

PREVIEW – February 1, 2022

Will we receive a PowerPoint or other documentation after the webinar?

- Training videos and step-by-step user guides will be posted to the MCS website during the system cutover week. Each will aid with instructions for the new system.

Will you also have a step-by-step manual for IRP like before?

- In addition to videos and user guides on the MCS website, the system itself will feature on-page help. Click the question mark icon (?) on the page for guidance.

If you are a third-party company filing for several clients can you have a get a third-party username and password?

- Yes. To be set up as a permit service in the new system please contact MCS.

Can the views for the dashboard be set for each user that might log into our accounts? Or will the views be the same for every user?

- Starting out, the view will be the same for every user. By using the wrench icon on the top right, you can customize the view. Once the changes are made, they will remain.

Will all of the old records show up in new system, such as previous quarters’ IFTA?

- Older records will be available dating back to January 1, 2017.

With this new system can I do my IFTA renewals before mid-November or will it automatically renew?

- We will still automatically renew IFTA for carriers in good standing, beginning the second week of November. You will not be able to initiate IFTA before then.

What forms of payment are available?

- The following payment methods are available:
 - Check
 - E-Check
 - T-Check
 - COM Check
 - Cashier’s Check
 - Certified Check
 - System Credit – IRP, IFTA
 - Credits are specific to the program where they originate. An IRP credit must be used to pay an IRP invoice. An IFTA credit must be used to pay an IFTA invoice.
 - Credit Card
 - Debit Card
 - Wire Transfer (must contact MCS)
 - Electronic Funds Transfer
 - Money Order
- Accounts noted with an Insufficient Funds (NSF) record are only be payable with certified funds.

UCR is usually done at UCR.gov - will clicking it here will be the same?

- When you click the UCR link under SERVICES, the system will take you to the UCR.gov website to complete UCR registration. MoDOT MCS does not process UCR but does provide the link.

What is escrow?

- Escrow is a function that stores payment credits on your account. Please keep in mind that IRP and IFTA credits stored here can only be used to make payment in those programs – IRP to IRP and IFTA to IFTA. Escrow credits shown as Enterprise can be used to pay any invoice.

Is E-check an option?

- E-check is one of the many payment options in the new credentialing system. The only exception applies to 72-hour trip and/or fuel permits obtained through the self-issue portal or at Missouri weigh stations – the only option for these is payment by credit card.

How do we find out our fleet number? Is there a default?

- When processing a supplement, you can leave the specifics of your account blank. When you click PROCEED, it will bring up all available fleets in your account. You can also consult your customer dashboard. Under the IRP section, your fleets will appear.

So, all my existing weight groups for all states will still be there?

- Yes. All existing weight groups currently in your account will carry to the new system.

Safety responsibility? Is that if the truck is under a different DOT?

- If the truck is under a USDOT that is different than your account’s USDOT, the safety responsibility will be LEASED.

If a vehicle is added and invoiced to the fleet and I find a mistake, can I then make amend to vehicle, or would we need to call MCS to correct?

- Please contact MCS for correction to that unit.

I’m a newer carrier. Is "TVR" similar to a temp tag? If so, if the plate is lost should I get one while I wait for the plate to arrive?

- TVR is a Temporary Vehicle Registration and can be used to haul loads until the plate arrives. It is recommended to obtain one for a unit if the plate has been lost or destroyed and you do not have registration of any kind to show for the vehicle.
- PLEASE NOTE – When adding a new vehicle in the new credentialing system, if you would like a TVR, you must request it BEFORE making payment.

Will the new system tell you what documents are required? Can you upload multiple docs at different times or do you have to upload to each unit individually?

- The system will request required documents once you submit the screen with the vehicle. You have the option to upload later using the Web Processing link on your IRP Homepage. We will soon have a step-by-step video demonstrating how to upload documents for one vehicle versus uploading one document for multiple vehicles at www.modot.org/newMCEcred.

If one document contains information for all the units, you can use the folder icon in the header of the document column to be uploaded. Using the header upload option will upload the one document for all units. The folder next to each individual unit will upload just for that unit.

- **Please note** – only add the documents named in that column to that upload. Only IRS-2290 forms to the 2290 column, Titles to the Title column, etc. Please do not mass upload one document to one upload that includes all the documents. Please separate them out by document type.

Is the Heavy Vehicle Use Tax (IRS 2290) receipt still due on a new purchase less than two weeks?

