Revision History

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<th>Date</th>
<th>Name</th>
<th>Description</th>
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<td>07/20/2021</td>
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MoDOT User Guide, Version 1.0

Document Release Date:

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1 Overview

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

Refer to Appendix A – Acronyms when you need an explanation of abbreviations in the user guide.

1.1 MoDOT Carrier Express Navigation

The user must have access to the Internet, the MoDOT Carrier Express URL, an assigned role that is associated with current responsibilities and MCE transactions.

1.1.1 Enterprise

MoDOT Carrier Express has various modules/sections in the system which can all be accessed using the section headers located on the left column of the screen. Three of the section headers, when selected, will display additional subsections within them. A user can maneuver easily through the various MCE sections by clicking the section header icon to expand it and see the available options in that section.

The ENTERPRISE Level Customer Dashboard screen is the first screen the user will see when they successfully log into MCE. The applications and corresponding menu options displayed will depend on the role the user is assigned in MCE.

Below are the various sections that can be accessed by selecting or expanding one of the headers:

- Customer Dashboard – Provides a snapshot of the customer displaying various sections that will display based on the sections enabled from the Customer View panel on the top right of the Customer Dashboard screen. The sections include:
  - Customer Summary
  - Comments
  - Delinquent Return
  - System Credit Balances
  - IFTA Summary (If an IFTA account exists)
  - IFTA Quick Links
  - Tax Return Quick Links
  - IFTA Tax Return Summary
  - IRP Summary (If there is an associated IRP Account)
  - IRP Quick Links
  - Outstanding Balances
  - Pending Transactions (associated with the selected Customer)
- Services – This section contains the various applications available in MoDOT Carrier Express (depending on a user’s role). Those applications include Enterprise, IRP, IFTA, Trip Permits, and OPA/House mover.
- Operations – This section contains other system functions such as Finance.
- Support – This section contains the following options:
  - FAQ: A link to commonly asked questions and answers
  - MoDOT IFTA Forms:
  - UCR
The “ENTERPRISE” is designated at the top of the list beneath the Services header.

1.1.2 Application Level

From the ENTERPRISE level of MCE, the user can expand the SERVICES header on the left side of the screen to select either Enterprise or any other application module and the associated menu will display.

For example, selecting IRP from the Services submenu will display the IRP level screen and menu. The menu items displayed depend on the user role in MCE.
1.1.3 Main Menu Screens

Each MCE module has its own menu options which are specific to the application functionality. After the application is selected, the menu options will display. The menu options displayed are dependent on the user’s role in MCE.

1.1.4 Sub Menus

Some menus in MoDOT Carrier Express have options within a menu tile that exceed the display area so a “More” option is available. To see the additional menu options within a menu tile, the user must click “More”, and the additional options will appear.
1.1.5 Search and Selection

Some MCE screens have a search and selection feature. All Inquiry screens have this, as do some transactions such as “Supplement Continuance”. On all screens having the search and selection feature, the Account No. and/or MCE Customer ID is prepopulated and protected.

On Inquiry screens, the user enters search criteria and a grid will display the search results. The information in the grid differs depending on the object being searched. The user can then select one item from the grid to view additional detail or select the record for processing.

For example, on “Supplement Continuance”, the Account No. and/or MCE Customer ID is already populated, and the user would click the Proceed button to get to the supplement screen directly. If more than one supplement exists for the account, the information grid will display all that exist. Based on the information in the grid, the user can select the supplement to process by clicking the SELECT icon located on the left of the supplement line.

1.1.6 Transaction Tabs
Once the user processes a transaction/supplement, the tabs at the top of the screen indicate a transaction’s progress by colors/shading. These tab color indicators vary depending on the application and the selected supplement/transaction within the application.

The tab color indicator schema is as follows: Tab items in a light blue/green (turquoise) color (Account) indicate screens the user has navigated through. The highlighted tab in the darker turquoise color (Fleet) indicates the transaction step currently being processed. The remaining tabs in a grey color (Distance, WgtGroup, Vehicle, Billing, Payment, and Credentials) indicate processing yet to happen. The user may navigate back to a previous tab by selecting the desired tab. The MAIN MENU and INQUIRIES tab are there for all transactions.

MAIN MENU returns the user to the MAIN MENU of the application and INQUIRIES displays a pop-up screen. The Inquiry screen may be used at any time and does not interrupt the transaction/supplement being processed.

