eTRIPS FAQ

MCS has compiled a list of questions and answers to assist with the transition to the new Montana Permitting System, eTRIPS (Electronic Transportation Routing and Intra/Interstate Permitting System).

(Click on the content item below to go to that section of the document)
(CTRL F will bring up a search function)

Contents

eTRIPS Login Page 4

Uploading Insurance 4

Q1: What type of account creations are allowed? 7

Q2: What do I see after Sign into Okta? 8

Q3: What do I need to do to get started? 9

Q4: What if I never get an email from Okta? 9

Q5: What if I have an Okta account already but I don't know if I have an account? 9

Q6: I keep trying to set up my Okta account, but it is not being recognized, or I am receiving an error? 10

Q7: My account shows as locked within eTRIPS? 10

Q8: What is needed for account creation within eTRIPS? 11

Q9: I work for multiple companies with different USDOT Numbers. Will I still be able to use the same OKTA Login? 11

Q10: Can two users use the same login at the same time and be able to issue permits? 11

Q11: My Okta account keeps logging me in automatically and I have multiple logins; how do I fix this? 12

Q12: What if I order permits for multiple companies? 12

Q13: I have a USDOT Number, why do I keep seeing the "Validating Company in PRISM" message? 12

Q14: Will company accounts from Montana's previous Permitting System transfer to eTRIPS? 12

Q15: What about my company permits and VWA's will they transfer to eTRIPS? 12

Q16: What is needed for Proof of Insurance for my Vehicles / Power Units within eTRIPS? 13

Q17: Where do I go within the eTRIPS system to order a permit? 13

Q18: My Vehicle / Power Unit is over 55,000 lbs.; I am a Montana resident and need a GVW Permit. What documents are required? 13

Q19: In eTRIPS a Unit Number is mandatory, and I don't have one, what do I do? 14

Q20: Will my vehicle information carry over into eTRIPS? 14

Q21: Can I add a vehicle at the time of issuance of a permit? 14

Q22: I received an email that my permit is ready for purchase? 17

Q23: How long do I have to pay for my permit? 17

Q24: I received my permit but I do not have a Payment Receipt, can this be obtained? 17

Q25: What are the numbers that I am seeing within eTRIPS? 17

Q26: How does one submit permitting documentation to MCS? 17

Q27: Can a carrier process their own VWA (Vehicle Weight Analysis)? 18

Q28: Can a company get a Nighttime Travel Request on a Single Trip Permit? 18

Q29: Does Montana Still allow a permit to be copied from a prior permit? 18

Q29a: Single Trip Permit with a temporary trailer or temporary truck 18

Q30: When do I need a Temporary Trailer or Temporary Truck Permit? 19

Q31: Temporary Fuel Permit – has this changed? 19

Q32: What other type of Single Trip Permit Types are sold: 19

Q33: What types of Term Permit Types are sold: 19

Q34: Where can I find more information on the types of MT Permits are sold? 20

Q35: What if I need to list additional Load Codes on my Term or Single Trip Permits? .. 20

Q36: I need a single movement "trip" permit and my dimensions exceed 18 feet wide, 150 feet long, and/or 17 feet high; or which require approval by MDT's Bridge Bureau due to the weight, truck configuration, and/or route. How do I do this? 20

Q37: What is the Request Technician Review? 21

Q38: I want to see if I can do a route before purchasing a single trip permit? 21

Q39: My Permit PDF did not come into my mailbox? 21

Q40: What do the icons mean within eTRIPS? 21

Q41: What browsers are supported and can this only be done on a computer? 21

Q42: I picked the wrong Permit type and I cannot update this? 22

Q43: How do I find my company permits in a shopping cart? 22

A red Asterisk Symbol * is a required field.

? (question mark sign) on the system. When a ? is found on the system, this means further information regarding this can be found when clicking on the ?.

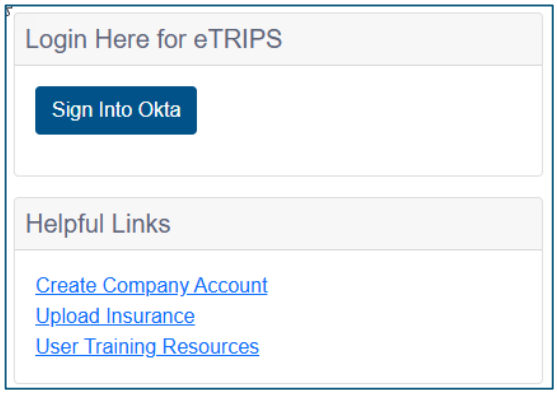
eTRIPS Login Page

Below in the screenshot is what you will see when you first login to eTRIPS using the Sign into Okta button.

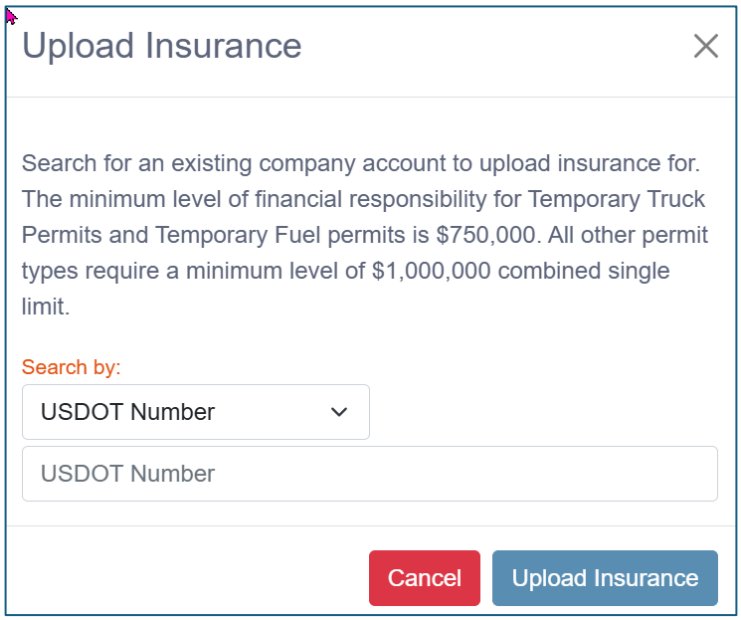
You must have an OKTA account to log in. The information below will go further into the login processes.

The Helpful Links section shown on the screenshot below is where you can

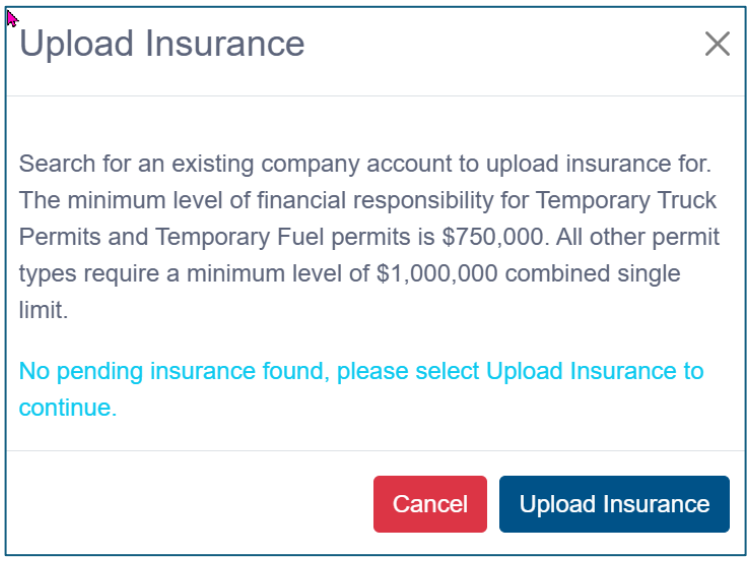
- Create a Company Account, Upload Insurance, and view User Training Resources.



