

Transportation Routing and Vehicle Information System

TRAVIS

Online Permit Application System



Online Permit System

User Manual

Alberta Transportation
Version 1.0

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1. INTRODUCTION

This document serves as a user guide for TRAVIS Web users. It may be referred to as a training/reference manual for the TRAVIS (Transportation Routing And Vehicle Information System) online permitting system which is located at www.travis.gov.ab.ca. This document provides TRAVIS Web users with helpful hints, Help Text for each TRAVIS Web Screen, the purpose of each link on the TRAVIS Web menu, and as a walk through for each permit type available on TRAVIS Web.

2. PERMIT TYPES AVAILABLE ON THE WEB

- Advance Rig Move Detail Permit
- Annual Dimension Permit
- Monthly License
- Multi-Trip Permit*
- Single Trip Dimension
- Single Trip License
- Single Trip Overweight/Overdimension Permit
- Single Trip Overweight/Overdimension for Drilling Rig
- Single Trip Overweight for Hauling Licensed Equipment
- Single Trip Overweight/Overdimension Permit for Empty Equipment
- To operate TAC Vehicles Off the Provincial Hwys

*Refers to Multi-Trip for Heavy Haul (not to be confused with Multi-Trip for Permanently Mounted Equipment)

3. FAQ

3.1. What does TRAVIS Stand for?

TRAVIS is an acronym for Transportation Routing And Vehicle Information System.

3.2. Is My Credit Card Safe?

Yes. All transactions are run through 128 Bit SSL (Secure Sockets Layer) Encryption from your browser to our website. "The Secure Sockets Layer protects data transferred over http using encryption enabled by a server's SSL Certificate. An SSL Certificate contains a public key and a private key. A public key is used to encrypt information and a private key is used to decipher it. When a browser points to a secured domain, an SSL handshake authenticates the server and the client and establishes an encryption method and a unique session key. They can begin a secure session that guarantees message privacy and message integrity." – For more information please visit: <http://www.verisign.com/ssl/ssl-information-center/faq/>

3.3. Are there any special considerations when requesting Licensing and Single Trip Overweight / Overdimension Permits?

In order to ensure you are not overcharged for your single trip overweight permit, please request the Licensing permit first.

Note: It is cost effective to purchase a Monthly Licensing permit rather than multiple Single Trip Licensing permits if multiple trips are planned for the same vehicle.

3.4. What is an MVID?

All Alberta carriers have an MVID. An MVID is your Motor Vehicle Identification Number or client number. This is located directly above the registered owner's address on your vehicle registration. If you do not know your MVID or do not have one, contact the Central Permit Office at 1-800-662-7138.

3.5. How do I register?

Go to www.travis.gov.ab.ca and Click on the 'Register' link below the submit button, located on the right side of the login screen, and complete the registration form (your MVID is required when registering). If you do not know your MVID or do not have one, contact the Central Permit Office at 1-800-662-7138.

3.6. How do I log into TRAVIS?

A user must be registered with a user ID and password to gain access to TRAVIS Web. To login go to www.travis.gov.ab.ca. Enter the user ID the 'User ID' field and the password in the 'Password' field on the Alberta Transportation (AT) Online Services Login Screen and click the 'Submit' button. Once logged onto AT Online Services, click on the link '[TRAVIS Web \(Overloads / Annuals / Licensing\)](#)'. Another secure page will appear welcoming the user to TRAVIS Web.

3.7. I have forgotten my password. What do I do?

Go to www.travis.gov.ab.ca and Enter User ID in the 'User ID' field on the Alberta Transportation (AT) Online Services Login Screen. Click on the 'Reset Password' link below the 'Submit' button on the right side of the login screen. A new password will be emailed to you.

3.8. How do I obtain a copy of a permit?

Permit documents are considered "public documents" and may be viewed on the TRAVIS system. Go to section 4 for more information on obtaining a copy of a permit document.

3.9. What happens when the TRAVIS Web system is not available?

In the event that the primary TRAVIS Web system is unavailable, our secondary (failover) system (TRAVIS2) should be used. There is a link called 'Trouble Shooting' located on the left hand side of the login screen where more information can be obtained.

In the event that both TRAVIS1 and TRAVIS2 are down simultaneously, for more than 20 minutes, manual permits will be available through the Central Permit Office at 1-800-662-7138.

TRAVIS1 and TRAVIS2 can be found at www.travis.gov.ab.ca and at www.travis2.gov.ab.ca.

3.10. How do I change my account information?

To update your email address, click on 'My Account' and submit your change. To update your mailing address, you must contact the Central Permit Office at 1-800-662-7138.

4. VIEWING PERMITS ONLINE

There are different ways to view permits online:

4.1. View Permit

The 'View Permit' link is available on the Alberta Transportation Online Services login screen at www.travis.gov.ab.ca. Permit documents are considered "public" and may be viewed on the TRAVIS system.

- Step 1) Click on 'View Permit'
- Step 2) Enter permit number; permit number format is 00-000-0000
- Step 3) Press 'Search'
- Step 4) The permit information will become available and under 'Permit No.' the permit number will appear underlined.
- Step 5) Click on underlined permit number to open permit document in PDF format.
- Step 6) Permit may be printed.

4.2. Search All Permits

This type of search allows the user to search for another carrier's permit. The search criteria include Organization Name, Permit Number, Permit Type, Plate Number, etc; enter different information to narrow the search.

- Once the criteria are entered, press the 'Search' button, and the permits meeting the criteria will become available for viewing.
- A maximum of 200 records will be returned for each search.
- If more than 200 records are returned, the system will generate the following error: **TRW-000660 - More than 200 records returned. Refine search and try again.** Search criteria will have to be refined and resubmitted to retrieve fewer records.

4.3. Search My Permits and Permit Applications

This type of search allows the user to search for permits issued to the user or the user's company. The search criteria include Organization Name, Permit Number, Permit Type, Plate Number, etc; enter different information to narrow the search.

- Once the criteria are entered, press the 'Search' button, and the permits meeting the criteria will become available for viewing.
- A maximum of 200 records will be returned for each search.
- If more than 200 records are returned, the system will generate the following error: **TRW-000660 - More than 200 records returned. Refine search and try again.** Search criteria will have to be refined and resubmitted to retrieve fewer records.

5. APPLYING FOR A PERMIT ONLINE

5.1. Create Permit Application

Users can create a permit application from scratch or model an existing permit application or permit.

The following are step-by-step instructions to issue each permit type available on TRAVIS Web.

5.1.1. How to Enter a Single Trip Overweight / Overdimension Permit, Single Trip Overweight / Overdimension Permit for Empty Equipment.

When logged onto TRAVIS Web, follow this step-by-step process to complete an Overweight Application. **Mandatory fields are those with orange text.**

- Step 1) Welcome Screen: Click on "Create Permit Application"
- Step 2) Create Permit Application Screen: Choose Permit Type (Single Trip Overweight/ Overdimensional or Single Trip Overweight/ Overdimensional for Empty Equipment) from drop down list, or enter a previous permit number or previous application number
- Press "Continue" button (located at the right side of the page)
- Step 3) Requestor Details Screen: Enter your name and telephone number, and change notification details (email address, or fax number) if different than default
- Press "Next" button (bottom right of page)
- Step 4) Permit Details Screen:
Enter the date that the load is to move
Enter number of days required
Enter commodity
Enter attachments when applicable
Enter commodity owner
Serial number and reference number are optional, but can be used to enter unit numbers if applicable
NOTE: the weights specified on this page are that of the attachments only, and are not to be entered as commodity or loaded weights
- Press "Next" button (bottom right of page)
- Step 5) Loaded Vehicle Details Screen: Press "Add Vehicle" button (top left of page)
- Step 6) Configuration Details Screen:
Enter plate number and jurisdiction of hauling unit
Enter vehicle configuration
Enter steering tire size of hauling unit
If vehicle is from out-of-province and prorated, enter cab card number and prorate weight. If client is not prorated and does not have a valid Monthly Licensing permit or Single Trip Licensing permit, a Monthly Licensing permit or a Single Trip Licensing permit must be issued prior to applying for the oversize permit
- Press "Save Vehicle" button (bottom left of page)

- Step 7) Loaded Vehicle Details Screen:
Enter Axle Weights
Enter loaded dimensions (including effective rear overhang)
Press “Save” button (bottom left of page)

Press “Next” button (bottom right of page)
- Step 8) Origin & Destination Screen: Enter origin and destination of move by entering either a Legal Land Description, Address & Municipality or Named Location*
To enter your origin and destinations, the proper location button/radio button must first be selected
Enter Entry and/or Exit points** when required

*For more information on Named Locations; go to section 12.4
**For more information on Entry and Exit points; go to section 8.3.1

Press the “Next” button (bottom right of page)
- Step 9) Trip Details Screen: Enter route* (in the following format: DR;H625;H19;H60;H16;CITY)
Press ‘Verify/Create Route’ button (right of route field)
Note: The route string is not case-sensitive therefore using lowercase letters will not generate errors.
OR

Allow TRAVIS Web to generate the route by pressing the ‘Verify/Create Route’ button
Route returned will be the shortest traveled route from origin to destination with the fewest restrictions
Enter ‘Waypoints’** when applicable

*For more information on the Route String Format; to go section 8.2
**For more information on Waypoints; go to section 8.3.2

Press the “Next” button (bottom right of page)
- Step 10) Information Confirmation Screen: This screen is a summary of all of the information entered. Check to ensure that all information is correct. The estimated fee for the permit is also shown here.

Once everything has been reviewed, press the “Next” button (bottom right of page).

If changes are needed, the ‘Previous’ button can be used to navigate to back to the previous screens where changes can be made.

