

Ohio Hauling Permits System Frequently Asked Questions

Account Information

Q: I claimed my account, but cannot get logged in. The page keeps looping to the Login Page.

A: The username entered in OH|ID does not match with a username in the Hauling Permits System. Please call ODOT to have this corrected.

Q: Does my company have an account if we previously used a Permit Service?

A: Yes, as long as your company has been issued permits within the last year, you can claim your account. If your company has not been issued permits within the last year, you will need to contact ODOT.

Q: Does every user in my company need an OH|ID?

A: Yes. Each user will need their own OH|ID username in order to be added to the Hauling Permits System.

Q: Will claiming your account pull the existing information from the old system?

A: Escrow Balances, Insurance Records, and basic company information was pulled into the new system. Vehicles, Tire Sizes, and Vehicle Configurations were not pulled into the new system.

Q: What if our Escrow Balance did not get transferred over to the new system?

A: Please contact ODOT to have your account reviewed.

Q: Can credit card information be saved in the system to make the process quicker?

A: No, credit card information will never be stored in the system due to security risks.

Q: How can we connect job numbers to permits?

A: On the first page of the permit application, customers can use the Company Reference field to input their job numbers.

Q: Our USDOT Number is not displayed in our account and cannot be added.

A: Contact ODOT to add your USDOT Number to your account.

Q: I manage permitting for multiple companies. How can I log into each company?

A: You will have to log out of the OH|ID account associated to the first company at <https://ohid.ohio.gov/wps/portal/ohid/business/login/>. Please note that logging out of the Hauling Permits System does not log you out of OH|ID.

Q: Is there a fee associated with adding money to your escrow account with a credit card?

A: LexisNexis does charge a processing fee when purchasing a permit or funding escrow by Credit Card.

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Permit Order Process

Q: Can we get a refund on permit fees that were not adjusted for public projects?

A: Yes, please contact ODOT with those permit numbers.

Q: How do we order a permit for a public project without sending the permit in for review?

A: Please use the ODOT Public Project permit type now available in the dropdown list.

Q: How do you select a start date later than today for a permit application?

A: Click in the Start Date field on the first page of the application and select a date from the calendar displayed. You can also type a date into the field.

Q: Is a single trip permit one way or does it also include the return trip?

A: A single trip permit can be one way or can include the return trip. To include the return trip, click the Generate a Round Trip checkbox on the Routing page.

Q: Is the trailer information required for a Steel Coil permit?

A: Trailer information is not required on the Steel Coil Permits. "Various" will print on the Permit PDF.

Q: How do you copy a permit?

A: In the Action column, click Copy Permit. Please note this is not available for permits that were pulled from the old system. This will be available on any permits created within the new Hauling Permits System.

Q: I cannot cancel a permit from the Shopping Cart.

A: It has been reported that the cancel permit button in the shopping cart is not working as intended. All permits will be removed from the cart 24 hours after the second effective date of the permit, if you do not wish to pay for it or intended to cancel the permit simply leave it in the cart.

Q: Can we revise a permit that was issued in the old system?

A: No, you will have to contact ODOT to amend an old permit. Another option is creating a new permit and add notes to the application explaining it is a revision. ODOT can modify the fees to the amendment fee. Make certain to include the permit number from the old system.

Q: When we tried to extend a permit's effective dates on an issued permit, the status doesn't change to Pending.

A: Once an Amend Request is submitted, the status remains as "Issued". It does go to ODOT for review.

Q: Do we have to enter Axle Weights and Spacings on each permit?

A: Yes, if starting a new permit, you will be required to enter the Axle Weights and Spacings if the Permit Type requires it. If copying a permit, the Axle Weights and Spacings will be copied from the original permit being copied. Oversize Only permit types do not require axle weights and spacings.

Q: The Tread Width and Rim Size I need is missing from the dropdown list.

A: Please contact ODOT to provide any tread width and rim size missing from the system. Tread width can be converted to metric using the following example: (255 70R-22.5) (255*.04 = 10" Tire Width)

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Q: Will OSP escort requirements be shown prior to the issuance of the permit?

A: This is currently not shown prior to issuance, but is something ODOT is exploring for future implementation.

Q: How long does a permit stay in your Shopping Cart?

A: Approved permit applications will stay in your Shopping Cart until midnight of the day after the permit's start date. If the permit is not paid for by then, the permit is removed from the Shopping Cart and is given a status of No Payment.

