

## **MT ePART Helpful Troubleshooting and Tips**

**Disclaimer:** The information contained in this document is provided for informational purposes only. The user assumes all responsibility for any consequences resulting from the use of the information provided. The information contained within this document may vary depending on the applications and versioning used.

- Click on the content item below to go to that section of the document.
- CTRL F will bring up a search function.
- Review the table of contents to find the information made available in this document.

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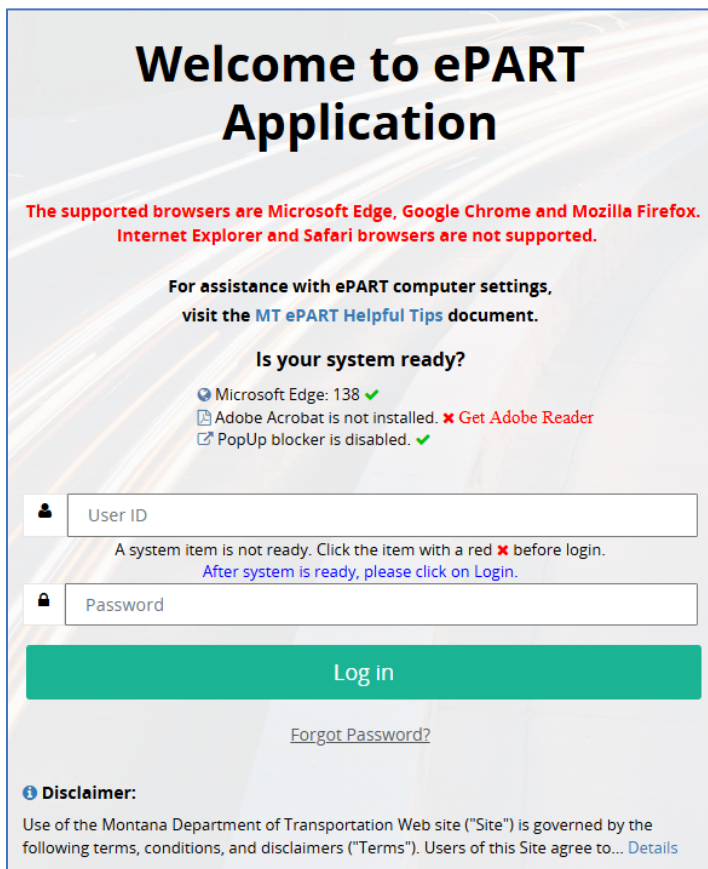
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## EPART DEFINITION:

ePART stands for Electronic Permit, Audit, Registration, and Tax. Note: Permits was removed from this application in September 2025.

A review of the table of contents above, gives a full picture of what is being answered in this document.

## EPART LOGIN SCREEN:



**Welcome to ePART Application**

The supported browsers are Microsoft Edge, Google Chrome and Mozilla Firefox. Internet Explorer and Safari browsers are not supported.

For assistance with ePART computer settings, visit the [MT ePART Helpful Tips](#) document.

**Is your system ready?**

- Microsoft Edge: 138 ✓
- Adobe Acrobat is not installed. ✗ [Get Adobe Reader](#)
- PopUp blocker is disabled. ✓

User ID

A system item is not ready. Click the item with a red ✗ before login.  
[After system is ready, please click on Login.](#)

Password

[Log in](#)

[Forgot Password?](#)

**Disclaimer:**  
Use of the Montana Department of Transportation Web site ("Site") is governed by the following terms, conditions, and disclaimers ("Terms"). Users of this Site agree to... [Details](#)

The supported browsers are Microsoft Edge, Google Chrome and Mozilla Firefox. Internet Explorer and Safari browsers are not supported.

On the ePART login screen as shown above, the two of the three items above in the highlighted area need to show for this application to run properly.

This includes the version of browser being used and PopUp blocker is disabled.

Alternative accessible formats of this document will be provided upon request. Please contact Motor Carrier Services at 406-444-6130 / Montana Relay 711, to request this document in a different format.


If this application is showing that Adobe Acrobat is not installed, **x Get Adobe Reader**, this is a warning message, not a hard stop. Logging into the application. Once logged in, print a document from your ePART account. If the document prints, no further action is required.

If your system still does not see Adobe Reader, go to the Managing Add-on's in this document to correct the issue.

## ADOBE ACROBAT AND/OR ADOBE ACROBAT READER:

One of these versions of Acrobat must be loaded on your computer. If this is a new load, make sure you open the Adobe version application before entering ePART to ensure the application is loaded correctly.

If completing a new installation, make sure to restart the computer, not just a shutdown.

Make sure if you have just installed the Adobe software, that you go to the start icon,  as shown, on your computer and go to the Adobe software and open it. As a new application, it will need to be opened for this to be used.


The differences between Adobe Acrobat and Acrobat Reader are as follows:

- **Functionality:** Adobe Reader is primarily for viewing, printing, and commenting on PDF documents, while Adobe Acrobat is a full PDF editor that allows users to create, edit, and convert PDF files.
- **Cost:** Adobe Reader is free, whereas Adobe Acrobat is a paid software with advanced features.


On the bottom right-hand side of the ePART Login page, is a link to download Adobe Reader, if you do not already have it as shown in the image below.

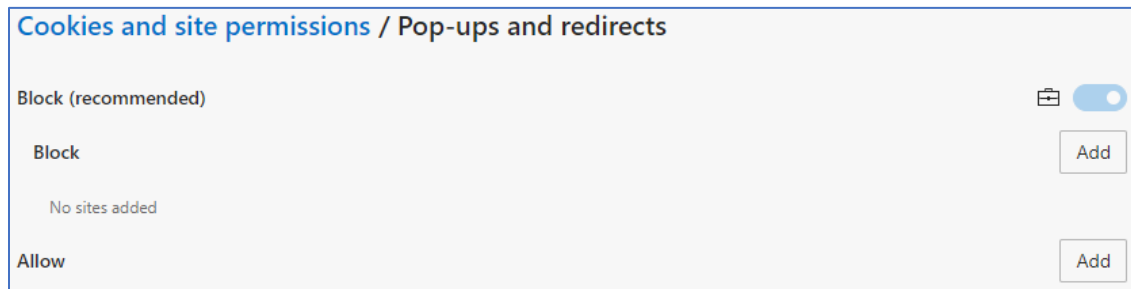


## POP-UP BLOCKER – MICROSOFT EDGE:

1. Startup the Microsoft Edge browser on your PC/Laptop.
2. Click on the **three-dot icon** at the top right-hand side of the browser. 

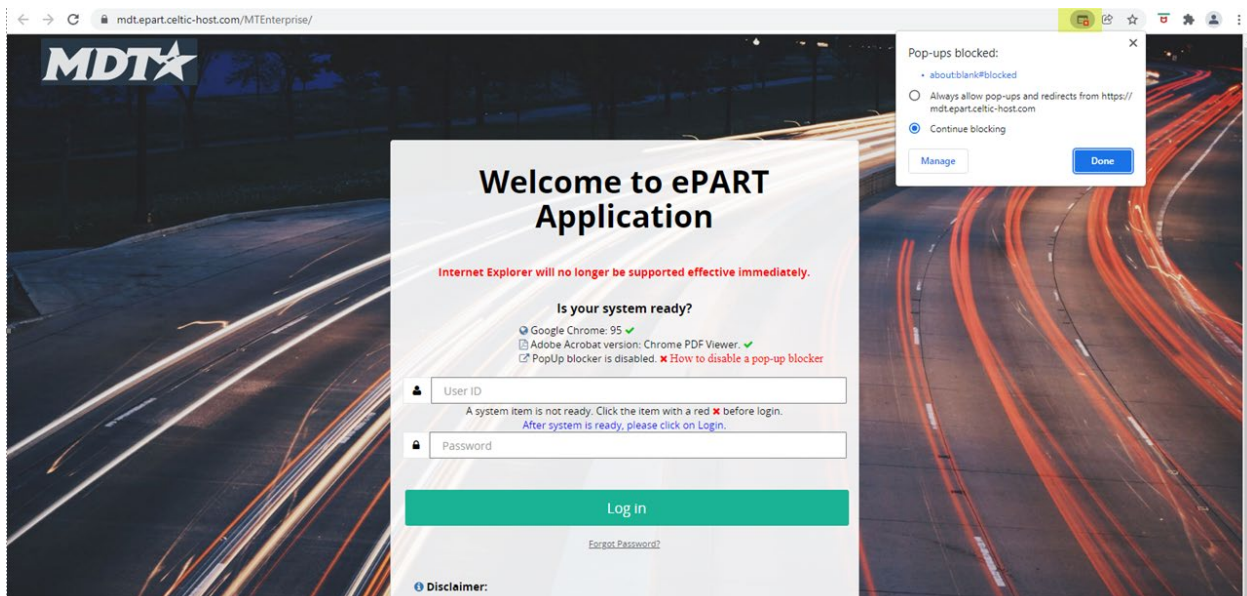
Alternative accessible formats of this document will be provided upon request. Please contact Motor Carrier Services at 406-444-6130 / Montana Relay 711, to request this document in a different format.

3. Click on the **Settings** option from the drop-down menu as shown.  Settings
4. In the left-pane, click on the **Cookies and Site Permissions** option.
5. In the right-hand side pane, scroll down and click on the **Popups and Redirects** option.
6. Toggle the '**Block (Recommended)**' option to '**OFF**'.



7. If you prefer, you can leave the pop-ups marked to off, and Allow the site and enter it as <https://mdt.epart.celtic-host.com/MTEnterprise/>

## POP-UP BLOCKER – GOOGLE CHROME:

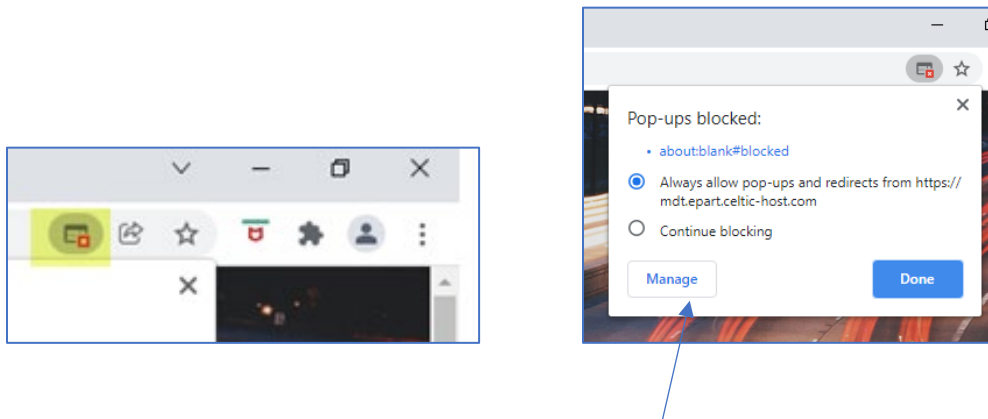


The Pops-up blocked message and icon will only appear on web sites when there are actually pop-ups blocked.

- “How to disable a pop-up blocker” that is stopping this application from loading.

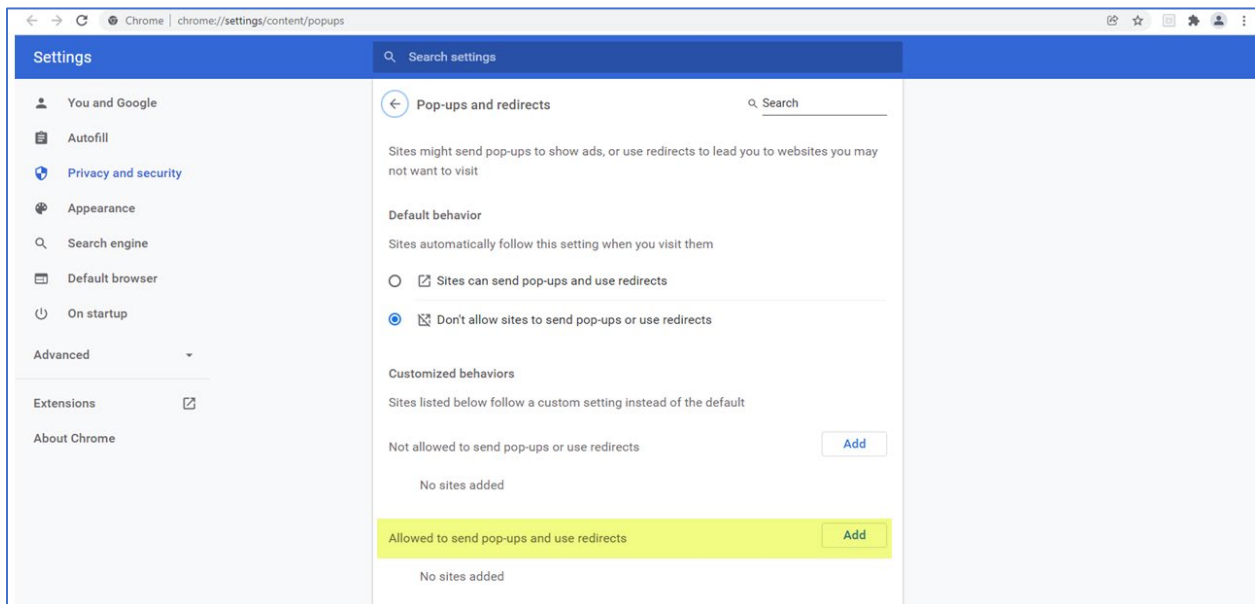
Alternative accessible formats of this document will be provided upon request. Please contact Motor Carrier Services at 406-444-6130 / Montana Relay 711, to request this document in a different format.