5.1.2. How to Enter a Single Trip Overdimension Permit

When logged onto TRAVIS Web, follow this step-by-step process to complete an Overdimension Application

- Step 1) Welcome Screen: Click on “Create Permit Application”
- Step 2) Create Permit Application Screen: Choose Permit Type (Single Trip Overdimensional) from drop down list, or enter a previous permit number or previous application number

Press “Continue” button (located at the right side of the page)
- Step 3) Requestor Details Screen: Enter your name and telephone number, and change notification details (email address, or fax number) if different than default

Press “Next” button (bottom right of page)
- Step 4) Permit Details Screen: Enter the date that the load is to move
Enter number of days required
Enter commodity
Enter attachments when applicable
Enter commodity owner
Serial number and reference number are optional, but can be used to enter unit numbers if applicable
NOTE: the weights specified on this page are that of the attachments only, and are not to be entered as commodity or loaded weights

Press “Next” button (bottom right of page)
- Step 5) Loaded Vehicle Details Screen: Press “Add Vehicle” button (top left of page)
- Step 6) Configuration Details Screen: Enter plate number and jurisdiction of hauling unit
Enter vehicle configuration
If vehicle is from out-of-province and prorated, enter cab card number and prorate weight. If client is not prorated and does not have a valid Monthly Licensing permit or Single Trip Licensing permit, a Monthly Licensing permit or a Single Trip Licensing permit must be issued prior to applying for the oversize permit

Press “Save Vehicle” button (bottom left of page)
- Step 7) Loaded Vehicle Details Screen: Enter loaded dimensions
Press “Save” button (bottom left of page)

Press “Next” button (top right of page)
- Step 8) Origin & Destination Screen: Enter origin and destination of move by entering either a Legal Land Description, Address & Municipality or Named Location*

To enter your origin and destinations, the proper location button/radio button must first be selected
Enter Entry and/or Exit points** when required

*For more information on Named Locations; go to section 12.4

**For more information on Entry and Exit points; go to section 8.3.1

Press the “Next” button (bottom right of page)

- Step 9) Trip Details Screen: Enter route* (in the following format: DR;H625;H19;H60;H16;CITY)
Press ‘Verify/Create Route’ button (right of route field)
Note: The route string is not case-sensitive therefore using lowercase letters will not generate errors.
OR

Allow TRAVIS Web to generate the route by pressing the ‘Verify/Create Route’ button
Route returned will be the shortest traveled route from origin to destination with the fewest restrictions

Enter ‘Waypoints’** when applicable

*For more information on the Route String Format; to go section 8.2

**For more information on Waypoints; go to section 8.3.2

Press the “Next” button (bottom right of page)

- Step 10) Information Confirmation Screen: This screen is a summary of all of the information entered. Check to ensure that all information is correct. The fee for the permit is also shown here.

Once everything has been reviewed, press the “Next” button (bottom right of page).

If changes are needed, the ‘Previous’ button can be used to navigate to back to the previous screens where changes can be made.

5.1.3. How to Enter a Single Trip Licensing Permit

When logged onto TRAVIS Web, follow this step-by-step process to complete a Single Trip Licensing Application

- Step 1) Welcome Screen: Click on “Create Permit Application”
- Step 2) Create Permit Application Screen: Choose permit type (Single Trip License) from drop down list, or enter previous permit or application number
- Press “Continue” button (located at the right side of the page)
- Step 3) Requestor Details Screen: Enter your name and telephone number, and change notification details (email address, or fax number) if different than default
- Press “Next” button (bottom right of page)
- Step 4) Permit Details Screen: Enter the date that the load is to move
Enter number of days required
Enter commodity
Enter commodity owner
Reference number is optional and can be used to enter unit numbers if applicable
- Press “Next” button (bottom right of page)
- Step 5) Licensing Permit Details: Enter plate number and jurisdiction of hauling unit
Enter payload weight (weight of just the goods/load by itself)
If vehicle is from out of province and prorated for Alberta and client requests an increased GVW for one trip then enter cab card number, prorate weight and requested GVW.
Payload weight will be entered as the difference between prorated weight and requested weight (Example: Requested weight 63,500 kg – prorated weight 46,500 kg = payload weight 17,000 kg).
- Press “Next” button (bottom right of page)
- Step 6) Origin and Destination Screen: Enter origin and destination of move by entering either a Legal Land Description, Address & Municipality or Named Location
- For more information on Named Locations; see section 11.4.
- Press the “Next” button (bottom right of page)
- Step 7) Information Confirmation Screen: This screen is a summary of all of the information entered. Please check to ensure all information is correct. The estimated fee for the permit is also shown here.
- Once everything is reviewed, press the “Next” button (bottom right of page).
- If changes are needed, the ‘Previous’ button can be used to navigate to back to the previous screens where changes can be made.

5.1.4. How to Enter a Monthly Licensing Permit

When logged onto TRAVIS Web, follow this step-by-step process to complete a Monthly Licensing Application

Step 1) Welcome Screen: Click on "Create Permit Application"

Create Permit Application Screen: Choose Permit Type (Monthly License) from drop down list, or enter a previous permit number or previous application number
Press "Continue" button

Step 2) Requestor Details Screen: Enter your name and telephone number.
Change notification details (email address, or fax number) if different than default

Press "Next" button (located at the right side of the page)

Step 3) Permit Details Screen: Enter the date that the carrier would like the permit to start
Choose number of days (NOTE: 30, 60 or 90 days available)

Press "Next" button (bottom right of page)

Step 4) Licensing Permit Details: Enter plate number and jurisdiction of hauling unit
Choose requested class: hauling for hire or hauling own goods
Enter GVW

If vehicle is from out of province and client is increasing the prorated weight of the vehicle, enter the cab card number; prorate weight and GVW requested in appropriate fields

Press "Next" button (bottom right of page)

Step 5) Information Confirmation Screen: This screen is a summary of all of the information entered. Please check to ensure all information is correct. The estimated fee for the permit is also shown here.

Once everything is reviewed, press the "Next" button (bottom right of page).

If changes are needed, the 'Previous' button can be used to navigate to back to the previous screens where changes can be made.

5.1.5. How to Enter a Single Trip Overweight / Overdimension for Drilling Rig Permit

When logged onto TRAVIS Web, follow this step-by-step process to complete an Overweight / Overdimension for Drilling Rig Permit

- Step 1) Welcome Screen: Click on “Create Permit Application”
- Step 2) Create Permit Application Screen: Choose Permit Type (Single Trip Overweight/ Overdimensional for Drilling Rig) from drop down list, or enter a previous permit number or previous application number
- Press “Continue” button (located at the right side of the page)
- Step 3) Requestor Details Screen: Enter your name and telephone number, and change notification details (email address, or fax number) if different than default
- Press “Next” button (bottom right of page)
- Step 4) Permit Details Screen: Enter the date that the load is to move
Enter number of days required
Enter commodity
Enter commodity owner
Enter rig identification number
Enter client reference number
Enter number of loads
- Press “Next” button (bottom right of page)
- Step 5) Loaded Vehicle Details Screen: Press “Add Vehicle” button (top left of page)
- Step 6) Configuration Details Screen: Enter plate number and jurisdiction of hauling unit of component
Enter component
Enter vehicle configuration
Enter steering tire size of hauling unit
If vehicle is from out-of-province and prorated, enter cab card number and prorate weight. If client is not prorated and does not have a valid Monthly Licensing permit or Single Trip Licensing permit then a Monthly Licensing permit or a Single Trip Licensing permit must be issued prior to applying for the oversize permit
- Press “Save Vehicle” button (bottom left of page)
- Step 7) Loaded Vehicle Details Screen: Enter Axle Weights
Enter loaded dimensions (includes effective rear overhang)
Press “Save” button (bottom left of page)
- Press “Add Vehicle” button to add next load (top left of page)

NOTE: When adding loads, follow steps 5 through 7 for each component of the rig. When entering the axle weight, the proper vehicle must be selected. The button beside the vehicle/load being added must be clicked.

Once all components are entered and saved, press “Next” button (top right of page)

- Step 8) Origin & Destination Screen: Enter origin and destination of move by entering either a Legal Land Description, Address & Municipality or Named Location*
To enter your origin and destinations, the proper location button/radio button must first be selected
Enter Entry and/or Exit points** when required

*For more information on Named Locations; go to section 12.4

**For more information on Entry and Exit points; go to section 8.3.1

Press the “Next” button (bottom right of page)

- Step 9) Trip Details Screen: Enter route* (in the following format:
DR;H625;H19;H60;H16;CITY)
Press ‘Verify/Create Route’ button (right of route field)
Note: The route string is not case-sensitive therefore using lowercase letters will not generate errors.
OR

Allow TRAVIS Web to generate the route by pressing the ‘Verify/Create Route’ button
Route returned will be the shortest traveled route from origin to destination with the fewest restrictions

Enter ‘Waypoints’** when applicable

*For more information on the Route String Format; to go section 8.2

**For more information on Waypoints; go to section 8.3.2

Additional Information: The origin and/or destination municipalities require road use agreements. For each jurisdiction the client name (e.g. oil well owner or other client having a valid road use agreement with the municipality), the drill rig consultant and contact phone, the road use agreement number and if applicable, the AFE number.

Press the “Next” button (bottom right of page)

- Step 10) Information Confirmation Screen: This screen is a summary of all of the information entered. Check to ensure all information is correct. The estimated fee for the permit is also shown here.

Once everything has been reviewed, press the “Next” button (bottom right of page).

If changes are needed, the ‘Previous’ button can be used to navigate to back to the previous screens where changes can be made.

5.1.6. How to Enter an Advance Rig Move Detail Permit

When logged onto TRAVIS Web, follow this step-by-step process to complete an Advance Rig Move Detail Application
(Note: applicant must be pre-registered through CPO with the Advance Rig Move program, to order Advance Rig Move Detail Permits)

- Step 1) Welcome Screen: Click on “Create Permit Application”
- Step 2) Create Permit Application Screen: Choose Permit Type (Advance Rig Move Detail Permit) from drop down list.

