



**STATE OF TENNESSEE  
DEPARTMENT OF TRANSPORTATION**  
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JOHN SCHROER  
COMMISSIONER

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To: All Permit Customers  
Date: November 13, 2014

Over the last several months, the Overweight/Overdimensional Permits Section of the Tennessee Department of Transportation (Permit Office) has noticed an increase on the number of voids being requested from our permit holders. In order for our staff to improve on productivity and become more efficient to better service the needs of our customers, **effective January 1, 2015 we will enforce the following rule:**

**No permit fees will be refunded after issuance.**

**Tenn. Comp. R. & Regs. 1680-7-1-.02(11)**

We have upgraded the permit system to allow permits to be amended/corrected **within 8 hours** of submittal to the Permit Office. It is the responsibility of our permit holders to ensure that all information is correct when submitting information for their permits. If something needs to be corrected, the following link provides details as to what can be amended within the 8 hour period:

**[http://www.tdot.state.tn.us/centralservices/docs/toops/TOOPS-Update\\_04-10-13.pdf](http://www.tdot.state.tn.us/centralservices/docs/toops/TOOPS-Update_04-10-13.pdf)**

**VOIDS WILL NOT BE PROCESSED FOR PERMITS THAT CAN BE AMENDED.**

Additional restrictions to voids are as follows:

1. All voids will no longer be processed without written justification and approved by the Permit Manager.
2. All voided permits will now require a replacement (new permit number) before a permit can be voided.

**INCORRECT CARRIER NAME ON PERMITS:**

Before submittal of a single trip permit, you can reduce the number of times you choose the incorrect carrier name by checking on the **"Confirm Application"** page that the **Company Information** is correct. We encourage all customers to double check the information before you submit for a permit.