- On the top right of the screen highlighted in yellow, click and choose the top radio button “Always all pop-ups and redirects from <https://mdt.epart.celtic-host.com>”. Then select “Done”.



Or, if you want to Manage this, click on the Manage wording, as shown with the arrow above. The screen below may populate.

This may also be dependent on what your computer settings are allowed at your company. Going through the Manage button route may not work as well.



Click add. The site you will add for ePART is [mdt.epart.celtic-host.com](https://mdt.epart.celtic-host.com)

On the screen above this is showing as being done in Google Chrome on the Settings / Privacy and Settings Page / Pop-ups and Redirects.

## MDT FORMS NOT DISPLAYING PROPERLY – PDF's?

If you are using Google Chrome, Microsoft Edge, or Mozilla Firefox as your internet browser you may have to adjust your settings.

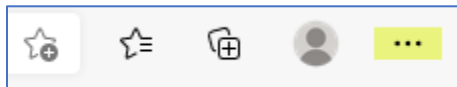
On the MDT Forms page <https://www.mdt.mt.gov/publications/forms.aspx#com> towards the top of the page, there is a section that goes into the “Having Trouble Opening MDT forms?”. This is also covered below.

### WHEN USING MICROSOFT EDGE:

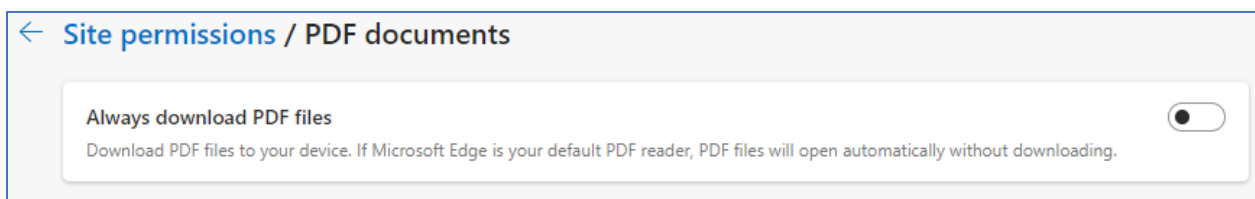
Copy and paste into the Edge address field: **edge://settings/content/pdfDocuments**

For the detailed instructions:

1. Click on the three dots, which is the “settings and more” in the upper right-hand corner of the screen as shown in the highlighted section on the screen view below.



2. Go to settings
3. Go to cookies and Site Permissions / All Permissions /



4. Scroll down to PDF Documents
5. Change the slider to the right so it shows it is turned on. This will download PDF files to your device. If Microsoft Edge is your default PDF reader, PDF files will open automatically without downloading.
6. Close the window

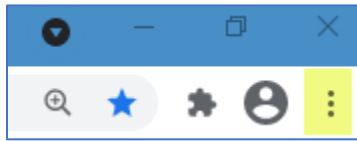


## WHEN USING GOOGLE CHROME:

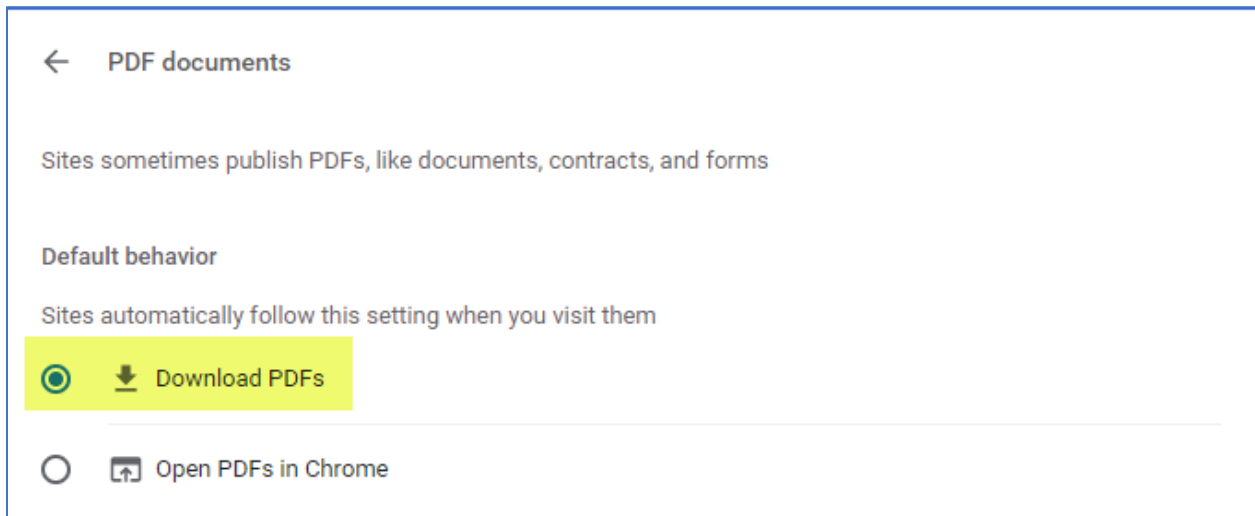
Copy and paste into the Chrome address  
field: **chrome://settings/content/pdfDocuments**

For the detailed instructions:

1. Click on the three dots, which is the “Customize and control Google Chrome” in the upper right-hand corner of the screen as shown in the highlighted section on the screen view below.



2. Go to Settings / Privacy and Security / Site Settings / Additional Content Settings (click on the arrow to expand this)
3. PDF Documents

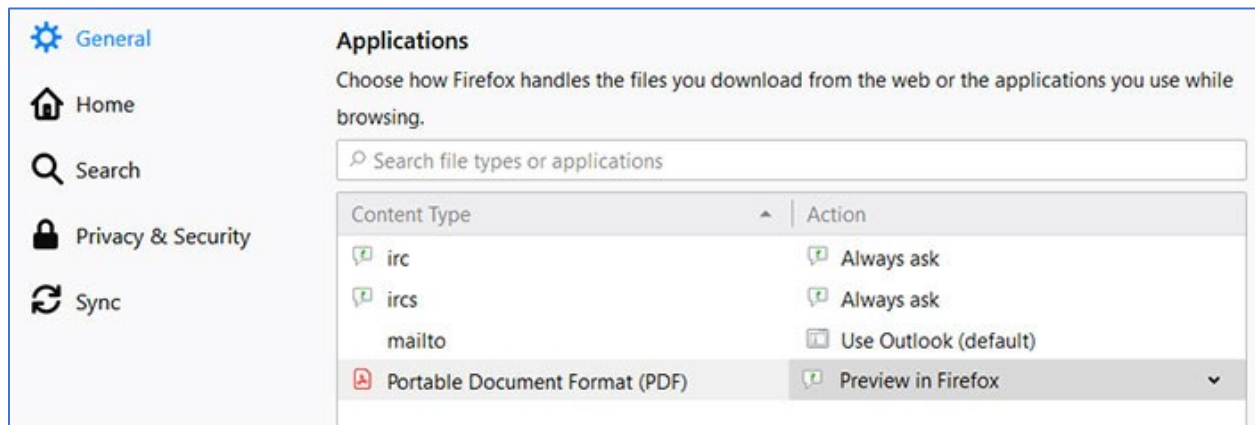


4. Click on the Radio Button in front of the “Download PDFs” as shown in the screen view above.
5. Close the window
6. PDF files will now open in the PDF reader



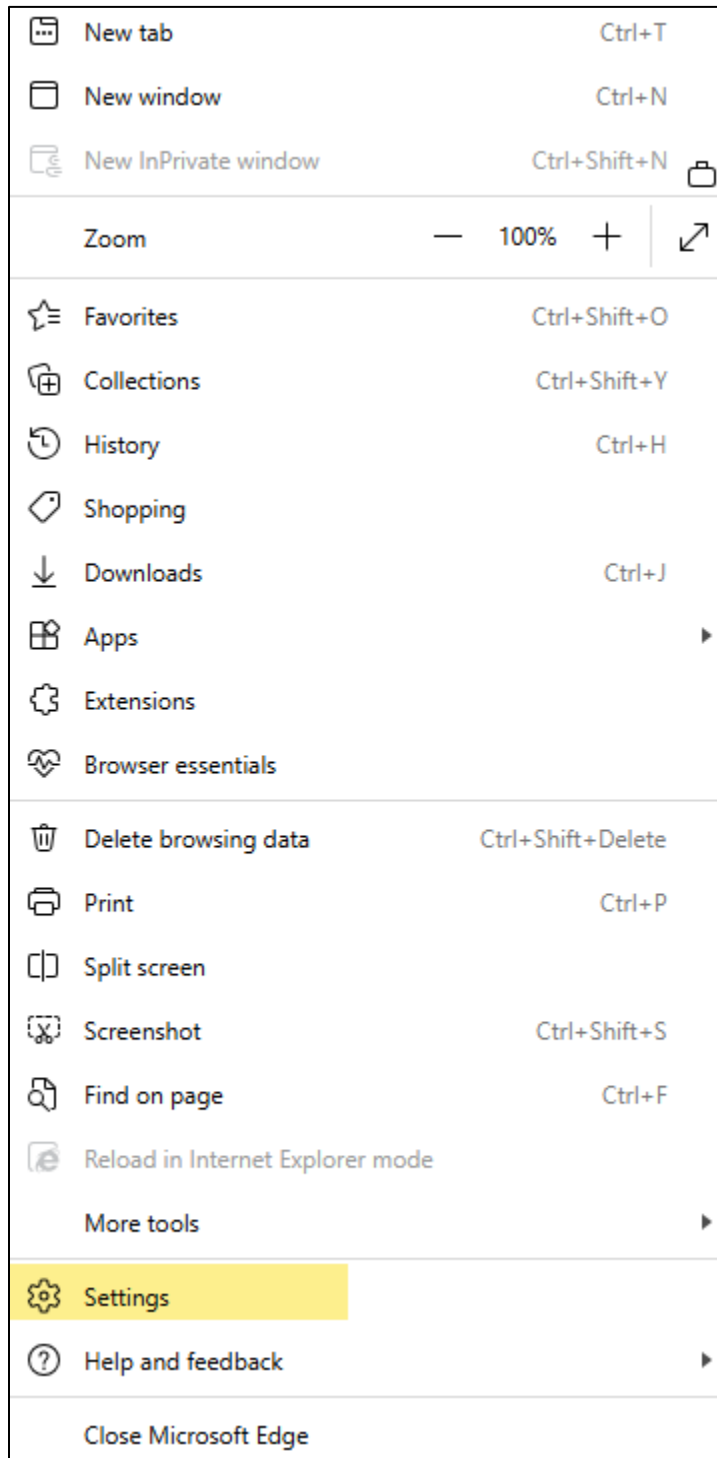
## WHEN USING MOZILLA FIREFOX:

1. Open Firefox, click on the three horizontal lines in upper right, click on Options, scroll down to **Files and Applications**
2. Under Applications see **Portable Document Format (PDF)**
3. Click on Preview in Firefox, click on the drop-down arrow (see the image below)
4. Choose your **Default PDF Viewer** if listed otherwise click on Use Other
5. Find your Adobe PDF program (i.e., Adobe Reader) highlight it and click ok
6. Restart Firefox



