ADOT’s Online Permit Systems

Presented by the ADOT Enforcement and Compliance Division
Online Permitting

ADOT offers two distinct electronic online permitting systems. The first system is EPRO which is a web based electronic system that is currently used by U.S. based commercial carriers that travel various interstates and roadways throughout Arizona. The second system utilized is the Transport permit system. This permit system is used by International carriers or carriers that are generally based out of Mexico that cross the International border between Arizona and Mexico.

The following guide will provide detailed information on the EPRO system, including step-by-step instructions on how to create and manage an EPRO account and how to apply for and purchase permits online. To create an account and apply for a permit visit us at https://www.azdot.gov/enforcement and click ”Commercial Vehicle Permits”. For more information please contact the Arizona Commercial Central Permit Office at 602.771.2960.

If you are an International or Mexico based carrier, planning to travel across the International border at the Douglas, Naco, Nogales, or San Luis ports of entry, please contact the Service Arizona Business Coordinator at 602 712.4039 or email them at sazbc@azdot.gov to setup an account.
Objectives

In this presentation, users will learn to become more familiar with online permitting and gain the knowledge on how to accomplish the following:

1. Create a new account.
2. Login and manage your account.
3. Complete and submit an application to order a permit.
4. Access and manage your permits and applications.
Create an EPRO account
How do I create an account in EPRO?

First you need to navigate to the EPRO website by going to www.azdot.gov/enforcement. Next, click on the “Commercial Vehicle Permits” section.

Once you are on the “Commercial Vehicle Permit” page, click on “Apply Now Online!”.
Create an account in EPRO cont...

Once you have reached the EPRO website, you would then click to sign up for a new account.
Create an account in EPRO cont...

You will then be taken to the “New User Registration” page.

Select which type of account you want to sign up for, “Motor Carrier” or “Permit Service” account.

Complete the sign up form with your information.

Click “Submit”
Create an account in EPRO cont...

After clicking submit on the previous page, you will be given the option to choose your username. Create a new username, enter it in the box and click submit one more time.

Congratulations! You have successfully created an account. You should receive an email with your temporary password. Now you can login and start using EPRO.
Login and Manage Account
Login and Manage my EPRO account

Now that we have our username and password, let’s login to our account for the first time. So let’s go back to the EPRO home page and login.

Enter your “Username” and “Password”, then click “Login”
Once you have logged in, you will be taken to your “My Profile” page.

The first section titled “Admin Information”, allows you to update your company’s information at anytime. If you need to update any of your information, just fill in the form and click “Submit”.

Next we’ll talk about how to change/update your password... Let’s go!
Login and Manage my EPRO account cont...

The next section on the “My Profile” page is the “Change your Password” section.

Of course this is where you would go if you needed to update/change your password.

To change your password, first you would need to enter your old password in the “Password” box.

Then you need enter a new password twice in the “New Password” boxes and click “Submit”.

Next we’ll talk about how to “Manage Users”. Ready? Let’s Go!
The final section on the “My Profile” page is the “Manage Users” section.

Note: Once you have created an account in EPRO, you are considered to be the “Administrator” for the account. So, you would then have the ability to add multiple users to the account. The option to add additional users is extremely useful for those who may work in an office environment where maybe more than one individual would be issuing permits. You could assign them their own username and password, so they can then issue permits, without having to create a new account in EPRO.

To add a user, just enter their new username and password into the “Username” and “Password” box and click “Update Profile”

Next we are going to talk about how to order a permit. Here we go!
Complete and submit an application
Complete and submit a permit application

So we know how to get to the EPRO website and we have now created our own account. Now let’s apply for a permit. First we need to navigate back to our “Account Information” page.

Ok, this time we are going to click the “Order Permits” button.

This will take us to the “Menu” page. Ready to apply for a permit? Let’s Go!
Now we are going to take a look at the “Menu” page. This page lets you select which type of permit you want to apply for. It looks like this.

So as you can see there are few new options for you on this page, but for now we are just going to focus on selecting which type of permit you want to apply for.
So the permit types are broken up into three different folders labeled, “Single Trip OS/OW (Oversize/Overweight)”, “Multi Trip OS/OW (Oversize/Overweight)” and “Registration and Credentials”.

In the next few slides, we’ll show you how easy it is to select a permit type, fill out the application, how to pay for your permit and submit your application.
Ok, now let’s go through the application process step-by-step.

First we need to select the permit we want to apply for. So let’s go back to the “Menu” page. For this example, we are going to select a “Single Trip OS Class A” permit.

Note: You may be required to provide a copy of your vehicle registration and/or a copy of your vehicle insurance, in order to process your application. Please have these documents ready just in case. You will learn later in the step-by-step process where to add those documents to your application.
Step 1) Check the “Acknowledgement of Permit Conditions” check box. If this box is not checked, you will not be able to continue forward with your application.
Complete and submit a permit application

Step 2) Fill in the information for the “Vehicle Configuration” section of the application.

Vehicle Information

Load Information

Overall Vehicle Dimensions
Complete and submit a permit application

Step 3) Review the “Travel Dates” sections of the application.

It’s here where you will review the start date, start time, end date and end time of your permit.

**Note:** The system will automatically populate this information for you, depending on the type of permit you select. However, if you have a trip that you know will be starting at a later date, you can choose to change your effective date, but it cannot be more than 7 days from the current date.

