Highlighted changes (detailed instructions begin on page 2):

- Refund Requests-Refunds can now be requested through the system. Permit number, reason for refund, and replacement permit are needed at the time of the request.
- Date Changes-the start date for a permit can be changed to begin sooner to eliminate the need for a new permit to be issued.
- Single Trip Permit Start Time-Providing the start time will only be required for 24 hour single trip permits and fuel trip permits.
- Mobile Home Permits-permits for mobile homes with 6 or more axles will now automatically issue through the system, the need for review prior to issue has been eliminated.
- Search Option-Searching by permit number is now available in the search history.
**Request Refund:** The option to request a refund through the permit system has been added. To request a refund, click on permit history. Locate the permit that requires a refund and click on refund request. Add information regarding the reason for the refund and the replacement permit number. The refund will go directly to the supervisor for approval.

![Request Permit Refund](image)

**Date Change:** The option to change the date or extend is now available. The change is found under the permit history page. Search for the permit, then click the option to change date. If the permit is currently active, you have the option to extend.

![Change Permit Start Date](image)

If the permit is currently active, you have the option to extend.

![Request Permit Extension](image)
Once the new date change has been added along with the reason for the change, print or email the updated permit to the driver.

**Time Change:** When ordering a single trip permit, such as a work over rig or interstate, if the 24-hour option is not chosen, you no longer need to show a start time.

**Mobile Home Permit:** The rule for mobile homes of 6 or more axles to be reviewed has been eliminated. If all the other requirements are met, this permit will auto-issue.

**Permit History Search:** The permit number box has been added.

**Chat bot:** this addition will answer basic size and weight questions. Click on *Need Help?*. 