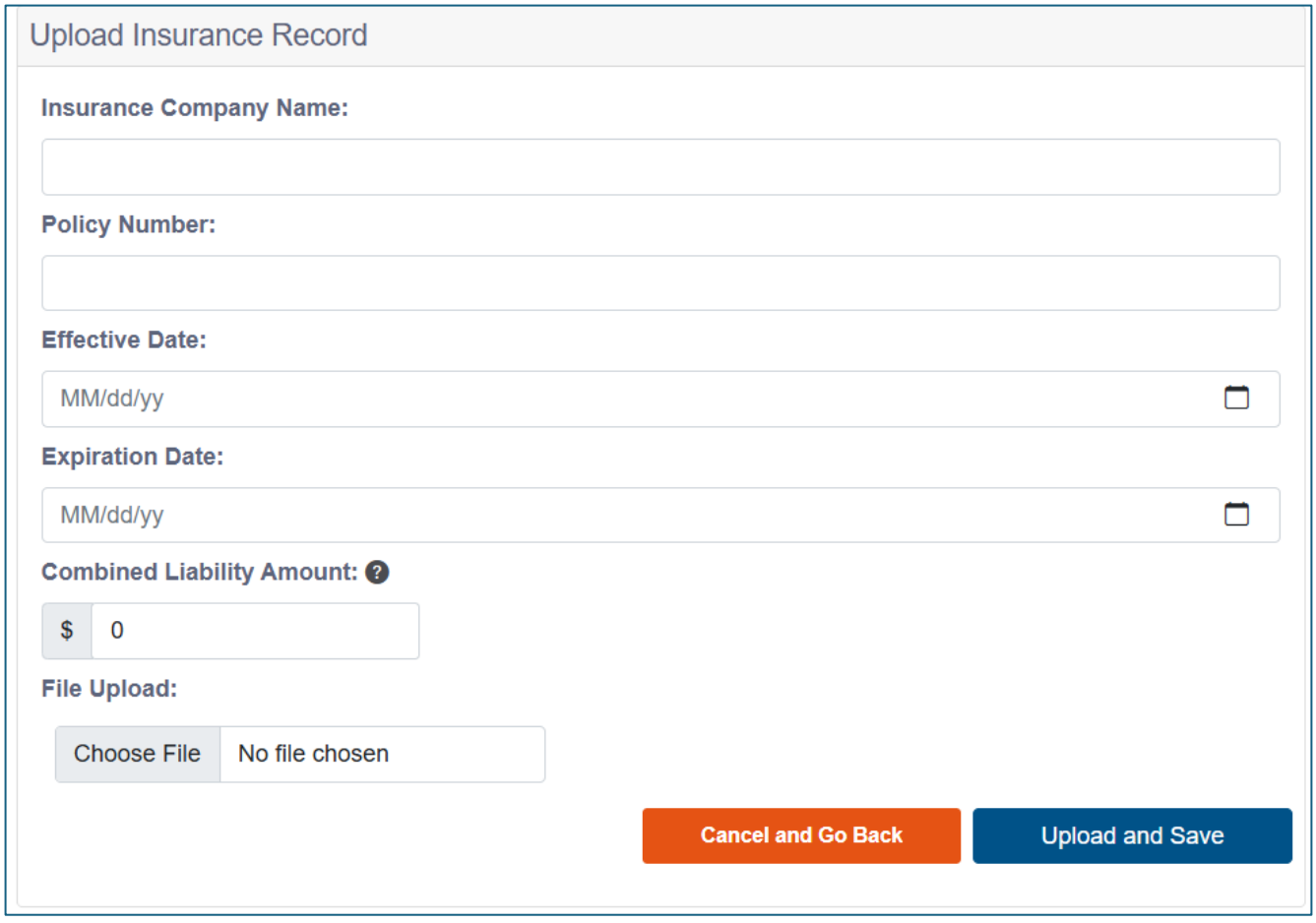
Uploading Insurance

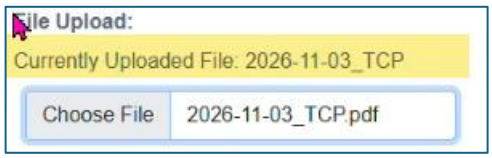


After clicking on the Upload Insurance Link, the user can search by USDOT or Company Name to upload their insurance.



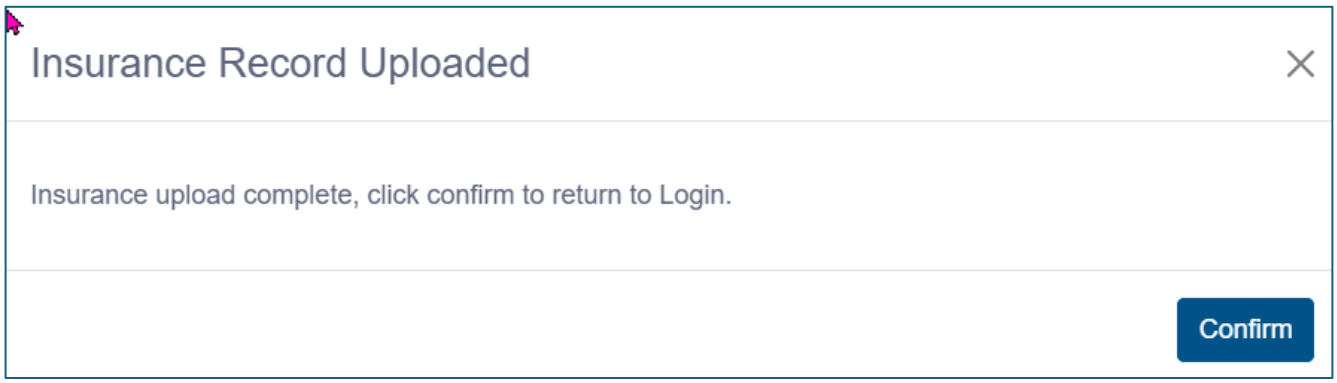
After the user clicks on the Upload insurance, another screen populates as shown below where the carrier will upload their insurance record. The carrier must upload the insurance file and wait for the insurance name to populate before finalizing by clicking on the Upload and Save box.



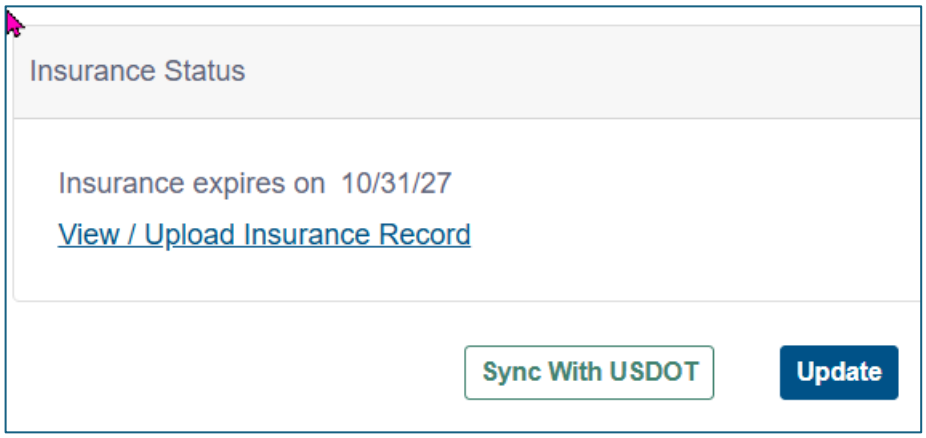


In the screenshot above, this shows that the file has been uploaded.

