

Common Customer Profile Service Provider 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 Log In as a Service Provider whether you are making changes to your account or logging in on behalf of a carrier you will first log in to MoDOT Carrier Express. You will enter your User ID and Password and click on the “Log In” button.



Missouri Department of Transportation **SIT**

MoDOT Carrier Express 72 Hour Trip & Fuel Permits New Customer Application Contact

▲ This is the System Integration Testing system

Sign in to **MoDOT Carrier Express**

User ID

[Forgot User ID?](#)

Password

[Forgot Password?](#)

Log In

System Terms of Use. By using the username and password to log in and access the electronic services on this website, I affirm and represent that I am the owner and sole proprietor of, or I am authorized and acting as an agent on behalf of, the for-hire motor carrier, or private carrier by motor vehicle (as those terms are defined in section 390.020, RSMo 2000), whose account has been assigned this username and password by MoDOT Motor Carrier Services or I am an employee of the state of Missouri.

Once you are logged in you will be given multiple options.

Programs – This allows you to select from what programs MCE has. IRP, IFTA, and OPA are under Credentialing. You can click on Credentialing or click on Applications then Credentialing, both will take you to the same place. This would be for existing customers. Credentialing – as someone else button will give you a list of your clients where you can select from the list to work under their account.

Account Management – This is for your profile as a Service Provider.

Service Provider – Pending Requests, Search for a customer, New customer application, Upload a new Power of Attorney.

- Pending Request button shows your pending request to become a Service Provider for a customer(s) or changes that have been made to an account.
- Search for a Customer button allows you to search for a specific customer.
- New Customer Application button allows you to apply for a new profile for a customer. (This is for their initial account only not for adding an additional program to an existing account).
- Upload a new Power of Attorney button allows a quick access to upload a Power of Attorney for a customer.



Missouri Department of Transportation **SIT**

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Welcome to MoDOT Carrier Express!

Programs

Oversize/Overweight

Credentialing

 Credentialing - as someone else

Haz Waste/Waste Tire

Account Management

 My customer profile

Service Provider

Pending Requests **0**

 Search for a customer

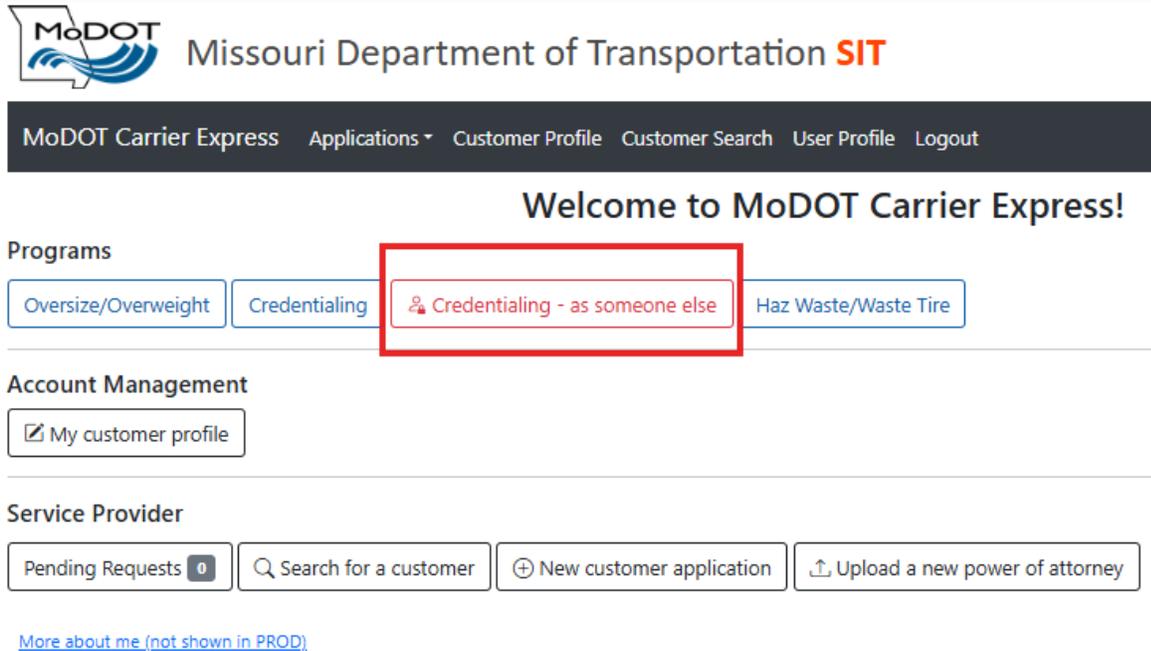
 New customer application

 Upload a new power of attorney

[More about me \(not shown in PROD\)](#)

