

1- How do you register for an account with Alberta Transportation’s Online Services?

Go to Online Services Home Page at <https://www.trans.gov.ab.ca/TravisWebLogin/redirect.htm> and select “Register” under the “Need a User ID?” link, and follow the instructions provided. Please direct any questions or registration problems to Carrier Services at 403-340-5430. Registration applications may take up to two days to process. Information related to the Login ID and Password will be emailed to the account holder following the registration approval.

1- If you have an account with Online Services, how do you add the *Carrier Services Permits* service to your account options?

If a carrier currently has an account with Online Services, they can go to www.trans.gov.ab.ca/TravisWebLogin/redirect.htm and login, and go to the “My Account” link to request to add the service. Select the *Carrier Services Permits* service, and then submit your request in order for the service to be added to your account options. Once the service addition has been approved, then the Carrier Services Permits link will be available to select on the main page once you log into Online Services. The approval process may take a few days before the new service is added to your account options. Please direct any questions related to Online Services to Carrier Services at 403-340-5430.

2- If you do not have access to the internet and/or do not want to submit an online application, can you still submit a hardcopy application?

Yes, Carrier Services will continue to accept hardcopy permit application forms. You may request a printed or PDF version of the permit application from Carrier Services at 403-755-6111 or email to CarrierServicesPermitsApplications@gov.ab.ca.

Submit the completed hardcopy application via regular mail, fax, or email to:

Carrier Services Branch
Alberta Transportation
#401, 4920 – 51 Street
Red Deer, AB T4N 6K8
Phone: 403-755-6111 (toll free in Alberta by first dialing 310-0000)
Fax: 403-340-4811
Email: CarrierServicesPermitsApplications@gov.ab.ca

If you submit a printed application by mail, email, or fax with supporting documentation, record of filing fee, and signatures attached, the application will be transferred to an electronic record for internal recordkeeping and issuance purposes. This electronic record(s) will be available to view if you decide to use the online permit service in the future. If an email address is provided, then you may receive correspondences relating to the status of your application. Upon approval, you may receive an email

containing the issued permit document with official permit attachment(s) and payment receipt. You may also receive email notifications for permit renewals.

3- How do you know that you are applying for the correct permit to suit your business needs?

Whether you submit a permit application online or in a printed format, you must review the sample permit conditions carefully to ensure that the permit type meets your respective business needs and to ensure compliance with the permit conditions. You can apply for the permit type that you determine may benefit your operation, if safety performance is deemed acceptable.

Refer to the sample permits on the website at www.transportation.alberta.ca/4489.htm . Information and reference material is also available via the online permit system (e.g. sample permits, help documents, etc.).

4- How do you start the online application process and submit a new permit application?

Once logged into *Alberta Transportation Online Services*, click on the *Carrier Services Permits* service link. To start a new application, click on the blue link that states “Click here to start a new permit application”. A summary table will display the permit types that are available for online submission.

If you wish to view a sample permit or require additional information, you can select the PDF icons or information links related to each permit type. You can also refer to the “Help” link at any time during the online application entry process. The “Help” link will direct you to the webpage for additional information to help guide you through the online application process.

Refer to the summary table that lists all permit types and click on the appropriate one. The online permit application will automatically generate. Enter all mandatory fields, including payment (if required). Once all required information has been entered, scroll to the bottom of the application and click the ‘Submit’ link. Upon submission, the application is automatically sent to Carrier Services for review.

5- Can you save an online application that is currently being entered and complete the application at a later date?

Yes, click the ‘Save’ link at the bottom of the application. A message will populate in red at the top of the screen to confirm that the information has been saved. Once saved, you can exit the application and finish the entry at a later date.

Once the application has been saved, the record will display in the summary table. The application status will be at ‘Input’, considering that the application is currently in progress and has not yet been submitted. Click on the ‘Edit’ link to view the record in progress and complete the entry process.

6- If you start the entry of an online application and decide that the application is not needed and/or was created in error, can the application be deleted?

Yes. Once logged into the online system, you will have access to all of your permit records either in progress, or past submissions at any status. To view and/or update a record, click on the 'Edit' link. If you need to delete the application, you can click on the 'Delete' link at the bottom of the page.

7- What is the permit fee? What forms of payment are accepted online?

A non-refundable application fee is required for online and hardcopy applications submissions. All fees are \$55 except for CAODC and Water Well permit types, which are \$100 (these permits are issued for 5 years). Government agencies and Partners In Compliance (PIC) carriers are exempt from all application permit fees.