1.1.7 Navigation from Screen to Screen

The navigation from screen to screen in MoDOT Carrier Express is performed by selecting push buttons at the bottom of the screen in the command line. The following five push buttons are common to most screens in MCE and control the navigation:

- **PROCEED** – Performs edits on data entered on the screen and if information passes edits, MoDOT proceeds to the next screen
- **CANCEL** – Cancels the transaction/supplement (Backout transaction)
- **QUIT** – User will exit the transaction; however, the transaction is not cancelled. The transaction can be continued using the Supplement Continuance feature.
- **REFRESH** – Refreshes the screen (removes all data entered) to look the same way as when the user entered the screen
- **“?”** (Encircled question mark) - Displays a pop-up screen with help information to assist the user in entering the correct information on the screen
1.1.8 Error Messages

Messages in MoDOT Carrier Express are displayed at the top of the screen for most transactions. There are three types of messages: Information, Warning, and Error. Each message type has an indicator to designate the type of message. Errors will normally prevent the transaction from continuing; however informational and warning messages will allow the transactions to continue.

- “I” – Information messages usually appear in blue font
- “W” – Warning messages appear with an exclamation mark and are usually in a yellow hue
- “E” – Error messages appear in red font

Information:

> IRPVEH375 : [I] Please search the VIN first to process a vehicle.

Warning:

> IRPFMLG72 : [W] Please enter your Scope of Operations in the Comment field. Explain details such as the number of trips, routes, distance, what you are hauling and where, how you get your loads, etc.

Error:

> GEN01 : [E] Fuel Type is required.

1.1.9 Verification Screens

In MoDOT Carrier Express, all data entry screens have a verification screen. The verification screen is displayed once all the edits are passed for the initial entry screen. Normally the only push buttons on the verification screen are PROCEED and BACK. PROCEED saves the information to the database. BACK allows the user to go back and update the information as required and proceed forward.
1.1.10  IRP/IFTA Self-Issued Trip Permits for those who do not have an MCE account.

Self-Issued Trip Permit module allows a user to apply for and issue the following IFTA or IRP trip permits:

- IFTA 72-Hour Permits
- Combination IFTA/IRP Trip Permits
- IRP 72-Hour Permits

Perform the following steps to self-issue a trip permit:

- Click on IRP/IFTA SELF-ISSUED TRIP PERMITS from the Login screen.

- On the next screen, enter the following information:
  - TPID or USDOT No.
  - Email Address
  - Re-enter Email Address
  - Captcha
  - The system displays a pop-up message requiring user to confirm the email address. Click OK to confirm.

- Click PROCEED to navigate to the Trip Permit screen.
### Permit Details

#### Customer Details
- MCE Customer ID: 0
- Legal Name: BJ PRIMMER INC
- DBA Name:

#### Address Details
- **Business Address**
  - Street: [Redacted]
  - Zip Code: [Redacted]
  - Jur: [Redacted]
  - City: [Redacted]
- **Mailing Address**
  - County: [Redacted]
  - Country: US

#### Business Customer Details
- TPPID:
- USDOT No.: 000346765
- Primary Contact Name:
- Email: [Redacted]
- Primary Phone:

#### Permit Details
- **Permit Type:** NPMT - NEW PERMIT
- No. Of Blank Permits:
- Permit Status: A - Active
- *Effective Date:* 11/07/2021 04:52:28 AM
- *Expiration Date:* MM/DD/YYYY HH:MM:SS

#### Fees Details

<table>
<thead>
<tr>
<th>FEE TYPE</th>
<th>NO. OF PERMITS</th>
<th>FEE AMT($)</th>
</tr>
</thead>
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No data available in table

#### New Vehicle Search Criteria

- Unit No.
- VIN
- Plate No.