Q: How do you know if the permit application will need to be reviewed by ODOT prior to submitting the application?

A: Permits under self-issue limits that have a generated route should self-issue. Self-Issue limits are as follows: Height- 14'6", Width- 14'0", GVW 160,000 pounds.

Q: Should we get our issued permits via email?

A: Your permits will be delivered based on the Primary Delivery Method and Additional Delivery Method chosen on the first page of the permit application. No matter what delivery method was chosen, you can always access the issued permits from the Company Dashboard.

Q: When are Route Surveys required?

A: Route Surveys will be required at the Permit Office Technician's discretion on a permit-by-permit basis.

Routing

Q: Can you adjust the route after clicking Validate and Run?

A: Yes. Routes can be edited by changing the Origin/Destinations or adding Via Points/Via Highways. After making any changes to the route, please click Validate and Run for the route to generate.

Q: I was previously able to permit cranes on a certain route and now I am unable to. Why is this?

A: This could be due to new restrictions on the route.

Q: What are the restrictions on my route? Can I see the restriction, closure, or bridge that is preventing my travel?

A: Currently, you cannot see what is preventing you from the specific route, but this is a system enhancement that will be rolling out soon.

Q: How do we make a split trip permit?

A: At this time, customers are unable to generate a Split Trip. They must submit the permit application to the permit office to review and generate the route. However, this is another system enhancement coming soon. Customers will be able to generate Split Trips.

Q: We need to be able to flip on ramps when moving equipment to and from highway jobs due to direction of travel for loading and unloading.

A: This is in development and will be implemented soon.

Q: How do you change an auto-generated route?

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A: You can add Via Highways or Via Points to your route. Click Validate and Run after adding these additional points.

Q: When I click on the restriction on the map, it does not tell me what the restriction is. It only provides the route name.

A: Current functionality will not display the restriction information, only the route name. A system enhancement is coming soon to display restriction information to the customer.

Q: Can you pick segments for your route or does it generate a route for you?

A: This new and improved routing will generate a safe and efficient route for you. If you want to specify certain highways or points between your Origin and Destination, the system will take those into consideration when generating a route.

Q: Can we get the cardinal directions (N/S/E/W) posted in the driving directions?

A: This is something ODOT has requested be added in the near future.

Q: Does the system give an error message on a failed route?

A: Currently, the system will display a "Route Failure" message at the top of the screen.

Q: Can we change something on the permit application after submitting to the Permit Office?

A: You can add a note to the permit application for the Permit Office to make the changes for you, but you cannot pick up the application and make changes.

Q: Is it possible to have something submitted for activation? If I pick a start date and then it passes before we are ready to issue the permit, will we be stuck with that start date or can it be modified similar to the previous permit activation sheets that were faxed?

A: The idea with an automated system like the OHPS is to issue permits fairly quickly. While ODOT has been slightly backed up, we hope to move away from permit activation and that the customer simply chooses the start date of the permit when they create it. If this is a rare occurrence and you have not paid for the permit yet, you can contact ODOT to alter the start date of your permit.

Q: Will trip segments be added to the program for fuel stops or do we use via points?

A: It is suggested for fuel stops to be along the generated route, but via points can be used.

Q: How do you process an OS-32 Form?

A: Insurance Carriers are required to provide this information. Once they have an approved Insurance Company Account in the system, they can enter new insurance records and attach the OS-32 Form.

Q: If we copy a permit, can we change the tractor or trailer information?

A: Yes, you can edit any of the permit application information except the Permit Type.

Q: Can you search issued permits by truck plate number?

A: You can search any permits on your Dashboard by Vehicle Unit # and VIN.

Q: Is there anything special to do for Regional Heavy Haul permits or do we just add the coil count in the Load Description?

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A: The coil count should be included in the Load Description. If the customer needs multiple stops, this will need to be included in the Permit Notes and sent to the Permit Office.

Q: In the old system, there was a tab to run on side road if required and then jump back on. How is this done in the new system?

A: Currently, these are required to be submitted to ODOT. Split Trips may be implemented for customers in the near future.

Q: Do you have a number for IT Support, not just Permitting Issues?

A: Please contact the Hauling Permit Office at 614-351-2300.

Q: When ordering an Oversize Load permit, do we need to add axle weights?

A: Axle Weights and Spacings are not required for Oversize Only loads.

Q: What does it mean when a permit “exceeds envelope”?

A: This means the permit exceeds the self-issue parameters set within the system.