

1.2 Enterprise

1.2.1 Customer

1.2.1.1 Customer Inquiry

Perform the following these steps for customer inquiry:

- From the Enterprise level menu, select CUSTOMER INQUIRY from the CUSTOMER menu tile and a new Customer Inquiry pop-up screen will display
- On the Customer Inquiry screen, the MCE Customer ID is prepopulated and disabled. Enter search parameters such as Legal Name, TPID, USDOT No., DBA Name, and Customer Type to narrow down the search
- History Check checkbox - If the user checks this checkbox, the system will look into past records

The screenshot shows the 'Customer Inquiry' search interface. It features a 'Customer Search' header and several input fields: 'MCE Customer ID' (pre-filled with 1198), 'Legal Name', 'TPID', 'USDOT No.', 'DBA Name', and a 'Customer Type' dropdown menu. A 'History Check' checkbox is located below the DBA Name field. At the bottom of the form, there are three buttons: 'Proceed' (green), 'Refresh' (orange), and 'Quit' (orange), along with a help icon (blue circle with a question mark).

- Select PROCEED to display a list of customers that match the search criteria

The screenshot shows the 'Customer Inquiry' results page. The search form is at the top, and below it is a table of results. The table has the following columns: MCE CUSTOMER ID, TPID, USDOT NO., LEGAL NAME, DBA NAME, APPLICATION TYPE, BUSINESS CITY, BUSINESS JUR, and MAILING CITY. The first row of data shows: 1198, 431639536, 000491897, SUCCESS TRUCK LEASING INC, SUCCESS NATIONALEASE, IRP, IFTA, KANSAS CITY, MO-MISSOURI, KANSAS CITY. To the left of the table is a 'Tree' view showing a history of changes for the customer with ID 1198, including dates and times.

MCE CUSTOMER ID	TPID	USDOT NO.	LEGAL NAME	DBA NAME	APPLICATION TYPE	BUSINESS CITY	BUSINESS JUR	MAILING CITY
1198	431639536	000491897	SUCCESS TRUCK LEASING INC	SUCCESS NATIONALEASE	IRP, IFTA	KANSAS CITY	MO-MISSOURI	KANSAS CITY

Showing 1 to 1 of 1 entries

- Click the TREE link on the left of the customer result grid to display the Inquiry tree
 - Any node on the Inquiry tree can be selected for detail information
 - “+” can be expanded
 - “-” can be compressed
 - History Check checkbox provides historical information on the customer
 - Date and time listed is when the customer was changed

- Select VIEW link on the far right of the customer entry to display detailed information about the Customer

CUSTOMER INQUIRY
✕

Customer Details

MCE Customer ID 1198	Legal Name SUCCESS TRUCK LEASING INC	DBA Name SUCCESS NATIONALEASE	Carrier Type C - CARRIER
Registrant Type C - Corporation	Customer Status A - ACTIVE	AP Vendor ID	AP Address ID
Credential Language Preference ENGLISH	System Credit Allowed Y	Minimum System Credit Balance Amount \$0.00	

Business Address

Street 77 S JAMES ST	Zip Code 64116	Jur MO - MISSOURI	City KANSAS CITY
County CLAY	Country US	Address Overridden N	

Mailing Address

Street PO BOX 2346	Zip Code 64116	Jur MO - MISSOURI	City KANSAS CITY
County CLAY	Country US	Address Overridden N	

Business Customer Details

TPID 431639536	USDOT No. 000491897	Primary Contact Name AMBER WOODROME	Email XXXXXXXXXX
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Print
Close

1.2.2 User

1.2.2.1 User Profile

A user can update their profile using the user profile function. Perform the following steps to update your user profile:

- From the Enterprise level menu, select USER PROFILE from the USER menu tile.
- The User ID and User Name fields are pre-populated and disabled.
- Email – enter a valid email address.
- The Address section displays with previously entered information and is enabled to allow changes. User can add the address if it does not appear.
- Make any appropriate updates and click PROCEED. Then click PROCEED from the verification page to apply the changes.

The screenshot displays two sections of a user profile form. The top section, titled "User Details", contains fields for *User ID (MO1198), *User Name (redacted), *Email (empty), User Preference (dropdown), and Language Preference (ENGLISH). It also features an "Upload Image" button and an "Upload" button. The bottom section, titled "Address", includes fields for Street (89 JAMES ST.), Zip Code (63011), Jurisdiction (MO - MISSOURI), City (BALLWIN), County (SAINT LOUIS), and Country (US). At the bottom of the address section are "Proceed", "Refresh", "Quit", and a help icon buttons.

1.2.3 Information

1.2.3.1 Prerequisites

Pop-Up blockers must be disabled for the system to function properly.

1.2.4 Logout

Logout will close current session and re-direct the user to the sign on page.