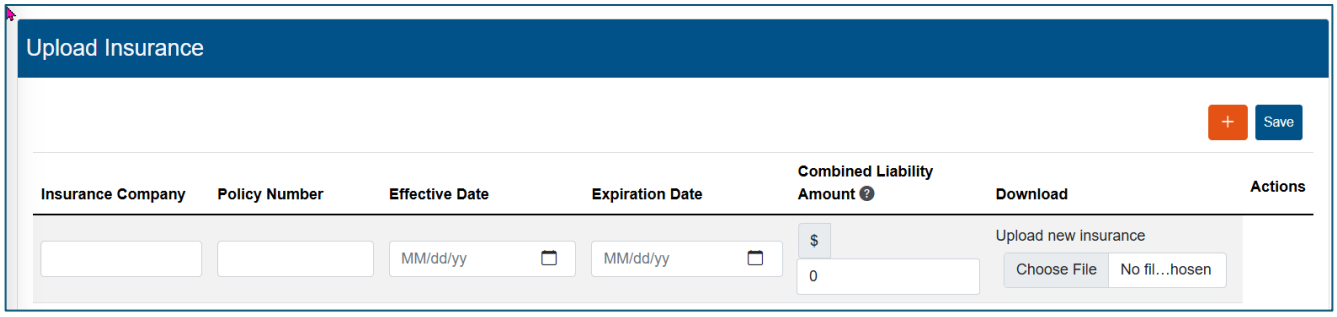
After entering the insurance, a confirmation box will appear. The user will need to click on the confirm button to finalize this.



The second way to upload insurance is once a supervisor level person has logged into their account and under the Company Management section, on the Company Info page under the Insurance Status area in the bottom right corner, they will need to click on the View/Upload Insurance Record.



Once this is done and they are on the Upload Insurance screen, they will click on the orange plus sign to insert a new insurance row. Enter the fields and upload the insurance document.



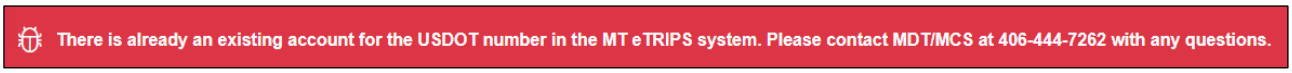
Note: a carrier cannot update or delete the existing insurance records

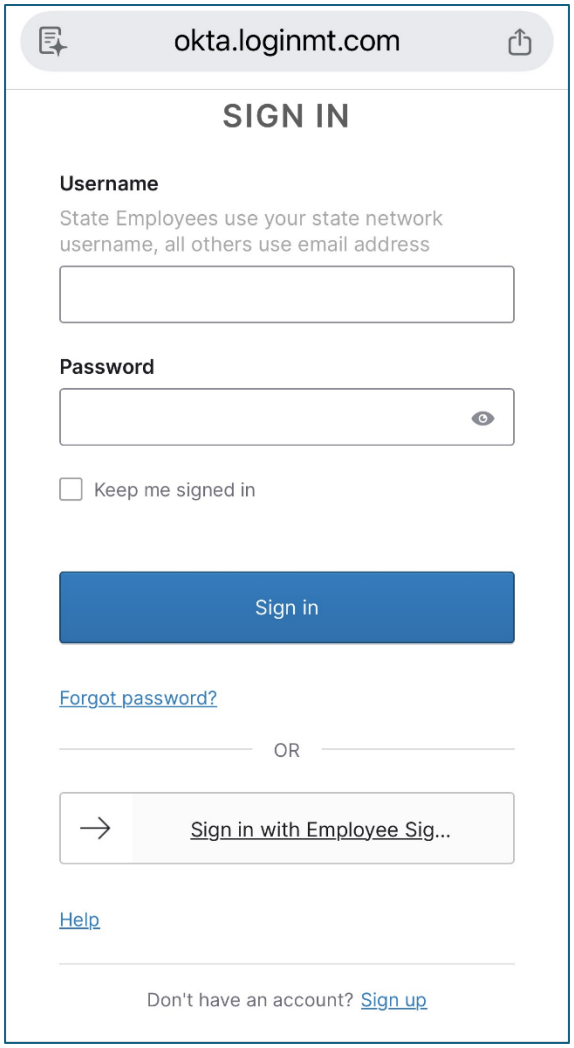
Q1: What type of account creations are allowed?

A1: Below are the four different types we have:

1. Carriers with a valid and active USDOT Number will be able to create an account in eTRIPS to order Montana Permits.
2. Carriers without a USDOT Number in Montana will be able to create an account in eTRIPS; however, these accounts must be approved by MCS Internal Staff before permits can be ordered.
3. I am a Permit Service and will not be issuing permits in my company name.
4. I am a Government agency and will be able to create accounts in eTRIPS; however, these accounts must be approved by MCS Internal Staff before permits can be ordered.

Below is the message that will be displayed when trying to create a new account in eTRIPS, if there is an account already established.



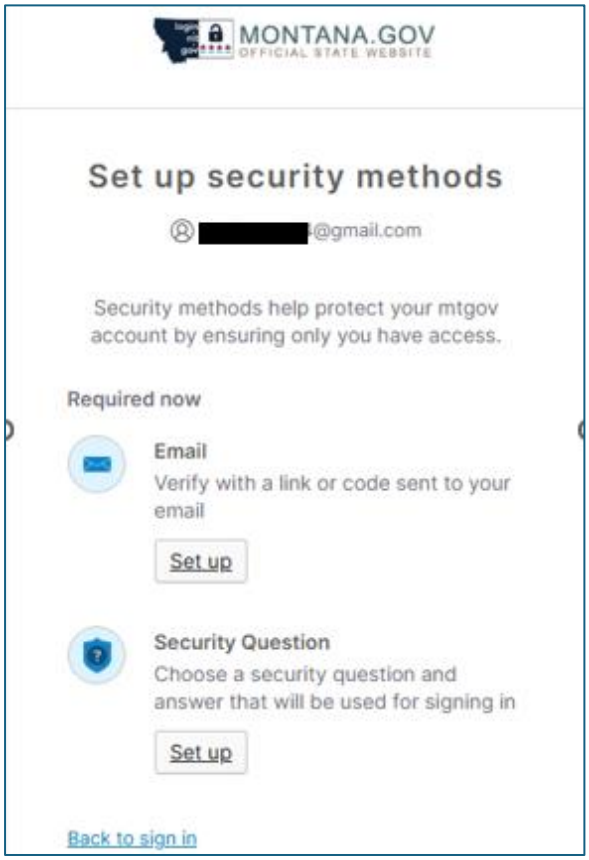


Q2: What do I see after Sign into Okta?

A2: You will see a sign in page as shown to the left. At the bottom of this screen is a “Don’t have an account? Sign Up”. Click on this to get started.

If you have not received a validation email from Okta it most likely means the account is in a “staged” status. Follow the steps listed below:

1. Close your current web browser window
2. Open new browser window and proceed to https://okta.loginmt.com/
3. Once you get to the Okta login page you should proceed to log in and it will fire off the email.
4. Make sure you receive the email and click on the “validate email” within the email.
5. Once this process is complete you will be able to continue with the setup of your eTRIPs account.



Q3: What do I need to do to get started?

A3: All users accessing eTRIPS will need a valid OKTA Account. OKTA accounts can be created simultaneously when the company account is created. Copy your exact OKTA login name from the OKTA page into eTRIPS. Your OKTA Login must be an email address. You may already have an Okta Login if you have gone through the Superload Application process; or other State of Montana business.

