Motor Carrier Information Exchange
User Manual for Insurance Company Users

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To obtain the latest version of this file/document, click on the “User Manual” link in the upper right corner of the screen after you login to the User Site.
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Introduction

Welcome to MCInfo -- The insurance certificate filing system provided by National Online Registries, LLC (NOR). MCInfo enables the quick and convenient exchange of filing information between insurance companies and government agencies, on behalf of motor carriers.

This Manual gives you some background on the MCInfo WEB-based service, and a brief tutorial overview of the functions and capabilities of your MCInfo Site as a User of MCInfo.

Background

The MCInfo system supports two groups of Users. One is the insurance agencies who use the system to submit insurance certificates for motor carrier companies. The other is the state and federal agencies responsible for reviewing, accepting and/or rejecting these certificates.

With MCInfo you can enter the information for one certificate for a carrier and then choose, from a list, those states where that carrier wants to operate. MCInfo takes care of the distribution of certificates for you.

Before filing a certificate you can search for a specific motor carrier by FHWA or US DOT number to verify the motor carrier provided you with accurate information. This way you can avoid unnecessary rejections. Once you submit a filing, MCInfo does the following:

✓ Acknowledges and accepts the filing;
✓ Stores and replicates the filing;
✓ Repackages and distributes the filing to selected participating states, or permits filers to download and print out filings to be sent to non-participating states; and
✓ Generates specific reports based on inquiries/requests for reports, as needed.

With each filing generated, a notification is sent to the participating State Agencies for that filing. This will advise them that a document is ready for review.

As a participating Insurance Company, you will be able to access MCInfo, quickly issue new filings, and receive notice when Agencies accept, reject, or pend (hold for further review) a submitted filing. Users are also able to run reports that show the current status of all filings issued.
Overview

As a User for your Insurance Company, you will find this Manual useful to carry out your responsibilities effectively, including:

✓ Generating new filings;
✓ State specific information;
✓ Searching for filings, either current or past;
✓ Running reports on filings;
✓ Updating or change your User information;
✓ Obtaining a current User manual; and
✓ Logging out of MCInfo.

After review of this short manual and some practice, you will be able to work easily with MCInfo.

Getting Started

To run MCInfo, you need to access the Internet. Use your choice of Internet browser, including Microsoft Internet Explorer or Mozilla Firefox.

The first step is to be registered as a User with MCInfo. Simply contact the MCInfo Administrator in your Insurance Company, and request to be added as a User.

Do not be confused by the Subscription function on www.mcinfo.org. Toward the bottom of the page you will see “Become A Subscriber”. If you click on the Insurance Company option, a registration page will be shown.

However, this is to be completed only by persons in Companies who are not currently participating in MCInfo. If your Company is participating now, talk with your Company’s MCInfo Administrator to become a MCInfo User. When you have been added, you will receive an email with your User ID and Password.
Logging in as a User

To login to MCInfo as a user, simply use a current version of an internet browser such as Microsoft Internet Explorer, or Mozilla Firefox:

✓ Go to URL www.mcinfo.org or go directly to the User Site URL https://www.mcinfo.org/nor/User;

**Note:** The “Welcome to the Motor Carrier Information Exchange” is on the top of the page indicating you are at the User Site;

✓ Enter your User name and password; then Click the “Submit” Button.

![Login Screen](image)

**Note:** The upper left area of the screen is not a label, but is a button that allows you to toggle between the User site and the Administrator site.

Remember to use the proper User Id and Password for each site. (e.g., use the Administrator ID and password for the Administrator Site.) It is advisable to use your assigned User ID and Password to access the normal filing system.

If you are unable to log in, check that you are on the correct site, using the appropriate User ID/Password combination. Once you have successfully logged in to the system, MCInfo will provide you with access to your Company’s MCInfo Site, with user rights and functions.
Forgot Password?

If you do not remember your password, you may use the “forgot password” option.

