AMENDING DIVISIBLE LOAD OVERWEIGHT PERMITS IN HOOCS

Customers can change several items on an existing/active valid Divisible Load Overweight Permit via the “self-serve” amendment feature, recently implemented in HOOCS. This means that customers utilizing this feature, will be able to receive their amended Divisible Load Overweight Permit by e-mail without the Central Permits Office having to review and approve the desired changes.

ONLY the following changes can be made by the customer during a “self-serve” amendment:

- **Add permit types** - Customers can select a new permit type during the amendment process. (Existing permit types can only be removed from the permit at renewal, but they can be unchecked on the vehicle and load screen during an amendment.)
- **Edit configurations** – This includes axle entries. The “Enter Axles” button allows the customer to change all entries on the “Set Axle Weight” screen.
- **Edit trailers** – This includes deleting trailers, adding trailers, changing plate, make, and year information on existing trailers.

The following items cannot be changed by the customer during “self-serve” amendments and will require the Central Permits Office to review and approve the changes.

- **Power Unit** – This whole line is greyed out and the customer does not have the ability to change any of this information. The customer would need to cancel the self-service amendment (by clicking Cancel or Exit button), and submit an amendment request to the permit office.
- **Permit Class**
- **Start Date and End Date**

AS ALWAYS, customers are responsible for the accurate entry of all required information, when performing an amendment. ANY errors will require an additional amendment to correct the permit and will incur a $50.00 base amendment fee.