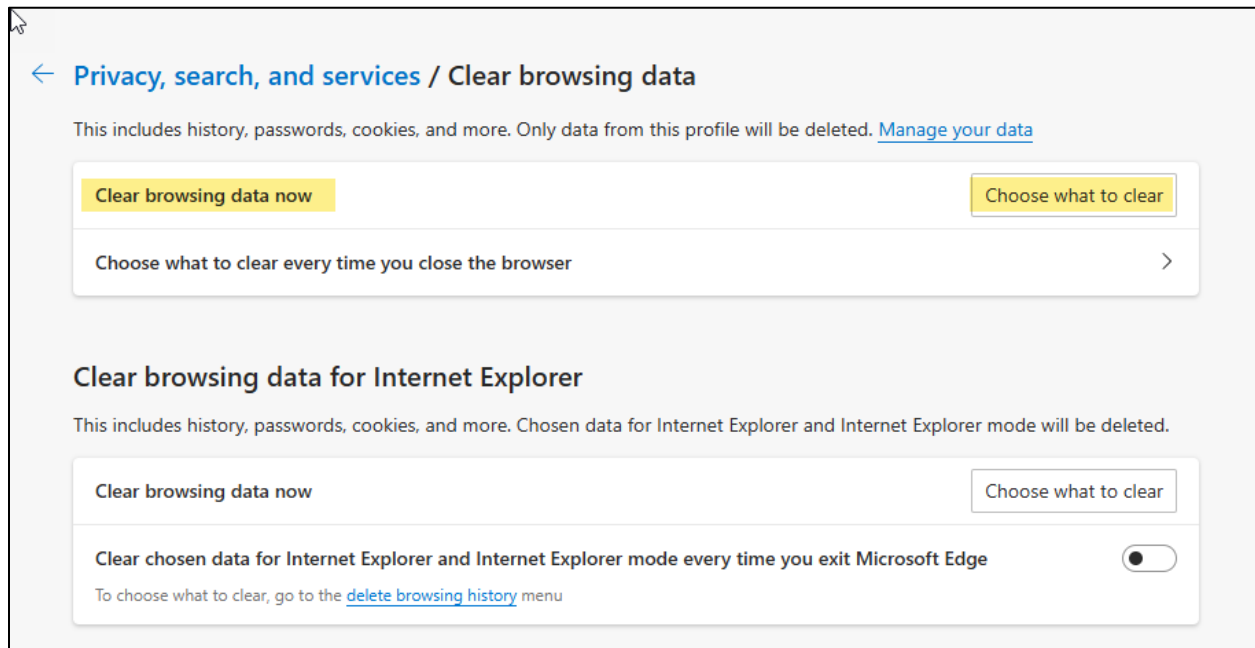
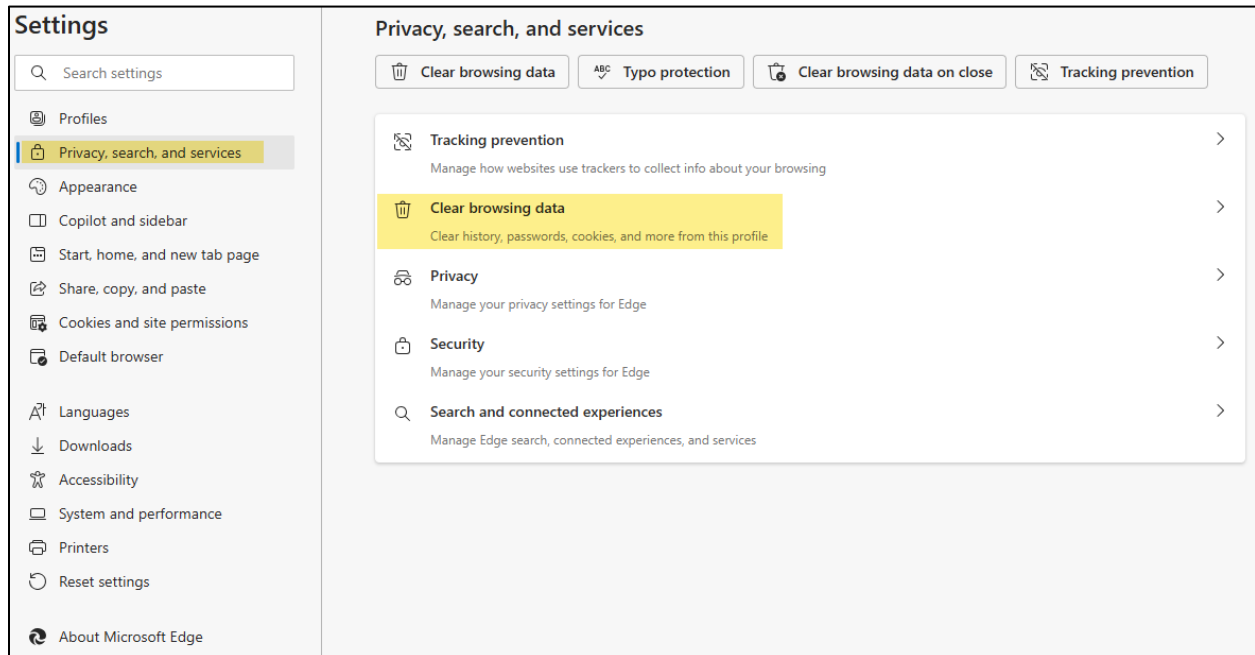
## CLEAR BROWSING DATA FOR MICROSOFT EDGE:

Click on the three dots at the top of the page, and go to Settings

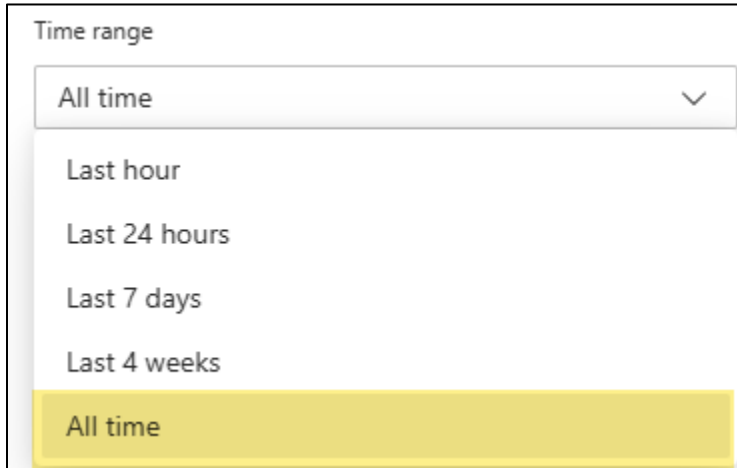


Alternative accessible formats of this document will be provided upon request. Please contact Motor Carrier Services at 406-444-6130 / Montana Relay 711, to request this document in a different format.

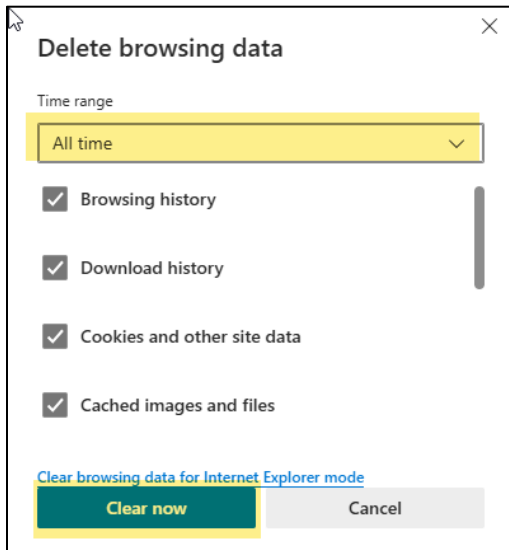
Go to Privacy, Search and Services, click on Clear browsing data.



And then click on “Choose what to clear”

A screenshot of a web application's 'Time range' dropdown menu. The menu is open, showing five options: 'All time', 'Last hour', 'Last 24 hours', 'Last 7 days', and 'Last 4 weeks'. The 'All time' option is highlighted with a yellow background. The dropdown is contained within a white box with a thin black border.

Above is shown the Time Ranges that a user is able to select from.

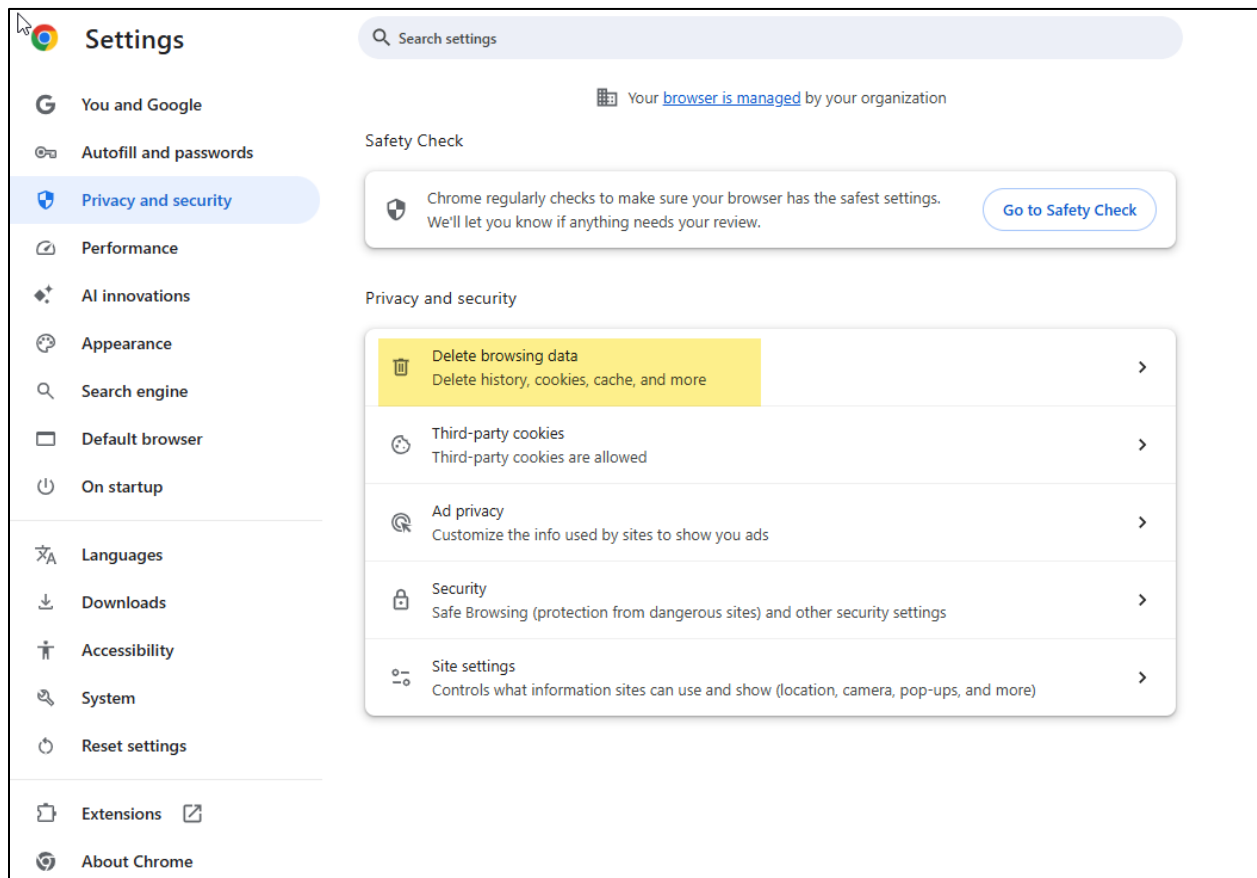
A screenshot of a 'Delete browsing data' dialog box. The dialog has a title bar with a close button (X). Inside, there is a 'Time range' dropdown menu with 'All time' selected and highlighted in yellow. Below the dropdown are four checkboxes, all of which are checked: 'Browsing history', 'Download history', 'Cookies and other site data', and 'Cached images and files'. At the bottom, there is a link that says 'Clear browsing data for Internet Explorer mode' and two buttons: 'Clear now' (highlighted in yellow) and 'Cancel'.

Select your Time Range and check / uncheck the type of information to be deleted, click on the Clear Now button.

