



STATE OF TENNESSEE
DEPARTMENT OF TRANSPORTATION
CENTRAL SERVICES DIVISION
OVERWEIGHT & OVERDIMENSIONAL PERMITS
SUITE 800, JAMES K. POLK BUILDING
505 DEADERICK STREET
NASHVILLE, TENNESSEE 37243-1402
(615) 741-3821

JOHN C. SCHROER
COMMISSIONER

BILL HASLAM
GOVERNOR

TO: Permit Agencies and OS/OW Couriers.

FROM: Tennessee Oversize & Overweight Office

May 25, 2018

Customer – TNTRIPS -- Go-live Information:

Dear OS/OW Customers,

First I want to thank you all for your patience as we work through the implementation of our new permitting system TNTRIPS. TNTRIPS will be a big improvement over our current TOOPS system. Along with those improvements there will be growing pains as we all try to learn something new.

Below are some key points and new processes that need to be taken into consideration as we go live:

- 1.) **Go Live Date:** We anticipate that TNTRIPS will go live on 5/30/18. However, if we are able to bring the system up earlier than that we will send a notification to all parties.
- 2.) **Application Link:** TNTRIPS will be accessible using the current TOOPS page. We will have that page redirect you to the new TNTRIPS application page. You will need to save the new link for future use because after 30 days the TOOPS link will no longer re-direct. <https://www.toops.tdot.tn.gov/toops/login/LoginMain.action>
- 3.) **User Name and Passwords:** Your username will remain the same as it is within TOOPS. Your password will be TN@XXXX (XXXX should be replaced by your companies FEIN). If you need assistance with your login please contact Morgan Ballard at morgan.ballard@tn.gov or 615-253-8818
- 4.) **Customer Accounts:** You will no longer be able to set up your own customer accounts. All new customers will have to be set up by the TDOT Permit Office.
 - a. We have created a form that can be submitted to us via this [web link](#). **(The link will not be available until after 5/29/18)** We will not establish any new customers without a completed form. We would suggest that you share this link with your new customers and have them submit it to us directly.

5.) Insurance Information: Insurance is a required field in TNTRIPS. As such we need to collect and record insurance for each permit account that we have established. We have collected insurance for some customers and those will be reflected in the new system. However, any account that does not have updated insurance will provide you with a notification that insurance is going to expire in 30 days. We have auto set each account to have a “dummy” insurance file to allow us to continue to operate. Conversely, any account that does not have updated insurance information after 30 days will be unable to apply for a permit. Note, that I said **apply for a permit** which means you will be **unable to submit** an application to us unless that account has updated insurance information. The best way to ensure that this does not happen is to thoroughly review your customers’ accounts. Then attach the customers insurance to the first permit you apply for in the new system.

a. Proof of insurance can be uploaded with each permit submitted to us. The new system can collect insurance information and record it for each customer. You are given the opportunity near the end of the application process to upload documents. Simply select Certificate of Insurance and upload the customer’s insurance information (Accord 25).

b. Insurance requirements are outlined in our [Rules and Regulations](#)

c. If you have questions about whether a customer’s insurance meets the requirements, please just, submit what you have and we will review the insurance information once it is uploaded in the system.

6.) Auto-Issuance: Auto-issuance metrics are not changing with the system. They will remain the same as they are within the TOOPS system.

7.) Annual Permits: Annual Permits are now available through third party providers. As such, **No annual permits will be auto-issued.** Mobile homes and tow trucks annual permits will not be electronically transmitted. This is due to the fact that we have to mail the mobile home placard and the tow truck decal for their annual permits.

8.) Routing: Unlike TOOPS, every permit type will require a route, this excludes annual permits. We know this is different from how TOOPS operated. We will, however, start to collect this data and build envelope routes as we better understand what routes are being used.

9.) Payment: You will now have the ability to pay for permits via credit card or escrow account. After your permit has gone through all the steps of approval, you will receive an email notification that will prompt you to make a payment. After your payment has been made, you will be able to receive your permit.

10.) Documents: You now have the ability to upload documents when you submit your permit application. This ability will be utilized for the function of collecting Route Surveys, THP Escort Documents, and Certificates of Insurance. Permits submitted without appropriate paperwork may be rejected until all documentation has been submitted within the permit application.

11.) Escrow Deposits: Escrow deposits will now be made solely by the finance department. The Oversize and Overweight Permit Office will not have access to add funds to your account, nor will they know when your money has been received or processed. All escrow inquiries should be directed to our finance department. Your finance contact person will be Catherine Sikes. She can be contacted via email at Catherine.Sikes@tn.gov or 615-741-7791.

12.) New Rules and Regulations: Our new rules and regulations can be found [here](#).

Thank you for your patients as we go forth with these improvements.

Sincerely,

Justin Underwood
Assistant Director
Central Services Division
Oversize and Overweight Permit Office