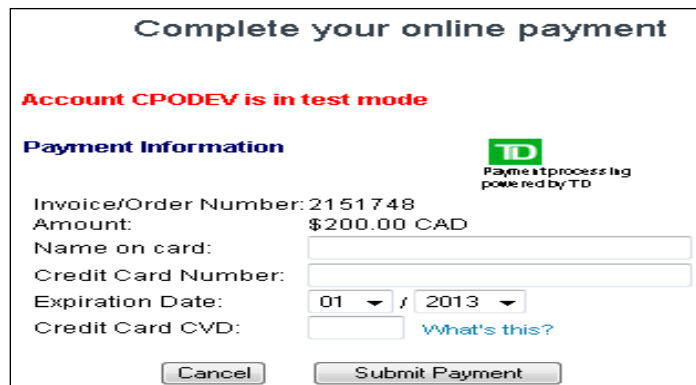
Online applications may be paid by Visa, MasterCard, American Express, or "On-Account" (if the carrier has a valid account). If a carrier chooses to make other payment arrangements for online applications, then they must contact Carrier Services directly.

For applications not submitted online, we will accept other payment forms such as money order, cash or cheque made payable to the 'Government of Alberta'.

8- Effective December 2013, why has the payment section of the online application changed?

The Government of Alberta has changed the process for accepting credit cards to protect the security of cardholder data and comply with the *Payment Card Industry- Data Security Standard* (PCI-DSS) and *PCI Compliance* requirements. Alberta Transportation is not permitted to collect, store, process or transmit credit card information in any electronic or physical environment. For more information about *PCI Compliance* go to: www.pcicompliance.alberta.ca


For credit card payments processed via the online permit system, you will be redirected to a secure payment page powered by TD Merchant Services. You can enter your cardholder data directly in the TD payment page, as shown below.



Complete your online payment

Account CPODEV is in test mode

Payment Information

 **Payment processing powered by TD**

Invoice/Order Number: 2151748
Amount: \$200.00 CAD
Name on card:
Credit Card Number:
Expiration Date: 01 / 2013
Credit Card CVD: [What's this?](#)

Upon confirmation of a successful transaction, the payment information will appear in a pre-authorized state in the payment section of the online application. Once the application entry is complete, scroll to the bottom of the application and click the ‘Submit’ link to send the application to Carrier Services for review. Once submitted, the payment will be completed. Refer to the ‘receipt’ link in the application.

9- How do you set up a permit charge account?

In order to have the “On-Account” payment option, you must complete and submit a “Permit Charge Account” application form. To request a copy of this form and/or to obtain more information related to Alberta Transportation accounts, contact Alberta Transportation Revenue Administration at 403-340-5075.

Some conditions for maintaining an Alberta Transportation account include:

- Carriers must not have an “Unsatisfactory” Safety Fitness Rating.
- A minimum of 6 permits per year are required before an account can be established (permits may be issued by Carrier Services, Transport Engineering, or another branch of Alberta Transportation).
- Carriers must maintain their account status and submit outstanding balances upon receiving receipt of the monthly invoice.

10- How do you enter driver and/or vehicle information for the Water Well Drilling Rig Exemption Permit, Municipal Firefighting Vehicle Permit (MFVP), and/or the Federal Oil Well Service Vehicle Cycle Exemption Permit (FHOSC)?

Driver and/or vehicle information can be entered one at a time in the system or in groups (via a spreadsheet) using the ‘Driver and Vehicle Templates’ provided. You must enter the driver’s name as it appears on their driver’s licence. For more information, refer to the document “Entering Driver and Vehicle Information” at: www.transportation.alberta.ca/4489.htm .

11- How will you be notified of the status of your online application?

Notifications related to status disposition are sent via email to the recipient of the email address entered in the “Certification Section” of the application.

Section H: Certification

I certify that I understand and agree to abide by the above requirements, and that information provided in this application is true and correct.

Person making application (update as necessary):

First Name:	abcdefghijklmnopqrstuvwx	Phone Number:	(777) 888-7777
Last Name:	123456789012345678901234	Fax Number:	
Title:		Cellular Number:	
		Email Address:	test@gov.ab.ca x

I confirm that the information entered above is current and correct. Please note that the official permit document upon approval will be sent to the email address entered above.

The email recipient will receive an email confirmation upon submission of the application. Once the permit has been approved and issued, the recipient will also be notified by email. The email will contain attachments of the official permit document(s), and payment receipt.

If changes are required to the official permit document prior to expiry of the permit, then an amendment may be applied by Carrier Services' staff. You may receive an email notification related to the changes, along with the amended documentation (if applicable). Email notifications may also be sent to the recipient to alert when a permit application is deemed 'Denied', 'Voided', and/or 'Cancelled'.

12- How will you receive the official permit document?

Once a permit application is approved and the documentation is issued, you will receive an email notification that contains an official copy of the issued (or 'Published') permit document, with required permit attachments, and payment receipt. The email notification is sent to the recipient of the email address entered in the 'Certification Section' of the application. Note that due to the carrier circumstances additional correspondences may be sent via email and/or regular mail.

13- Who can you contact if you are having difficulties accessing your account with Alberta Transportation Online Services?

Please direct any questions or registration problems related to *Alberta Transportation Online Services* log-in to Carrier Services at 403-340-5430.