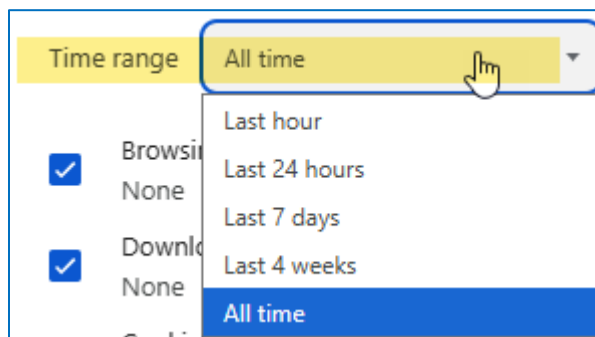
## CLEAR BROWSING DATA FOR GOOGLE CHROME:

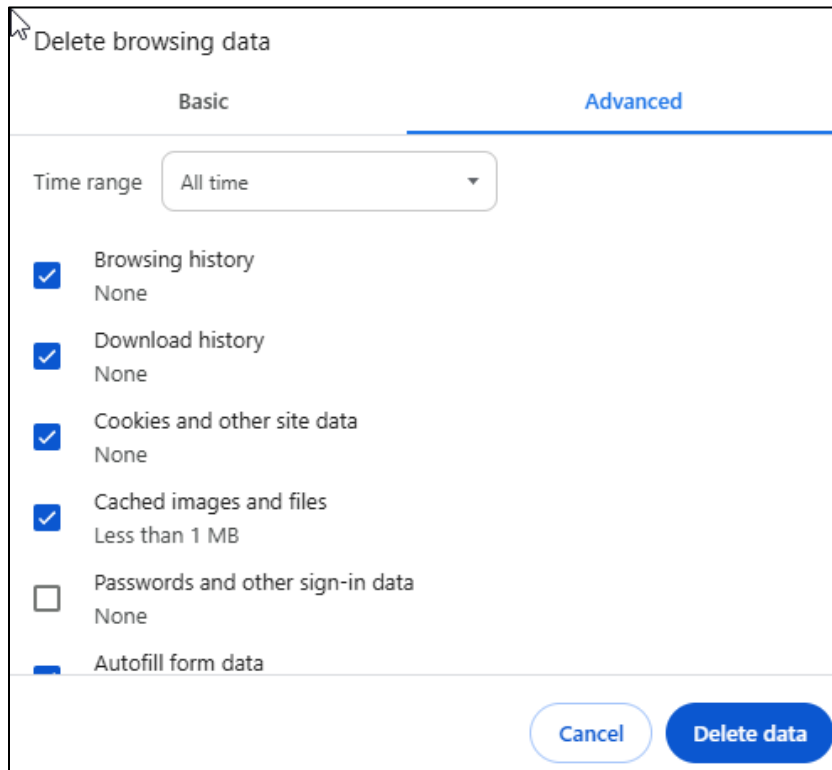
Click on the three dots in the top corner and click on Settings:

Click on Privacy and Security and then click on Delete browsing data



Select your Time Range:





Delete browsing data

Basic **Advanced**

Time range: All time

- ☒ Browsing history  
None
- ☒ Download history  
None
- ☒ Cookies and other site data  
None
- ☒ Cached images and files  
Less than 1 MB
- ☐ Passwords and other sign-in data  
None
- ☐ Autofill form data


Cancel Delete data

Check which browsing data you are deleting as there is a Basic and an Advanced Tab. Advanced is suggested to be used.

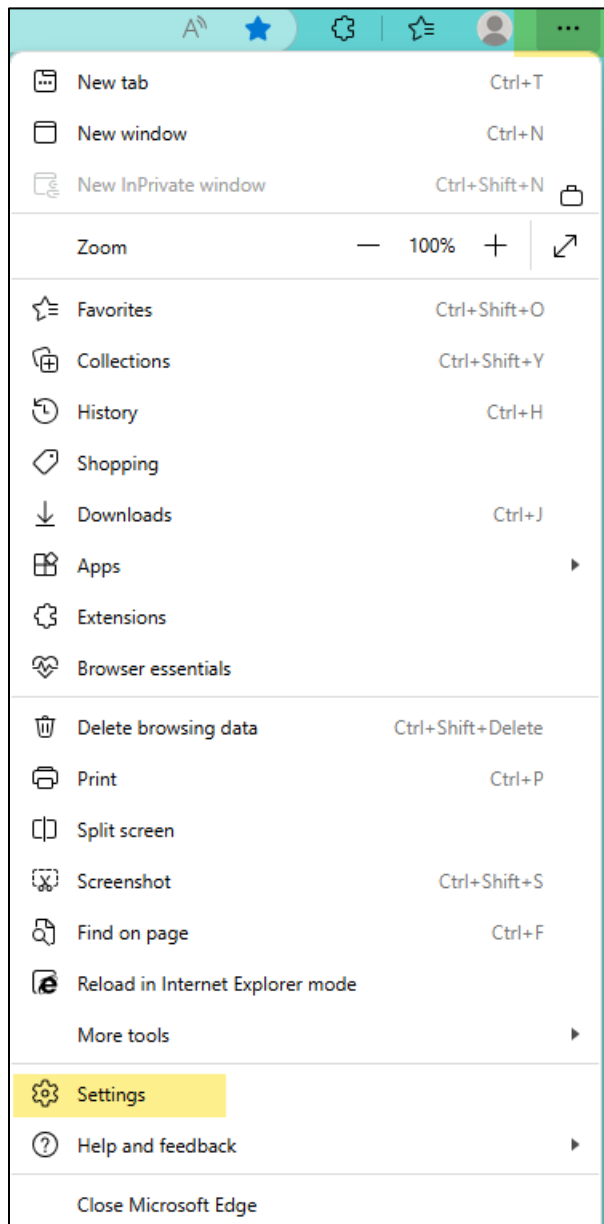
You may need to scroll down on this site to see what other type of browsing data are shown.

Click on "Delete data".

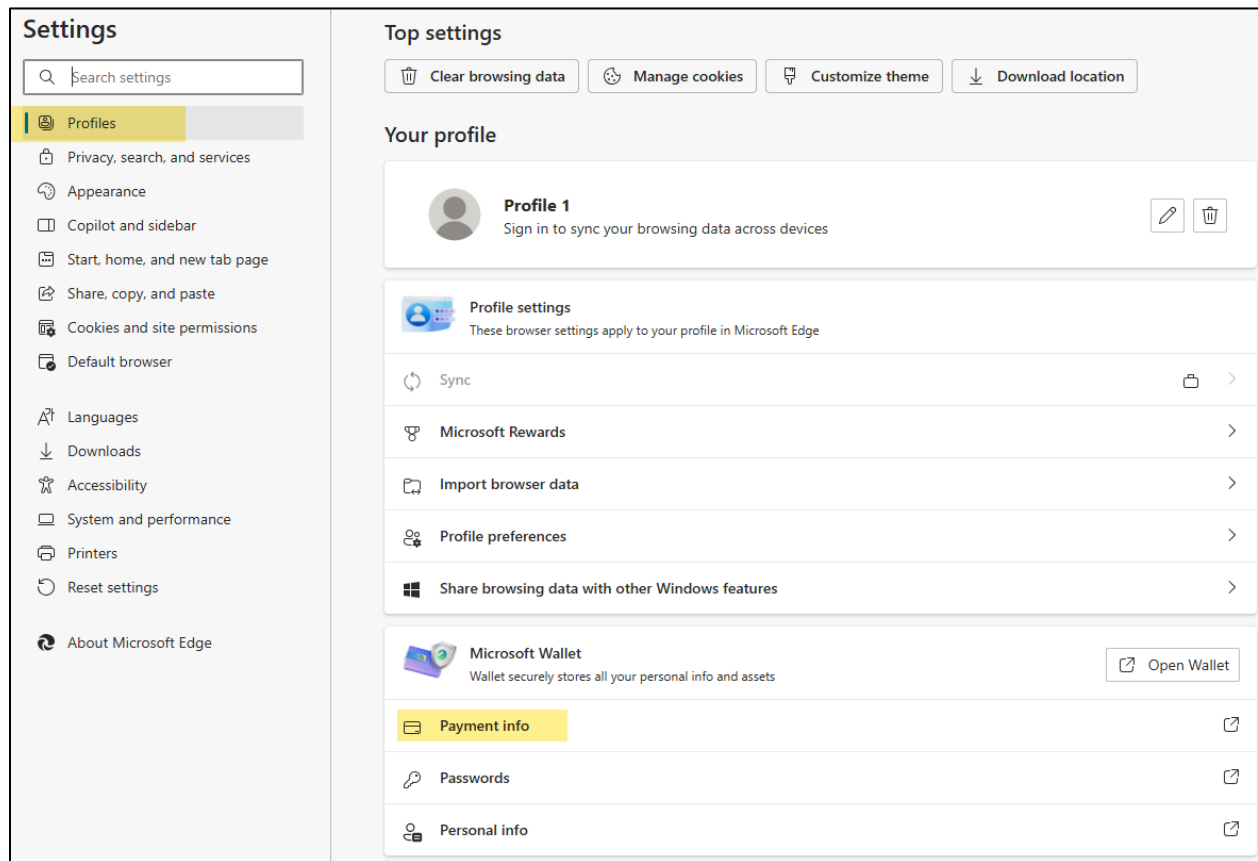
## CHECK YOUR “AUTOFILL” SETTINGS IN MICROSOFT EDGE:

Click on the  three dots in the upper right-hand corner of the screen. Click Settings; then Profiles:

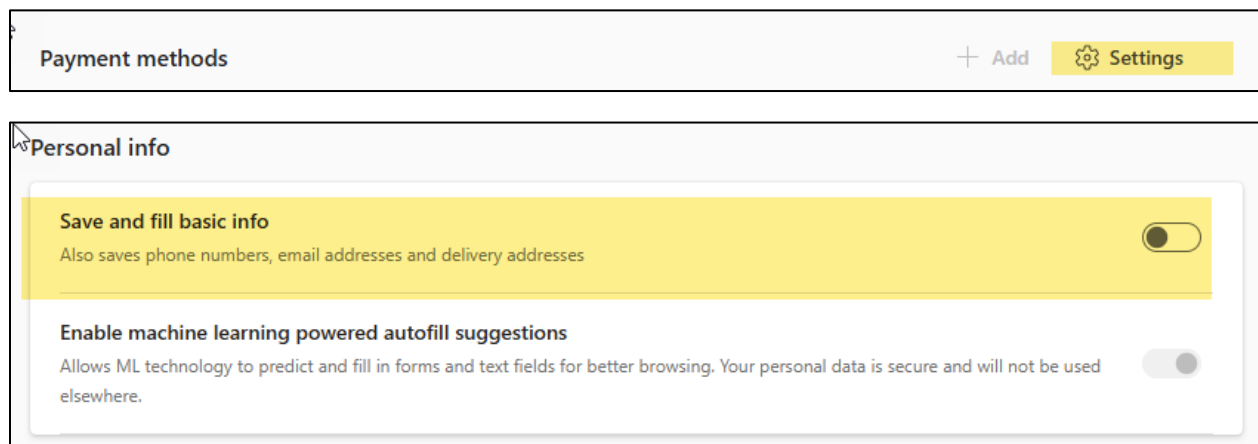
**Note:** If you are having issues with your phone numbers populating correctly in ePART, turn the autofill setting off for Personal Info / Fill and Save Basic Info.








Go to the Payment Info section and click on settings for the payment methods as shown above and below in the screen views.