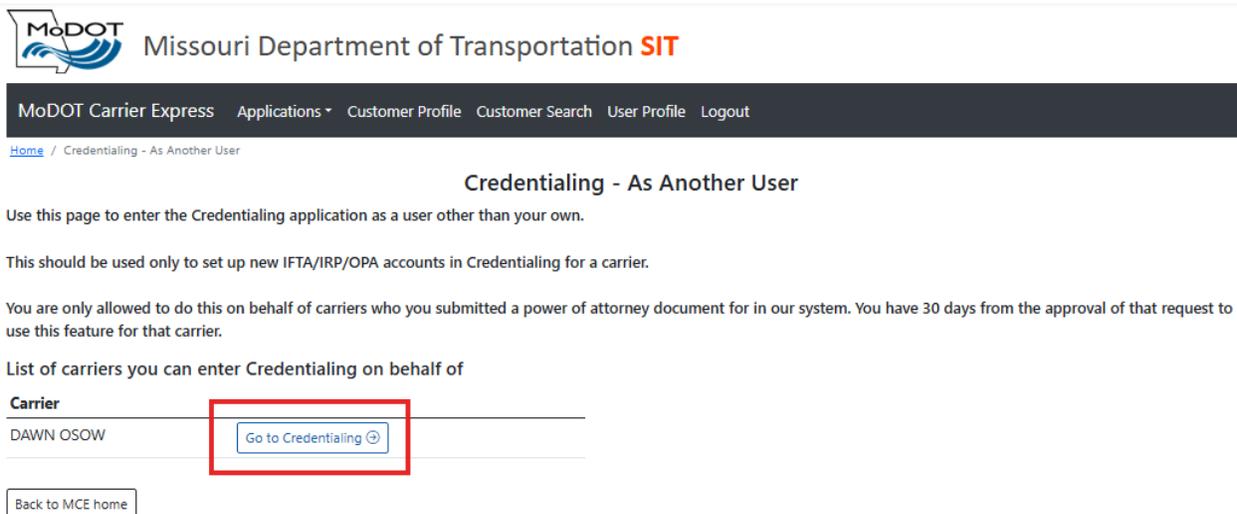
Credentialing – As Someone Else

After you have been approved to be a Carriers Service Provider you will use the “Credentialing – As Someone Else” to apply for IRP, IFTA, and/or OPA on behalf of the Carrier you submitted a Power of Attorney for. You will only have 30 days from the date of approval to use this feature.



The screenshot shows the MoDOT Carrier Express home page. At the top left is the MoDOT logo and the text "Missouri Department of Transportation SIT". Below this is a dark navigation bar with links: "MoDOT Carrier Express", "Applications", "Customer Profile", "Customer Search", "User Profile", and "Logout". The main heading is "Welcome to MoDOT Carrier Express!". Under "Programs", there are four buttons: "Oversize/Overweight", "Credentialing", "Credentialing - as someone else" (highlighted with a red box), and "Haz Waste/Waste Tire". Under "Account Management", there is a button "My customer profile". Under "Service Provider", there are four buttons: "Pending Requests" (with a '0' badge), "Search for a customer", "New customer application", and "Upload a new power of attorney". A link "More about me (not shown in PROD)" is at the bottom.