Click on the link and you will be prompted for additional information:

Passwords must contain the following:

- At least 8 characters in length
- An uppercase letter, lower case letter
- At least one number
- Cannot be the same as a previous password

Passwords will expire every 90 days and you will be prompted to change it.
User Control Tabs

When you obtain access, you will see a screen with six tabs at the top. These are the User Control Tabs. They provide access to six functional areas used to:

✓ Create filings that are submitted to states;
✓ Search for filings;
✓ Search for Motor Carrier information;
✓ Generate custom and totals reports on filings received during a given period
✓ Modify and update your Login ID, Password, and/or email information;
✓ View and download the most recent User Manual; and
✓ Log out of MCInfo

Note: Clicking items in the upper right area of the screen allows you to quickly access and view state phone numbers and web sites, and how to get MCInfo support information. (see arrow indicator)

The first time you log in we recommend that you: confirm your User personal profile information is correct since it will have been entered by your Administrator, or if requested, by MCInfo staff.
Create Filing

The Create Filing Tab is the default page you will see when you log into the system. This screen provides the capability to generate filings and select the states that are to receive the filings.

Required fields are denoted with a red asterisk (*).

Below is detailed information on the required fields.

Insurance Information

Insurance Company
From the drop down menu, you will see a listing of Insurance Companies that you, as a User, are authorized to file for. Select the company for which you are creating a filing. If you have questions, or need authorization to access an Insurance company that is not on your drop-down list, contact your company administrator.
Authorized Signature
Select an authorized signature from the drop down list. **Be sure to select the name of the authorized signer that is listed under the Insurance Company selected in the first field.**

If the signature you need is not listed, contact your Administrator to have the new signatory added to the company.

Insurance Agent ID
This field is used for internal purposes only. If your Company elects to use this field, it may assist in tracking filings to specific cost centers.

Policy Number
Enter the policy number used by the insurer.
Form Type
Select the type of form to be filed from this drop-down list.

*If you select Form DMV 65 MCP (for CA only) or Form DMV 66 MCP (for CA only) you will not be able to select any other state. If you select any other form type you will not be able to select California from the state list.

*See page 14 for state specific filing information

Reinstate
Click on this to indicate if the filing is a reinstatement.
**Motor Carrier Information/Filing States**

**USDOT # / FHWA #**
Enter these numbers, if available. Entry of the DOT or FHWA allows the system to auto populate some fields on the next page. *If information is auto-populated, you must review and make any necessary changes.*

**STATES SECTIONS**

**Electronic Filing States**
Each state from this group will receive the filing electronically. Select the states from this group by clicking on the boxes associated with those states.

**Non-Electronic Filing States**
MCInfo will generate a PDF document for states selected from this group. Select states in this group by clicking on the boxes associated with those states.
Note: There are five (5) non-electronic states that require you to file directly through them. You can access those state sites from the link below the list of non-electronic states.

- Maryland
- Rhode Island

***Mandatory State E-Filing Website. Click for Details

Colorado: https://www.dora.state.co.us/pls/real/PUC_INS_Web.Logon
Missouri: https://mcs.modot.mo.gov/portal/wps/myportal/
North Carolina: https://edmv-lts.dot.state.nc.us/lts/wfm
Ohio: https://omcis.puc.state.oh.us/home.aspx
Texas: http://www.txdmv.gov/onestop/
Wisconsin: https://trust.dot.state.wi.us/catsWeb/CaTS

When all of the sections are complete, click the Continue Button at the bottom of the screen. If at any time you wish to restart a filing, click the Reset Button at the bottom of the screen.

After clicking Continue, MCInfo will prompt the user for additional information to complete the filings.
**Filing Details**

Create filing con’t.

All fields denoted by a red asterisk (*) are required fields.