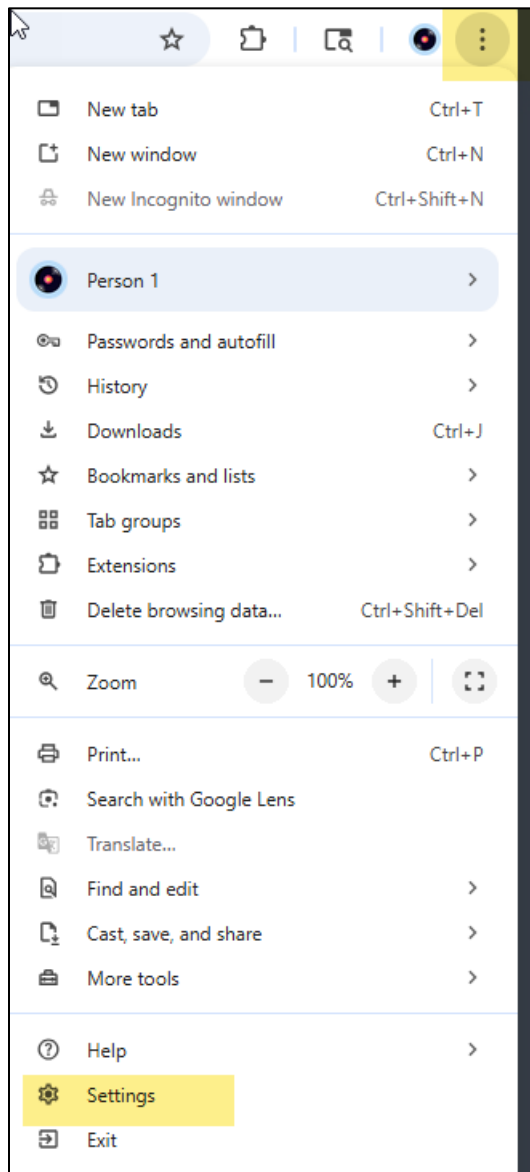


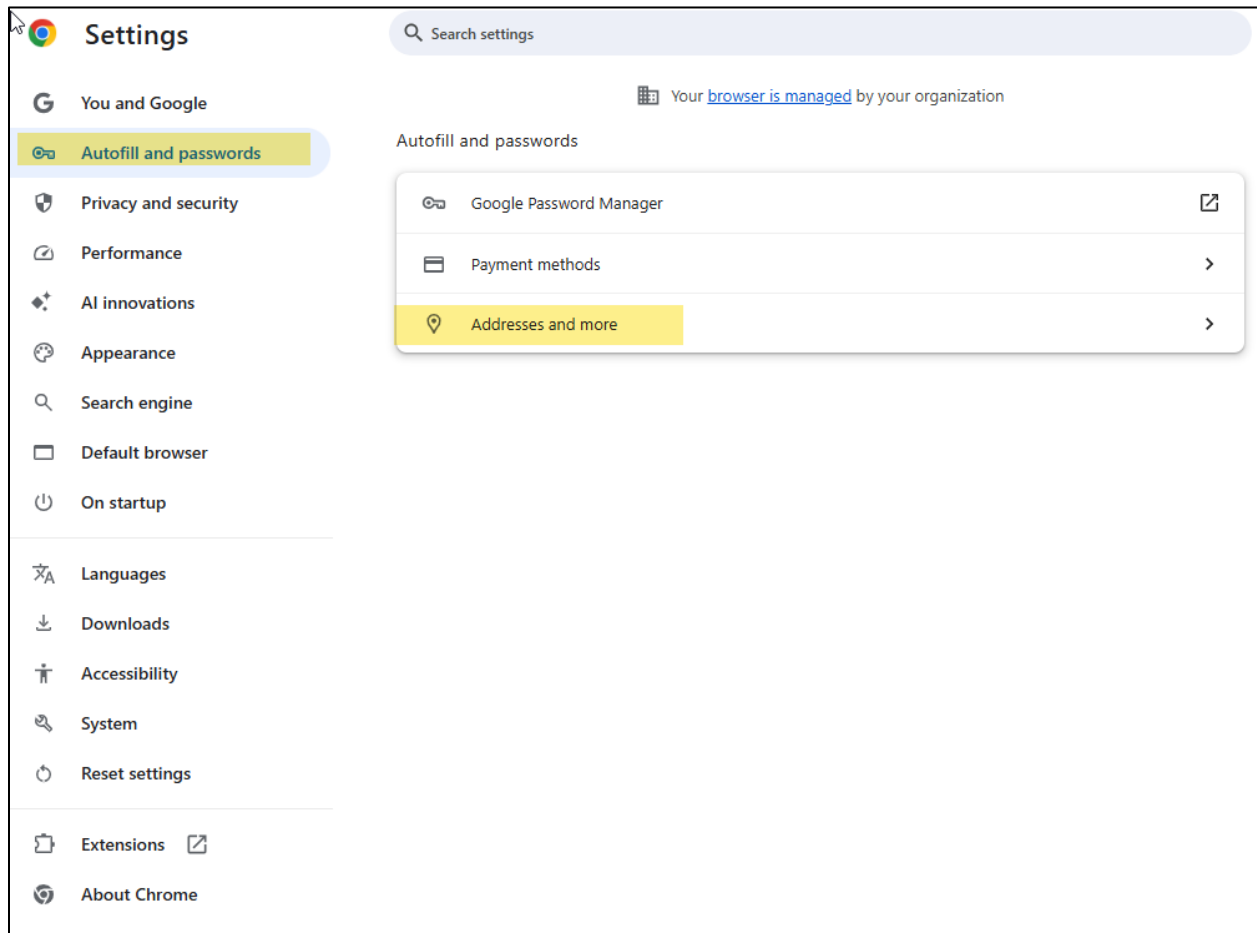
Under the Personal Info section, and the Save and fill basic info, move the toggle switch so this is to the left, turning this option off.

## CHECK YOUR “AUTOFILL” SETTINGS IN GOOGLE CHROME:

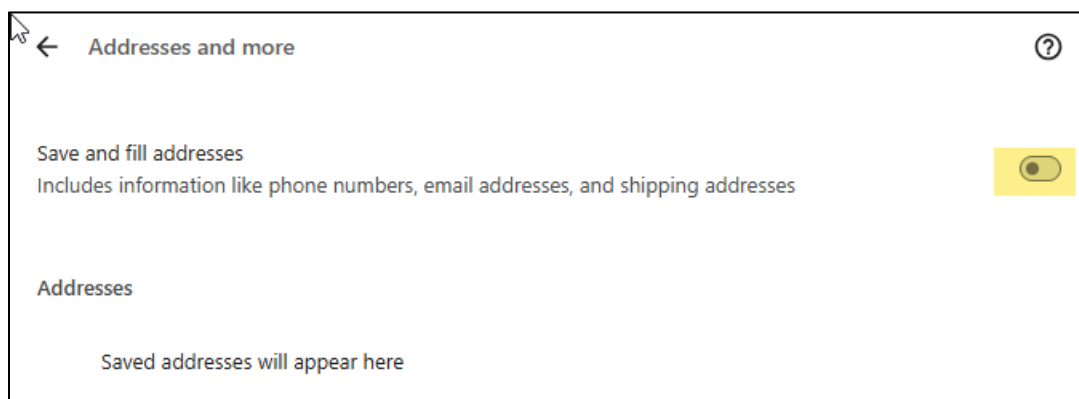
Click on the  three dots in the upper right-hand corner of the screen. Click Settings; then Autofill and passwords.

**Note:** If you are having issues with your phone numbers populating correctly in ePART, turn the autofill setting off.





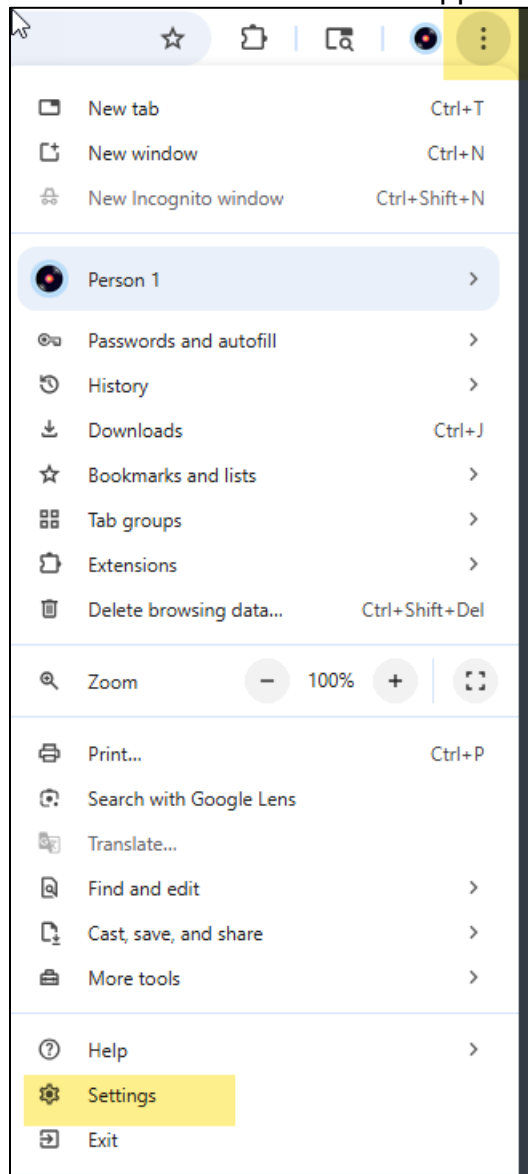
Go into the addresses and more area and move the toggle switch so this is to the left, turning this option off for the Save and fill addresses.

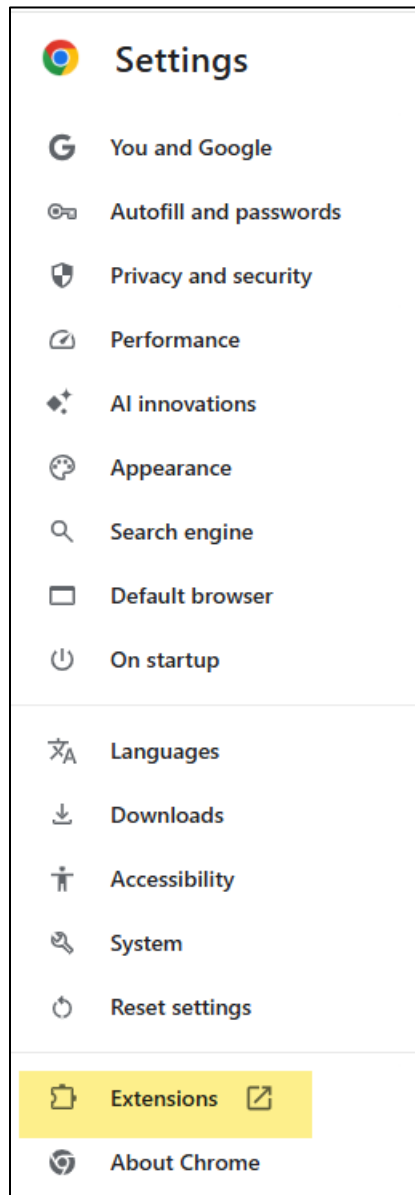


## “FILE NOT FOUND” MESSAGE WHEN USING GOOGLE CHROME:

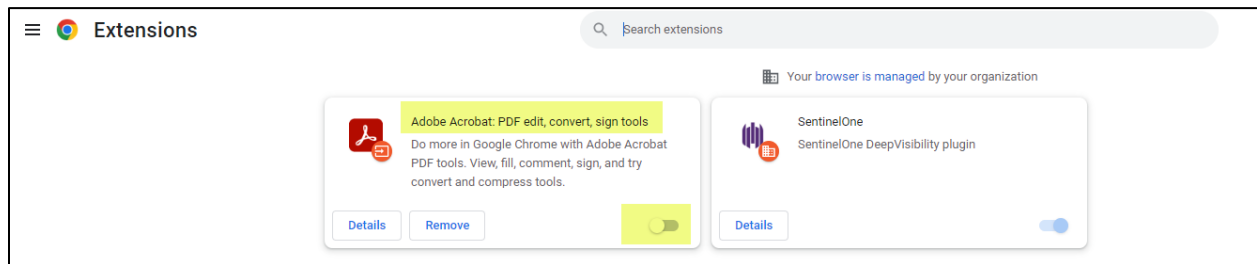
You have to disable an extension in Google Chrome

1. Open Chrome.
2. Click on the three dots in the upper right corner

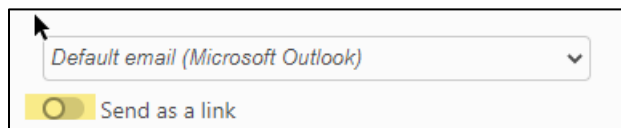
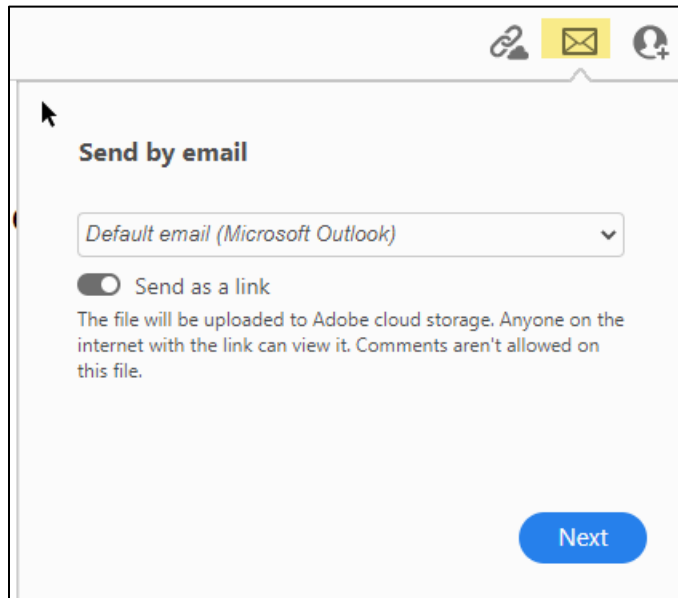




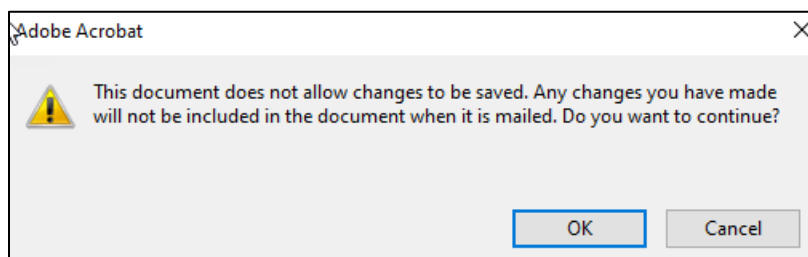
2. Select Extensions as shown above.
3. Turn off the extension you want to disable. Which in this case is the Adobe.



