



## NAVIGATING THE CHANGE: INDIANA'S NEW OSW PERMITTING SYSTEM

In 2019, INDOT and DOR announced the development of a new Oversize/Overweight permitting system by ProMiles, an industry leader in motor carrier technology. Customizing the system to meet the needs of DOR, INDOT and our customers took more time than we originally thought. We are finally prepared to launch the system on Monday, Feb. 8. Unfortunately, permitting services will be interrupted beginning at 4 p.m. EST on Monday, Feb. 1 [as communicated to our motor carrier customers on Jan. 13](#). You can click on the images below to view a larger version on our website.

### Frequently Asked Questions

#### Why is the OSW system changing?

With our new OSW permitting system, you will have new ways to input your destination and the option to choose a pre-approved route or one of the system's alternate routes to receive your permit immediately. Routes needing additional services will be developed more quickly, saving you time.

#### Why are permitting services being interrupted?

We understand our customers have come to rely on the 24/7 convenience of online permitting. However, both systems cannot operate at the same time. Therefore, to fully implement the new system, a temporary shutdown is necessary. Much like closing an interstate for a short time vs. long-term lane closures, shutting down the permitting system for a few days will save you time in the long run.

### New Indiana Oversize/Overweight Permitting System Rollout Information

#### *Prepare for Shutdown*

**Monday, Feb. 1  
4 p.m. ET**

All applications must be complete by 4 p.m. ET on Monday, Feb. 1. Incomplete permit applications and unpaid permits will not be moved to the new system; you will have to reapply for them on Feb. 8.

#### *Limited Services*

**Feb. 1, 4 p.m. -  
Feb. 4, 4 p.m. ET**

Customers can view, pay and print permits already in the system. Customers cannot apply for new permits.\*

#### *New System Online*

**On or after  
Monday, Feb. 8**

New Indiana Oversize/Overweight Permitting System online. Customers can apply and pay for new permits.

\*New permits in the event of an emergency as defined by INDOT will be available. Escrow accounts, bond, checks and credit card payments will be accepted through 4 p.m. EST on Thursday, Feb. 4; after which, immediate payment by credit card will be required until the new system launches on Feb. 8.



Indiana  
Oversize/Overweight  
Permitting System

## When will online permitting services be restored?

Our team will continue working aggressively behind the scenes to ensure full service is restored on Feb. 8, wrapping up permits in process and preparing emergency permits. The graphic above shows the schedule for services for the week of Feb 1. Full details are also available at [osw.dor.in.gov](http://osw.dor.in.gov).

## Why can't the temporary shutdown be postponed?

While we understand individual businesses may be busy, February is traditionally the slowest period for OSW permits. Postponing the transition closer to the spring construction period would adversely impact a higher number of customers.

## How should I prepare?

**Plan ahead.** Communicate the information below with your staff and customers to ensure awareness. Most permits are valid for 15 days and OSW permitting will be unavailable (except in an emergency) for less than seven days.

**Customers should have permits in the system by 4 p.m. EST on Monday, Feb. 1, and paid for and printed by 4 p.m. EST on Thursday, Feb. 4.**

## New Indiana Oversize/Overweight Permitting System Rollout Information

	Until Feb. 1 4 p.m. EST	Feb. 1, 4 p.m. - Feb. 4, 4 p.m.	Feb. 4, 4 p.m. - Feb. 8	Feb. 8
<b>Customers Can</b>	<ul style="list-style-type: none"> <li>Apply for, pay, print and download permits using the current system</li> </ul>	<ul style="list-style-type: none"> <li>In the current system:               <ul style="list-style-type: none"> <li>Pay for existing permits</li> <li>View and print current effective permits</li> <li>View historical permits</li> </ul> </li> <li>Obtain permits in the event of an emergency as defined by INDOT</li> <li>Pay for existing or emergency permits using escrow accounts, bond, checks and credit cards</li> </ul>	<ul style="list-style-type: none"> <li>Obtain permits in the event of an emergency as defined by INDOT (immediate payment required)</li> <li>Use credit cards to pay for emergency permits</li> </ul>	<ul style="list-style-type: none"> <li>Apply for, print and download permits using the new INOSOWPS</li> </ul>
<b>Customers Cannot</b>		<ul style="list-style-type: none"> <li>Apply for new permits</li> </ul>	<ul style="list-style-type: none"> <li>Access the system to apply for, view, pay for, print or download permits applied for before Feb. 1 at 4 p.m.</li> <li>Apply for new permits</li> <li>Use escrow accounts, bonds or check to pay for emergency permits</li> </ul>	



[osw.dor.in.gov](http://osw.dor.in.gov)



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## **What if I have an emergency?**

Customers may obtain permits in the event of an emergency as defined by INDOT (see below) from 4 p.m. EST on Feb. 1 until the system comes online on Feb. 8 by contacting

- James Vest – OSW Permitting Supervisor, DOR Motor Carrier Services at 317-690-6343 or
- Leslie Morgan – Freight Manager, INDOT at 317-234-2739

Please note that:

- Escrow, credit card, check and bond payments for emergency permits will be available through 4 p.m. EST on Thursday, Feb. 4.
- Emergency permit applied for between 4 p.m. EST on Feb. 4 until the new system launches on Feb. 8 will require immediate payment by credit card.

Customers need to keep in mind that emergency permits take longer to prepare and require manual routing so patience is appreciated.

## **How does INDOT define an “emergency”?**

INDOT will allow DOR to issue emergency OSW permits from 4 p.m. EST on Feb. 1 until the system comes online on Monday, Feb. 8 for the following reasons only:

- Unexpected equipment failure that shuts down a manufacturing process.
- Train derailment.
- Breakdown or threatened breakdown of electric, gas, water or telephone public utility facilities.
- Responding to a situation that poses an immediate danger to life or health (*e.g.*, a smokestack damaged by high winds is threatening to fall).

## **How can I learn to use the new system before it goes live on Feb. 8?**

- Watch an [online demonstration](#) by ProMiles.
- Review the [quick start guide](#) highlighting the process for basic permits,
- Read the [comprehensive online user guide](#) draft. ProMiles is expected to provide a final copy of the user guide by Jan. 20.