Press “Continue” button (located at the right side of the page)
- Step 3) Requestor Details Screen: Enter your name and telephone number, and change notification details (email address, or fax number) if different than default

Press “Next” button (bottom right of page)
- Step 4) Permit Details Screen: As rig move has already been done, the start date should be after the move has been completed.
Enter commodity
Enter commodity owner
Enter rig identification number
Enter Drilling Rig Move (Advance) permit number in the comments box provided

Press “Next” button (bottom right of page)
- Step 5) Loaded Vehicle Details Screen: Press “Add Vehicle” button (top left of page)
- Step 6) Configuration Details Screen: Enter plate number and jurisdiction of hauling unit of component
Enter component
Enter vehicle configuration
Enter steering tire size of hauling unit
If vehicle is from out-of-province and prorated, enter cab card number and prorate weight. If client is not prorated and does not have a valid Monthly Licensing permit or Single Trip Licensing permit, a Monthly Licensing permit or a Single Trip Licensing permit must be issued prior to applying for the oversize permit

Press “Save Vehicle” button (bottom left of page)
- Step 7) Loaded Vehicle Details Screen: Enter Axle Weights
Enter loaded dimensions (includes effective rear overhang)
Press “Save” button (bottom left of page)

Press “Add Vehicle” button to add next load (top left of page)

NOTE: When adding loads, follow steps 5 through 7 for each component of the rig. When entering the axle weight, the proper vehicle must be selected. The button beside the vehicle/load being added must be clicked.

Once all components are entered and saved, press “Next” button (top right of page)

- Step 8) Origin & Destination Screen: Enter origin and destination of move by entering either a Legal Land Description, Address & Municipality or Named Location*
To enter your origin and destinations, the proper location button/radio button must first be selected
Enter Entry and/or Exit points** when required
- *For more information on Named Locations; go to section 12.4
**For more information on Entry and Exit points; go to section 8.3.1
- Press the “Next” button (bottom right of page)
- Step 9) Trip Details Screen: Enter route* (in the following format: DR;H625;H19;H60;H16;CITY)
Press ‘Verify/Create Route’ button (right of route field)
Note: The route string is not case-sensitive therefore using lowercase letters will not generate errors.
OR
- Allow TRAVIS Web to generate the route by pressing the ‘Verify/Create Route’ button
Route returned will be the shortest traveled route from origin to destination with the fewest restrictions
Enter ‘Waypoints’** when applicable
- *For more information on the Route String Format; to go section 8.2
**For more information on Waypoints; go to section 8.3.2
- Additional Information: The origin and/or destination municipalities require road use agreements. For each jurisdiction the client name (e.g. oil well owner or other client having a valid road use agreement with the municipality), the drill rig consultant and contact phone, the road use agreement number and if applicable, the AFE number.
- Press the “Next” button (bottom right of page)
- Step 10) Information Confirmation Screen: This screen is a summary of all of the information entered. Check to ensure all information is correct. The estimated fee for the permit is also shown here.
- Once everything has been reviewed, press the “Next” button (bottom right of page).
- If changes are needed, the ‘Previous’ button can be used to navigate to back to the previous screens where changes can be made.

5.1.7. How to Enter an Annual Dimension Permit, Multi-Trip Permit or TAC Permit.

NOTE: To renew annuals; see section 5.12. of this document.

When logged onto TRAVIS Web, follow this step-by-step process to complete Annual Dimension Permit, Multi-Trip Permit or TAC Permit Application

- Step 1) Welcome Screen: Click on “Create Permit Application”
- Step 2) Create Permit Application Screen: Choose Permit Type (Annual Dimensional Permit, Multi-Trip Permit or To operate TAC Vehicles Off the Provincial Highways) from drop down list. Only enter a previous permit number or previous application number if you are unable to use the ‘Renew Annuals’ function from the Welcome screen (see section 5.2. of this document)
- Press “Continue” button (located at the right side of the page)
- Step 3) Requestor Details Screen: Enter your name and telephone number, and change notification details (email address, or fax number) if different than default
- Press “Next” button (bottom right of page)
- Step 4) Permit Details Screen: Enter the date that the carrier would like the permit to start
Enter number of days required (annual permits are normally issued for 365 days)
Press ‘Calculate’ button to generate the expiry date of the permit
Choose commodity (only available to Annual Overdimension Permit)
- Press “Next” button (bottom right of page)
- Step 5) Information Confirmation Screen: This screen is a summary of all of the information entered. Check to ensure all information is correct. The fee for the permit is also shown here. When everything has been reviewed, press the “Next” button (bottom right of page).

5.2. Renew Annual Permits

Only the following permits are available for renewal online. All other annual permits will not show up for renewal and must be obtained by contacting the Central Permit Office at 1-800-662-7138.

- Seasonal Log Haul Dimensional Permit
- Annual Dimension Permit
- Structure Permit
- Annual Log Haul Dimensional Permit (Salvage)
- Annual Overweight Permit for an Urban Area
- To Operate TAC Vehicles off the Provincial Highways
- Multi-Trip Permit*
- Fleet Tri Drive Ready Mix Exemption Permit
- Fleet Tri Drive Exemption Permit

*Refers to Multi-Trip for Heavy Haul (not to be confused with Multi-Trip for Permanently Mounted Equipment)

To renew annuals, user must:

- Step 1) Click on 'Renew Annual Permits' link located on the menu bar, on the left of the screen
- Step 2) Click on the box located beside the permit number to indicate which permit(s) are to be renewed
- Step 3) Select payment method (Enter credit card information if payment method is by credit card)
- Step 4) Click 'Submit'

5.3. Create Return Trip for Permit Application

In the past, return trips have been covered under a single permit with fees doubled. Now return trips must be issued as a separate permit.

This form is used to create a return trip for a previous permit or application.

To request a return trip, the user must:

- Step 1) Enter the previous permit for which the return trip application is required
- Step 2) Click the "Next" button

All permit application data will be generated from the original permit or application. In addition, the system will reverse the origin, destination and route to decrease the amount of data entry.

NOTE: Return trip permits are available only as single trip permit applications. Return trips are not available for annual or multi-trip permits.

6. QUALIFYING FOR AUTOMATIC APPROVAL ONLINE

Cases where application may not qualify for Automatic Approval:

- If dimensions are over:
 - a) 4.45 m in width
 - b) 5.0 m in height
 - c) 34.0 m in length
- If GVW is over 120,000 kg
- If effective rear overhang is greater than 6.5 m
- If comments are entered in the comments box
- If the route is not verified by TRAVIS
- If routing cannot be verified by TRAVIS
- If requested 14 or more days in advance
- If application is an Annual Overdimension Permit
- If application is a Multi-Trip Permit
- If application is a Single Trip Overweight for Hauling Licensed Equipment Permit
- If there are any lane restrictions, width restrictions, bridge restrictions, road bans or vertical obstructions along the route
- If application is an Advance Rig Move Details Permit
- If "Registries" is chosen as the payment method

7. HELP FOR EACH TRAVIS WEB SCREEN

7.1. Create Permit Application Screen

What is this page for?

This form is used to create new permit applications. The user can create a new permit or permit application based on an existing permit.

If the user is an agent, the MVID field will be available for entry, so the agency can apply for a permit on behalf of a client.

What are the individual fields on this page for?

Permit Type: Select a permit type to be created. Only select a permit type if creating a new permit application. If modeling from an existing permit, permit type is not required.

MVID: The MVID field is restricted to Agents. Enter the MVID of the client for whom the permit application is intended.

Application #: Enter a permit application number if you want to create a new permit based on a previous application.

Permit #: Enter an existing permit number if you want to create a new permit based on a previous permit.

NOTE:

Do not use the drop down list if entering a previous application number or previous permit number to model.

The permit or permit application used for modeling must belong to the same client/company.

7.2. Requestor Details Screen

What is this page for?

This screen is used to enter applicant information. The Central Permit Office will use this information to notify user of the new permit or requests for additional information regarding the permit application.

NOTE: To request permanent update of any information auto-generated on this screen, please contact CPO at 1-800-662-7138. Email addresses can be modified in the 'My Account' link or the 'Maintain Accounts' link once logged into AT Online Services.

What are the individual fields on this page for?

Requested By: The requestor is the person applying for the permit.

Requestor Phone #: Enter the contact number of the applicant. This is required by CPO if any follow-ups are necessary.

Name: Individual or Organization associated to the MVID.

Notification Mode: This is the method by which your permit will be sent to you.

Attention To: Enter attention line if applicable.

Address 1/Address 2/city/Province/State/Postal/Zip Code: Address that appears on the registration of the permitted vehicle. This information is guarded against updates.

Phone #: Phone number of the individual or organization associated to the MVID.

Fax #: Enter fax number if you wish to be notified by fax.

E-Mail: Enter e-mail address if you wish to be notified by e-mail.

7.3. Permit Details Screen

What is this page for?

This screen is used to enter the details of the permit and commodity being hauled. NOTE: Not all fields are mandatory. Fields marked with an asterisk and are orange are mandatory.

What are the individual fields on this page for?

Start Date: Date move is to start.

Number of Days: Permit duration.

Commodity: Enter commodity or select a commodity from the list provided by clicking on the search button next to the commodity field. If the commodity is not in the list, please choose the closest alternative and enter the correct commodity using the 'Comments' button on the top-right of the screen. An application can be made to add the Commodity to the list on the Secure Page (first screen) in TRAVIS Web. This link is called 'Request New Codes'. For more information on requesting a new commodity; go to section 12.1.

NOTE: If there is an entry in the 'Comments' box, Auto Approval will not occur.

Attachments: Enter attachments or select attachments from the list provided by clicking on the search button next to the field. The system will retrieve/check attachments based on the commodity chosen. If the attachment is not in the list, please choose the closest alternative and enter the correct details using the 'Comments' button on the top-right of the screen.

Weight: Enter attachment weight if applicable. If an attachment has not been selected prior to entering weight, an error will occur.

NOTE: The weight field is not be used as the commodity weight or loaded weight.

Quantity: Enter commodity quantity if there is more than one piece.

Side by Side/# End to End/# Stacked: If quantity has been entered, enter number of items loaded side-by-side, end to end and/or stacked if applicable.

Example: If the commodity is a load of twenty-four (24) hay bales, loaded six (6) along the length of the trailer, two (2) side by side and stacked two (2) high. It would be entered as 2 Side by Side, 6 End to End, and 2 Stacked.

Serial #/Registered ID: Enter serial number or rig ID (#) if applicable.

Owner: Enter owner of commodity.

Client Ref: Enter client reference number if applicable (example job number, P.O. number, unit number, etc.)

Convert button: Click on this button to use the measurement conversion calculator. Using this conversion calculator will *not* auto-populate your field. Manual entry is required.

Calculate button: Click on this button to calculate and view the permit end date.

7.4. Loaded Vehicle Details Screen

What is this page for?