Enter either the VIN or Plate No. and select Find.
The Customer, Address and Business Customer Details are prepopulated and protected on the trip permit screen. The user can enter the required details on the following sections:

- Permit Details:
  - Permit Type – select one of the following permit types:
    - IFTA 72- Hour Permits
    - Combination IFTA/IRP Trip Permits
    - IRP 72- Hour Permits
  - Permit No. – auto-populates on selecting the Permit Type.
  - Effective Date – defaults to the current date and can be changed.
  - Expiration Date – prepopulates based on the selected Permit Type and entered Effective Date.
- New Vehicle Search Criteria
  - Enter Unit No., VIN or Plate No. and click Find to look the details up for the entered Vehicle.
    - Refresh Vehicle will reset the Unit No, VIN and Plate No. fields.
- Vehicle Details – the details associated with the searched vehicle will prepopulate on this section.
  - User must enter the following details:
    - Unit No.
    - Plate No.
    - Body Type
    - Make
    - Model Year
    - Plate Jurisdiction
- Delivery Type – the Electronic Delivery Type defaults to PDF and cannot be changed.
- Comments – enter any required comments in the comment section.
- Click PROCEED from the command line to view the verification screen.
- Click PAY NOW from the verification screen to process the payment.
On the Payment screen, the user can process the payment via E-Check or Credit Card. A third-party interface will open up to process the credit card/e-check payment.

Once the payment is made, the system redirects to the login screen indicating the payment was successful, then issues the required trip permits in a PDF format and emails them to the registered email address.

- Self-Issued Trip Permit.pdf
1.2 Enterprise

1.2.1 Customer

1.2.1.1 Customer Inquiry

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

- 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.

1.2.2 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.
### 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.
1.3 Trip Permits
The Trip Permit module allows users to apply, issue and manage trip permits.

1.3.1 New Permit
1.3.1.1 Trip Permit
This function lets a user apply for a new trip permit. Perform the following steps to apply for a new permit:

- From the Trip Permit level menu, click TRIP PERMIT from the NEW PERMIT menu tile
- On the search screen, the MCE Customer ID is prepopulated and protected.
- Enter the USDOT No., TPID, Legal Name and DBA Name, if required
- Click PROCEED to view the trip permit screen
On the trip permit screen, the customer, address, and business customer details will populate from MCE and cannot be changed. Enter the following details on the following sections:

- Permit Details:
  - Permit Type – select one of the following permit types from the drop-down:
    - IFTA Decal Permits
    - IFTA 72-Hour Permits
    - Combination IFTA/IRP Trip Permits
    - IRP 72-Hour Permits
    - OPA 72-Hour Permits
    - Unladen Hunters Permit
  - Transaction Type – defaults to New Permit and cannot be changed.
  - Permit No. – populates once the Permit Type is selected and is disabled.
  - Duration – populates once the Permit Type is selected and is disabled.
  - No. of Permits – this field enables on selecting IFTA 72-Hour Permits, Combination IFTA/IRP Trip Permits, or IRP 72-Hour Permits from the Permit Type drop-down. Enter required number of permits for the selected permit type.
  - Permit Status – defaults to Active and cannot be changed.
  - Effective Date – defaults to current date and time and is changeable.
  - Expiration Date – populates based on the selected Permit Type and Effective Date and is protected.

- New Vehicle Search Criteria – this section lets you find an existing vehicle in the system. Enter Unit No., VIN, or Plate No, and click FIND to search for the vehicle.
Vehicle Details – if the searched vehicle is found, the fields within this section will prepopulate. If the information is unavailable, user can enter the following information:
- Unit No.
- Plate No.
- Body Type
- Make
- Model Year
- Plate Jurisdiction

- Electronic Delivery Type defaults to PDF and cannot be changed.
- Comments – enter any comments in the comment section, if necessary.

Click PROCEED from the command line to view the verification screen.
Click PROCEED from the verification screen to process the payment. Refer to section 1.4.1.2 for details on Payment. The system will generate a payment receipt and trip permit credentials once the payment is complete.

1.3.2 Maintain Permit

1.3.2.1 Work in Progress

This function enables users to resume incomplete permit supplements. When a user initiates a supplement and exits it before completion, the Work in Progress functionality allows them to resume that supplement later. Work in Progress retains all the information the user entered previously.

Perform the following steps to continue a transaction from Work In Progress:
- From the Trip Permit level menu, click WORK IN PROGRESS from the MAINTAIN PERMIT menu tile.
- On the search screen, enter the following details:
  - Permit Category – defaults to Trip Permit and is the only option available.
  - MCE Customer ID – is prepopulated and protected.
  - Enter additional search parameters like Legal Name, Permit No., Permit Year, Permit Type, and Previous Permit Type to narrow down the search results.
- Click PROCEED to view the search results in a grid.

- Click the Select icon for the preferred record from the grid the system lets you continue the supplement from where you quit earlier.