The information contained in the screenshot to the left show the security methods that can be used for setting up your account.

- Instructions for creating an OKTA account within the Montana eTRIPS Site.
- FAQ's for OKTA questions can be found at https://OKTA.mt.gov/Help.
- Navigate to https://OKTA.loginmt.com to access the OKTA site.
- Select "Sign Up".
- Enter your Email Address (this is case sensitive), First Name, Last Name, and a Password.
- After selecting the Sign Up button the screen below will be displayed.
- You will need to verify your email and set up a security question to login as shown below in the screen shot.

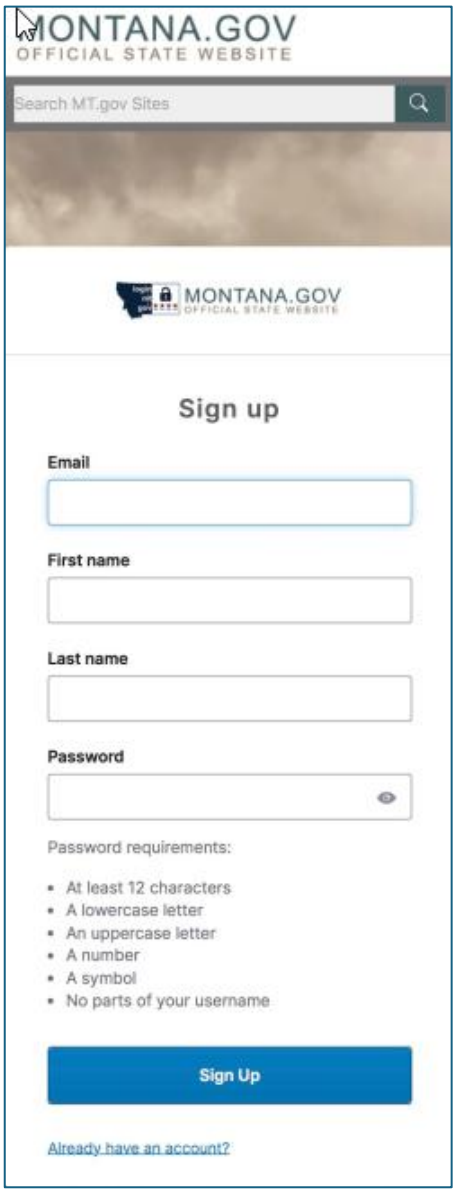
Q4: What if I never get an email from Okta?

A4: This may mean the account is staged. User will need to click on this link again for the email to fire off https://okta.loginmt.com/. Please contact the SITSD Service Desk via the Service Now Portal [montana.servicenowservices.com], email, or by or calling 406-444-2000 if this does not work for you.

Q5: What if I have an Okta account already but I don't know if I have an account?

A5: Go ahead and click on the Create Company Account with eTRIPS.

- The system will let you know if an account already exists.
- If an account does not exist, the system will walk you through setting up the account.



Q6: I keep trying to set up my Okta account, but it is not being recognized, or I am receiving an error?

A6: Some Tips to follow:

1. On your Internet Window, click the three dots in the upper right hand corner. In your Settings, Delete the Browsing History – make sure this is for "all time". Close all internet browser windows and open a fresh one.

2. GO to okta.loginmt.com and go to create new account. See if the behavior changes and if you receive a validation / verification on this.

3. Your email address is case sensitive.

4. Make sure that the password requirements for Okta are being followed as shown in the screenshot to the left and listed below.

- Password requirements are:
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (special character)
- No parts of your username
- There should also be no spaces being used in the password.

Q7: My account shows as locked within eTRIPS?

A7: The Company Account will lock with too many unsuccessful Login Attempts. It is best that your reset your password through Okta. Once you have logged in successfully, but cannot issue any permits, reach out to the MCS Security group to unlock your account. Please provide your USDOT Number and/or Legal Name of the company, and your username to mdtepartsecurity@mt.gov or call 406-444-7638.

Q8: What is needed for account creation within eTRIPS?

A8: Required information to create the account:

- Company / Legal Name / DBA Name
- USDOT Number (if applicable)
- Physical Address
- Mailing Address if different from the Physical Address
- Email Address
- Phone Number
- Fax Number (if applicable)

Required information to create a user under the account once the OKTA account has been successfully done. Go into eTRIPS to the Company Management / Company Assets / Users section.

- First Name
- Last Name
- OKTA Login Name
- Email address
- Phone Number

A “Contact” and a “User” are not considered the same thing. A user can issue permits on the account.

When creating the account. Note if the user is a Supervisor or a User. A supervisor has full access to the account and can add or delete users from the account, and add and delete vehicles. If you cannot see the Company Management area and you need to, please call in and get your account/user updated.

Q9: I work for multiple companies with different USDOT Numbers. Will I still be able to use the same OKTA Login?

A9: Each user must have a unique OKTA login name per company account.

Q10: Can two users use the same login at the same time and be able to issue permits?

A10: No. Each user must have their own unique login.

Q11: My Okta account keeps logging me in automatically and I have multiple logins; how do I fix this?

A11: You can clear your browsing history on your computer. You may also verify that you do not have the "Keep me signed in" checked on your Okta login page.

Q12: What if I order permits for multiple companies?

A12: Your company can be set up as a Permit Service a.k.a. Third-Party Provider. Each account must have a unique user name for OKTA.

Q13: I have a USDOT Number, why do I keep seeing the "Validating Company in PRISM" message?

A13: This is to help the state ensure that your USDOT information is active, accurate and updated. If a company needs to update their information for their USDOT number, please go to https://www.fmcsa.dot.gov/registration

Q14: Will company accounts from Montana's previous Permitting System transfer to eTRIPS?

A14: No, all accounts will be created new in eTRIPS.

Q15: What about my company permits and VWA's will they transfer to eTRIPS?

A15: Yes

- The permit data and VWA's (Vehicle Weight Analysis) for four years' worth, will be connected to your new account in eTRIPS. The prior permits and VWA's will not be able to be copied from or produce a pdf.
- This process will not be instantaneous, but your permit data and PDFs will be available in eTRIPS.
- A new account must be created first, to tie the permits and VWA's to this account.
- VWA's will carry over and can be validated on term permits.
- We will not be using a VWA on a Single Trip permit at.

Q16: What is needed for Proof of Insurance for my Vehicles / Power Units within eTRIPS?

A16: The information that is required to create the insurance record is: Insurance Company Name, Policy Number, Effective Date, Expiration Date and Combined Liability Amount.

a. A current Insurance Accord form will be required to be uploaded into the eTRIPS system before any permits can be issued.
   i. This can be done by going into Company Management / Company Info. The Insurance Status information is found on this page. You must have a User Type of supervisor to see this area within the system.
   ii. On the right hand side of the page is the Insurance Status section. A carrier can View / Upload an Insurance Record.
b. **Note:** The minimum level of financial responsibility for Temporary Truck Permits and Temporary Fuel Permits is $750,000. All other permit types require a minimum level of $1,000,000 combined single limit.
c. **Note:** If a carrier is issuing a GVW fee permit, and the insurance is effective in the middle of the month, the permit will not be able to be issued. The GVW fee permits start date are always the first day of the month.
d. Insurance must be active and on your account before a permit can be issued.

Q17: Where do I go within the eTRIPS system to order a permit?

A17: Company Dashboard / New Permit – Order New Permit.

Q18: My Vehicle / Power Unit is over 55,000 lbs.; I am a Montana resident and need a GVW Permit. What documents are required?

