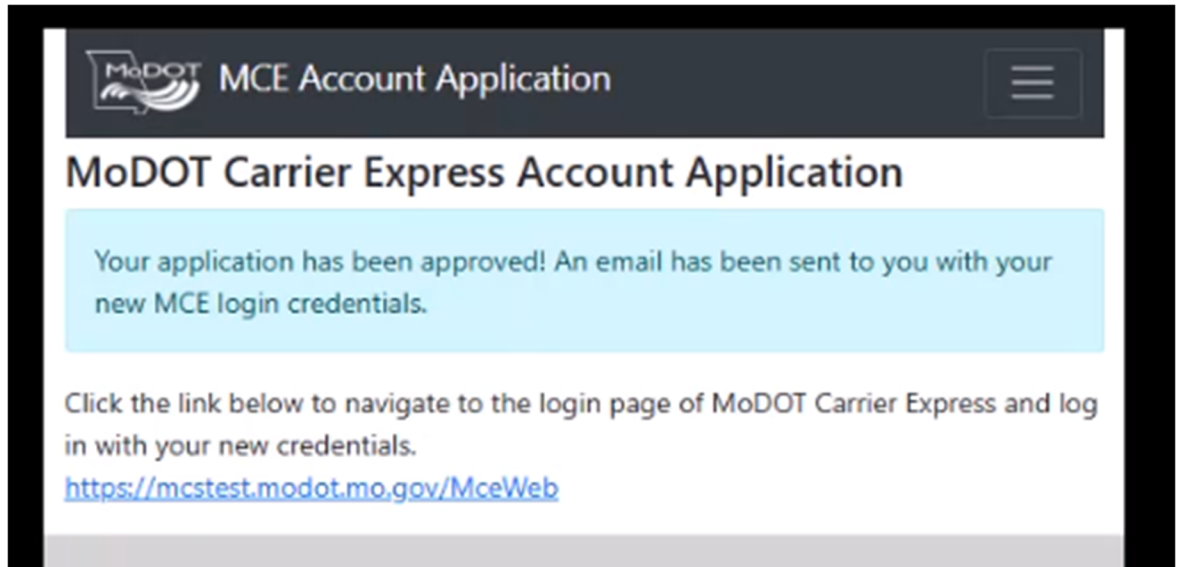


Projects April 2026

MCE Common Customer 2.0



Description and Benefit

The Common Customer 2.0 project modernized MoDOT's Motor Carrier Express Common Customer application, streamlining and automating key Motor Carrier Services transactions that were previously manual. The upgrade enables instant processing of credentialing and OSOW (Oversize/Overweight) accounts, reducing tasks that once took hours to just minutes. Common Customer 2.0 improves efficiency through self-service capabilities, minimizes errors, and lowers maintenance costs while enhancing user experience with a unified, modern interface. Beyond convenience, the system strengthens safety by blocking non-compliant carriers and supporting roadside enforcement with real-time compliance data. This innovation saves time, reduces costs, simplifies workflows, and ensures safer operations on Missouri's roads.

For More Information Contact

Central Office / Motor Carrier Services

Ryan Sullivan at Ryan.Sullivan@modot.mo.gov or 573-751-7106.

Central Office / Motor Carrier Services

Tina Thurman at Tina.Thurman@modot.mo.gov or 573-522-5211.