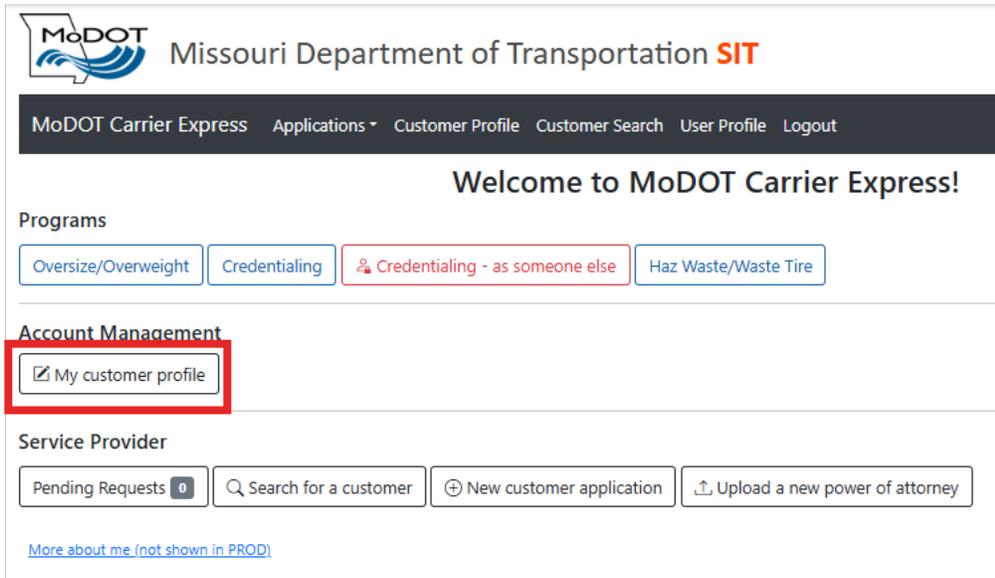
You will select which carrier you are wanting to enter Credentialing on behalf of by selecting the “Go to Credentialing” button. This will take you to the carriers Customer Dashboard.



The screenshot shows the "Credentialing - As Another User" page. At the top left is the MoDOT logo and the text "Missouri Department of Transportation SIT". Below this is a dark navigation bar with links: "MoDOT Carrier Express", "Applications", "Customer Profile", "Customer Search", "User Profile", and "Logout". Below the navigation bar is a breadcrumb "Home / Credentialing - As Another User". The main heading is "Credentialing - As Another User". Below the heading is the text: "Use this page to enter the Credentialing application as a user other than your own." followed by "This should be used only to set up new IFTA/IRP/OPA accounts in Credentialing for a carrier." and "You are only allowed to do this on behalf of carriers who you submitted a power of attorney document for in our system. You have 30 days from the approval of that request to use this feature for that carrier." Below this is the heading "List of carriers you can enter Credentialing on behalf of". There is a table with one row: "Carrier" | "DAWN OSOW" | "Go to Credentialing" (button, highlighted with a red box). At the bottom left is a button "Back to MCE home".

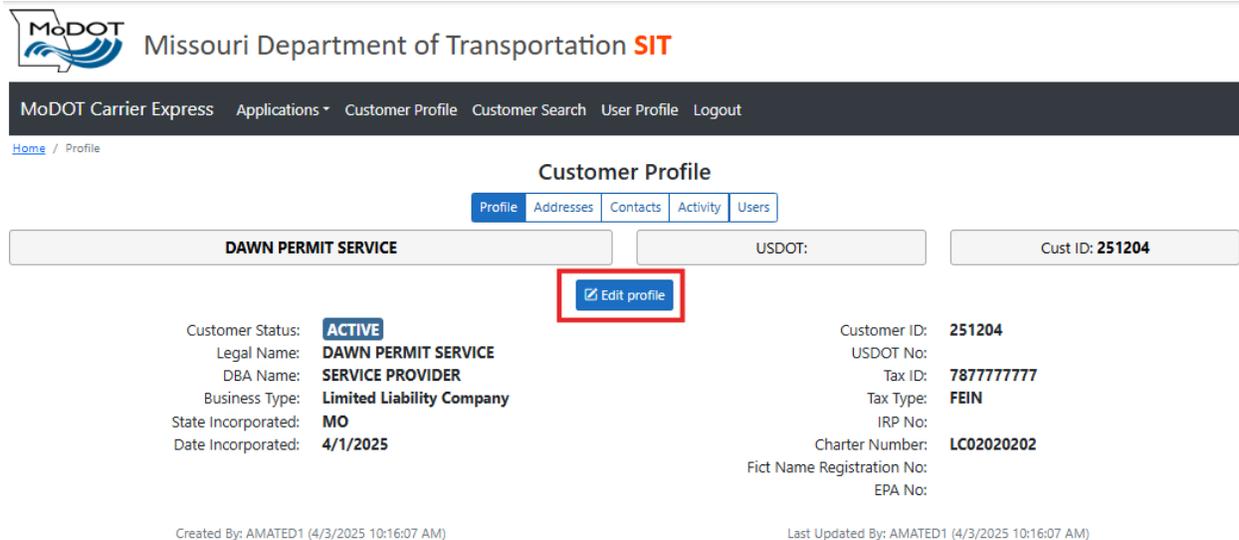
Account Management – My Customer Profile

By selecting “My Customer Profile” you can make changes to your Service Provider Account. Any changes made to your account are put in worklist for MCS review.