This screen is used to access the Configuration Details Screen, and to enter the weight and/or dimensions of the loaded vehicle.

NOTE: User must first click “Add Vehicle Button” to enter vehicle. This will open the Configuration Details Screen, where the vehicle and configuration are to be entered.

What are the individual fields on this page for?

Inter-axle spacing definition: Longitudinal distance separating two axles or axle groups, as calculated from the centers of the two adjacent axles.

Minimum Inter-axle Spacing: Enter the inter-axle spacing of the vehicle axle.

Maximum Weights: Weights reflected are the maximum weights allowed for current permitting season (i.e. Spring, Post-Thaw, Summer, Fall & Winter). If maximum season weight is exceeded, automatic approval will be disabled and the application will be sent to CPO for approval.

Axle Weight: Enter the requested axle weight of each vehicle axle group. Do not enter commas, spaces or dashes in the axle weight.

Combination Weight: This weight is determined according to inter-axle spacing and may cause an error to occur if sum of two adjacent axle groups are more than maximum combination weight specified. If an error occurs, the inter-axle spacing should be reviewed to ensure accurate data has been entered. If requestor wishes weights above combination weight, CPO must be notified.

GVW (Gross Vehicle Weight): This field will automatically generate sum of axle weights. This field can be overridden to decrease GVW, but cannot be increased to exceed sum of axle weights. If a change to increase an axle weight is made, the GVW does not auto-update. User will be required to delete weight in GVW field to allow system to generate sum of new axle weights. Do not enter commas, spaces or dashes in the GVW.

Util. Not. #: Enter the Utility Notification number that has been provided by the Utility Company. This field must be entered if loaded height is 6.0 metres or more.

Loaded Width: Enter the loaded width if your vehicle exceeds the legal dimension as defined in the regulation.

Loaded Height: Enter the loaded height if your vehicle exceeds the legal dimension as defined in the regulation.

Overall Length: Enter the overall length if your vehicle the legal dimension as defined in the regulation.

Effective Front Overhang ("x"): Enter the effective front overhang of your vehicle if applicable.

Trailer Wheelbase ("y"): Enter the trailer wheelbase of your vehicle if applicable. The trailer wheelbase is measured from the king pin to turn center of trailer axle group.

Effective Rear Overhang ("z"): This is a mandatory field. The effective rear overhang is measured from turn center of trailer axle group to the end of the trailer, bed, or commodity, whichever is the greater distance. Enter the effective rear overhang of your vehicle (if effective rear overhang is legal as defined in the regulation, enter 0.0 metres).

Trailer Track Width: Enter the trailer track width of your vehicle if applicable. The trailer track width is measured from outside of outside tire on one side of trailer, to the outside of outside tire on the opposite side of trailer.

Trailer Length: Enter the length of the deck of the trailer if applicable. **NOTE:** This field does not accept decimals.

If applying for a Rig Move permit (Advance Rig Move Detail Permit or Overweight/Overdimension for Drilling Rigs): To add multiple vehicles to one application, user must first add each vehicle which is done by clicking the 'Add Vehicle' button located at the top right of the screen. Users may add each vehicle and then apply the loaded weights and dimensions to each vehicle, or the user may add vehicles separately, adding loaded information to each vehicle as they are entered.

Radio button: To enter the loaded weight and dimension information to a vehicle, click on the round button (Radio button) located on the top frame of the form. If there is more than one vehicle on this list, user must select the vehicle which is to be displayed. Once changes have been made to a vehicle, the user must click the 'Save' button.

7.5. Vehicle Information & Configuration Details (for Overloads) Screen

What is this page for?

This screen is used to enter your overweight/oversize vehicle's information. The fields and buttons that are listed in [Help](#) vary based on the permit type and may or may not be available for entry.

What are the individual fields on this page for?

Registered Unit #: If the vehicle being permitted is specially registered in TRAVIS, enter unit number to retrieve unit information.

Jurisdiction: Select the Jurisdiction of license plate. (i.e. Alberta, Texas)

Plate #: Enter license plate number. Do not enter commas, spaces or dashes in this field.

Component: When applying for a Single Trip Overweight/Overdimension permit for Drilling Rigs or an Advance Rig Move Detail permit, entry of a component will be required with the entry of each hauling unit. If the Component is not in the list provided, please choose the closest alternative and enter the correct component using the 'Comments' button on the top-right of the Vehicle Details screen. An application can be made to add the Component to the list on the Secure Page (first screen) in TRAVIS Web. This link is called "Request New Codes". For more information on requesting a new component; go to section 12.2.

Vehicle Configuration: Enter configuration of Hauling Unit by entering the [Configuration Code](#) or by using the [Code Lookup](#) function. Alternatively, to see a list of all configurations, the user must be on the TRAVIS Web Homepage and click Load in the lower left-hand corner then click List Configurations. The process of listing all the configurations may take up to 5 minutes. If the Configuration is not in the list provided, please choose the closest alternative and enter the correct configuration using the 'Comments' button on the top-right of the Vehicle Details screen. An application can be made to add the Configuration to the list on the Secure Page (first screen) in TRAVIS Web. This link is called "Request New Codes". For more information on requesting a new configuration code; go to section 12.3.

Configuration Code: The Configuration Codes are built based on the number of tires on each axle group.

- Example #1: If the hauling unit is a [Heavy Haul Single Steer Tandem Truck Tractor \(HH28\) towing a Medium Tridem Spread Trailer \(12M\)](#), the code would be **HH2812M**.
- Example #2: If the hauling unit is a [Single Steer Tandem Truck Tractor \(HH28\) pulling a Tandem Jeep and a Tandem Trailer](#), the code would be **HH2888**.

The numbers in the code reflect each axle group: '2', in the examples above, represents the steering axle group, '8' represents the drive axle group, the jeep axle group, etc.

Heavy haul configuration codes start with 'HH', service rig configuration codes start with 'SR', generic mobile crane configuration codes start with 'MC' and all other permanently mounted equipment codes start with 'PM'.

Use the chart below to build configuration codes. Codes are built from the steering axle group back. If an axle group code is missing from this table, contact the Central Permit Office.

| Single Axle Group | | Tandem Axle Group | | Tridem Axle Group | |
|----------------------------|------|---------------------------------|-------|---|------|
| Axle Group | Code | Axle Group | Code | Axle Group | Code |
| 2 wheel axle group | 2 | 8 wheel drives, jeep or trailer | 8 | 12 wheel drives (Tridrive) | 12d |
| 4 wheel jeep | 4 | 8 wheel air booster | 8a | 12 wheel short spread trailer (min 2.4m) | 12s |
| 4 wheel air booster | 4a | 8 wheel common air booster | 8cm | 12 wheel medium spread trailer (min 3.0m) | 12m |
| 4 wheel common air booster | 4cm | 8 wheel mechanical booster | 8m | 12 wheel catch tank | 12ct |
| 4 wheel mechanical booster | 4m | 8 wheel catch tank | 8ct | 24 wheel tridem trailer (with wide track-width) | 24tw |
| 4 wheel catch tank | 4ct | 16 wheel jeep or trailer | 16 | 24 wheel tridem trailer | 24x |
| | | 16 wheel wide track trailer | 16w * | | |
| | | 16 wheel common air booster | 16cm | | |
| | | 20 Wheel tandem trailer | 20 | | |
| | | 24 wheel tandem trailer | 24w * | | |
| | | 32 wheel tandem trailer | 32 | | |

* Specified axle groups must be registered and approved through the CPO office prior to obtaining permits. For more information contact the CPO office at 1-800-662-7138

Tire Size #: Enter the tire width (inches or millimetres). The rim size is not required and should not be entered.

Cab Card #/License Permit #: If the vehicle is not registered in Alberta, enter cab card number. Please do not enter anything in this field except for single trip licensing permit numbers. Monthly licensing permit numbers are automatically generated and entering information that is not required will create permit fee errors.

Prorated/License Permit Weight: If the vehicle is prorated for Alberta, enter prorated weight in this field. If the vehicle is licensed for Alberta by monthly permit, do not enter the license permit weight in this field as it will be automatically generated on the application (but does not show on this screen). If the vehicle is licensed for Alberta by single trip licensing permit, please enter the permit number in the cab card # field and the single trip license permit weight in the prorated/license permit weight field. Do not enter commas, spaces or dashes in the prorate/license weight. This field should be left blank when permitting Alberta plated

vehicles.

Permanently Mounted Equip: If the hauling unit is, by regulation, Permanently Mounted Equipment then, select Yes from the drop down list. If the hauling unit is not, by regulation, Permanently Mounted Equipment then select either No from the drop down list or leave field blank.

7.6. Licensing Permit Vehicle Information Details Screen

What is this page for?

This screen is used to enter your vehicle information when applying for a licensing permit. The fields and buttons that are listed in [Help](#) vary based on the permit type and may or may not be available for entry.

What are the individual fields on this page for?

Jurisdiction: Select the Jurisdiction of license plate. (i.e. Alberta or Texas)

Plate #: Enter license plate number (do not enter spaces or dashes in this field).

Cab Card #/License Permit #: If the vehicle is not registered in Alberta, enter cab card number.

Prorated/License Permit Weight: If the vehicle is prorated for Alberta, enter prorated weight in this field. If the vehicle is licensed for Alberta by permit, do not enter the license permit weight in this field as it will be automatically generated on the application (but does not show on this screen). Do not enter commas, spaces or dashes in the prorate/license weight. This field should be left blank when permitting Alberta plated vehicles.

Permanently Mounted Equip: If the hauling unit is, by regulation, Permanently Mounted Equipment then select "Yes" from the drop down list. If the hauling unit is not, by regulation, Permanently Mounted Equipment then either select "No" from the drop down list or leave field blank.

Payload Weight: When applying for a Single Trip Licensing Permit, enter the payload weight (the weight of the commodity by itself). Do not enter commas, spaces or dashes in the payload weight.

Requested Class: User is to choose applicable choice from drop down list. The choices include: Own Goods (insured without cargo insurance or registered to haul exempt goods) or For Hire (insured with cargo insurance).

Gross Vehicle Weight: Field is provided to enter (the permitted) GVW of the hauling unit. Do not enter commas, spaces or dashes in the gross vehicle weight.