Enter Underlying and Liability Limits in thousands (Five thousand = 5; one million = 1000)

For each state enter Legal name, address, city, state, notes, DBA (if applicable)

After all necessary fields are populated; click the Submit button at the bottom of the page.
State Specific Processing Information

**Alabama**
*Alabama accepts Forms E, H, and K*
*Now active and posted on the AL website are motor carriers or authorities in a pending status. This is available to help the insurance company to know how to file in the correct name and address for the motor carrier: [http://www.psc.alabama.gov/Transportation/transportation.htm](http://www.psc.alabama.gov/Transportation/transportation.htm)*
*Rule 4 has insurance requirements: [http://www.psc.state.al.us/Transportation/MCRrevised2003.pdf](http://www.psc.state.al.us/Transportation/MCRrevised2003.pdf)*

**California**
*Filing with CA requires a valid NAIC number to be set up by the insurer’s administrator.*
*Filing with CA requires a CA State Motor carrier ID (or CA#).*
*You may check the CA Motor Carrier Property Permit (MCP) Active Carrier List Inquiry Page for a valid CA# and proper name here: [https://www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv_vehindustry/mcp/mcp_active_carrier](https://www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv_vehindustry/mcp/mcp_active_carrier)*

See also pages 11-12 for detailed information

**Georgia**

**Department of Public Safety**
*Filings submitted to the department of revenue that need to be cancelled may be submitted to the department of public safety*

**Idaho**
*Idaho requests the inclusion of the DOT number.*
*Idaho will accept From E, K, BMC-91X, BMC-35*

**Illinois**
*Illinois requires an Insurer# (set up by NOR administrator not insurer administrator)*
*The State MCID must be numeric, only the number is required*
*Illinois requires Intrastate Authority, which, in turn, requires intrastate insurance filings forms E, H and K*

**Indiana**
*Indiana accepts Form E and Form K*
*Indiana would like to have the DOT or the MC number included in the filings*

**Kentucky**
*The insurance company should obtain information from the insured prior to submitting the Form E to determine if the Form E is required or not.*
*Form E’s are only required for companies that transport (property or passengers) within Kentucky under a Kentucky Intrastate For-Hire Authority.*
*In addition to Form E’s, Household Goods companies are required to have a Form H (cargo) on file under a Kentucky Intrastate Household Goods Authority.*
*KY policy is to accept all Form E’s that are received.*
*Filings are not required for private carriers or carriers that transport interstate (across state lines)*
only.
*Normal response time may be 10 to 14 business days. However, from October to February, longer response times may occur due to the high volume of calls and mail received during their renewal season.

**Louisiana**
*The Louisiana Public Service Commission requires Form E – Liability, Form K - Cancellations for Form E for all regulated carriers
*Household Goods Carriers are required to have Form E – Liability, Form H – Cargo, Form K – Cancellations for Form E & H
*Acord certificates to show Workman’s Compensation Coverage
*$5,000 Surety Bonds
*DOT numbers are not required on these filings but all filings MUST be made in the exact name and address on the carrier’s applications and authorities

**Massachusetts**
*Massachusetts would like to have the DOT number included in the filings.

**Michigan**
*Intrastate only general commodities carriers need to file a Form E and K.
*All Intrastate only household goods carriers are required to file a form E, form H and form K.
*Carriers with both intrastate & interstate household goods authority are still required to file Forms E, H & K for the intrastate portion of their authorities as well as their insurance filings with the FMCSA.
*Any motor carrier that has active interstate authority is not required to file a Form E or K
*Carriers that have both intrastate & interstate motor carrier authority need not file any insurance with Michigan.
*Any carrier hauling automobiles will need to have 1 million dollars in P/L & P/D coverage, due to the gasoline that may be in the tanks of the automobiles.
*All other carriers have a $750.00 P/L & P/D policy requirement, unless they are hauling hazardous materials which require 1 million or hazardous bulk which requires 5 million P/L & P/D.

**Nebraska**
*Nebraska only accepts filings for household goods movers and passenger carriers intrastate Nebraska (point to point within the state).
*Nebraska does not require DOT or FHWA information on the filings.

**New Mexico**
*New Mexico requires form E, Form H and Form K.
*New Mexico only requires these forms for motor carriers with intrastate authority.
*New Mexico requires a State MCID number (also known as NMPRC#)
  - Find the valid NMPRC# instructions in Appendix.
*Only active intrastate authority holders should be filed through NOR. If the application is new or pending you must submit a paper copy to NM, outside the NOR system.