A18: For all accounts where the GVW is greater than or equal to 55,000 lbs., the carrier must have the VIN listed on a valid Heavy Vehicle Use Tax Return form (*HVUT 2290 form). The vehicle must be listed on the validated Schedule 1 from the HVUT return filing.* HVUT 2290 forms can be uploaded by the carrier and approved by MCS within eTRIPS.

The carriers HVUT 2290 form must be uploaded into eTRIPS before issuing the GVW permit if the carrier wants to be able to auto issue this type of permit.

This can be found on the left side of the screen at the “HVUT Verification 2290 forms”.

Q19: In eTRIPS a Unit Number is mandatory, and I don't have one, what do I do?

A19: MDT suggests that customers should utilize the last five numbers of the VIN in place of the unit number.

Q20: Will my vehicle information carry over into eTRIPS?

A20: Unfortunately, no. Have your vehicle information ready to go. Carriers can enter this information themselves once they have created an account in eTRIPS.

The information needed is:

- **Unit Number** (see #13 above if there is not a Unit Number on the vehicle)
- **Model Year** (4-digit number)
- **Make** (see below for a list of allowed Makes in eTRIPS)
- The full **VIN** (17 digits in most cases)
- **Plate Number**
- **State/Province** licensed in, (2 Characters)
- **Terminal (if applicable)Vehicle Type(s):**

Q21: Can I add a vehicle at the time of issuance of a permit?

A21: Yes you can.

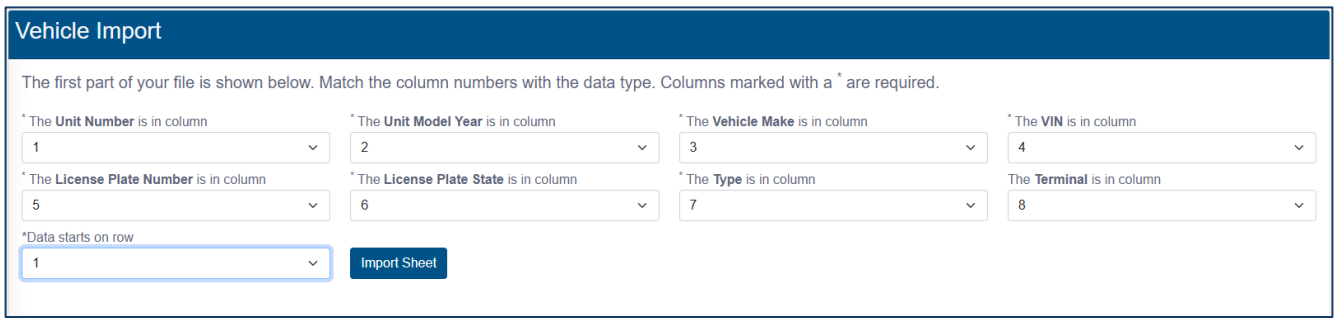
a. You can do a "Find From Inventory"
b. Or, once you start adding in your vehicle information, a "Add Vehicle" button is added on the screen. If you want to have this vehicle stay in your company inventory list, be sure to click on the "Add Vehicle" before clicking on the next button.
c. A company is not required to add a vehicle into their inventory to get a permit for it.
d. A VIN Validation message may appear, please proceed through this. If there is an issue with the VIN your permit will be sent to the MCS Permitting group for approval on this once you have submitted this part of your permit . You will receive an email informing you of the statuses of the permit process.

Vehicle Types			
Code	**Description**	**Code**	**Description**
BU	Bus	PC	Self-Propelled Crane
CC	Custom Combine	PU	Pickup
CH	Combine Header	SC	Scraper
SP	Self-Propelled Concrete Pump	SM	Special Mobile Equipment
CR	Crane	SR	Semi-Trailer
CT	Combine Trailer	ST	Straight Truck
DR	Drill Rig	TK	Truck
FI	Fire Truck	TL	Travel Trailer
FM	Farm Tractor	TR	Tractor
FT	Full Trailer	TT	Truck-Tractor
GC	Grain Cart	WL	Wheel Loader
GT	Grain Trailer	WO	Workover Rig
HT	Header Trailer	WR	Wrecker
OT	Other types of power units		

Montana does have VIN Intelligence software incorporated into eTRIPS to provide accurate VIN information. This feature will not be seen during the vehicle import of your vehicles. Instead, this will be seen when a permit is being issued. If you do not want to Import your vehicle information, as shown below, you may go to the Company Management / Company Assets page and scroll down to the Vehicles section.

To import your vehicles, you will need to click on the Vehicle Import section on the left side of the screen. Please use an Excel or CSV file to do the import, click on the Choose File section on the screen. Each row must contain the vehicle information as shown in the data below. The License Plate State and Vehicle Type Codes must be Capitalized in the spreadsheet for the import to work correctly.

Note: MDT staff does not have the ability to do a Vehicle Import.
The Vehicle Import screen will be displayed as shown below:



The following Makes are allowed:

Vehicle Make Description	Code	Vehicle Make Description	Code
Autocar Company	AUTO	Motor Coach Industries Bus	MCIN
Barrett Trailers	BARE	Navistar International	NAVI
Beall Transliner Trailers	BEAT	New Flyer	NFLY
Bering Trucks	BRNG	Nissan	NISS
Case	CASE	Other	OTHR
Caterpillar	CAT	Paccar	PAIN
Chevrolet	CHEV	Peterbilt	PTRB
Daimler	DAIM	Pierce Trucks	PIRC
Dakota Manufacturing Trailers	DKTA	Polar Tank Trailer	POTT
Dodge	DODG	Prevost Bus	PREO
Doonan Trailers	DOON	RAM	RAM
Dragon Fire	DRF	Reitnouer Inc Trailers	REIT
Eager Beaver Trailers	EAGB	Reliance Trailers	RELI
East Manufacturing Trailers	ESMC	Rosenbauer	RSNB
Emergency One Inc	EMON	Service King Manufacturing Trucks	SVKM
FMC Link Belt Cranes	LINK	Siebert	SIEB
Ford	FORD	Smithco Manufacturing Trailers	SMIH
Freightliner	FRHT	Southern Ohio Trailers	SOCH
General Motor Company	GMC	Spartan Trucks	SPTN
Great Dane Trailers	GDAN	Sterling	STLG
Grove Manufacturing	GRVM	Sterling Truck	STRG
Heartland Rec Veh Trailer	HRLD	Tadano	TADO
Heil Trailers	HEIL	Terex Advance Mixer	AMIN
Helix	HLX	Thomas Built Bus	THMS
Hino	HINO	Timpte Inc Trailers	TIMP
IC Corporation	ICBU	Titan	TTN
International	INH	Trail King Trailers	TRLK
International Harvester Company	INTL	Utility Trailers	UTIL
Isuzu	ISU	Van Hool Bus	VNHL
Jeep	JEEP	Vanguard Trailers	VNGI
Jet Trailers	JETC	Volkswagen	VOLK
John Deere	DEER	Volvo	VOLV
Kayln	KAYL	VT Specialized Vehicles Trailers	VSVC
Kenworth	KW	Wabash National Trailers	WANC
Liebherr	LBHR	Western Star/Auto Car	WSTR
Lufkin Trailers	LUFK	Western Trailers	WTWI
Mack	MACK	White / GMC	WHGM
Manac Trailers	MANA	Wilson /Bulldog Trailers	BLDG
Mercedes	MERZ	Workhorse	WRKH
Merritt Equipment Trailers	MERI		

Q22: I received an email that my permit is ready for purchase?