1.3.2.2 Inquiry

This function lets a user perform an inquiry on the existing permit details. Perform the following steps for permit inquiry:
- From the TRIP PERMIT level menu, click INQUIRY from the MAINTAIN PERMIT menu tile.
- On the search screen, enter the following details:
  - Permit Category – defaults to Trip Permit and is the only available option.
- MCE Customer ID – is prepopulated and protected.
- Enter additional search parameters like Legal Name, Permit No., Permit Year, Permit Type, Previous Permit Type and Unit No. to narrow down the search results.

- Click PROCEED to view the search results in a grid.

- Click the View icon from the left of the grid to view the detailed permit information.
Click PRINT to print the permit details or click CLOSE to exit from the screen.

1.3.2.3 Reprint Permit
This function lets a user reprint an issued trip permit. Perform the following steps to reprint a trip permit:

- From the TRIP PERMIT level menu, click REPRINT PERMIT from the MAINTAIN PERMIT menu tile.
- On the search screen, enter the following details:
  - MCE Customer ID – is prepopulated and protected.
  - Enter the Legal Name, Permit No., Permit Year, Permit Type, and Previous Permit Type to narrow down the search.
  - Electronic Delivery Type – this drop-down defaults to PDF and is the only available option.
- Click PROCEED to view the search results in a grid.
- Click the Select icon from the left of the grid to reprint the trip permit for the desired carrier account.
1.3.3 Permit Administration

1.3.3.1 Update

This function lets a user update information on an existing trip permit. Perform the following steps to update a trip permit:

- From the TRIP PERMIT level menu, click UPDATE from the PERMIT ADMINISTRATION menu tile
- On the search screen, the MCE Customer ID is prepopulated and protected.
  - Enter the Legal Name, Permit No., Permit Year, Permit Type, and Previous Permit Type to narrow down the search results.
- Click PROCEED to view the search results in a grid.

- Click the Select icon for the preferred record from the grid.
On the permit details screen, the system prepopulates all the information in customer, address, and business customer details sections. The user can modify information on the following sections:

- Permit Details – all the information on this section is prepopulated and protected. However, user can update the Effective Date for the permit.
- Fees Details – the fees will update automatically based on the permit type and MO business rules.
  - If the fees are calculated and charged, user can check the Waive checkbox to waive off the fees, if required.
- Vehicle Details – user can update the following vehicle details:
  - VIN – enter VIN and click FIND on the New Vehicle Search Criteria section to change the VIN populated on the screen
  - Unit No.
  - Plate No.
  - Body Type
  - Make
  - Model Year
  - Plate Jurisdiction
- Delivery Type – the Electronic Delivery Type drop-down defaults to PDF and is disabled.
- Comments – add comments pertinent to changes made to the trip permit details.

- Click PROCEED to view the verification screen.
- Click PROCEED from the verification screen to save the updates and process payment. Refer to section 1.4.1.2 for details on payment.

On the search screen, the MCE Customer ID is prepopulated and protected.

- Enter the Legal Name, Permit No., Permit Year, Permit Type, and Previous Permit Type to narrow down the search.
Click PROCEED to view the search results in a grid.

Click the Select icon for the preferred permit to be deleted.
- On the permit details screen, all the information is prepopulated and protected.
- Add comments to the Comment section stating the reason for deleting the permit.
- Click PROCEED from the command line to view the verification screen.
- Click PROCEED from the verification screen to proceed payment and close the supplement. Refer to section 1.4.1.2 for details related to payment.
1.4 Operations

1.4.1 Financial Elements

1.4.1.1 Business Period in header
Upon sign on to the application, the user will be able to see the available business period in the upper left corner.

1.4.1.2 Payment
1.4.1.2.1 Cart Payment
Transactions/supplements are added to a cart for payment. Access the payment function by doing the following:

- From the Finance application-level menu under the Operations header, select CART PAYMENT from the PAYMENT menu tile.
- If a cart with added transactions exists, the cart will be listed on the screen.
- Otherwise, you can search using the information at the top of the screen.
  - MCE Customer ID – is prepopulated and disabled.
  - Invoice No.
  - Invoice Date From/To
  - Cart ID
  - Legal Name
  - Click SEARCH to search for carts matching the criteria.
After a cart is selected:

- To remove a transaction from the cart:
  
  - Select the check box next to the transaction.
  
  - Click the REMOVE button.