**New York**
*New York requires From E, Form H and Form K.
*New York requires the motor carrier’s name (legal entity, as it appears on their authority with NY), address, and NYSDOT number on the forms.

**Oklahoma**
*If the insured listed on the filing does not have an intrastate license in Oklahoma, the filing is held for up to 30 days before processing, in the event the insured is applying for a license.
Pennsylvania
*PA requires a State MC ID which is also called the PUC number and it usually begins with the letter A.
*PA requires a home office address and an authorized signer. This information is set up by the insurer’s administrator.

South Carolina
*SC does not regulate trucking companies but they regulate motor vehicle carriers that transport passengers and are compensated to do so, such as, taxis, limos, charter buses. SC also regulates Household Goods movers. SC does not require a DOT or state specific number on the filing.
*SC requires the form E, H and K for their intrastate carriers only. All carriers regulated by SC must submit an application to the SC Public Service Commission (PSC) (separate agency) and get their approval. After the carrier is approved by the PSC, an Order is issued which the carrier must fulfill all requirements in the Order before they can obtain a Certificate and legally operate in South Carolina.
*The South Carolina Office of Regulatory Staff manages the process of the requirements listed in each Order. One of the requirements is a FORM E which must be issued in the exact name listed in the Order. Only the Household Goods carriers are required to provide a FORM E and H. Also, after a carrier is issued a Certificate to operate intrastate then we must receive all FORM Ks to ensure that all carriers maintain current insurance at all times. An electronic version of the filings is acceptable.
Special Processing for California

If filing with California, you can only select the DMV CMP 65 or the DVM CMP 66 form. CA filings can only be submitted for CA, you will not be able to submit filings with multiple states.

You do have the ability to enter more than one (1) policy number. You can file Primary Liability, Excess Liability and/or WC Statutory Limit. You will check one or all of the boxes.

After selecting one of the insurance types, the field will expand to allow you to enter the limits.

**Primary Liability**

Be sure to select one of the **Coverage Limit** buttons.

You can enter a Combined Single Limit **OR** Bodily Injury or Death (One Person) **and** Bodily Injury or Death (More than One Person) **and** Property Damage. You must enter all 3 limits if you choose these fields. You can only enter the Combined Single Limit OR all 3 of the other fields.
**Excess Liability** (see following screenshot)

You can enter a Combined Single Limit **OR** Bodily Injury or Death (One Person) **and** Bodily Injury or Death (More than One Person) **and** Property Damage. I must enter all 3 if you choose these fields. You can only enter the Combined Single Limit OR all 3 of the fields.

You can also change this policy number if this is in addition to the Primary Liability insurance.

**WC Statutory Limits**

You can change the policy number if this is in addition to either the Primary or Excess Liability insurance.

**Additional CA requirements:**
California requires a **State MC ID**. This is a number assigned by CA for the insured and is entered in the State MC ID field, which is located where the Carrier information is entered.
Filing Summary (after submission)

After you have clicked the Submit button, MCInfo will submit the filings to the selected electronic filing states and generate downloadable filings for non-electronic filing states. The confirmation page will look like this:

<table>
<thead>
<tr>
<th>Insurance Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insuranc Company</td>
</tr>
<tr>
<td>Authorized Signature</td>
</tr>
<tr>
<td>Form Type</td>
</tr>
<tr>
<td>Insurance Agent ID</td>
</tr>
<tr>
<td>Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certificate of Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Number</td>
</tr>
<tr>
<td>Underlying Limit</td>
</tr>
<tr>
<td>Liability Limit</td>
</tr>
<tr>
<td>Effective Date</td>
</tr>
<tr>
<td>FMCSA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Motor Carrier Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Filing States</td>
</tr>
<tr>
<td>Illinois</td>
</tr>
<tr>
<td>Insurer #</td>
</tr>
<tr>
<td>Legal Name</td>
</tr>
<tr>
<td>DBA</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>Zip</td>
</tr>
<tr>
<td>Notes</td>
</tr>
</tbody>
</table>