7.7. Information Summary Screen

What is this page for?

This page provides some brief details about the permit application just created, and allows user to enter final comments or information about the permit application.

What are the individual fields on this page for?

Comments Summary: Enter any additional comments about the permit application that are to be communicated to the Central Permit office. This is also a final chance to edit comments that were added throughout the permit application creation process by clicking the 'Comments' button on previous pages.

7.8. Payment Details Screen

What is this page for?

This form is used to make payment for the permit application. A payment method must be entered to complete the application process.

What are the individual fields on this page for?

Payment Method: Select how you would like to pay.

- **Methods include:** Master Card, VISA, On Account & Registries (payment made at a registry office; example cash or debit).

Card Number: Enter card number (without spaces or dashes) if payment method is by MC or VISA.

Name of Credit Card: Enter name displayed on the MC or VISA.

Expiry Date: Select month and year of the expiry date on MC or VISA.

Submit Button: Completes the permit application process by either automatically approving the permit application, or by sending the application to CPO for approval.

NOTE: If the 'Submit' is not pressed, the application will NOT be completed.

8. WHAT'S NEW WITH TRAVIS ROUTING?

8.1. Origin and Destination Details Screen

What is this page for?

This page allows you to enter Trip Details pertaining to your Permit Application.

What are the individual fields on this page for?

Origin and Destination

The Origin and Destination information can be entered in three ways: Legal Land Location, Address and Municipal, or Named Location. The following fields pertain to both Origin and Destination:

Legal Land Location: Format example: NW-30-090-09-4 or 16-30-090-09-4.

In the example above;
NW = the North-West Quarter Section,
30 = the Section,
090 = the Township,
09 = the Range,
4 = West of the 4th the meridian

NOTE: Dashes are required in the Legal Land Location format.
For information on how to determine a Legal Land Location see section 13.

Address: Enter address within a valid Municipality.

Named Location: A 'Named Location' is a name created by a TRAVIS user to describe a legal land description. This name can then be used as a general name for the selected location by all users (i.e. Joffre Plant is located at SE Section 9 Township 39 Range 25 West of the 4th Meridian (SE-09-039-25-4) but may be entered into TRAVIS as Named Location "Joffre"). Named Locations are contained in a list. Select a Named Location from the list provided by clicking on search button. If a Named Location cannot be found or if a user wishes to add to the list of Named Locations, an application can be made to add Named Location. For more information on requesting a Named Location go to section 12.4.

If the Origin or Destination is not provided and the Origin or Destination 'View Map' button is clicked, a map of the entire province will be displayed.

If the Origin 'View Map' button is clicked when an origin has been provided, a map showing a zoomed view of the origin will be displayed.

If the Destination 'View Map' button is clicked when a destination has been provided, a map showing a zoomed view of the destination will be displayed.

Entry and Exit Points: When requested origin or destination is located more than 800 metres from a provincial highway, an entry or exit point is required. For more information on entry and exit points go to section 8.3.1.

8.2. Route Details Screen

What is this page for?

This page allows you to enter Trip Details pertaining to your Permit Application.

What are the individual fields on this page for?

Highways: The highway section allows you to enter the highways being used. Note that you can enter a highway more than once -- for example, if you are using highway 2, then ramping onto highway 16, then back onto highway 2, you can enter #2, #16, and #2 into the requested route field.

Route String Format: H1;H2;H5.

Provincial highways shall be entered with an H preceding the highway number.
All roads (provincial, local or private) shall be separated by a semi colon (;).

For the municipalities township roads and range roads shall be entered with a T preceding the township road number and an R preceding the range road number.

When travelling on cities or town streets/ and or avenues they shall be entered with the street number preceding STREET (e.g. 106 STREET) and the avenue number preceding AVENUE (e.g. 90 AVENUE).

PRIVATE = Privately own roads (such as lease or resource roads)

T = Township Roads

R = Range Roads

The route string is not case sensitive therefore entering lowercase letters will not produce any errors.

Verify/Create Route (Map Button): After the route is entered, click 'Verify/Create Route' button to check route for any restrictions. A map will be displayed showing route including any restrictions that may apply.

NOTE: The 'Verify/Create Route' button must be pressed for the application to qualify for automatic approval. If the 'Verify Create Route' button is not selected, the application will require manual approval through the Central Permit Office.

Restrictions: (Will only appear if restrictions are present on route)

Bypass buttons will allow user to select and bypass restriction that are on route, by clicking an arrow button to move selected restriction to the bypass field (or back again). Clicking on the actual restriction icon on the map area will bring up the option to bypass the restriction or not. Bypassing the restriction will create TRAVIS to regenerate a new route.

Once a restriction has been moved to the bypass field, the "Verify/Create Route" button must be clicked to run the router.

If restrictions are not bypassed, permit application will be automatically sent to CPO for approval; in turn disabling Auto Approval.

Double click on a restriction icon to display the restriction information.

Restriction only mode has been taken out of TRAVIS. If there was a DR, CITY, or PRIVATE in the middle of the route, the route was not generated and the applicant is asked to enter comments describing the issue they are experiencing or what roads are missing. Additionally, the routes lines shown on the map should be lighter on the dynamic maps and dotted on static maps than normal verified routes.

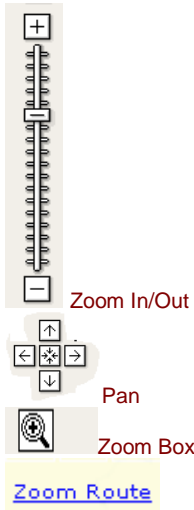
The applicant should create a route as close to the correct route as possible. (Remember that DR, CITY, and PRIVATE will be replaced with "?".) The applicant can correct the route string and submit for manual approval. It is the intent that the missing road will be added into TRAVIS within several days making this issue less common over time.

Entry and Exit Points: When requested origin or destination is located more than 800 metres from a provincial highway, an entry or exit point is required. For more information on entry and exit points go to section 8.3.1.

8.3. Map Screen

NOTE: DO NOT press buttons twice on map screen. Doing so will generate server errors. Once a button has been pressed and the click is captured, the screen will display a message stating “Your choice is being processed”.

Navigation Tools Provided:



Allows you to drag the slider defining the amount of geographic area to be displayed in the Map Area. You can also click above (+) or below (-) the slider button instead of dragging the button. *Can also use scroll wheel on mouse or double clicking on mouse to zoom in and out.

Each arrow will pan the Map Area in the corresponding direction. Clicking the centre of the icon returns you to the last result. *Can also use mouse by clicking onto map and dragging any directions.

Allows user to choose an area to zoom into for a more detailed map view.

Allows user to zoom out to see the origin and the destination with one click.

Origin Tools:



Moves the map view closer and centers on origin. An origin must be provided in order for this operation to function.

Allows user to select an origin by clicking on a point on the map.

Allows user to create an entry point on the provincial highway network by selecting the point where the vehicle will be entering the provincial highway network.

For more information on Entry points; go to section 8.3.18.3.1

Destination Tools:



Moves the map view closer and centers on destination. A destination must be provided in order for this operation to function.

Allows user to select a destination by clicking on a point on the map.

Allows user to create an exit point on the provincial highway network by selecting the point where the vehicle will be exiting the provincial highway network.

For more information on Entry points; go to section 8.3.1

Way Point Tools:



Add Way Point

Waypoints can be used to help plan a route by forcing a route through a point.

Clear Way Point

Allows user to clear all waypoint(s) by double clicking on the way point and selecting the option of delete way point or delete all way points.

For more information on Waypoints; go to section 8.3.2

Right-Click Menu: In the Map Area right-click on the map and the right-click menu will appear.


| | |
|--------------------|--|
| Origin | Allows users to add an origin onto the map. Has the option of zooming to the origin if an origin has already been provided. |
| Entry Point | Allows users to add an entry point. |
| Way Point | Allows users to add a way point. |
| Exit Point | Allows users to add an exit point. |
| Destination | Allows users to add a destination onto the map. Has the option of zooming to the destination if the destination has already been provided. |
| Create Route | Allows users to automatically generate a route from the map view screen. |
| Jurisdictions | A toolbar comes up containing all jurisdictions, users can click on a jurisdiction and the map area will automatically bring them to that specific jurisdiction. Users have the option of having this tool displayed on the Map Area or not. |
| Restrictions | Users have the option of displaying or hiding the restrictions on the generated or requested route. |
| Driving Directions | Users have the option of having the driving directions displayed or hidden on the map area. |
| Printable Map | Users have the tool to print a printable map of the generated or requested route. |
| Toolbar | Users have the option of displaying or hiding the toolbar. |
| Keep this Menu | Users have the option of displaying or hiding the right-clicked menu on the map. |


Help:





This “Map Screen” help document will appear when ‘Help’ is selected.


Restrictions:

Width Restriction: an example of a width restriction would be a bridge under construction. On the map, this will be displayed as  along the route.


Structure Restriction (weight restriction): An example of a structure restriction would be a bridge or overpass that has a weight allowance limitation. On the map, these restrictions will be displayed as  along the route.

Height Restriction: An example of a height restriction would be an overpass which is too low for the permitted load to travel under. On the map, these restrictions will be displayed as  along the route.

Track Width Restriction: An example of a Track Width Restriction is when the movement of an over-dimensional load reduces the surface width for oncoming traffic to 3.05m (10.0') or less on two lane provincial highways. On the map these restrictions will be displayed as  along the route.

Season Restriction: An example of a season restriction would be any season which allows less weight than the current season allows. On the map, these restrictions will be displayed as  along the route.

Detailed information/description can be obtained by double clicking on a restriction displayed on the map.

Road Ban Restriction: An example of a road ban restriction would be a loaded vehicle is too heavy to travel on a given road segment based on the road segment's road ban. On the map, these restrictions will be displayed as  along the route.

8.3.1. Entry & Exit Points

The entry or exit point is the point where the load enters or exits the provincial or municipal network.

