

# Online Motor Fuel Import/Export Load Permit System

General Information and Step-by-Step Guide

## Online Permit System Overview

### Important Notes

With the paper permit system, multiple bills of lading could be combined onto one permit if they were all part of the same trip (same day, same tank, and same direction across border). **However, the online permit system only allows for one permit number per one bill of lading.**

For enforcement, if a trucker is hauling more than one bill of lading in their tank at the time of stop, each bill of lading should have a unique and verifiable online permit number. If a trucker is missing a permit number for any bill of lading, it will count as a violation.

Permits, whether paper or online, should be completed before crossing Arkansas State lines. The paper permit books are still being issued upon request and will continue to be accepted as an alternative permit method as long as the form has no missing information and is in the driver's possession. Paper permits, with the associated bill of lading, must still be submitted back to ARDOT within 7 days of delivery.

### Best Practices – Recommendations

Depending on your company's organization and size, carefully consider the initial account setup. Here are a couple of options:

- Individual Driver Accounts: Each driver has their own account and can carbon copy their management's email on individual permits. The driver has a record of permit history in the account dashboard and email history. Management only has copies of permits from emails that are sent by the driver and has no access to permit history unless they have login credentials to the driver's account.
- Shared Email Accounts: Management sets up an account with a shared email for small groups of users. Management has account credentials and can log in to see permit history. The shared email also receives all permits to the inbox without the driver having to remember to carbon copy every time.

Note: For any questions about selecting the best account set up or issues changing existing account information, please contact the Motor Fuel Audit Team.

## Creating and Signing In to Your Account

- If this is your first time registering, click “Sign up Now”. Enter your information to create your account. Don’t forget to save your password!
  - Enter your email address, which will serve as your username.
  - Click “Send Verification Code”. You will not be able to create an account until you send a verification code to your email address. Once you receive the code, make sure to enter it in the dialog box.
  - Create your password and retype it a second time.
  - Enter your name and select “Create Account”.
- If you have an existing account, enter your credentials and click “Sign In” on the dialog box. You can also sign in from the homepage by clicking the sign in link in the top right corner. Make sure to bookmark the homepage!

## Home Page Navigation

Once logged in, you can bookmark the homepage and log in and out from the button on the top right, next to Account Name.

To begin a new form, click the “CLICK HERE TO BEGIN IMPORT/EXPORT LOAD PERMIT” link on the homepage.

There are three permit statuses in the left-hand bar:

- TO DO - This tab provides the option for the user to update or verify delivery information. See the section below titled “Update/Verify Delivery (Optional Step)” for directions on this process.
- IN PROGRESS - This tab houses all permit drafts if the “Save & Exit” option on the permit information form is used. A draft is also automatically created for a partially incomplete permit if the Driver Name and Bill of Lading Number fields have data. ALL drafts are automatically deleted if not completed within 24 hours.
- DONE - This tab shows a historical list of completed permits.

Incomplete (NOT IN DASHBOARD): User navigates away from the form via the “Home” button without entering any data. Fully Incomplete permits are deleted in 24 hours.

## Filling Out the Permit Form

After clicking the “CLICK HERE TO BEGIN IMPORT/EXPORT LOAD PERMIT” link on the homepage, enter the transportation, bill of lading, and delivery information. Required fields are marked with a red asterisk. **Please note that a picture upload of the bill of lading is required.**

### Enter Transportation Information

- Driver Name
- Secondary Notification Email
- Distributor/Supplier Name (Drop Down List of Active Companies includes License Number)
- Carrier USDOT Number
- Origin State

### Enter Bill of Lading/Manifest Information

- BOL Date
  - A date can only be entered within a 3-day window of the current day to prevent typos, future dating, or back dating.
- BOL Number
- Total Net Gallons (Sum of All Fuel Types)
- Upload Picture or PDF of BOL

### Enter Accurate Delivery Information

- Location – Name of Facility
- City & State – Destination (cannot be same as origin information from above)
- Net gallons delivered (must be broken down by Fuel Types)
  - Total gallons delivered cannot be greater than the total Bill of Lading gallons from the top section.
- If there are multiple fuel types, click “+ Add Another Fuel Type at This Location”
- If there are multiple locations, click “+ Add New Location”

## Next Steps: Review and Submit Permit

After entering all the information, the User can:

- Click “Previous” to make changes.
- Click “Save and Exit” to save the information as a draft in the “In Progress” tab of the dashboard.
- Click “Submit” when ready to receive confirmation and officially issued permit number.

## Confirm Submission & Confirmation Emails

After confirming submission, you will see a success message that produces a unique, alphanumeric permit number. We recommend writing this number on the physical bill of lading, if possible. From the dialog box, the User can download a copy of the permit and attachment as a PDF, but two emails (a confirmation email and an email with the attachments) are automatically sent to the User immediately upon a successful submission.

Two confirmation emails will be sent to the user:

- The subject title contains the permit number.
- The body of the email lists summarized permit information.
- Two attachments include the official permit and the uploaded bill of lading file.

## Update/Verify Delivery (Optional Step)

Users have 7 days to update/verify information before expiration. With no action, a permit will be automatically finalized after one week.

To update or verify delivery information, navigate to the “My Forms” section of the homepage and click “Continue” by the permit in question.

To **verify** and finalize permit delivery information as initially submitted:

- Select “NO” and proceed with “Submit”

To **update** delivery information and change the permit delivery information from the original version:

- Select “YES”

User has the option to update

- Delivery net gallon amounts
- Add additional locations

A reason for the change is required, and total gallons will also update with new amounts. The User must submit the changes, and another success message indicates the form has been updated. From the dialog box, Users can download the updated permit as a PDF, but an email will also be automatically sent to the User afterwards with the updated files.