| Pennsylvania              |
| Insurer #                 | 12345                                 |
| Legal Name                | Towing231JK                           |
| DBA                       |                                       |
| Address                   | 123 Main Street                       |
| City                      | Arlington                             |
| Zip                       | 22233                                 |
| Notes                     |                                       |

| Non-electronic Filing States |
| Alaska                     |
| Insurer #                  | 12345                                 |
| Legal Name                 | Third Test Trucking                   |
| DBA                        |                                       |
| Address                    | 167 Streetname                        |
| City                       | Anchorage                             |
| Zip                        | 120000                                |
| Notes                      |                                       |

You will see the total cost of the filings and a reminder to print the non-electronic filings. Electronic filings are automatically submitted to the state by the MCInfo system. Download the form for submission to the non-electronic state. Click on the Form type link. You can create more filings by clicking on this button.

Each filing contains the certificate of insurance and motor carrier information. For non-electronic filing states, each state has a link to download that filing. Click on the form name and a PDF will be downloaded to your system, as shown below.
Note: Viewing a PDF document requires the free Adobe Reader program, or an equivalent product. If you have trouble viewing, please contact your Agency’s technical staff to have Adobe Reader installed.

Please note that the above is an example. The actual filing will vary by filing type. In addition, in recent versions of MCInfo the placement and positioning of text is modified and/or improved.
Search Filings

The Search Filings Tab allows you to search for filings by policy number, USDOT number, FHWA number, State, and/or motor carrier legal name.

*If searching with the policy number, you must enter the policy number EXACTLY as it was entered during the original submission; the search is not case sensitive.

Enter one or more of these search criteria then click the Search Filings button to initiate a search. You can use the asterisk (*) as a wildcard character in the legal name field.

The search will yield the following results screen:

Displays total number of filings found.
Creating Cancellations for Form E and Form H

Once you have found the form you searched for in the Search Filings Tab, you can create a cancellation for that form easily. You will click on the Create Form K link.

When you click on Create Form K you are re-directed back to the Create Filings tab with the original information filled in. The Insurance Company is populated, Policy number is filled in and the state is selected.
You will proceed to the second page of the filing:

If you are cancelling a form E, the system will select the Cancellation type BI and PD. If a form H is being cancelled the system will select Cargo as the cancellation type.

You must enter an Effective Date.

If filing with IL, NM or PA remember to confirm the State MC ID number is displayed.

The system will fill in the motor carrier’s legal name and address information from the original form E or H.

When everything has been reviewed you can submit the filing.
Reports

As your Agency receives and acts on filings, MCInfo will retain information on the filings and their status. You can use the Reports Tab to obtain two different types of reports.

The first type is Custom Reports, the default when you select the Reports tab.

HTML - Provides the report directly to your screen

CSV - Provides a comma separated variable file containing with the report information. The file can be used with an application such as MS Excel for further review and analysis.
The Custom Report results in HTML will look like this:

![Custom Report Results](image)