- Entry or exit points are required when the requested origin or destination is located more than 800 metres from a provincial highway or municipal road.
- If requested origin or destination is within 800 metres from a provincial highway or municipal road, the entry or exit point will be automatically generated.
- If an entry or exit point is required, the system will give notice to the user when the 'Next' button is clicked to proceed to the Trip Details Screen.
- The entry or exit point should be submitted through the use of the map.
- If the entry and/or exit point(s) are bypassed, automatic approval will be disabled.
- If there is more than one highway within 800 metres of the origin and destination, the automatically generated entry and exit point will be created on the closest highway.

NOTE: In the case of multi lane highways, the system does not figure out the direction of travel and create the entry or exit point on the lane accordingly. Therefore entry and exit points must be placed on the correct side of the highway depending on the direction of travel. Entry and exit points are always created on the closest lane of the closest highway within 800 metres which may result in undesirable or odd routing.

See section 8.3.1.3 to learn how to create or correct entry point.

See section 18.3.1.4 to learn how to create or correct exit point.

8.3.1.1. Automatic Generation of Entry or Exit Points

Entry and Exit points are automatically generated on the closest highway when the origin or destination is located within 800 metres of a provincial highway or a local road.

See section 8.3.1.3 to learn how to create or correct entry point.

See section 18.3.1.4 to learn how to create or correct exit point.

8.3.1.2. Manual Entry of Entry and Exit Points

An Entry or Exit point is required when the origin or destination is located farther than 800 metres from a provincial highway or local road.

See section 8.3.1.3 to learn how to create or correct entry point.

See section 18.3.1.4 to learn how to create or correct exit point.

8.3.1.3. How to Create or Correct an Entry Point

- Step 1) Click either the 'View Map' button on the Origin and Destination screen, or the 'Verify/Create Route' button on the Route screen
- Step 2) Click 'Zoom Origin' (this will display an up close map view of the origin)
- Step 3) Choose 'Add Entry Point' from the tool bar at the left of the map
- Step 4) By using Zoom In, Zoom Out & Zoom Box tools.
- Step 5) Click 'Add Entry Point' (found in the Tool Bar) and click on junction of the local road and the provincial highway (entry point can be on a provincial highway or a local road).
- Step 6) Press 'Create Route' button to recreate the route using the new entry point.

NOTE: The junction of the local road and the first provincial highway or local road being used is the point at which the 'Entry Point' will be created.

8.3.1.4. How to Create or Correct an Exit Point

- Step 1) Click either the 'View Map' button on the Origin and Destination screen, or the 'Verify/Create Route' button on the Route screen
- Step 2) Click 'Zoom Destination' (this will display an up close map view of the destination)
- Step 3) Choose 'Add Exit Point' from the tool bar at the left of the map
- Step 4) By using Zoom In, Zoom Out & Zoom Area tools.
- Step 5) Click 'Add Exit Point' (found in the Tool Bar) and click on junction of the local road and the provincial highway (entry point can be on a provincial highway or a local road).
- Step 6) Press 'Create Route' button to recreate the route using the new entry point.

NOTE: The junction of the local road and the last provincial highway being used is the point at which the 'Exit Point' will be created.

8.3.1.5. Bypassing Entry or Exit Points

An entry or exit point is required on every permit that is issued using provincial highways or municipal roads. The only time that an entry or exit point is not required, is when the route is on district roads (local and municipal roads) only and a provincial highway is not being used to get from the origin to the destination. Township or range road can be used as an entry or exit point.

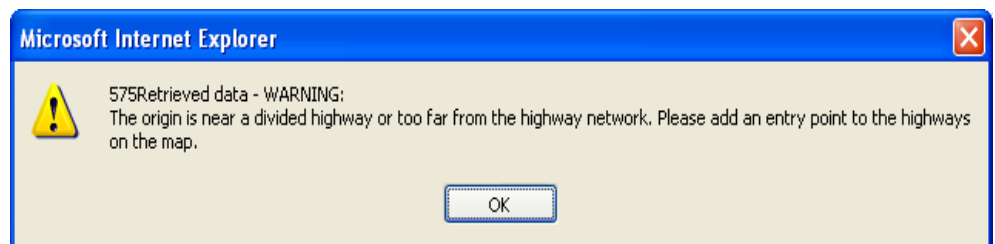
To submit an application without entry or exit points:

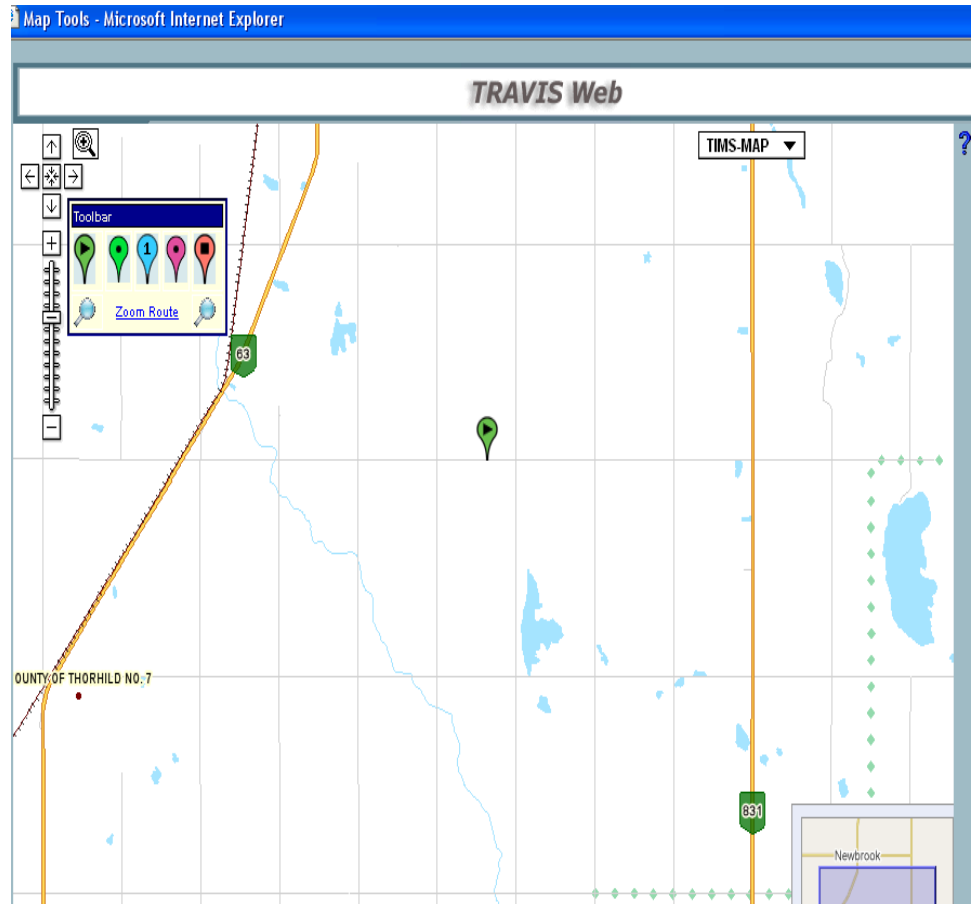
- Step 1) Enter Origin and Destination
- Step 2) Click 'Next' button
- Step 3) Click the "OK" button on the pop up (that asks for an entry or exit point) to go to the Route Details screen
- Step 4) Enter DR into the route string field
- Step 5) Click the 'Verify/Create Route' button
- Step 6) Click the 'Next' button

NOTE: The 'Verify/Create Route' button must be pressed for the application to qualify for automatic approval. If the 'Verify Create Route' button is not selected, the application will require manual approval through the Central Permit Office.

8.3.1.6. Errors when creating an Entry/Exit Point

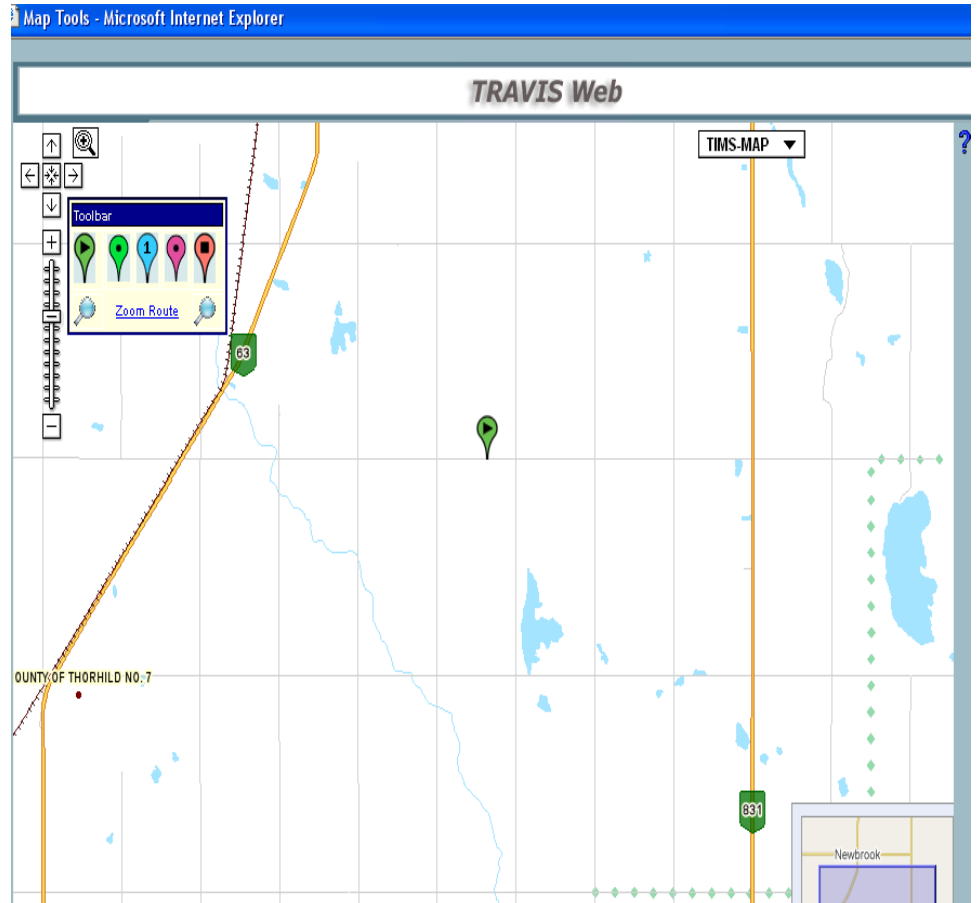
If the entry point is placed more than 100 metres from the highway, the system will generate a message for the user stating that the entry point is too far from the highway, and the entry or exit point must be created again.