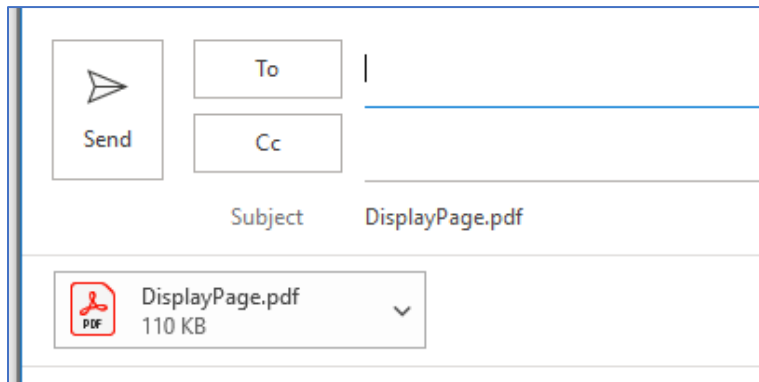
## PRINT A PDF FROM ADOBE WHEN USING GOOGLE CHROME:



1. When a PDF Is on the screen in the upper right-hand corner, click on the envelope.
2. Send by email populates on the screen, turn the toggle switch to the left so the document is not sent as a link and click on next.
3. Click ok on the Adobe Acrobat message (the pdf is a secure document). This document does not allow changes to be saved. Any changes you have made will not be included in the document when it is mailed. Do you want to continue?
4. Click Ok.



## 5. The PDF populates in the email.

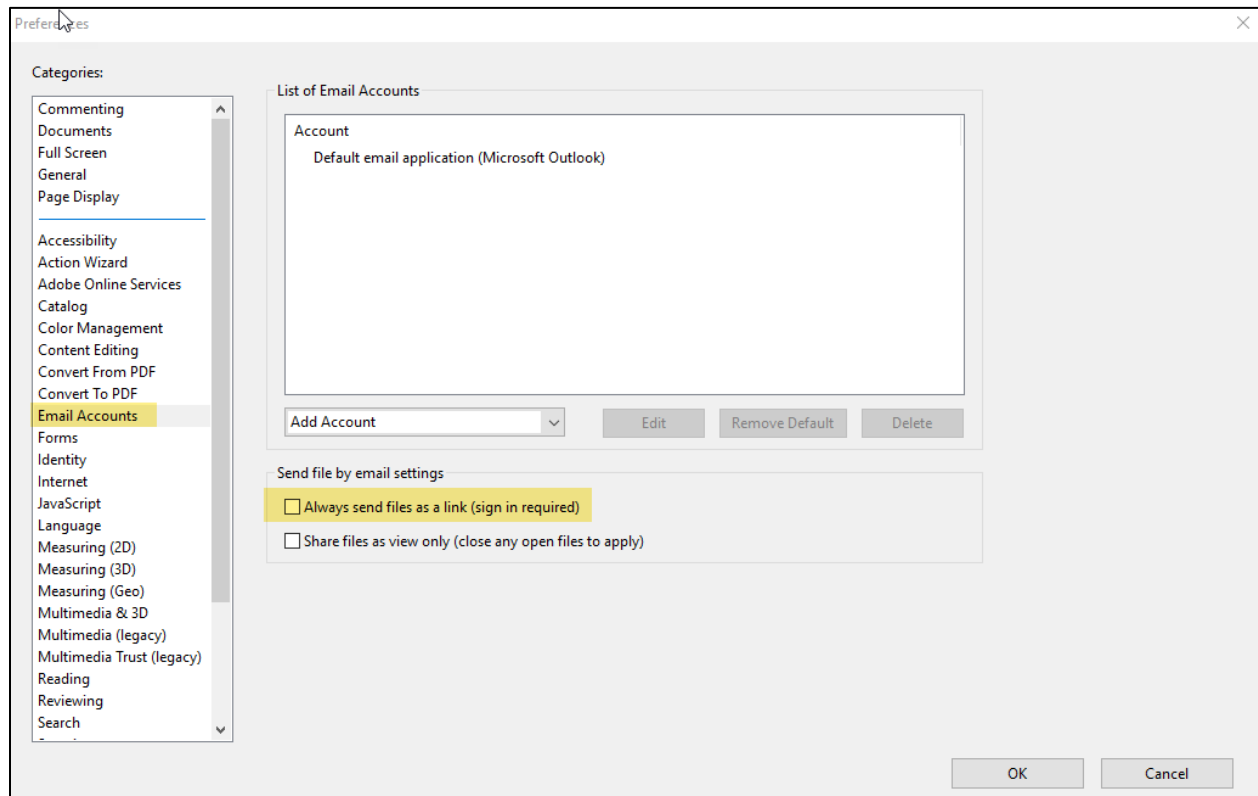


## 6. The permanent fix for disabling the “attach a link” when sending PDF’s through email.

Open Adobe Acrobat from your start menu.



Go to Edit / Preferences / Email Accounts and uncheck the “Always send files as a link (sign in required)”. Click Ok.



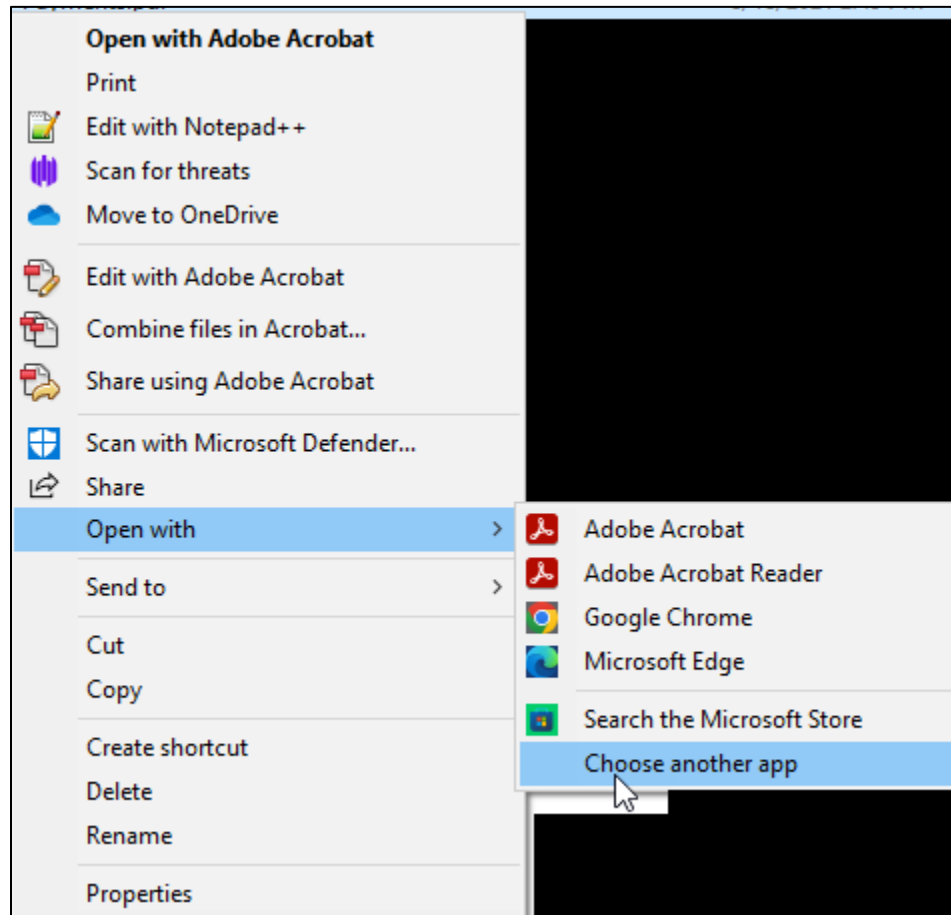


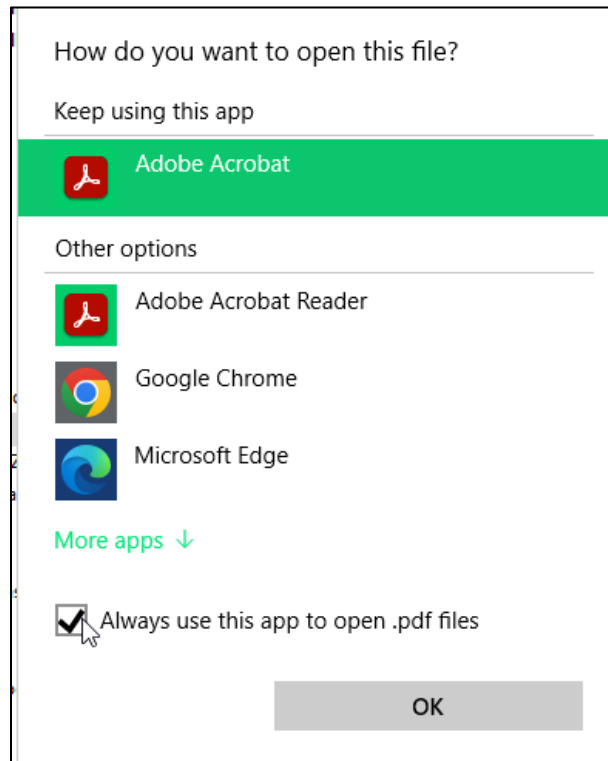
## HOW TO SET YOUR DEFAULT ADOBE:

Find a PDF Document on your desktop or in Windows / File Explorer. Do not open the document, right-mouse click on the document.

If you would like to change your default .pdf viewer, please follow these steps:


1. Open Windows Explorer
2. Browse to a .pdf document
3. Right click and select Open With >
4. Click Choose another app



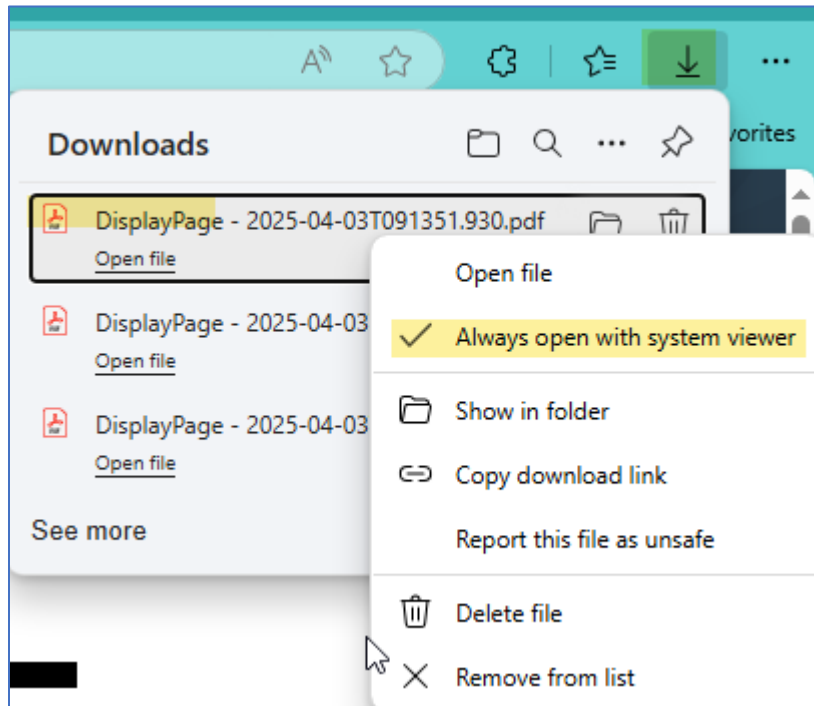


1. Make sure you click on Adobe Acrobat.
2. Check the box at the bottom that states “Always use this app to open .pdf files.”

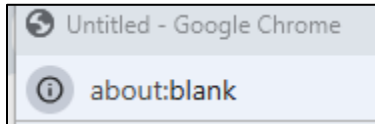
## BLANK PAGE – PDF DOES NOT DISPLAY ON MICROSOFT EDGE

Click on the downloads icon in the top right of the screen. 


Once the files populate that can be downloaded, right mouse click on the file and click on Always open with system viewer as shown below in the screen view.




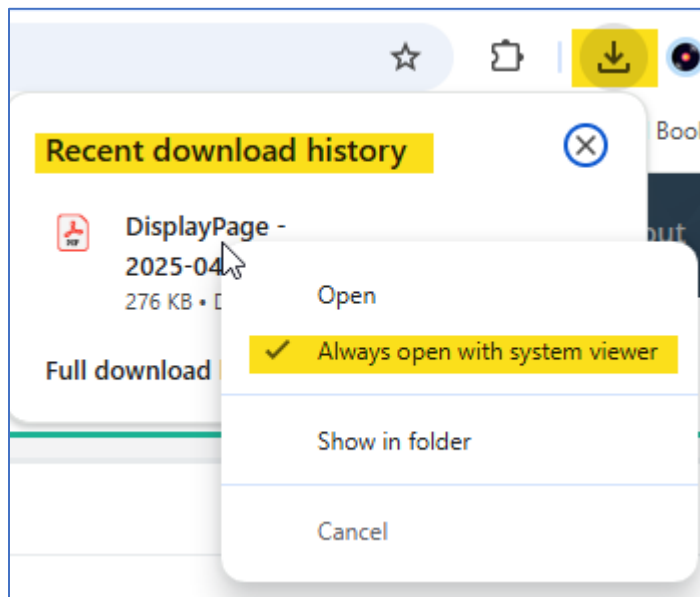
## BLANK PAGE – PDF DOES NOT DISPLAY ON GOOGLE CHROME



If the above is seen and the PDF does not automatically populate,


Click on the downloads icon in the top right of the screen. 