A22: Yes, you are ready to continue with paying for your permit(s). Go to your Shopping Cart to finalize this transaction. Once on this screen, you can click on the "Select All" if paying for multiple permits, or select the individual permit(s) you want to pay for. The Checkout button will appear, click on this and finalize paying for the permit. **NOTE: The user only has 24 hours in which to pay for the permit(s).** After this time, the permit is no longer available to be put into a shopping cart, even if the permit start date is in the future.

Q23: How long do I have to pay for my permit?

A23: The user only has 24 hours in which to pay for their permits.

Q24: I received my permit but I do not have a Payment Receipt, can this be obtained?

A24: Yes, you can obtain this. The Payment Receipt is no longer part of the permit that has been issued. Go to Customer Dashboard, and Create Receipt (hover over the icons).

Q25: What are the numbers that I am seeing within eTRIPS?

A25: There will not be account numbers used within eTRIPS. A company's USDOT number and/or Legal Name will be used.

a. Permit ID is equal to a permit application number
b. Permit Number will be your final permit number. These will continue to start with the CC for Custom Combine, GV for GVW, ST for Single Trip, TM for Term, VWA for Vehicle Weight Analysis. This will be followed with the two year exp date. Ex: ST26000001
c. The Permit ID and Permit Number are both searchable within eTRIPS.

Q26: How does one submit permitting documentation to MCS?

A26: The preferred method is to have all documentation uploaded by the customer and stored in eTRIPS. We will accept documents through email to be placed on a carriers account. The new email address that we are using for this is mdtmcsosowpermits@mt.gov

Q27: Can a carrier process their own VWA (Vehicle Weight Analysis)?

A27: Yes. VWAs can be created and issued within eTRIPS. If eTRIPS determines the VWA cannot self-issue, the permit application will be analyzed by MDT and issuance will be completed within eTRIPS, if allowed. Customers will be notified via email once the VWA is approved. Customers should provide a steer weight if they have a maximum rated capacity on a single axle.

Q28: Can a company get a Nighttime Travel Request on a Single Trip Permit?

A28: Yes, they can. The Request Nighttime Travel box must be checked on the routing page with justification provided. Nighttime travel requires MDT approval. The user will receive an email with the next status.

Do not check the box if the Night Movement request is not needed as this will slow down your permit being approved.

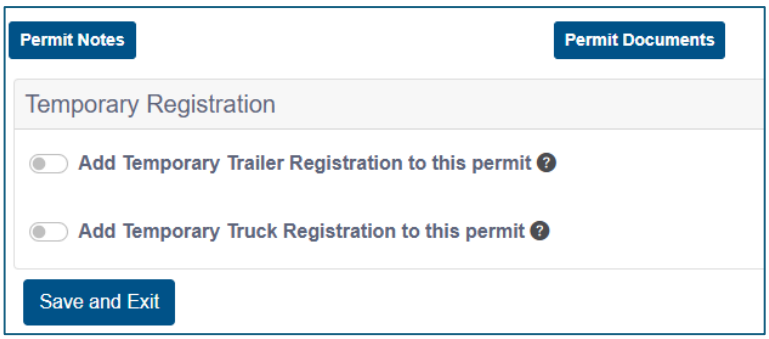
Night Movement Request: Please provide clear justification for why night travel is being requested and why it is in the best interest of the traveling public. Include whether the request is related to a construction project, if so, specify the project details (highway and mileposts). Additionally, provide the exact location for the proposed night travel, including the highway name, milepost range (from and to), and the times requested.

Q29: Does Montana Still allow a permit to be copied from a prior permit?

A29: Yes, you can copy a prior permit. See below on 29a for the occurrence when the full permit is not copied over.

Q29a: Single Trip Permit with a temporary trailer or temporary truck

If you have a Single Trip Permit with a temporary trailer or temporary truck added on, these will not automatically carry over to the new permit and the user will need to toggle these back on as shown in the screenshot below.



Q30: When do I need a Temporary Trailer or Temporary Truck Permit?

A30: These two types of permits can be sold as a standalone, or in conjunction with another single trip permit. These permits cannot be sold to a MT Plated Vehicle.

Temporary Trailer (this will tie in with Condition/Restriction 21 on a Single Trip Permit). If the trailer(s) is not: an apportioned plate; or a MT county plate; or does not have MT reciprocity, temporary trailer(s) permits will be required and must be added by the user. A trailer that does not have an apportioned plate or a MT County plate that is being towed by a truck that requires a temporary truck permit is not considered to have reciprocity – a temporary trailer permit is required.

Temporary Truck (this will tie in with Condition/Restriction 20 on a Single Trip Permit). If the unit is not: registered under the International Registration Plan (IRP) to operate in Montana; or the loaded weight exceeds the registered weight, and the registered weight is less than the max registered weight required according to the Federal Bridge Chart; or if the non-IRP plate does not have reciprocity agreements with MT, then a temporary truck permit must be added.

Q31: Temporary Fuel Permit – has this changed?

A31: Temporary Fuel (this will tie in with Condition/Restriction 22 on a Single Trip Permit).

a. This is a standalone permit and does not require routing on the permit.
b. Temporary Fuel Permit: The permit is valid for a period of time not to exceed 72 hours and is automatically void if the vehicle leaves the state of Montana during the 72-hour period.
c. Please be sure to adjust your issuance time on this permit to have your full 72 hours.
d. This permit cannot be sold to a MT Plated Vehicle.

Q32: What other type of Single Trip Permit Types are sold:

A32: Doubles, Triples, Oversize, Overweight, and Excess Axle Weight permits are valid for a single trip to be made within the dates indicated on the permit.

Q33: What types of Term Permit Types are sold:

A33: Term Permit is also known as an “annual” permit.

a. Includes: Doubles, Triples, Logs, Hay, 95 ft. doubles, 100 ft. doubles and 120 ft. non-divisible, Over dimensional, Overweight permits and other load codes.

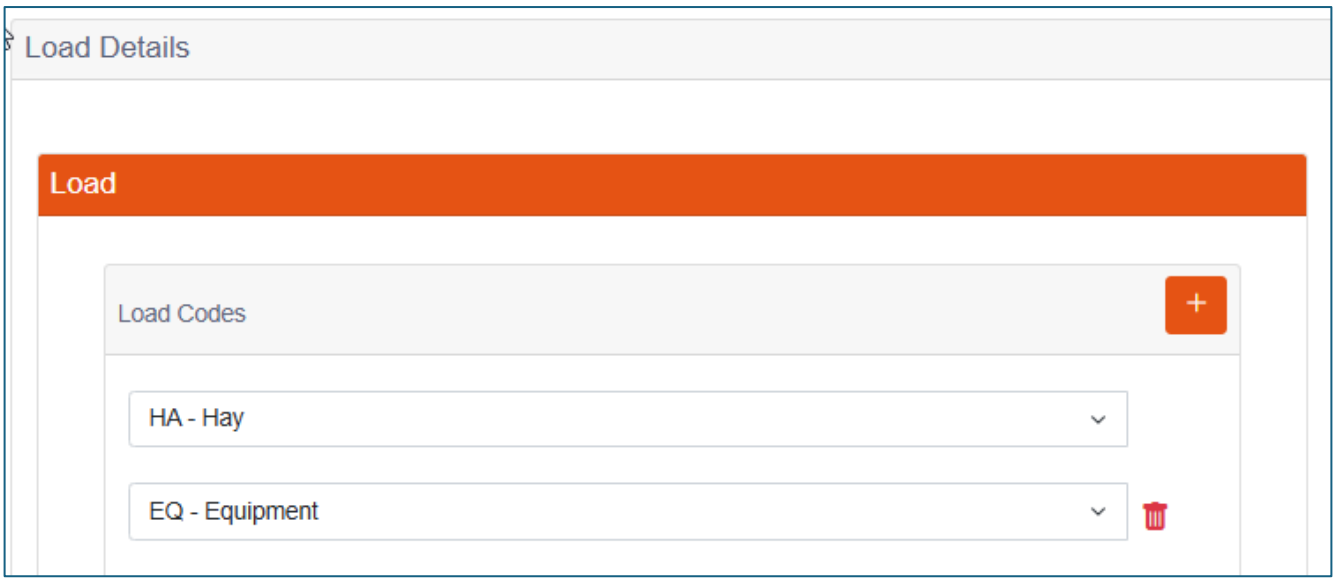
b. Term overweight permits may be purchased by the quarter, semi-annually or annually and require a Vehicle Weight Analysis for a permit of 15,000 lbs. or greater.
c. Wintertime Weight Permits- Wintertime Weight Permit details can be found here.