The screenshot shows the MoDOT Carrier Express home page. At the top left is the MoDOT logo and the text "Missouri Department of Transportation SIT". Below this is a navigation bar with links: "MoDOT Carrier Express", "Applications", "Customer Profile", "Customer Search", "User Profile", and "Logout". The main heading is "Welcome to MoDOT Carrier Express!". Under "Programs", there are buttons for "Oversize/Overweight", "Credentiaing", "Credentiaing - as someone else", and "Haz Waste/Waste Tire". Under "Account Management", the "My customer profile" button is highlighted with a red box. Under "Service Provider", there are buttons for "Pending Requests", "Search for a customer", "New customer application", and "Upload a new power of attorney". A link "More about me (not shown in PROD)" is at the bottom.

You have the option to edit/view your Profile, Addresses, Contacts, Activity, and Users. To edit your profile you will click the “edit profile” button.



The screenshot shows the "Customer Profile" page for "DAWN PERMIT SERVICE". The page has a navigation bar with "Home / Profile" and "MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout". Below the navigation bar are tabs for "Profile", "Addresses", "Contacts", "Activity", and "Users". The "Profile" tab is active. The customer name "DAWN PERMIT SERVICE" is displayed in a box, along with "USDOT:" and "Cust ID: 251204". Below this is a red box around the "Edit profile" button. The profile details are as follows:

Customer Status:	ACTIVE	Customer ID:	251204
Legal Name:	DAWN PERMIT SERVICE	USDOT No:	
DBA Name:	SERVICE PROVIDER	Tax ID:	7877777777
Business Type:	Limited Liability Company	Tax Type:	FEIN
State Incorporated:	MO	IRP No:	
Date Incorporated:	4/1/2025	Charter Number:	LC02020202
		Fict Name Registration No:	
		EPA No:	

Created By: AMATED1 (4/3/2025 10:16:07 AM) Last Updated By: AMATED1 (4/3/2025 10:16:07 AM)

Changes that can be made to your profile are Legal Name, DBA Name, Business Type, State Incorporated, Date Incorporated, USDOT No., Tax ID, Charter Number, Fictitious Name Registration No., and EPA No. When you are done making changes, click Save.

Customer Profile

Profile Addresses Contacts Activity Users

DAWN PERMIT SERVICE	USDOT:	Cust ID: 251204
Legal Name: DAWN PERMIT SERVICE	USDOT No:	
DBA Name: SERVICE PROVIDER	Tax ID: 787777777	
Business Type: Limited Liability Company	Tax Type: FEIN	
State Incorporated: MO : MISSOURI	Charter Number: LC020202	
Date Incorporated: 4/1/2025	Fict Name Registration No:	
	EPA No:	
Save Cancel		

Under the Addresses tab you can edit, delete, and add new addresses.

Customer Profile

Profile Addresses Contacts Activity Users

DAWN PERMIT SERVICE	USDOT:	Cust ID: 251204
+ Add new address		
Physical Address [edit] [delete]	Mailing Address [edit] [delete]	
830 MODOT DRIVE JEFFERSON CITY, MO 65109 County: COLE	830 MODOT DRIVE JEFFERSON CITY, MO 65109 County: COLE	

On the Contacts tab you can edit, delete, and add Contacts.

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Home / Profile / Contacts

Customer Profile

Profile Addresses **Contacts** Activity Users

DAWN PERMIT SERVICE USDOT: Cust ID: 251204

Add Contact

Name	Email	Phone	Contact Type	Address	
DAWN	DAWN@TEST.ORG	[REDACTED]	PERMIT/LIC		[Edit] [Delete]

The Activity tab shows your account status and any account you would have along with the statuses.

MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Home / Profile / Activity

Customer Profile

Profile Addresses Contacts **Activity** Users

DAWN PERMIT SERVICE USDOT: Cust ID: 251204

Overall Customer Status: **ACTIVE**

IRP IRP Account: No available IRP Fleet(s)	OS/OW No available OS/OW
IFTA No available IFTA Fleet(s)	HW No available HW
OPA No available OPA	WT No available WT
UCR No available UCR	

The Users tab shows all Users along with their User ID, Name, and email address. In addition you have the option to request a new user id for additional users.

MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Home / Profile / Users

Customer Profile

Profile Addresses Contacts Activity **Users**

DAWN PERMIT SERVICE USDOT: Cust ID: 251204

Request a new user id

Users with access to your customer profile

User Id	Escrow	Name	Email
[REDACTED]		DAWN	DAWN@TEST.ORG

Service Provider – Pending Requests, Search for a customer, New customer application, Upload a new Power of Attorney.

Pending Request

If you have applied to be a Service Provider for a Customer or made changes to an account you will see the number next to “Pending Request” and by clicking on the button you will be brought to your list of pending requests.

From here you can also search for a Customer, submit a new customer application, upload a new Power of Attorney, or search your past requests. To go back to your main page, click the “Home” button.

MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Home Service Provider Home

Service Provider Home

Search for a customer New customer application Upload a new power of attorney Search your past requests

Your pending requests

Customer	Request Type	Status	Submit User	Submit Time	
3659 - HAROLD WILLIAMS	Contact Add	pending		3/18/2025 2:42:56 PM	ⓘ
251170 - PEMBERTON TRUCKING LLC	New power or attorney	pending		4/15/2025 1:06:56 PM	🔍 ⬇
193407 - A TO B TRUCKING LLC	New power or attorney	pending		4/15/2025 1:07:32 PM	🔍 ⬇
DAWN OSOW	Application for Credentialing access	submitted		4/16/2025 1:31:23 PM	ⓘ

Search for a Customer

To search for a customer you will click on Search for a Customer and enter their USDOT Number or Customer ID and click search.

MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Welcome to MoDOT Carrier Express!

Programs

Enlarge/Overweight Credentialing **Credentialing - as someone else** Haz Waste/Waste Tire

Account Management

My customer profile

Service Provider

Pending Requests 0 **Search for a customer** New customer application Upload a new power of attorney

[More about me \(not shown in PROD\)](#)



[Home](#) / [Customer Search](#)

Customer Search

USDOT Number	Customer ID
<input type="text"/>	<input type="text"/>
<input type="button" value="Search"/>	<input type="button" value="Clear"/>

New Customer Application

The New Customer Application button allows you to apply for a New Customer Profile for a carrier. This is for a new profile setup or to request access to the credentialing system only.



Welcome to MoDOT Carrier Express!

Programs

- [Oversize/Overweight](#)
- [Credentialing](#)
- [Credentialing - as someone else](#)
- [Haz Waste/Waste Tire](#)

Account Management

- [My customer profile](#)

Service Provider

- [Pending Requests 0](#)
- [Search for a customer](#)
- [New customer application](#)
- [Upload a new power of attorney](#)

[More about me \(not shown in PROD\)](#)

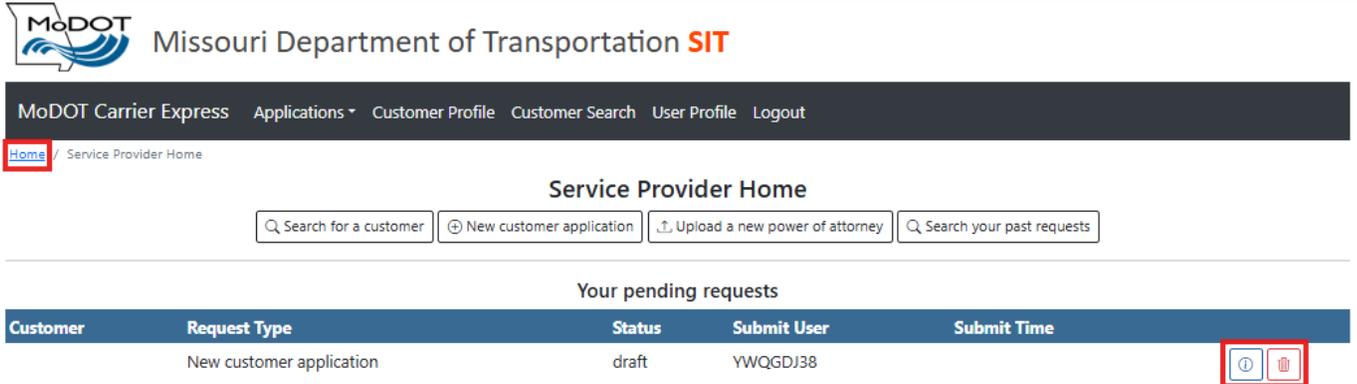
You will be directed to a new screen where you will select to start a brand new customer profile for a carrier who is not currently in MCE or to request access to the credentialing system for an existing profile in MCE.