- To continue to add additional transactions to the cart, click the SAVE & QUIT button

- Click PAY to perform the edits and display the validation screen.

- A shopping cart icon appears at the top left corner of the screen to indicate if there are transactions in the cart and how many.
1.4.1.2.1.1 Payment Collection

Click the PROCEED button to process the payment from the validation screen. The screen displays the invoices ready for payment.

On the cart payment screen, enter the payment types.

To enter a payment type:

- Select the PAYMENT TYPE:
  - Process electronic payments only by clicking the Credit Card or E-Check button from the Payment Details section.
  - Process Credit Card or E-Check payment via NCR system in the electronic payment window.
  - When the electronic payment is approved, it will populate the details on the payment screen to allow generation of a receipt and credentials.

Refund:

- The system automatically transfers any overpayment of certified funds to Enterprise System Credit.
Payment:
- Click PROCEED to perform the edits and display the validation screen.
- Click PAY on the validation screen to finalize the payment and proceed to creation of credentials.
- Payment Receipt displays
- Payment receipt is produced.
1.4.1.2.2 Post Payment
The Post Payment menu option is used to continue with credential assignment if errors occur after payment was collected.

Perform the following steps to process a post payment:
- From the Finance menu under the Operations header, click POST PAYMENT from the PAYMENT menu tile.
- On the search screen, the MCE Customer ID is prepopulated and disabled. Enter the additional search parameters to narrow down the search.
- Click SEARCH to view the search results.
- Click on the Cart ID link from the far left of the grid to select the preferred record.
- The system assigns the inventory against the supplement and display the success message at the top of the screen.
- The generated credentials will open in a pop-up window and the status of the supplement is changed from Paid to Closed.
1.4.1.2.3 Payment Inquiry

Users can check payment details for the amount paid. This inquiry provides a breakout of each fee charged for a particular transaction. Perform the following steps for Payment Inquiry:

- From the Finance application-level menu under the Operations header, click PAYMENT INQUIRY from the PAYMENT menu tile.
- On Payment Inquiry page, the MCE Customer ID is prepopulated and protected. Enter any of the additional search criteria to narrow down the search.
- Click on SEARCH button and the application will fetch a list of the payment records matching the search criteria.
- Click on the Cart Id link from the left of the grid and a pop-up screen containing the payment details will open.
Click CLOSE from the command line to close the window or click PRINT to print the payment details.

1.4.1.3 Reprint
1.4.1.3.1 Payment Receipt

The Payment Receipt Reprint option allows a user to reprint a payment receipt. Perform the following steps to reprint a payment receipt:

- From the Finance application-level menu under the Operations header, select PAYMENT RECEIPT from the REPRINT menu tile.
- On the search screen, the MCE Customer ID is prepopulated and protected. Enter additional search criteria such as Payment Date to narrow the search results.
- The Electronic Delivery Type is defaulted to PDF and cannot be changed.
- Click PROCEED.
A list of records matching the search parameters appears.
Click the Cart ID link for the payment receipt to reprint.
The payment receipt which was originally produced is generated in the selected electronic delivery type.
1.4.1.4 System Credit

1.4.1.4.1 System Credit Inquiry

A System Credit Inquiry allows the user to see system credit activity and balances. Perform the following steps for System Credit Inquiry:

- From the Finance application-level menu under the Operations header, select SYSTEM CREDIT INQUIRY from the SYSTEM CREDIT menu tile.
- On the search screen, the MCE Customer ID is prepopulated and protected. Enter additional selection criteria as required.
  - System Credit Type
  - TPID
  - USDOT No.
  - Legal Name
  - DBA Name
- Click PROCEED when the selection criteria are entered.
- The system displays the available balance for a system credit account in the grid.
### System Credit

<table>
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<th>System Credit Type</th>
<th>TRID</th>
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<tr>
<td>1198</td>
<td>ALL:ALL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Name</td>
<td>DBA Name</td>
<td></td>
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</tbody>
</table>

**Tree:**
- 1198 SUCCESS TRUCK LEASING INC
  - Available Balance

**System Credit:**
- Enterprise System Credit
- IPP System Credit
- ITTA System Credit
- ORP System Credit

**Showing 1 to 1 of 1 entries**

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## Appendix A - Acronyms

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<th>Descriptions</th>
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<td>Missouri Department of Transportation</td>
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<td>Frequently Asked Questions</td>
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<td>Unified Carrier Registration</td>
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