<table>
<thead>
<tr>
<th>Policy #</th>
<th>@ Effective Date</th>
<th>Form Type</th>
<th>@ Submit Date</th>
<th>Agency</th>
<th>Motor Carrier</th>
<th>Action Status</th>
<th>Action Date</th>
<th>State Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234</td>
<td>09/19/12</td>
<td>Form E</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>issalij</td>
<td>Received</td>
<td>12/13/13</td>
<td>IL</td>
</tr>
<tr>
<td>1234</td>
<td>09/19/12</td>
<td>Form E</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>ssdklj</td>
<td>Paper Filing</td>
<td>12/13/13</td>
<td>AK</td>
</tr>
<tr>
<td>TEST DEMO-12-34</td>
<td>12/27/13</td>
<td>Form H</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>Demo Motor Carrier Name</td>
<td>Received</td>
<td>12/13/13</td>
<td>NM</td>
</tr>
<tr>
<td>TEST DEMO-12-34</td>
<td>12/27/13</td>
<td>Form H</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>Demo Motor Carrier Name</td>
<td>Received</td>
<td>12/13/13</td>
<td>IL</td>
</tr>
<tr>
<td>TEST DEMO-12-34</td>
<td>12/27/13</td>
<td>Form H</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>Demo Motor Carrier Name</td>
<td>Accepted</td>
<td>12/13/13</td>
<td>PA</td>
</tr>
<tr>
<td>TEST DEMO-12-34</td>
<td>12/27/13</td>
<td>Form H</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>Demo Motor Carrier Name</td>
<td>Received</td>
<td>12/13/13</td>
<td>PA</td>
</tr>
<tr>
<td>TEST DEMO-12-34</td>
<td>01/19/14</td>
<td>Form H</td>
<td>12/13/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>Demo Motor Carrier Name</td>
<td>Received</td>
<td>12/13/13</td>
<td>PA</td>
</tr>
<tr>
<td>ARROW TEST-3-1-1</td>
<td>12/25/13</td>
<td>Form H</td>
<td>12/17/13</td>
<td>Best Alternative Insurance Corporation</td>
<td>Arrow Trucking Company</td>
<td>Accepted</td>
<td>12/17/13</td>
<td>CA</td>
</tr>
</tbody>
</table>

The Custom Reports option returns the following information: policy number, effective date, form type, submit date, company name, motor carrier, action status, and action date.

If you select the CSV option, the system will create a CSV file containing the requested information. The system will present you with a dialog box that will allow you to save the CSV file on your system or view it using the application set up on your system to view CSV files.
The Total Reports screen provides access to information based on date range. Both HTML and CSV file formats are available.
The totals report option lists each filing and provides the following data:

- policy number
- effective date
- form type
- submit date
- company name
- motor carrier
- action status
- action date

The filings are grouped by action status and form type.

The last section provides grand totals for all statuses and file form types.

*Some form type lines have been removed for easier viewing.*
My Profile

The My Profile Tab allows you to update/edit your User name, Password, and email address.

Modify the information and click the Submit button.

Confirm the changes carefully prior to clicking the Update button as your changes will affect your future ability to log in to MCInfo.

Receive E-mail Notifications – if you would like to receive an email notice when the state has completed their review (approve/reject) of your submitted form check the box.

User Manual

To download the most up to date User Manual you can click on the User Manual tab. A new window will open and display the manual in a PDF format.
Log Out

When your MCInfo session is complete, simply click on the log out tab to end your session.

Miscellaneous Information

Items in the upper right hand corner of the screen allow you to have access to information about MCInfo, Contact/Support, and Rules/Regulations. Each link will open a new screen.

Contact/Support

» National Online Registries Contact Information:

National Online Registries Business Offices are located at: 4601 N. Fairfax Drive, Suite 1016, Arlington, Virginia 22203. Our Business phone is (703) 841-6374, and our Fax number is (703) 841-6370.

» Support:

National Online Registries is ready to support all of the products and services we provide. We are committed to ensuring the success of your use of our products and services. Support is available by email, over the internet, and by phone.

We use a help desk ticket tracking system with the following goals in mind.

- Ensuring support issues are handled/prioritized consistently
- Enabling support issues to be handled by multiple supporters
- Helping to prevent issues from "falling through the cracks"
- Creating a store of knowledge about the products and services we support

If you are in need of support between 9am and 5pm Eastern time Please call our office at (703) 841-6374. We will then put you in contact with the appropriate party to assist you. Or, you may e-mail us at mcinfosupport@egov.com

For requests to participate in MCInfo, or for Contract Items simply Sign-Up or call our office at (703) 841-6374.

You may e-mail us at mcinfo@egov.com
Rules/Regulations

This section will provide a listing of the states with a web site URL and a general phone number.