The screenshot shows the MoDOT Missouri Department of Transportation SIT interface. At the top left is the MoDOT logo. To its right is the text "Missouri Department of Transportation SIT". Below this is a dark navigation bar with links: "MoDOT Carrier Express", "Applications", "Customer Profile", "Customer Search", "User Profile", and "Logout". Underneath the navigation bar is a breadcrumb trail: "Home / Service Provider Home / New Account Application". The main heading is "New Account Application". Below the heading is the text: "This process can be used for one of the following scenarios." followed by two numbered options: "1. To request a brand new customer profile for a carrier who is not currently in MCE" with a button "Start a new profile application", and "2. To request access to the credentialing system for an existing profile in MCE" with a button "Start an application for credentialing access". Below these options is a paragraph: "A power of attorney document will be required for each request unless the request is for a new profile and the carrier is OS/OW only. All requests will be reviewed by MoDOT staff before the new account is created unless the request is for a new profile and the carrier is OS/OW only." At the bottom left is a button "Back to worklist".

If you click on “Back to Worklist” it will take you to your pending requests.

This screenshot is identical to the one above, showing the MoDOT SIT New Account Application page. The only difference is that the "Back to worklist" button at the bottom left is highlighted with a red rectangular border.

When the status shows “draft” you can click on the trashcan to delete the pending request or click on the  icon and the system will take you back into the application. To go back to the main page, click on Home.



MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Home / Service Provider Home

Service Provider Home

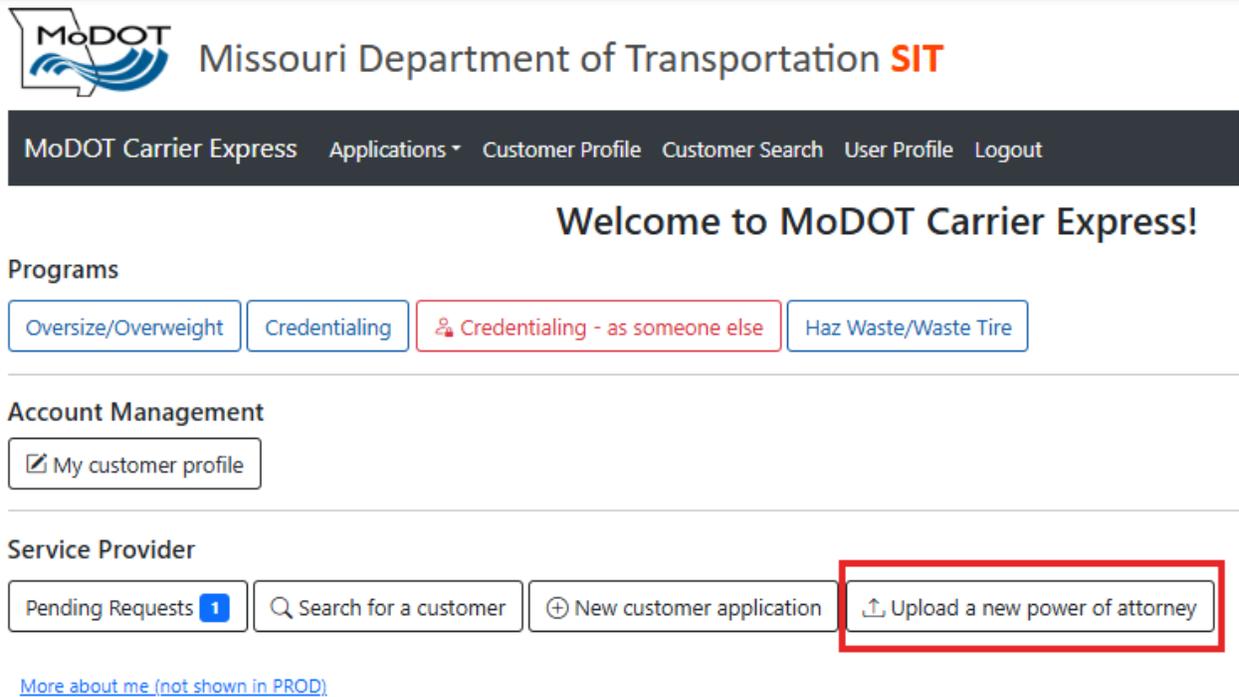
Search for a customer New customer application Upload a new power of attorney Search your past requests