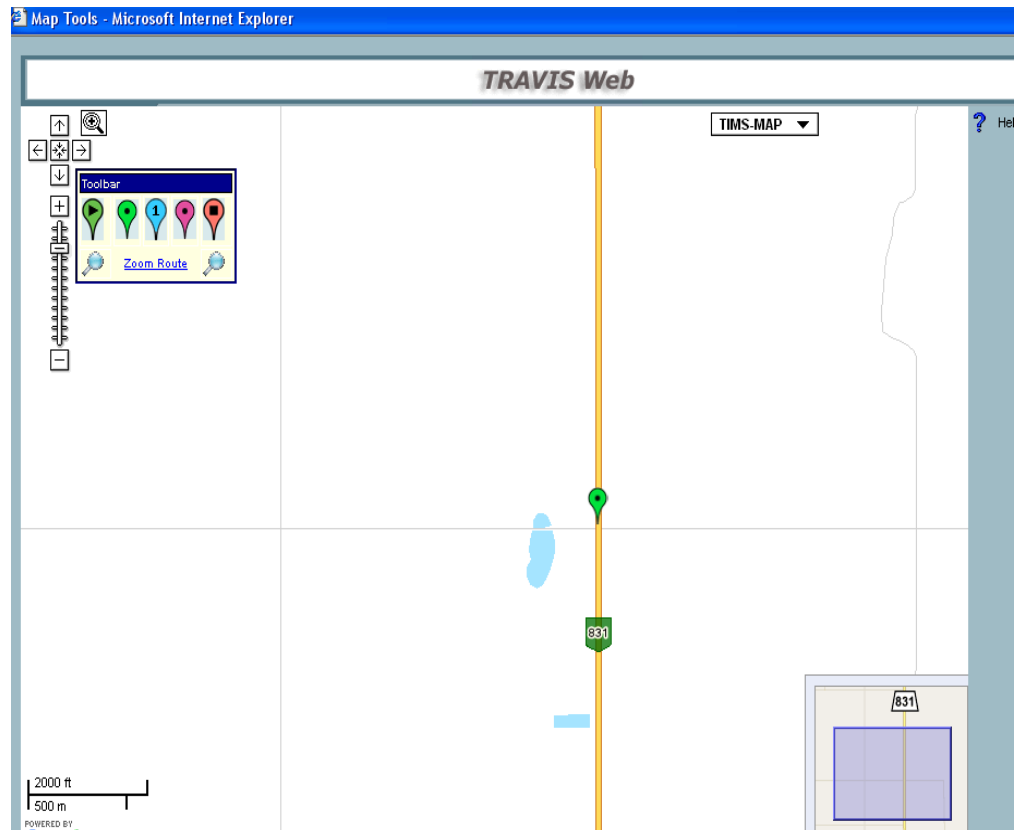


To create an entry/exit point, it is suggested that the map view be zoomed in to a minimum zoom level of 12.

Example #1:



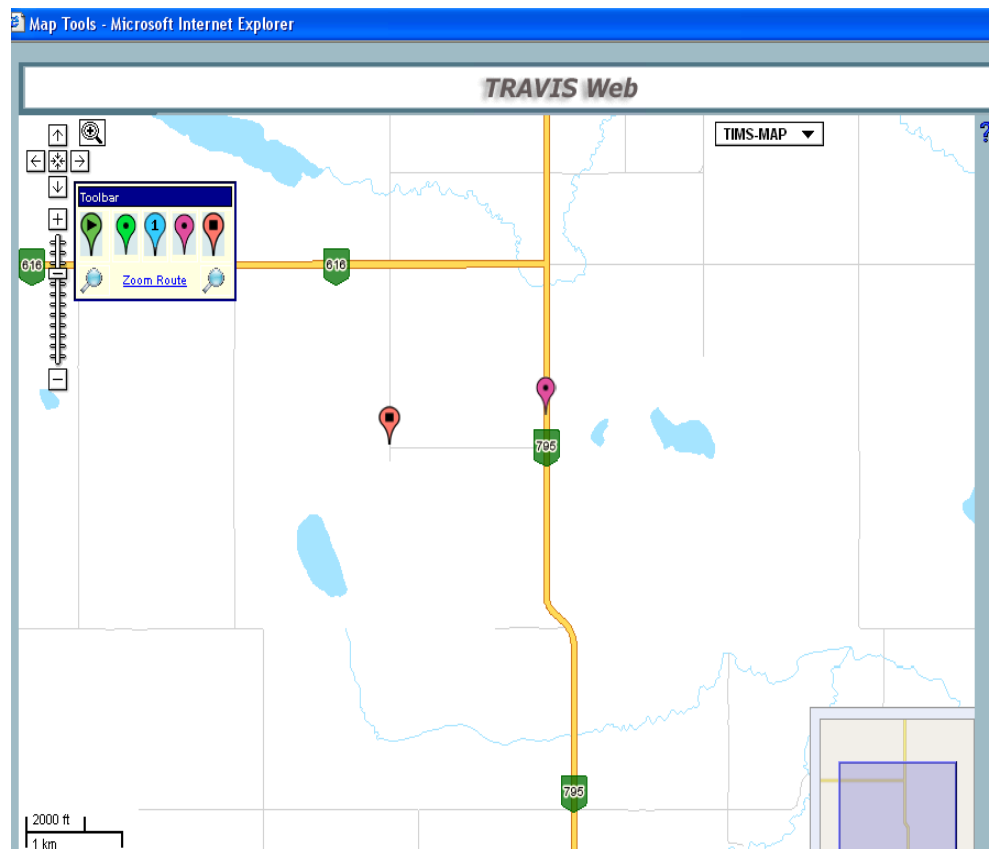
Example #2



8.3.1.7. Additional Help with Entry and Exit Points

If an origin or destination is located more than 800 metres from a provincial highway or a municipal road, an entry or exit point will be required and the following alert will be generated: **The origin and/or destination is too far from the road network. Please add an entry and/or exit point to the map.** These points are used to let the system know where the vehicle is entering and exiting the provincial highway and/or municipal network.

On the screen print below, the system has told the user that the destination is too far away from the provincial highway network or the local road and an exit point is required. The yellow line is the provincial hwy and the lighter line is the county (DR) road that the vehicle will be using to get from the provincial highway to the destination.



On the diagram, the user has told the system where the vehicle will be leaving the provincial highway network (exit point is shown as the pink icon with the circle inside).

8.3.2. Waypoints

A waypoint is a point along desired route. Waypoints can be used to plan a route with little trouble by TRAVIS forcing a route through this point. More than one waypoint can be used in any one route. Waypoints can be provided by means of the map, and they will appear on the Trip Details Screen as Waypoint 1, 2, 3, etc.

8.3.2.1. To Create a Waypoint

- Step 1) Choose 'Create Waypoint' from the tool bar at the left of the map
- Step 1) Click on the location at which you would like the vehicle to pass
- Step 2) Route will automatically recreate

Examples of when waypoints might be used:

- Automatically generated routes detour around restrictions, and might look flawed, but a way point can be used to force the route along desired path over or through a restriction.
- Waypoints can be used to direct a route to a second location if a vehicle is picking up a portion of its load (at a location other than the origin or destination).

NOTE: If the waypoint(s) are deleted, the route will be recreated with existing origin and destination and all waypoint will be cleared.

9. TROUBLE-SHOOTING

9.1. Definitions

TRAVIS1: Primary TRAVIS Environment - the system that is normally used to log on when applying for permits.

TRAVIS2: Secondary TRAVIS Environment - the system used when TRAVIS1 is down.

9.2. What to do if TRAVIS Web goes down

In the case of a server failure, TRAVIS Web may shut down immediately and will be unable to display a status message. TRAVIS Web users will either freeze or get an application error. When the user leaves the current session or attempts to log into TRAVIS1, the following message will appear "Server error". At this point, log into TRAVIS2 (located at www.travis2.gov.ab.ca).

9.3. TRAVIS shut down for maintenance

From time to time, TRAVIS will have to be shut down for maintenance or enhancements. In these cases, the What's New announcements on the main TRAVIS Web page will provide advance warning and instructions on whether TRAVIS2 is available (sometimes both systems will be down if the enhancement is major).

9.4. When TRAVIS1 is functional again

When TRAVIS1 is functional again, a message will display stating "**The primary TRAVIS Web system is now available. Please: 1) complete and save your application - it will be copied to the main system, 2) close your current session, 3) log onto www.travis.gov.ab.ca to continue working. If you are already on TRAVIS1, please follow Steps 1-3 and log in again**".

All TRAVIS Web users (whether on TRAVIS or TRAVIS2) will be required to quickly finish their work (which will be saved once they receive an application number) and log out, as the current session will freeze approximately 5 minutes after the message appears. When the freeze occurs, the new data from TRAVIS2 will be updated into TRAVIS1. Neither environment will be available to TRAVIS Web users (approximately 5 minutes). If an attempt to log onto TRAVIS1 is unsuccessful, wait 5 minutes and try again.

10. ACCOUNT MAINTENANCE

10.1. Change Password

This screen allows users to change their passwords.

Step 1) Enter old password.

Step 2) Enter new password. For security reasons, your new password must meet the following criteria prior to change:

- At least eight (8) characters.
- At least one (1) capital.
- At least two (2) lower case letters.
- At least two (2) numbers.

Step 3) Confirm new password by entering it a second time.

Step 4) Once all required information is entered, press the Submit button. Password will then be changed, and a message stating password has been changed will appear.

10.2. Maintain Accounts

This screen is provided so the Master User to update changes to Sub Users' accounts such as granting services or changing notification information. It will also allow the Master User to add Sub Users to their account.

The Master User is the user who is the primary contact registered with TRAVIS Web and has been granted administrative rights by the Central Permit Office. Please contact the Central Permit Office at 1-800-662-7138, to make an inquiry regarding the administrator for TRAVIS Web login.

The Sub User would be an additional user within the organization that can be granted access to the same services.