To change the start date of your permit, click inside the “Effective Date” box to open the calendar picker option. Then select your new start date. Remember, you can only select up to 7 days from the current date.
Complete and submit a permit application

Step 4) Complete the “Route Information” section of the application.

Select the “Origin” and “Destination” of your trip from the drop down boxes.

Step 5) Complete the “Permit Attachments” section of the application (if necessary)

This section of the application allows you to upload any required documents such as a vehicle registration, vehicle insurance etc. These documents may be necessary in order to process your permit application.

Step 5 continues on the next slide
Complete and submit a permit application

Step 5 continued – To attach a document to your application, you must first have a scanned copy of your document saved onto your computer as a file. This scan is usually saved as a PDF file.

So to attach your document, first you would click the “Add New Attachment” button.

The box will then expand, giving you the option to select the file you want to upload.

Next you would then click the “Select” button to add your file.

A separate window should then open up to let you select the file from your computer. Select the file and click open.

Note: The file cannot be larger than 10MB in size.
Complete and submit a permit application

Step 5 continued – Once you select your file, the attachment is added. If successful you should see a green dot next to the word “Attachment” and the name of the file you added. This means your document is ready to be uploaded.

After your file has been added, you need to then click the checkmark box located under the word “Comments”.

The system will then upload your document to your application. If the file was uploaded successfully, you will see the following screen.

Now let’s move on to Step 6!
Complete and submit a permit application

Step 6) Application Review. Before you move forward with your application, the system gives you three options.

1. Next – If you click the next button, you are completely satisfied with your application and are ready to move forward to the next step.
2. Reset – If you click the reset button, the system will completely clear out all the information from your application and you will have to start over from Step 1.
3. Cancel – If you click the cancel button, the system will ask you if you want to delete your current application. If you delete your application, the information will not be saved and you will have to start a brand new application.

Note: When you click Next, you may see a message like this.

Don’t worry! This just means that your permit application may need further analysis and needs to be reviewed by the permit office. You can click continue to finish the application.

Next we will move on to Step 7. Let’s go!
Step 7) Trip Selection (MAP). This step requires you to define your trip through the use of an interactive map.

Note: Not all permits require you to complete Step 7.

For more information on how to use the different routing options, please refer to the video tutorials located on the EPRO home page.

Let’s move on to Step 8!
Complete and submit a permit application

Step 8) Application Confirmation. This section allows you review the entire application.

At the bottom of the screen you will see three options.

Next – Clicking next will take you to the next step.

Back – Clicking back will take you to the previous step.

Change application – Clicking change application will take you back to the application page if you need to edit your application or change permit type.

Let’s move on to Step 9!
Step 9) Permit Delivery and Payment. This is the final step in the application process.

Next we need to verify that the delivery information is correct.
1. “Delivery method” will always be set to email as a default.
2. “Email address” must be accurate in order to properly receive your permit.
3. “Comments” box is there for you to add any additional comments to your application or if any special requests need to be made. These comments will be seen by the permit office.
Complete and submit a permit application

Step 9 continued – Now that you have verified the delivery information is correct, you need to purchase the permit.

To purchase the permit, first make sure the “Payment method” is set to “Electronic payment”. If you would like to save your credit card information to your account, to pay for future permits, you would need to check the “Save Credit Card?” box before you click submit. Now click the “Submit” button, which will then take you to the payment page to enter your credit card information. Fill in the credit card info and click “Pay With Your Credit Card”. Step 9 continues on the next slide.
Complete and submit a permit application

Step 9 continued – After you have successfully submitted payment, you should receive a confirmation, which looks like this.

As you can see in this example, we received what is called a “Request Number”. This is not your permit number. A “Request number” is given to you if your permit has been sent to the permit office for review. It is used by the permit office to help track the status of your permit application. Once your application is approved, the permit is sent to you via email.

If your permit does not require further review by the permit office and your payment has been accepted and approved, your permit will be automatically sent to your email. It will be immediately available for you to print. Your confirmation will look like this.

Now that we have submitted our application, let’s talk a little about the “My Permits” section.
Manage your permits
Managing your permits

The last thing we are going to talk about is the “My Permits” section of your account. You can find the “My Permits” section on the “Menu” page.
The “My Permits” section is used to track and manage all your permits and permit activity.

As you can see, all of our permits and permit activity is available for us to review. You will be able to see the history of all the permits you have applied for and what the status is of each permit or application. You can select a different view option of all your permit activity by making your selection in the drop down box. Of course each view organizes your permits differently.
Not only can you view your permit history in the “My Permits” section, but you can also print an issued permit, revise an existing application and remove an application. Let’s take a look.

Managing your permits cont..

If you need to print an issued permit, you can click on the permit number, as long as it is highlighted green.
If you need to revise an existing application, you can click the “Revise” option.
If you need to remove an existing application, you can click the “Remove” option.

**Note:** When you choose to “Revise” or “Remove” a permit application that is pending, you will pull your application away from the permit office and they will be unable to process your permit.
Managing your permits cont..

If you want to view the status of your application, you can check the “Application Permit” status here.

**Note:** “Ready to Issue” means that your permit is being reviewed by the permit office. **DO NOT** click “Open”. This will pull your application away from the permit office and your application may not get processed in a timely manner or may even become lost. When the status says “Permit Issued”, that means your application has been approved and your permit is ready for you to open.
For more information, visit our website @ www.azdot.gov/enforcement or you can contact the permit office at (602) 771-2960