Q34: Where can I find more information on the types of MT Permits are sold?

A34: This information can be obtained on our MDT website at MT Permitting FAQ.

Q35: What if I need to list additional Load Codes on my Term or Single Trip Permits?

A35: The user can add up to four Load Codes / Remove by clicking on the plus sign or the garbage can icon as shown in the screenshot below. Also, on the Single Trip Permit, a load description is required along with a Load Code.



Q36: I need a single movement "trip" permit and my dimensions exceed 18 feet wide, 150 feet long, and/or 17 feet high; or which require approval by MDT's Bridge Bureau due to the weight, truck configuration, and/or route. How do I do this?

A36: This is our Superload Process. Companies will no longer need a separate superload application; the process has been integrated with eTRIPS. The user will begin a Single Trip permit and eTRIPS will determine if it meets superload criteria. We will provide further guidance on our webpage.

Q37: What is the Request Technician Review?

A37: There is a location before paying for the permit that states “Request Technician Review”. Click on this and enter a reason as to why the permit needs to be reviewed.

Q38: I want to see if I can do a route before purchasing a single trip permit?

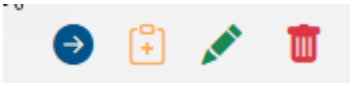
A38: Pre-Trip Planning. Can be used for checking routes prior to ordering a Montana Oversize/Overweight permit. The system will check for height structures, current construction projects, incidents, etc. Please note that these routes are subject to change. This is a suggested route only – not valid for Travel. This will give the miles and if the route is acceptable. This used to be called bid route.

Q39: My Permit PDF did not come into my mailbox?

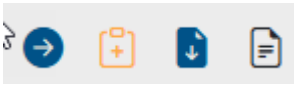
A39: Did you get a message back from the system such as “[You don't often get email from noreplymdtetrips@montana.gov. Learn why this is important at….”
You may need to add the noreplymdtetrips@montana.gov to your list of safe senders into your email.
You may also see a message such as “This attachment has been removed from the email…”

Q40: What do the icons mean within eTRIPS?

A40: Below is a visual of the icons and what they stand for from a carriers perspective.



Manage, Copy Permit, Resume Permit, and Cancel Permit. This will only show these when a permit has not been finalized all the way through payment.



Manage, Copy Permit, Download PDF, and Create (Payment) Receipt. This will show when a permit has been finalized all the way through payment and has a system permit number.

Q41: What browsers are supported and can this only be done on a computer?

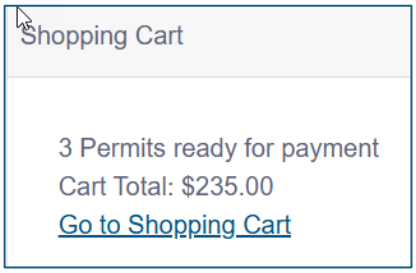
A41: The following browsers are supported: Google Chrome, Microsoft Edge, Mozilla Firefox and Safari. Users will also be able to work on permit data from a tablet or cell phone.

Q42: I picked the wrong Permit type and I cannot update this?

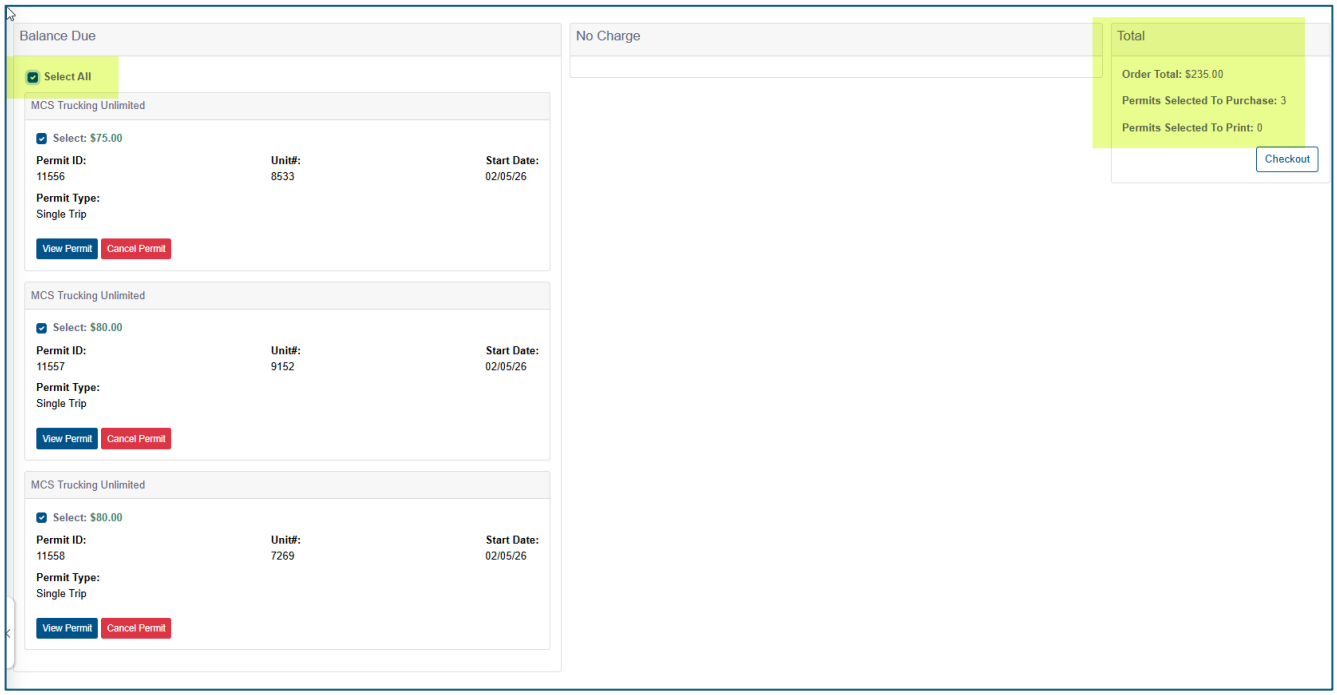
A42: On the Order Permit screen, there is a Delete Permit Button to the left of the Permit Information. We ask that the company Delete any permit that they have started and did not finish.