Your pending requests

Customer	Request Type	Status	Submit User	Submit Time
	New customer application	draft	YWQGDJ38	

Upload a New Power of Attorney

To upload a new power of attorney click on the “Upload a new power of attorney” button.



MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Welcome to MoDOT Carrier Express!

Programs

Oversize/Overweight Credentialing Credentialing - as someone else Haz Waste/Waste Tire

Account Management

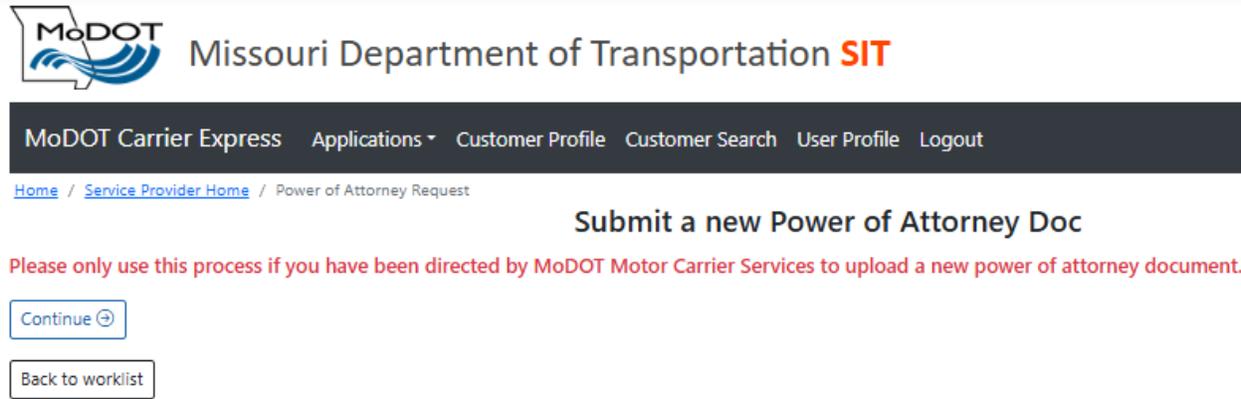
My customer profile

Service Provider

Pending Requests Search for a customer New customer application Upload a new power of attorney

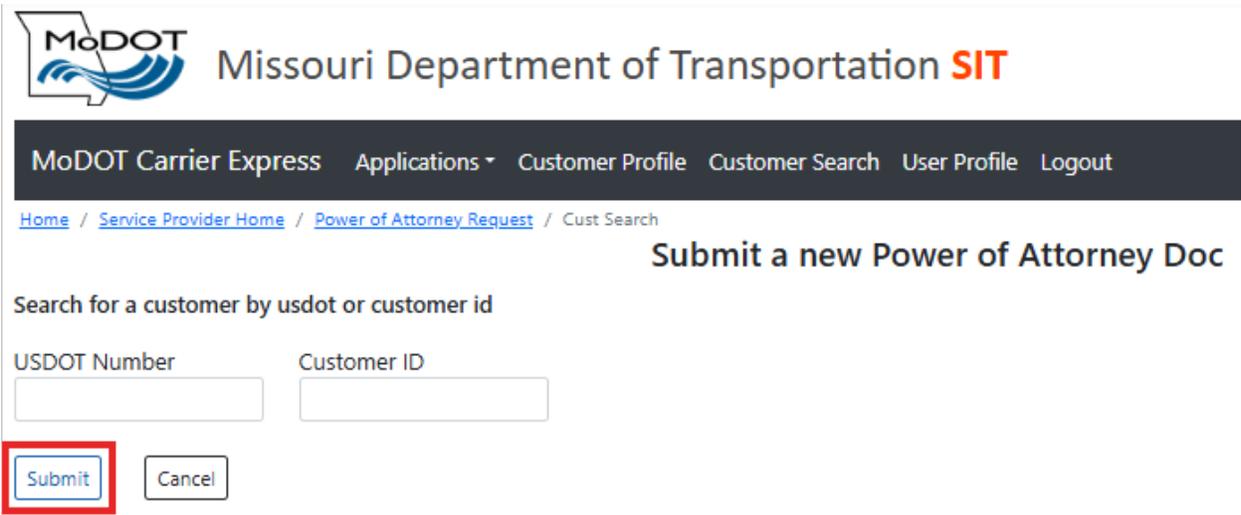
[More about me \(not shown in PROD\)](#)

The system notifies you to only use this process if you have been directed by MoDOT Motor Carrier Services. If you need to submit a new Power of Attorney, click Continue.



