

Q & A from Permit Service Company Credentialing Training Preview Session

PREVIEW – February 9, 2022

Will you be talking about oversize permits? We self-issue our MO trip and fuel permits. I just want to see what is new for oversize.

- OSOW permits are in our Bentley system and not related to this new credentialing system. We will not cover OSOW today, only the new system. Sorry. I would suggest if you want, to call us at 1-866-831-6277 and ask for OSOW assistance and they can walk you through anything you need to know for OSOW.

Are the forms on the website working properly now?

- Yes, the forms on our website are functioning properly.

Will OO be affected by the shutdown?

- OSOW will be available but they will not be able to assist with any IRP, IFTA, and OPA functions during this time while that part of our system is down

If I need to add a client to our login how do we do it?

- To add a client, you must submit a completed Power of Attorney form and send it to contactmcs@modot.mo.gov

Will Permit Services still be able to self-issue after the system goes live?

- Permit services will continue to have access to authorized accounts.

How about setting up a whole new account, do we still email the paperwork in or upload it thru the system?

- New accounts can send paperwork to MCS by fax or email to establish the account in MCE.

If document is submitted direct from the carrier, are they still allowed to send to ContactMCS, email, or fax?

- The carrier or service provider will upload the doc to the supplement through web processing. This new feature helps carriers and service providers to know that the doc was received and to check the status. Because new accounts are not in the system yet they will still have to come to MCS first to be set up.
- To clarify, new accounts may continue to send paperwork to MCS via fax and email.

We can't search by account name? It has to be account number?

- There are other search options available to find the account number.

To clarify, documents must be uploaded and not allowed to fax or e-mail? Is that right?

- The carrier will upload the doc to the supplement through web processing. This new feature helps carriers and service providers to know that the doc was received and to check the status. The only time the carrier will fax, email, etc., is for setting up new accounts, or sending in Power of Attorney documents. This also means the docs are getting into our worklist for an agent to review/process directly.

Can you have more than 1 pending transaction (supplement) at the same time?

- Yes, you can have more than one pending transaction.

Can invoices be backed out and reversed before payment? (for example, a wrong vehicle is added and invoiced, then we realize the transaction is wrong)

- Yes, in this case, please contact us to cancel the invoice so that you can modify the supplement.

I'd like clarification about providing documents. Service Bureaus and Carriers must have scanners available to them at all times or cell phones to upload supporting documents?

- The carrier can use the same format they use today when they attach it to an email. You can now take that doc and upload to our system rather than having to attach it to an email to us.

Do we have to upload proof of UCR if that pops up - or pay it and then call for you to clear or what?

- The new system will verify UCR as it does now.

Can you email or upload a prepaid FedEx label to be used to send the credentials in?

- Yes, you can upload that with your docs.

If you don't Save/Quit - does it not save anything at all or what happens?

- If you don't save and quit, the system will save up until the last page completed.

Is the upload the same program that you had on the other site when we uploaded it or is it different?

- IFTA upload will be the same, just in a different system.