14- Who can you contact if you have questions regarding the online permit service?

Any questions regarding the online permit system, application submission, and review processes can be directed to Carrier Services at 403-755-6111 (toll free in Alberta by first dialing 310-0000) or by email to CarrierServicesPermitsApplications@gov.ab.ca .

15- Where can you access more information in relation to the types of permits and the benefits of the types of permits to help you choose the right permit to suit the nature of their business operations?

For more information, go to www.transportation.alberta.ca/4489.htm. Any questions can be directed to Carrier Services at 403-755-6111 (toll free in Alberta by first dialing 310-0000) or emailed to CarrierServicesPermitsApplications@gov.ab.ca .

16- Explain the permit statuses related to the online permit system.

"Input":

Applications at the "Input" status are applications where data entry is in progress. This includes applications that have been saved at an earlier session to be updated later. Applications at "Input"

status can be edited at any time by the applicant, as they have not yet been submitted to Carrier Services for review.

“Submitted”:

If all required fields have been entered and the “Submit” button has been selected by the applicant, then the application will be listed as “Submitted”. Once the applicant clicks “Submit”, the application is automatically sent to Carrier Services for review. No further edits are permitted by the applicant.

“Reviewed/Review in Progress”:

Applications may also be listed as “Reviewed” and “Review in Progress”. These applications cannot be edited by the applicant since they are currently under review by Carrier Services.

“Published”:

Applications listed as “Published” have been reviewed and approved by Carrier Services. “Published” means that the official permit document has been created. The official permit documentation is sent in an email notification to the applicant.

“Amended”:

If a change(s) to the official permit document(s) is required, then a permit can be “Amended” by Carrier Services. For example, if a permit is issued for a reduced permit term (6 months) pending the submission of an audit, and the audit is acceptable; then the permit term may be “Amended”.

In the case of amendments, the application status would be listed as “Input” for a period of time during the amendment process. Comments may be added by Carrier Services relating to the details of the amendment.

These applications have been previously submitted by the applicant, and therefore they cannot be edited by the applicant. Changes must be completed by Carrier Services only. These applications may be approved and published again to reflect the necessary amendment(s). If the application has been reviewed, approved, and “Published” again, then the applicant will receive an email notification pertaining to the changes made, with the updated permit documentation.

17- How can carriers use the online system to renew their permit(s) when they are about to expire?

Carriers will receive a permit renewal reminder notice from Carrier Services (via email or mail depending on circumstances) around three months prior to the expiry of their permit. It is advised that carriers submit their renewal permit applications in a timely manner after receiving the renewal notice.

For more information, refer to the document entitled “Permit Renewal Process through the Online System” at the following webpage: www.transportation.alberta.ca/4489.htm .

18- How should carriers notify Carrier Services if they have updated driver and/or vehicle lists for hardcopy or online permit applications?

It is advised that carriers submit revised driver and/or vehicle lists to Carrier Services at least every 3 months, if operational changes have occurred. Carriers can submit the revised list(s) via mail, fax, or email. Carrier Services’ staff will refer to the information to update the permit record(s). The updated driver and/or vehicle lists do not affect the official issued (“Published”) permit document(s). The updated lists are required for internal recordkeeping purposes only.

Due to permit requirement changes for the *Oil Well Service Vehicle Cycle Exemption Permit*, as of January 1, 2016 it is required that copies of all applicable training certificates must also be submitted for the new drivers added to the list(s).

Updated driver and/or vehicle lists (and supporting documentation) can be sent to:

Carrier Services
Alberta Transportation
#401, 4920 – 51 Street
Red Deer, AB T4N 6K8
Fax: 403-340-4811
Email: CarrierServicesPermitsApplications@gov.ab.ca

Note: If using the “Copy for Renewal” function available in the online system for easy renewal purposes, then the driver and/or vehicle information must be reviewed prior to submitting the renewal application.

19- How should carriers notify Carrier Services if they need to update the address lists where records will be kept (applicable to the Divided Record Authority (DRA) Permit)?

If changes are required to the address list where records are to be kept, then the carrier must contact Carrier Services directly. Carrier Services’ staff will make the necessary revisions to the permit record. Once the changes are made, then the carrier will receive a revised version of the official permit document via email.

Updated address lists can be sent to:

Carrier Services
Alberta Transportation
#401, 4920 – 51 Street
Red Deer, AB T4N 6K8
Fax: 403-340-4811
Email: CarrierServicesPermitsApplications@gov.ab.ca

Note: If using the “Copy for Renewal” function available in the online system for easy renewal purposes, then the address list must be reviewed prior to submitting the renewal application.

20- Who can carriers contact if they have any questions, comments, or feedback related to the online permit system?

Any questions or feedback regarding Carrier Services’ online permit system can be directed to Carrier Services at 403-755-6111 or by email to CarrierServicesPermitsApplications@gov.ab.ca .