1.2 Enterprise

1.2.1   Customer

1.2.1.1   Customer Inquiry

Perform the following these 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

CUSTOMER INQUIRY ✖

Customer Details

MCE Customer ID **1198**	Legal Name **SUCCESS TRUCK LEASING INC**	DBA Name **SUCCESS NATIONALEASE**	Carrier Type **C - CARRIER**
Registrant Type **C - Corporation**	Customer Status **A - ACTIVE**	AP Vendor ID	AP Address ID
Credential Language Preference **ENGLISH**	System Credit Allowed **Y**	Minimum System Credit Balance Amount **$0.00**	

Business Address

Street **77 S JAMES ST**	Zip Code **64116**	Jur **MO - MISSOURI**	City **KANSAS CITY**
County **CLAY**	Country **US**	Address Overridden **N**	

Mailing Address

Street **PO BOX 2346**	Zip Code **64116**	Jur **MO - MISSOURI**	City **KANSAS CITY**
County **CLAY**	Country **US**	Address Overridden **N**	

Business Customer Details

TPID **431639536**	USDOT No. **000491897**	Primary Contact Name **AMBER WOODROME**	Email ▮▮▮▮▮▮▮

[Print] [Close]

1.2.2   User

1.2.2.1   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.