

## WisDOT OS/OW Permit Automated Issuance System Questions and Answers

### Financial Questions:

Q: Can we still use our bank account to pay for permits instead of a credit card in the new system?

A: Yes, bank ACH transactions can still be used as well as the credit card option. Cash will no longer be accepted as payment.

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Q: If the permit is not paid for when approved, how long do we have to pay for the permit before it is considered expired?

A: You will need to pay for the permit before it gets issued. The permit will remain in the status as 'Payment Needed' until the payment has been completed. If you wait until the travel dates are expired, then you will no longer be able to pay for it and that permit will then be considered expired.

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Q: Is there a reason why Wisconsin chooses not to allow an escrow account option for payment of permits?

A: Our state accounting rules and laws do not allow us to hold escrow accounts for payment of your permits. The recommendation, if you need to separate out the payments from your main bank account or credit card account, is to set up a separate bank account of your own and pay out of that account.

### Procedural questions:

Q: Will annual renewals continue to be mailed USPS or delivered electronically?

A: The annual renewals will be sent via email. If the email should fail, then the renewal will be mailed.

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Q: Will the completed permits continue to be mailed USPS or delivered electronically?

A: The preferred delivery will be electronic via email or by printing after completion.

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Q: What if you only order annual permits. Do you have to utilize the new online system, or will you be able to send in your renewal form with a check?

A: You will be able to do either. We obviously encourage you to utilize the online system to ensure accuracy and efficiency with your permits.

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Q: Are there max dimensions and weights that will be set for auto-issue of permits?

A: Yes, there will be. SS Single trip auto-issue dimensions will be 160 long, 16 wide, 16 high and 270,000 lbs. You can email the Wisconsin Permit Office at [oversize-permits.dmv@dot.wi.gov](mailto:oversize-permits.dmv@dot.wi.gov) if you need specific dimensions and weights for your particular permit type and what its self-issuance rules are.

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Q: Can you still pick your own route, or would you have to use waypoints to develop the route that you would like to take.

A: If you want a specific route you would need to use waypoints along the path you want to go. If you just pick the origin and destination, it will try to find a route that doesn't fail if possible. If none is found it will default to finding the shortest route.

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Q: Does the use of waypoints increase the odds of the permit not being auto issued?

A: The use of waypoints does not increase those odds. The system is still able to perform the route analysis with the waypoints that you pick without staff intervention.

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Q: When setting up the route is the map going to include construction areas and detours? Will it then suggest an alternative route to bypass the construction?

A: If you are telling the routing to take the shortest route it may fail the route and you would then be able to see that the construction limitations are what caused the route to fail. Otherwise the system will try to find the best route that does not fail because of construction limitations.

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Q: What exactly constitutes a failed route? Construction and detours?

A: Routes can fail based on load rating, bridge clearances, and construction with limiting width or clearance failures.

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Q: I am interested in multi-trip permits. Will there be a future demo on that?

A: No there will be no separate demo on that. The multi-trip permits follow the same work flow as the single trip permits. The only difference is there will be no routing page with the multi-trip.

### Transition from Old to New System:

Q: I am currently registered under WAMS and using the old system already for my permits. Do I need to re-register in the new system?

A: No, you will not need to register again. We will migrate over the users from the old system to the new system for you and send you an activation link to finish setting up the account. You will need to set up your new password and security questions.

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Q: We are currently using the older online system, will the crossover to the new system be an easy transition when it becomes available?

A: While it is hard to define 'easy' there will most likely be a little bit of a learning curve. However, the new system is built to be intuitive and similar to the previous system that you are already using. The new system is also built to be more functional with permit self-issuance now being available to you.

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Q: Will all the permit types be included in the new system?

A: Almost all the permit types will be available online, including AG permits.

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Q: Will the SA permits be automated?

A: If the carrier has a valid AA Misc. Equipment permit, the SS Single Trip will automatically be charged the proper prorated fee. There will be no need to know the AA number.

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Q: Will the separate provision sheet still be required with the new permits?

A: The provision sheets are automatically attached when the permit is generated and issued.

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Q: When can we look forward to this new system to be up and running?

A: The expected start date is to be in production this October. We are still working through last minute details and will send out an official start announcement date when we get closer.

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Q: Will my current multiple trip still be valid?

A: Yes, your current Multiple Trip Permit (Annual) will remain valid until expiration listed on permit. At renewal time you will need to apply for a new permit in the new system. You may also mail in your renewal and payment to have processors issue new permit.

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### Permit Service Questions:

Q: If I am a permit service, are all the clients that I order permits for listed under me as a 'user'?

A: No, 'users' are only those in your company that order permits on behalf of your service.

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Q: As a permit service will I have access to all the carriers under me within this system.

A: Yes, all the carriers that you order permits for will be housed under your account within the system.

### General Permit Questions:

Q: How do you measure the length of the power unit and towed unit?

A: Bumper to bumper or whatever is the foremost or rearmost part of the vehicle, not including the load.

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Q: What is the difference between a carrier and a permit service?

A: A carrier is the actual hauler company. A permit service is a service that is hired by the carrier to apply for permits on their behalf.

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Q: What is the anticipated turn around time for OSOW permits that are sent to the office for review?

A: Most single trip applications get approved within a couple of hours. Applications needing Region or Structures review can take a couple of days.