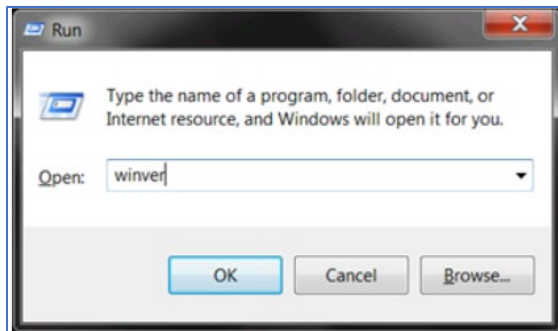
Left click on the downloads icon . Once the file populates that can be downloaded, right mouse click on the file and click on Always open with system viewer.



## FIND YOUR WINDOWS VERSION:

This procedure does not make any changes to your computer. It only tells you how to find your Windows version.

1. Press  + **R** on your keyboard (at the same time)
2. Type **winver** into the *Run* box (see below) then click **OK**.



You will now see a box that tells you your Windows version. Some examples are shown below where the arrow indicates the Windows version. This is usually sufficient as a Windows version number.

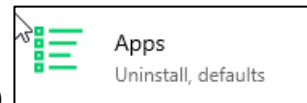
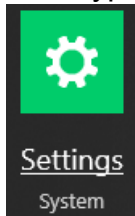


## HOW TO SET YOUR DEFAULT BROWSER:

1. On your screen, bottom left corner, click on the start icon.

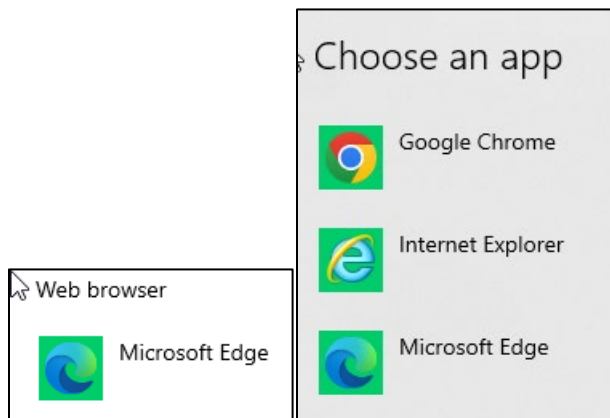


2. Start typing in the word – settings/ go to settings, and the setting apps will appear.



3. Open this up. Click on Apps (Uninstall, defaults)

4. Go to Web browser. Click on the browser – and choose the one you would like to have defaulted.



5. Then X out in the upper right corner of your screen.

## EMAILS FROM MT.GOV:

If you believe that you should have received an email from an mt.gov email address, please check your spam/junk folder.

Also make sure that you can accept emails from mt.gov

## PASSWORD RESETS INFORMATION:

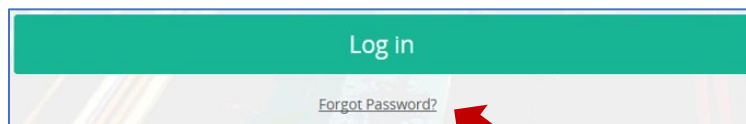
Your new password must adhere to the following rules:

- Password must be at least 12 characters long.
- Password must begin with an alphabetic character.
- Password must also contain at least one character from three of the following four-character groups: (1) Lowercase Letters[a-z] (2) Uppercase Letters[A-Z] (3) Numbers[0-9] (4) Special Characters[\$#\_].
- Password cannot contain your account number.
- Password cannot be reused within 60 days or 6 password changes.

In the ePART system the following applies regarding passwords:


- You will have 5 attempts to insert your User ID and/or password
- If you use all 5 attempts your account will be locked and will require the MDT system security officer to reset the password.
  - If the MDT system security officer resets the password, you will be required to enter a password and reset your secret questions.
- If you click “Forgot Password” you will be required to answer your secret question to get to the change password screen.
- If you select “Change Password” from within the system you will be required to enter your old password, enter a new password, and change your secret question.

To reset your password: Click on the Forgot Password link under the Log in section on the “Welcome to ePART Application” page.





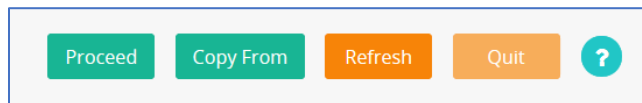
## RETRACT / EXPAND WINDOW:

Clicking on this  will retract or expand the left side window.

By hovering over the side panel, the panel pops to the side and hides again when the cursor is moved.

## USER GUIDE – ?:

If you see a question mark “?” on the system, users can click on this and it will take the user to the section of the user guide for the system that the user is in.



Or, it just may be a helpful tip. For the best results, click under the period on the question mark.

## CUSTOMER DASHBOARD:

User searches on the account number, and then will click on the account number in the search details section.

Note: you must have these items turned on in the wrench view to see this under your customer dashboard.

This area will show users if they have pending transactions and allow the user to continue from this area.

## MENU FINDER:



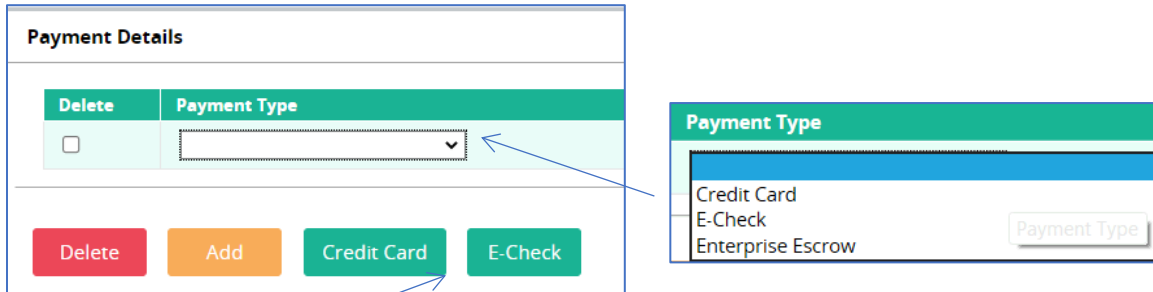
At the top of the screen is the Menu Finder (more detail below)

The shopping cart. This will display a number(s) for how many items the user has put into the shopping cart. The benefit of paying by shopping cart is that only one payment would be made for the transactions done at that time.

Logout – to logout of the ePART Application.

## PAYMENT DETAILS:

For our External users, the system shows the following as payment types accepted.

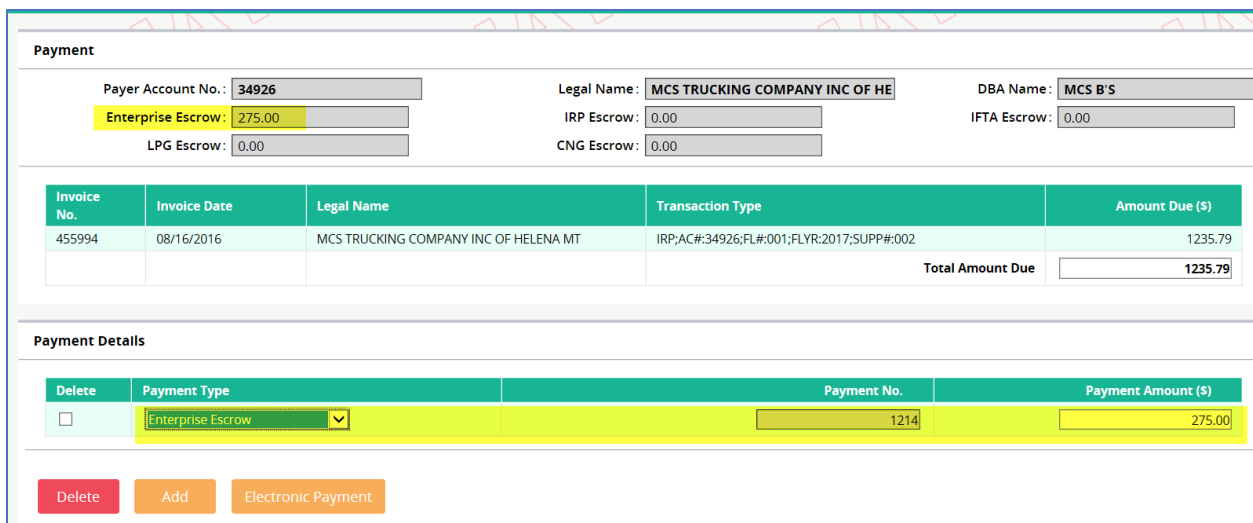


The screenshot shows the 'Payment Details' form. At the top, there is a 'Delete' checkbox and a 'Payment Type' dropdown menu. Below this, there are four buttons: 'Delete', 'Add', 'Credit Card', and 'E-Check'. A blue arrow points from the 'Credit Card' button to the 'Payment Type' dropdown menu. To the right, a separate window shows the 'Payment Type' dropdown menu with the following options: 'Credit Card', 'E-Check', and 'Enterprise Escrow'. A 'Payment Type' button is also visible in this window.

For Credit Card and E-Check payments, the user needs to click on the **appropriate Credit Card or E-Check box**. **Do not** select from payment type drop down. This field is filled in when payment has been completed.

If there is Escrow on your account, this will be seen at the top of your payment screen. This is the item you would click on under the payment type section. Escrow must be the first payment type used.

The escrow will auto populate with the payment number and the amount as shown below when it is selected as a payment type.



The screenshot shows the 'Payment' screen. At the top, there is a 'Payment' section with fields for 'Payer Account No.', 'Legal Name', 'DBA Name', 'Enterprise Escrow', 'IRP Escrow', 'IFTA Escrow', 'LPG Escrow', and 'CNG Escrow'. Below this, there is a table with the following data:

Invoice No.	Invoice Date	Legal Name	Transaction Type	Amount Due (\$)
455994	08/16/2016	MCS TRUCKING COMPANY INC OF HELENA MT	IRP;AC#:34926;FL#:001;FLYR:2017;SUPP#:002	1235.79
Total Amount Due				1235.79

Below the table, there is a 'Payment Details' section with a table showing the payment details:

Delete	Payment Type	Payment No.	Payment Amount (\$)
<input type="checkbox"/>	Enterprise Escrow	1214	275.00

At the bottom, there are three buttons: 'Delete', 'Add', and 'Electronic Payment'.

If taking an Electronic Payment type (credit card or electronic check), this will add in another row automatically upon continuation from the payment processor page.

Once the payment has been completed, this is when the payment type is generated from the system and populates as shown below in the payment details section. This example shows the Enterprise Escrow and Credit Card Payments.

Payment				
Payer Account No.: <b>34926</b>		Legal Name: <b>MCS TRUCKING COMPANY INC OF HELENA MT</b>		DBA Name: <b>MCS B'S</b>
Enterprise Escrow: <b>275.00</b>		IRP Escrow: <b>0.00</b>		IFTA Escrow: <b>0.00</b>
LPG Escrow: <b>0.00</b>		CNG Escrow: <b>0.00</b>		
Invoice No.	Invoice Date	Legal Name	Transaction Type	Amount Due (\$)
455994	08/16/2016	MCS TRUCKING COMPANY INC OF HELENA MT	IRP-AC#:34926;FL#:001;FLYR:2017;SUPP#:002	1235.79
<b>Total Amount Due</b>				<b>1235.79</b>
Payment Details				
Delete	Payment Type	Payment No.	Payment Amount (\$)	
<input type="checkbox"/>	Enterprise Escrow	1214	275.00	
<input type="checkbox"/>	Credit Card	TEST123	960.79	
<input type="button" value="Delete"/> <input type="button" value="Add"/> <input type="button" value="Electronic Payment"/>				
				Total: <b>1235.79</b> Change: <b>0.00</b> Over Payment: <b>0.00</b> Net Amount Paid: <b>1235.79</b>
Electronic Delivery Type				
Payment receipt Electronic Delivery type: <b>D - PDF</b>				
<input type="button" value="Proceed"/> <input type="button" value="Refresh"/> <input type="button" value="Quit"/> <input type="button" value="Help"/>				

## HOW TO PRINT A PAYMENT RECEIPT:

Go to Operations / Finance / Reprint – Payment Receipt

Reprint		Payment Receipt
Reprint		
Account No.:	<input type="text"/>	Payment Date: <input type="text" value="MM/DD/YYYY"/>
Cart Id:	<input type="text"/>	Legal Name: <input type="text"/>
Electronic Delivery Type:	<b>D - PDF</b>	
<input type="button" value="Proceed"/> <input type="button" value="Refresh"/> <input type="button" value="Quit"/> <input type="button" value="Help"/>		

Type in one of the fields as shown above and proceed (For online users, this field is automatically populated with their account number).

