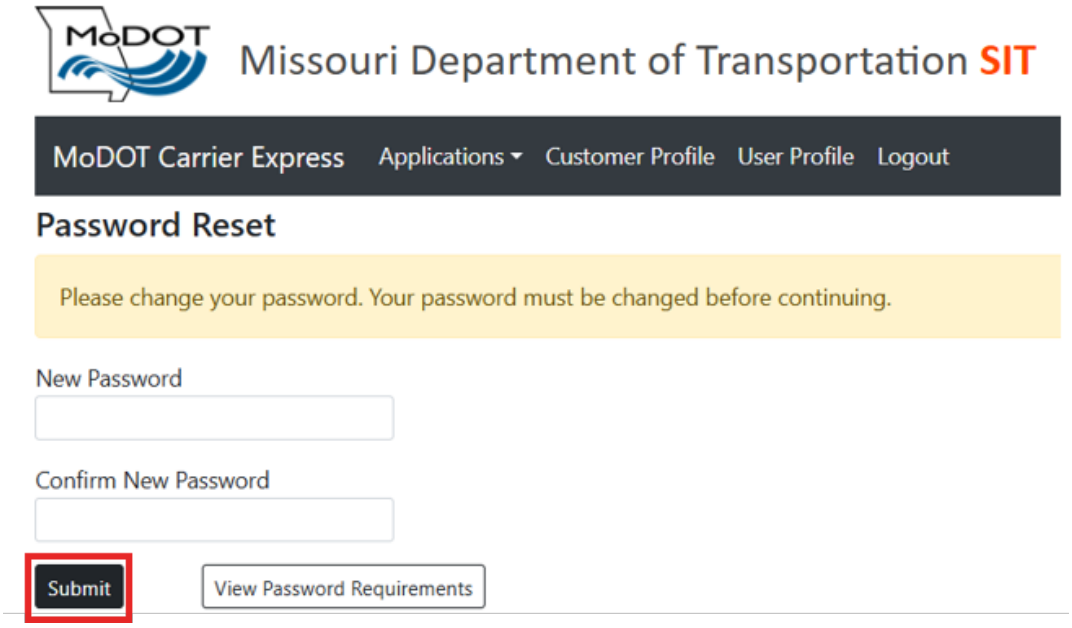
Once an agent approves your application you will receive an email with your User ID and Password and the link to MoDOT Carrier Express.



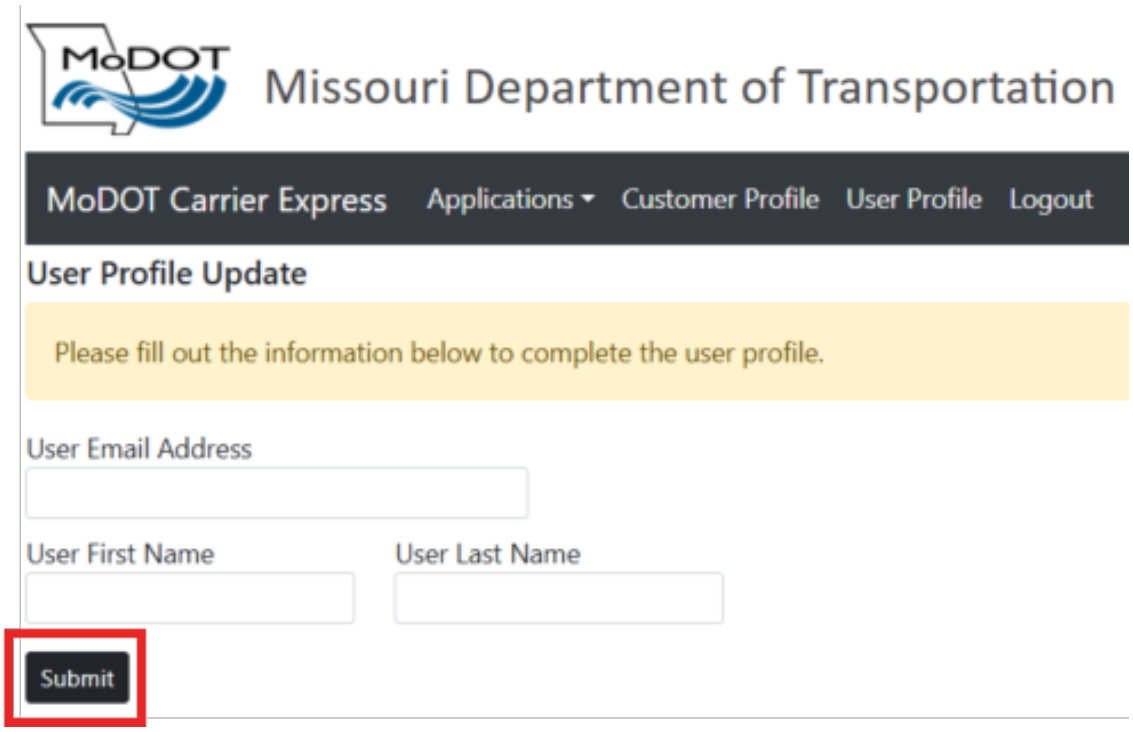
After clicking on the link from your approval email you will use your User Id and Password to log in.



As this will be your first time logging in, you will be prompted to reset your password. Once you have created a password and confirmed the password, click submit



On the next screen you will enter in your user email address along with the user first name and user last name. Once all fields are filled out, click submit.



You are now logged in to MoDOT Carrier Express. Please refer to the New Account Procedures for which program(s) you are applying for step by step instructions.