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Number</th>
<th>URL</th>
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<tbody>
<tr>
<td>AK</td>
<td>907-269-5559</td>
<td><a href="http://www.state.ak.us/dmv">http://www.state.ak.us/dmv</a></td>
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<tr>
<td>AL</td>
<td>334-242-5176</td>
<td><a href="http://www.psc.state.al.us/transportation.htm">http://www.psc.state.al.us/transportation.htm</a></td>
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<tr>
<td>AR</td>
<td>501-569-2158</td>
<td><a href="http://www.arkansashighways.com">http://www.arkansashighways.com</a></td>
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<tr>
<td>AZ</td>
<td>602-712-6775</td>
<td><a href="http://www.servicearizona.com">http://www.servicearizona.com</a></td>
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<tr>
<td>CA</td>
<td>415-703-1244</td>
<td><a href="http://www.cpuc.ca.gov">http://www.cpuc.ca.gov</a></td>
</tr>
<tr>
<td></td>
<td>=&gt; For Passenger Carriers/ Household Goods</td>
<td><a href="http://www.dmv.ca.gov">http://www.dmv.ca.gov</a></td>
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<tr>
<td></td>
<td>916-357-8153</td>
<td>=&gt; For Property Carriers</td>
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<tr>
<td>CT</td>
<td>860-263-5281</td>
<td><a href="http://www.ct.gov/ctdot">http://www.ct.gov/ctdot</a></td>
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User Resources

Background Information and Suggestions

If you remain inactive in MCInfo for 30 minutes, the system will automatically log you out. If this occurs, simply log in again. This feature is provided for security. Please note that any actions taken prior to an automatic logout are not saved.

MCInfo sends email messages to including the State Agency Action notification emails regarding acceptance or rejection of filings. If you are not available to receive these notifications, for whatever reason, your Company should make arrangements to assure someone else in the Company receives them. One approach is to temporarily have the user’s email address forwarded to the Administrator or to another User. This could be done by your Agency’s mail server Administrator or company Technical Support group.
Frequently Asked Questions

Q. Why can’t I log in? I am using my proper User name and Password.

A. Check to make sure you are in the RIGHT site. The User ID and Password must be used in the User Site only.

Q. We filed with State Agency X and it rejected the filing. Why?

A. MCInfo/NOR does not know. MCInfo provides a conduit for the filings, but we do not have access to the filing process. The decisions on filing acceptance/rejection are totally in the purview of each state authority. Please contact the state agency that rejected the filing to resolve the issue.

Q. I receive emails that tell me of actions taken by a state. I respond to the email, but nothing happens. The state is not notified. Why?

A. Emails that give you notices on acceptance, rejection or other action by a state on electronic fillings are SYSTEM generated. They do not come from the State. Do not respond to the email, since it not generated by a person. You should contact the state agency directly if you have questions about why the state agency did something. If you have questions about technical or system issues contact NOR at mcinfosupport@egov.com.

Q. How long will it take to receive a response from the state to which I have submitted my filing?

A. On average it can take 3-7 business days to receive a response. Depending on the time of year and the state it may take longer. If your filing has not received any response, contact mcinfosupport@egov.com.
Appendix A

Accessing the New Mexico Public Regulation Commission web site

When filing with NM you are required to include the NMPRC number for filings. To find the number you may access the NM Public Regulation Commission’s web site by following the link below or copying and pasting the web address into your browser. You are required to sign into the site and can use the guest username/password shown below.

Company Lookup [http://164.64.85.108/] You may need to type in the IP address on its own in the browser if the link does not work.

username: webguest
password: webguest1

Once you are logged into the site it will look like this:

Under the Main menu, select Company Search.

Once on the search page enter the Company Name in the search field. Click Go or hit Enter.
From the Company Search List click on the name of the company you are searching.

After selecting your company, you will see the company summary:

At the top of the Company Summary page, there are a number of tabs from which you can select. Please select the **Certification** tab.

The NM PRC number is in the Cert # column.

Enter the Cert # in the **State MCID** field in the NOR MCInfo system:
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Example</th>
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</thead>
<tbody>
<tr>
<td>Insurer #</td>
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<td></td>
</tr>
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