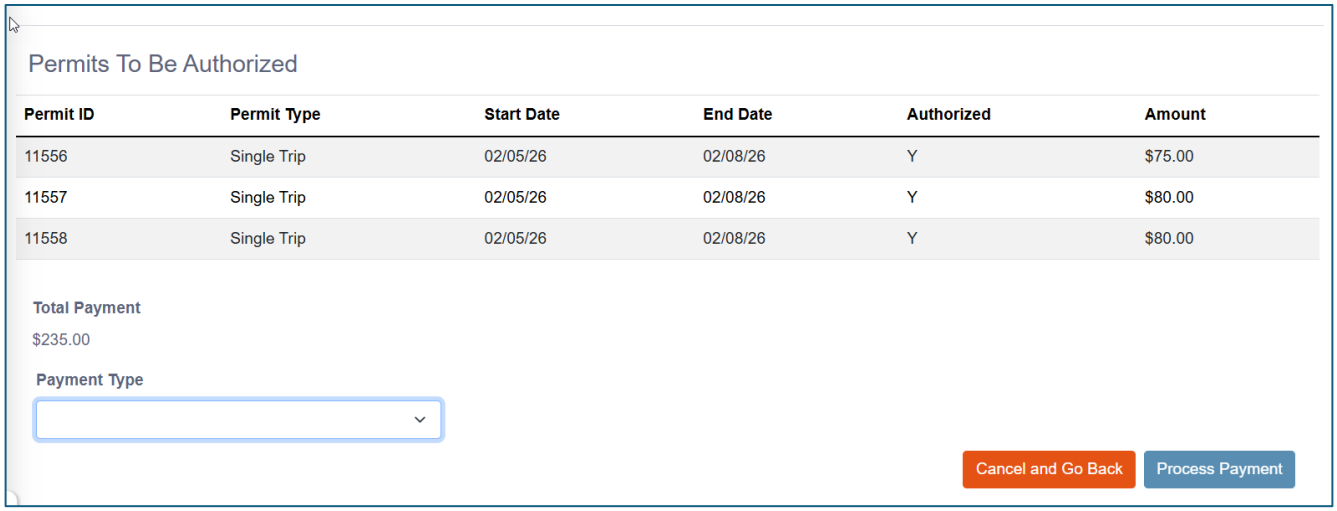
Q43: How do I find my company permits in a shopping cart?

A43: On the right side of the page, you have a shopping cart section as shown in the screenshot below.

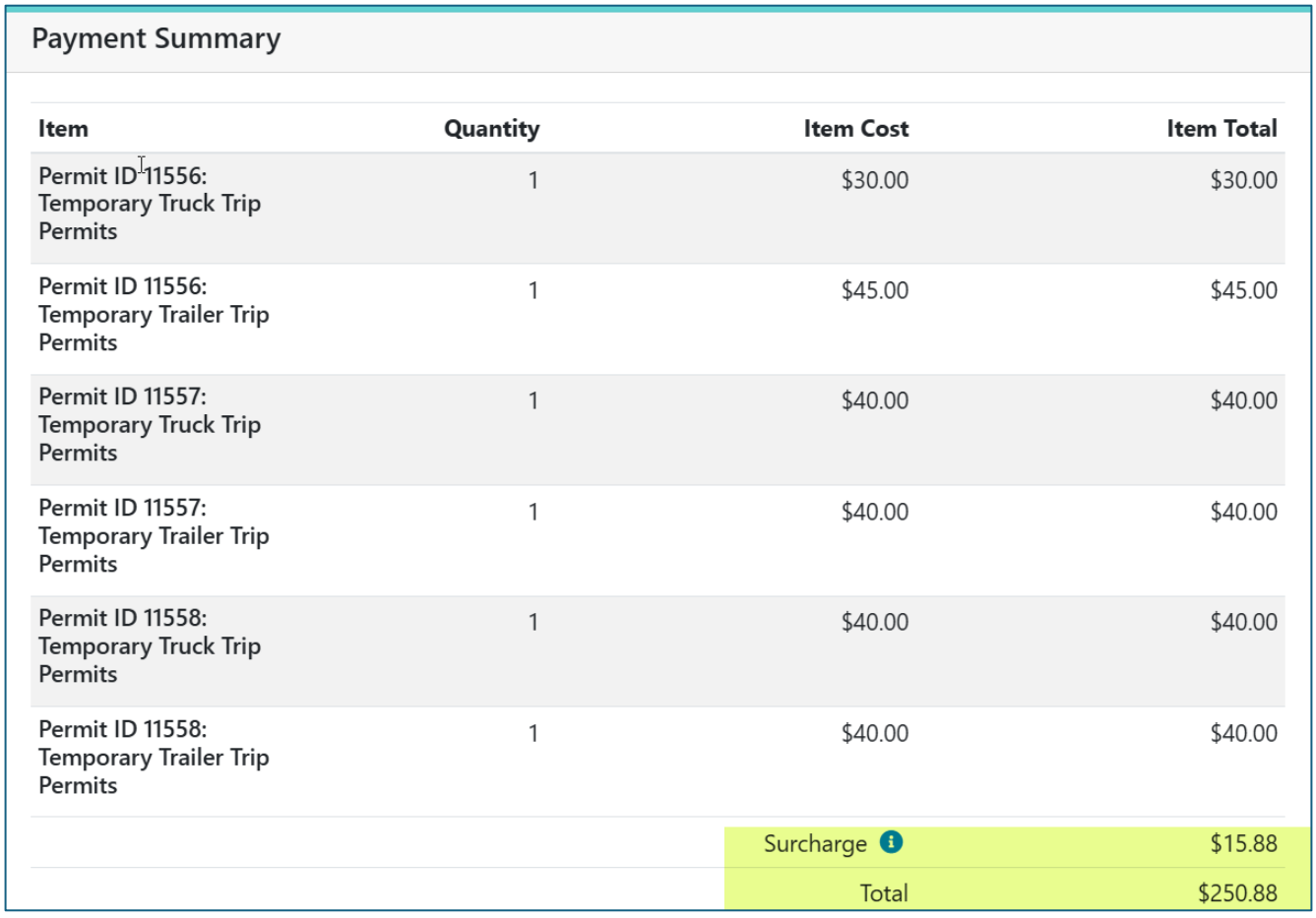


Below is a view of the Balance Due page. You can Select All as shown in the yellow highlighted section.





Select your payment type of Credit Card or ACH Debit and Process Payment. Click Confirm



The surcharge is noted on the payment summary as shown above and in the highlighted section.

Transaction Id : 11665804972 **Payment Type** : Credit/Debit Card

Description	Price	Quantity	Amount
Permit ID 11556: Temporary Truck Trip Permits	$30.00	1	$30.00
Permit ID 11556: Temporary Trailer Trip Permits	$45.00	1	$45.00
Permit ID 11557: Temporary Truck Trip Permits	$40.00	1	$40.00
Permit ID 11557: Temporary Trailer Trip Permits	$40.00	1	$40.00
Permit ID 11558: Temporary Truck Trip Permits	$40.00	1	$40.00
Permit ID 11558: Temporary Trailer Trip Permits	$40.00	1	$40.00
Surcharge *			$15.88
TOTAL			**$250.88**

Billing Information

(Confidential information removed)

* When making a payment, please be aware of the following fees:

1. **Online Payment Fee** – A 5% fee is applied to all online payments (credit card or ACH). This fee helps cover the cost of maintaining the state's online payment system.
    - Minimum charge: $0.50
    - Maximum charge: $10.00
2. **Credit Card Processing Fee** – An additional 2.5% fee applies only to credit card payments. This covers fees charged by credit card networks.

Tip: To avoid the extra 2.5% fee, we recommend paying by ACH (bank transfer) when possible.

Above is the print out of the Payment system receipt. MDT cannot recreate this actual receipt. Also, above is the Online Payment Fee and the Credit Card Processing Fee.

To request an alternative accessible format of this document, please contact MDT's ADA Coordinator at 406-444-5416, Montana Relay Service at 711, or by email at mdtaccessibilityrequest@mt.gov.