Reprint
Payment Receipt

---

Reprint

Account No.:   
Cart Id:   
Electronic Delivery Type:

Payment Date:   
Legal Name:

Proceed
Refresh
Quit
?

Cart Id	Payment Date	Account No.	Legal Name	Customer Type	Invoice No.	Transaction Details
<a href="#">51606</a>	02/01/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517534	PRMT;ACCOUNT#:34926;APP#:313995;PMTNBR:ST17028644;NO.OFFERMIT:1;SINGLE TRIP PERMIT-NEW PERMIT
<a href="#">51609</a>	02/01/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517539	PRMT;ACCOUNT#:34926;APP#:314001;PMTNBR:TM17013291;NO.OFFERMIT:1;TERM PERMIT-NEW PERMIT
<a href="#">51610</a>	02/01/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517540	PRMT;ACCOUNT#:34926;APP#:314002;PMTNBR:ST17028646;NO.OFFERMIT:1;SINGLE TRIP PERMIT-NEW PERMIT
<a href="#">51591</a>	01/30/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517516	PRMT;ACCOUNT#:34926;APP#:313984;PMTNBR:GV17003930;NO.OFFERMIT:1;GROSS VEHICLE WEIGHT PERMIT-NEW PERMIT
<a href="#">51593</a>	01/30/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517517	PRMT;ACCOUNT#:34926;APP#:313985;PMTNBR:ST17028642;NO.OFFERMIT:1;SINGLE TRIP PERMIT-NEW PERMIT
<a href="#">51594</a>	01/30/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517518	PRMT;ACCOUNT#:34926;APP#:313986;PMTNBR:TM17013287;NO.OFFERMIT:1;TERM PERMIT-NEW PERMIT

Showing 1 to 6 of 6 entries

First
Previous
1
Next
Last

Select the Cart ID that you are looking for. The Payment Receipt will populate to your screen.

## HOW TO SEARCH FOR AN EXISTING PERMIT:

On the Services / Permits Screen go to the Inquiry section.

Click on the Permit/VWA link.

Inquiry

[Account](#)  
[Application](#)  
[Permit/VWA](#)

With the account number entered, the user can query on permits issued from one date to another. (see Screen below)

The list of permits will be displayed with the most current defaulting to the top of the list.

Inquiry

Permit/VWA Inquiry

Search By

Account No.: 34926

USDOT No.:

TIN:

VIN:

Unit No.:

Vehicle Plate Number:

Application No.:

Permit/VWA No.:

From Permit Travel Date: MM/DD/YYYY

To Permit Travel Date: MM/DD/YYYY

Issued From Date: 09/01/2016

Issued To Date: 09/21/2016

Legal Name:

DBA Name:

Refinements

Proceed

Refresh

Quit

	Account No.	Legal Name	DBA Name	USDOT No.	TIN	Permit/VWA Type	Application No.	Application Status	Permit/VWA No.	Permit/VWA Status	Permit Year	Effective Date	End Date	Issued Date	Issued Location	Transaction Type	
<a href="#">Tree</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979		SINGLE TRIP PERMIT	278234	APPROVED	ST16010701	ISSUED	2016	09/14/2016	09/16/2016	09/14/2016	61-LPB	NEW PERMIT	<a href="#">Permit</a> <a href="#">View</a>
<a href="#">Tree</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979		SINGLE TRIP PERMIT	278232	APPROVED	ST16010699	ISSUED	2016	09/14/2016	09/21/2016	09/14/2016	61-LPB	NEW PERMIT	<a href="#">Permit</a> <a href="#">View</a>
<a href="#">Tree</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979		SINGLE TRIP PERMIT	278231	APPROVED	ST16010698	ISSUED	2016	09/14/2016	09/22/2016	09/14/2016	61-LPB	NEW PERMIT	<a href="#">Permit</a> <a href="#">View</a>
<a href="#">Tree</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979		TERM PERMIT	278227	APPROVED	TM16002145	ISSUED	2016	10/01/2016	03/31/2017	09/12/2016	62-MCS_HEADQUARTERS	NEW PERMIT	<a href="#">Permit</a> <a href="#">View</a>

Showing 1 to 4 of 4 entries

First Previous 1 Next Last

The user can click on [Permit Link](#) to see the view of the Printed Permit; or click on the [View Link](#), to see the screens of the permit.

Inquiry

Permit/VWA Inquiry

Search By

Account No.: 34926

USDOT No.:

TIN:

VIN:

Unit No.:

Vehicle Plate Number: p815104

Application No.:

Permit/VWA No.:

From Permit Travel Date: MM/DD/YYYY

To Permit Travel Date: MM/DD/YYYY

Issued From Date: 09/01/2016

Issued To Date: 09/21/2016

Legal Name:

DBA Name:

Refinements

Permit/VWA Type:

Permit Subtype:

Application Status:

Issued Location:

Permit Year:

Load Code:

Proceed

Refresh

Quit

Tree 3

Account No.: 34926

History

Vehicle

Vehicle Weights Analysis

Permit Year

2016

SINGLE TRIP PERMIT

Permit No.: ST16010701

	Account No.	Legal Name	DBA Name	USDOT No.	TIN	Permit/VWA Type	Application No.	Application Status	Permit/VWA No.	Permit/VWA Status	Permit Year	Effective Date	End Date	Issued Date	Issued Location	Transaction Type	
<a href="#">Tree</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979		SINGLE TRIP PERMIT	278234	APPROVED	ST16010701	ISSUED	2016	09/14/2016	09/16/2016	09/14/2016	61-LPB	NEW PERMIT	<a href="#">Permit</a> <a href="#">View</a>

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

If looking for a permit by a Plate Number, the user can enter this information as well as the issued from and to dates as shown above.

This method of query will also populate the Tree on the left-hand side of the screen.

The fields that users can query on are VIN (the full VIN is needed), Unit No., Plate Number, Application No or the Permit / VWA no.

The Refinements button has also been clicked so further review of a permit can be done.

If you believe that you have an outstanding permit, see the Customer Dashboard.

Alternative accessible formats of this document will be provided upon request. Please contact Motor Carrier Services at 406-444-6130 / Montana Relay 711, to request this document in a different format.

## HOW TO ADD A VEHICLE IN PERMITS:

While in permitting on your account, click on the Add Vehicle link

<b>Permit Vehicles</b>
<a href="#">Add Vehicle</a>
<a href="#">Update Vehicle</a>
<a href="#">Vehicle Inquiry</a>

### VIN: FOUND IN CVIEW

Vehicle Details	Add Vehicle
Permits Account Details	
Vehicle Search	
VIN: 1XPFD60X83D588210	Search
Vehicle Details	
VIN: 1XPFD60X83D588210	*Plate No.: TESTPLT
*Year: 2003	*Make: PETERBILT - PTRB
*Vehicle Type: TT - TRUCK-TRACTOR	Unit No.: C-30
	*Jur: MT - MONTANA
Proceed	Refresh
Quit	Update An Existing Vehicle

On the Vehicle Details screen, you will type in the VIN Number and click on the search button.

If the VIN is found in CVIEW it will pull all the data forward that it has found as shown above.

### VIN: NOT FOUND IN CVIEW, BUT DECODED SUCCESSFULLY

<p>❗ Vin Decoder Service: VIND01: [I] VIN [1C916T397S0112662] decoded successfully.</p> <p>❗ PERMITVEH179 : [E] Plate No. and Jurisdiction for VIN [1C916T397S0112662] not returned from CVIEW.</p>	
Vehicle Details	Add Vehicle

If the VIN is not found in CVIEW, you will get the message above that shows the Plate No. and Jurisdiction for the VIN was not returned from CVIEW. The key here is that the VIN was decoded successfully.

**Vehicle Search**

VIN:

**Vehicle Details**

VIN:

\*Plate No.:

Unit No.:

\*Year:

\*Make:

\*Jur:

\*Vehicle Type:

The above data is filled in. You will be able to enter the Plate number, Unit No. if you want to, Jurisdiction and Vehicle type.

## VIN: NOT FOUND IN CVIEW, AND NOT DECODED SUCCESSFULLY

When the VIN cannot be found and is not decoded, the message below is received that reads VINDecoder Service, VIN not decoded. You will not be able to override this. You must call in for assistance to have your vehicle added to your account.

✖ Vin Decoder Service: VIND03: [E] VIN [1XGFD60X83D588210] not decoded.  
✖ IRPVEH426: [E] Please verify entered VIN for search. Vehicle is not identified correctly. If entered VIN is correct, please contact MDT for assistance.

## HOW TO CHANGE THE STATUS ON A VEHICLE IN PERMITS:

If the VIN is incorrect on a vehicle, the vehicle status must be changed from Active to End Date Vehicle.

The vehicle information should be re-input with the corrected VIN as shown below.

If any data changes on a vehicle besides the VIN, the information can be updated. The VIN is the only field that is not updatable.

Note: Once the vehicle has the status change to End Date Vehicle, the vehicle will drop from the list of vehicles for the account.

**Vehicle Details**

VIN:

\*Plate No.:

Unit No.:

\*Year:

\*Make:

\*Jur:

\*Vehicle Type:

Vehicle Status:

Alternative accessible formats of this document will be provided upon request. Please contact Motor Carrier Services at 406-444-6130 / Montana Relay 711, to request this document in a different format.



## UPDATING INSURANCE ON A PERMIT ACCOUNT BY THE COMPANY:

Go into Services / Permits

Go to the Account Section / Update Account

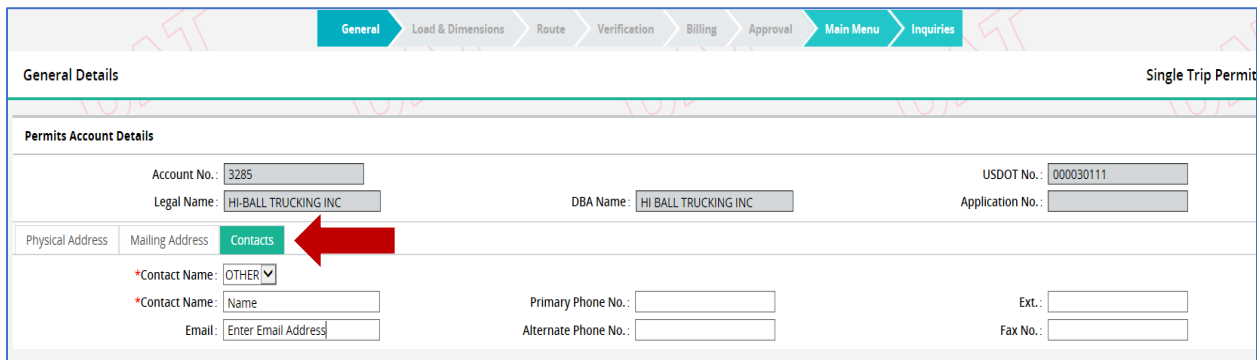
Make sure that the account number is entered on the screen and proceed.

Scroll down to the bottom of the page under Insurance Details and update the insurance information and proceed through the changes.

Currently the Combined Liability must be at least 1000000.00

## CONTACTS TAB:

When applying for a permit, in the Permits Account Details, please select “OTHER” in the Contacts tab. Please enter the contact name, phone number and an email address as shown below.



General Details Single Trip Permit

Permits Account Details

Account No.: 3285 USDOT No.: 000030111

Legal Name: HI-BALL TRUCKING INC DBA Name: HI-BALL TRUCKING INC Application No.:

Physical Address Mailing Address **Contacts**

\*Contact Name: OTHER

\*Contact Name: Name Primary Phone No.: Ext.:

Email: Enter Email Address Alternate Phone No.: Fax No.:

## ARS USER GUIDE:

See the ARS (Automated Routing System) user guide at [MDT-ARS-External-User-Guide.pdf](#)

## ROUTING DETAILS:

On your MT ePART Permit, in the Routing Details section, select the orange “Route” button as shown below, and select your route. This now goes through an Automated Routing System (ARS). If you have issues, a message can be entered on the route and the application will come into the permit queue for a Motor Carrier Services Technician to verify/approve. Once the application has been approved, an email will be sent and the user will need to proceed to Resume Application to pay and print the permit.

