



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 Carriers,

FROM: Tennessee Oversize & Overweight Office

May 14, 2018

RE: TOOPS Shutdown and TNTRIPS Going LIVE

Start Time: May 24, 2018, 04:30 P.M.

End Time: May 30, 2018, 07:00 A.M.

TDOT Customers,

Effective Friday May 25, 2018 at 8 AM, the Tennessee Oversize & Overweight Office, will be migrating from its current permitting system (TOOPS) to a new system (TNTRIPS). During this migration you will be unable to submit, purchase or view any permit applications. There are a few things you need to plan for in **anticipation** of this outage.

- 1.) Plan ahead because we will not issue any permits after close of business on May 24, 2018 until May 30, 2018
- 2.) Permits not issued prior to the close of business on May 24, 2018 will need to be re-applied on May 30, 2018.
- 3.) There will be **ABSOLUTLY NO EXCEPTIONS** for permit issuance during this outage.
- 4.) Your company information will be migrated to TNTRIPS
- 5.) Active single trip and annual permits will be migrated to TNTRIPS
- 6.) Your escrow account balances will be migrated to TNTRIPS
- 7.) Your USERID's will be migrated to TNTRIPS
- 8.) Your Password will be changed to TN@XXXXXX (xxxx is your FEIN) you will be asked to change your password after the first login.

What has changed:

- 1.) You will only be able to purchase permits for companies that have an account with us and that we have assigned to your account. Meaning we, TDOT, will set up all new customer information. We will have a form on our web site that customers can submit directly to us, we will make this form and link available on 5/30/18. Once we receive a completed customer information form and insurance information we will assign all third party vendors to their customer account that they request be allowed to purchase permits on their behalf.
- 2.) You will be able to attach additional documents to permit applications as needed IE... route surveys, THP Request forms and Certificates of Insurance
- 3.) You will be able to pay for permits or deposit money to your escrow account via Credit Cards. There are credit card fees that will be charged in the amount of 2.5% per transaction.
- 4.) Third Party vendors will be able to purchase annual permits through the system for customers. However, all annual permits will not be auto-issued and will be reviewed by internal staff.
- 5.) We will need to collect insurance on each account that you issue permits for when within the first 30 days the system goes live. You will be unable to purchase permits for any accounts that do not have insurance after the first 30 days the system goes live.

There are a plethora of other changes that will improve the permitting process but these are the ones that you need to be the most aware of. There will be training videos and other training material available within the system to guide you once we go live. We will have additional staff on hand the first 2 weeks of go-live to help us make this transition as smooth as possible.

We apologize for any inconveniences this may cause.

Thank you,

TN OS/OW Permit

Justin Underwood

Assistant Director Central Services