- You can submit the vehicle without the document uploaded. If it is still within the time when it is not required, the MCS processing agent will review the vehicle and either approve or reject it.

Will I need to manually add my USDOT number and tax ID every time I add a unit to our fleet?

- Those fields will pre-populate if you have a USDOT and Tax ID on your overall account. If you are a for-hire lease carrier and do not have a USDOT on your account, you will have to manually enter that information.

What is the effect of Unladen Weight in the IRP system?

- Fees paid to jurisdictions (states and provinces) include the factoring and consideration of the vehicles’ unladen weight. To fully calculate fees, the unladen weight must be entered.

Is transferring a plate to new truck different?

- The only change is the addition of the Delete Vehicle details on the add/transfer page.

How many days is average for TVR when ordering? While waiting on a replacement plate?

- A TVR will automatically set for 45 days upon issuance.

How long does it take for a replacement plate to arrive?

- A replacement plate can take up to two weeks to be remade if the plate is a Missouri Bicentennial plate. If it is one of the older plate styles, a new plate will be issued out of inventory and sent out within two business days of the order and payment.

Q&A – Chat during MoDOT’s New Credentialing preview sessions

Do all three days of webinars for motor carriers contain this same information?

- Yes. All three webinars contain the same information.

Are we going to be able to have access to this presentation after the session?

- No. However, the MCS website will have step-by-step videos and complete user guides.

Will OSOW permits be available during the credentialing system transition period?

- Yes. The OSOW system will remain operational throughout.

Can we see or use the actual new credentialing system prior to February 23?

- No. The new system first becomes available at 7:30 a.m., Feb. 23.

How does a service provider become authorized to use a carrier's IRP account?

- The carrier must provide an updated Customer Information Form listing the service provider and a Power of Attorney document authorizing the service provider to act on the carrier’s behalf.

Are there any options for imports of a large number of adds?

- No. Each unit must be added individually. However, documents that list all units can be uploaded one time to apply to multiple units using Web Processing.

Will we be able to wire for large renewals?

- Yes. Please contact MCS before making payment.

Will personal or company checks still be accepted?

- Yes.

We have IRP renewals underway for our three accounts, one of which is large. Would it be best to pay the invoices prior to the shutdown on Feb.16?

- Yes. To avoid any potential rework, it would be best to pay and close the renewal process for those accounts prior to Feb. 16.

Will we be able to change the owner’s name on a cab card correction?

- No. In this situation, only an MCS agent can perform an amendment to change ownership information. This process will still require a title in the new owner’s name.

Will renewal cab cards be emailed as usual?

- Yes.

With IFTA, can I type in the state abbreviation and enter the information?

- Yes, that is an option for both distance reporting in IRP and IFTA as well as the weight groups. Please be certain to use [U.S. Postal Service abbreviations](#) for the correct jurisdiction. A common error occurs when a carrier uses Alaska’s abbreviation when they mean to use Arkansas (AR).

Will there be an option for refund or do all refunds go into escrow?

- The system will default refunds to system credit. However, if you would like payment returned to you instead, click REFUND at the payment portal before submitting the invoice.

Who can file an annual IFTA return?

- Those who traveled fewer than 5,000 miles outside Missouri and are timely with their prior filings are automatically set as an annual filer each November.

Is there a difference between “All IFTA jurisdictions” and “all jurisdictions” in the jurisdiction box?

- No. There is no difference.

Is there a list of jurisdictions that do not participate in IFTA?

- This link to the IFTA, Inc. website shows the list of participating jurisdictions as well as the exemptions they allow - <https://www.iftach.org/exempt/view/Viewexemptions.php>

How far back will we be able to look up and reprint a quarterly tax return?

- Records will be available dating back to January 1, 2017.

When does the transition from the old to new credentialing system happen?

- The credentialing functions in MoDOT Carrier Express will be removed and replaced with a new system starting late in the evening on Weds., Feb. 16. At 7:30 a.m., Weds., Feb. 23, the new system debuts.

Are operating authority renewals required yearly?

- Yes. Missouri intrastate authority requires renewal. Application and payment must be made by Dec. 31 to obtain the decals which confirm authority to operate.

Do you need renew the operating authority and get intrastate decals for a carrier that transports both interstate and intrastate?

- Interstate carriers do not obtain intrastate authority decals and are not required to renew annually if their UCR registration is complete, and fees are paid. In this case, they hold active authority unless and until it is canceled or revoked.