The screenshot shows the MoDOT Missouri Department of Transportation SIT interface. At the top left is the MoDOT logo. To its right is the text "Missouri Department of Transportation SIT". Below this is a dark navigation bar with links: "MoDOT Carrier Express", "Applications", "Customer Profile", "Customer Search", "User Profile", and "Logout". Underneath the navigation bar is a breadcrumb trail: "Home / Service Provider Home / Power of Attorney Request". The main heading is "Submit a new Power of Attorney Doc". Below the heading is a red instruction: "Please only use this process if you have been directed by MoDOT Motor Carrier Services to upload a new power of attorney document." There are two buttons: "Continue" with a right-pointing arrow and "Back to worklist".

Search for the customer by either their USDOT Number or Customer ID and click submit.



The screenshot shows the MoDOT Missouri Department of Transportation SIT interface for searching a customer. At the top left is the MoDOT logo. To its right is the text "Missouri Department of Transportation SIT". Below this is a dark navigation bar with links: "MoDOT Carrier Express", "Applications", "Customer Profile", "Customer Search", "User Profile", and "Logout". Underneath the navigation bar is a breadcrumb trail: "Home / Service Provider Home / Power of Attorney Request / Cust Search". The main heading is "Submit a new Power of Attorney Doc". Below the heading is the instruction: "Search for a customer by usdot or customer id". There are two input fields: "USDOT Number" and "Customer ID". Below these fields are two buttons: "Submit" (highlighted with a red box) and "Cancel".

You will be given an overview of the customer showing their Legal Name, Customer ID, and US DOT Number if applicable. To upload a new Power of Attorney document click the “upload file” button. Below the upload file button list the allowed file types.

MoDOT Missouri Department of Transportation **SIT**

MoDOT Carrier Express Applications ▾ Customer Profile Customer Search User Profile Logout

[Home](#) / [Service Provider Home](#) / [Power of Attorney Request](#) / [Cust Search](#) / File Upload

Submit a new Power of Attorney Doc

Selected Customer
Legal Name: **MORRI TRUCKING LLC**
Cust Id: **251255**
USDOT No: **44444422**

File Upload
[Upload File](#)
Allowed file types
.PDF, .PNG, .JPG, .JPEG, .GIF, .BMP

After clicking the upload file a pop-up will appear allowing you to browse your device and upload the file. Once you have uploaded the file it will show under Selected File. After your file has been uploaded click submit.

MoDOT Missouri Department of Transportation **SIT**

MoDOT Carrier Express Applications ▾ Customer Profile Customer Search User Profile Logout

[Home](#) / [Service Provider Home](#) / [Power of Attorney Request](#) / [Cust Search](#) / File Upload

Submit a new Power of Attorney Doc

Selected Customer
Legal Name: **MORRI TRUCKING LLC**
Cust Id: **251255**
USDOT No: **44444422**

File Upload
Allowed file types
.PDF, .PNG, .JPG, .JPEG, .GIF, .BMP

Selected File: POA Test (1).pdf

[Submit](#) [Cancel](#)

Once you have clicked submit the system will take you to your pending request. From here you can review the status, view the file by clicking the magnifying glass and download the file you uploaded.

MoDOT Missouri Department of Transportation SIT

MoDOT Carrier Express Applications Customer Profile Customer Search User Profile Logout

Home / Service Provider Home

Service Provider Home

Search for a customer New customer application Upload a new power of attorney Search your past requests

Successfully submitted request

Your pending requests

Customer	Request Type	Status	Submit User	Submit Time	
	New customer application	draft	YWQGDJ38		 
251255 - MORRI TRUCKING LLC	New power or attorney	pending	YWQGDJ38	4/25/2025 8:18:04 AM	 