To update information on this screen, make applicable changes or select a new service and then click 'Submit' button to save the changes.

Requests for new services may take up to 48 hours to be processed.

Updates to Sub Users' services can only be made once the Master User's additional services have been approved.

10.3. My Account

This screen is provided to all TRAVIS Web users (Master Users and Sub Users) so updates can be made to notification information.

To update information on this screen, make applicable changes and click the 'Submit' button to save the changes.

This function displays services that the user is registered to use within the AT Online Services.

10.4. Create Account (Sub Account)

This screen is provided to the Master User to add Sub Users to their account.

The Sub User is an additional user within the organization that is granted access to services available on AT Online Services (such as TRAVIS Web or Carrier Profiles).

NOTE: Sub Users may be granted only the services that have been approved and granted to the Master User.

11. COMMON ROUTING ERRORS / ISSUES / QUESTIONABLE ROUTE CREATED

11.1. Automatic Route Creation Resulting in an Undesirable Route

11.1.1. Automatic Route Creation Originating or Terminating on Wrong Highway

If there are two highways close to your origin or destination, the router will choose the closest highway to automatically create an entry or exit point on. This may result in the creation of a route that is flawed. To correct the entry or exit point:

- Step 1) Click the 'Verify/Create Route' button on the Route screen
- Step 2) Click 'Zoom Origin' or 'Zoom Destination'
- Step 3) Choose either 'Add Entry Point' or 'Add Exit Point'
- Step 4) Click on the location at which the vehicle is entering the provincial highway and/or municipal road
- Step 5) Press 'Next' button and re-enter the route
- Step 6) Press the 'Verify/Create Route' button to validate the route

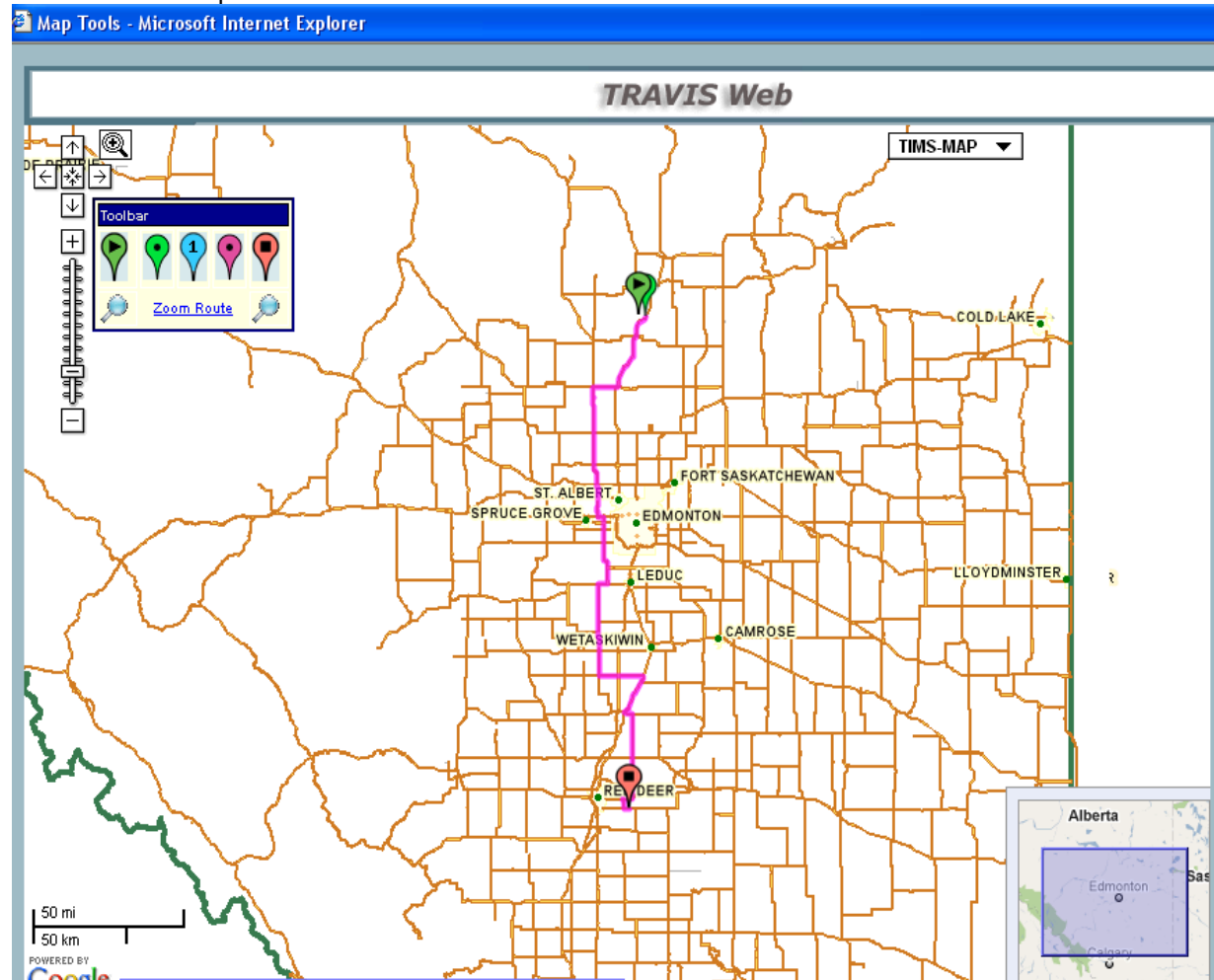
11.1.2. Route Creation Generates an Unusual Route

Automatically generated routes detour around restrictions, and might create a u-turn to avoid a restriction. Overpasses seem to be the most common restriction in which the route will detour by taking an off ramp to the nearest median crossing, create a u-turn and travel down another off ramp, and continue along its route. To correct this detour:

- Step 1) Choose 'Create Waypoint' from the tool bar at the left of the map
- Step 2) Click on the location at which you would like the vehicle to pass
- Step 3) Press 'Create Route' button in the right-click menu to recreate the route

NOTE: The system will force the route through the waypoint in spite of any restriction.

Below is an example of an odd route created to route around restrictions

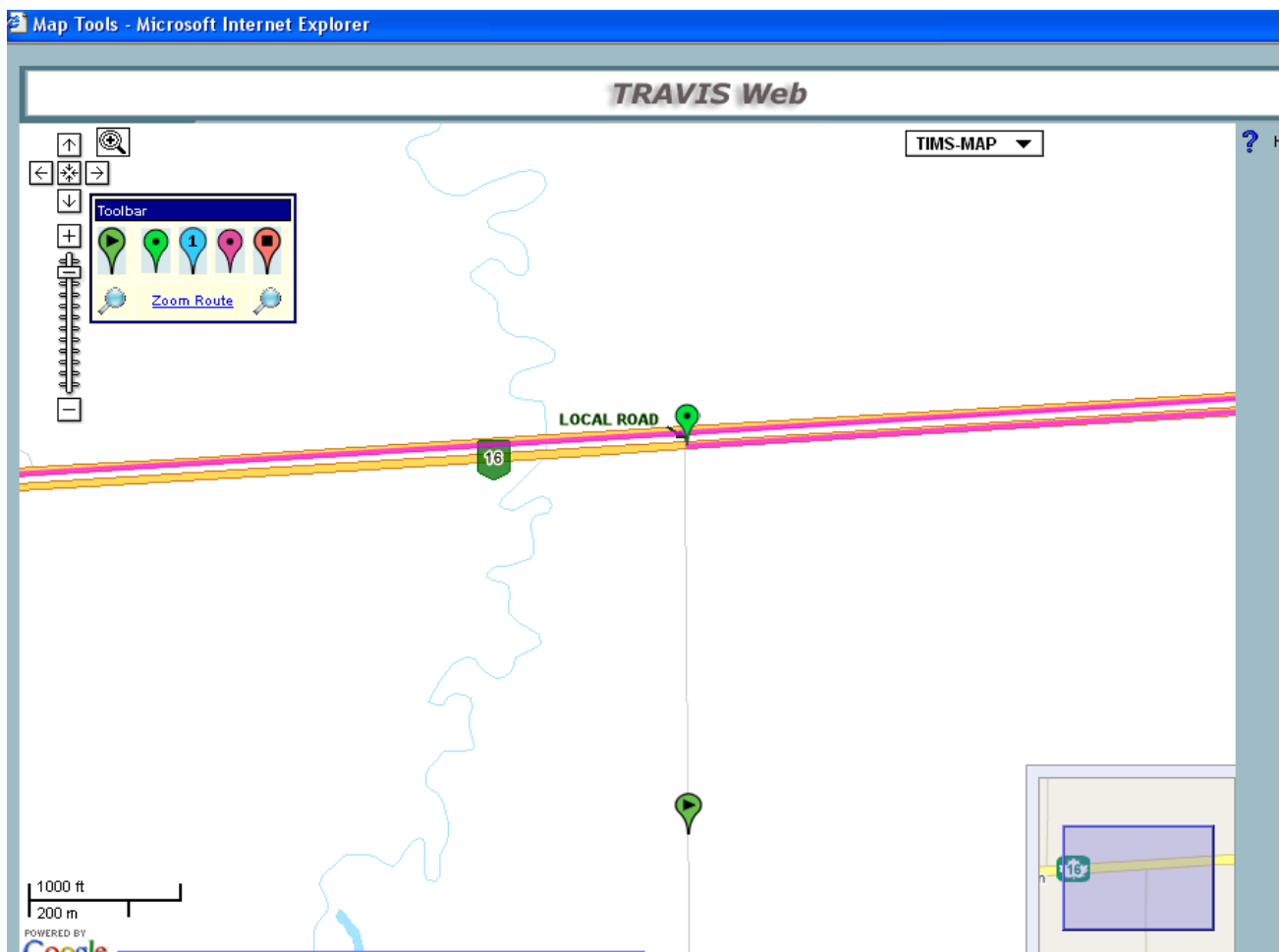


11.1.3. Route Creation Generates a route with a U-Turn

Another case where a u-turn would be created is when an entry or exit point is created / generated on the wrong lane on a divided / multi-lane highway. Entry or exit points must be created on the appropriate lane for route generation to occur correctly.

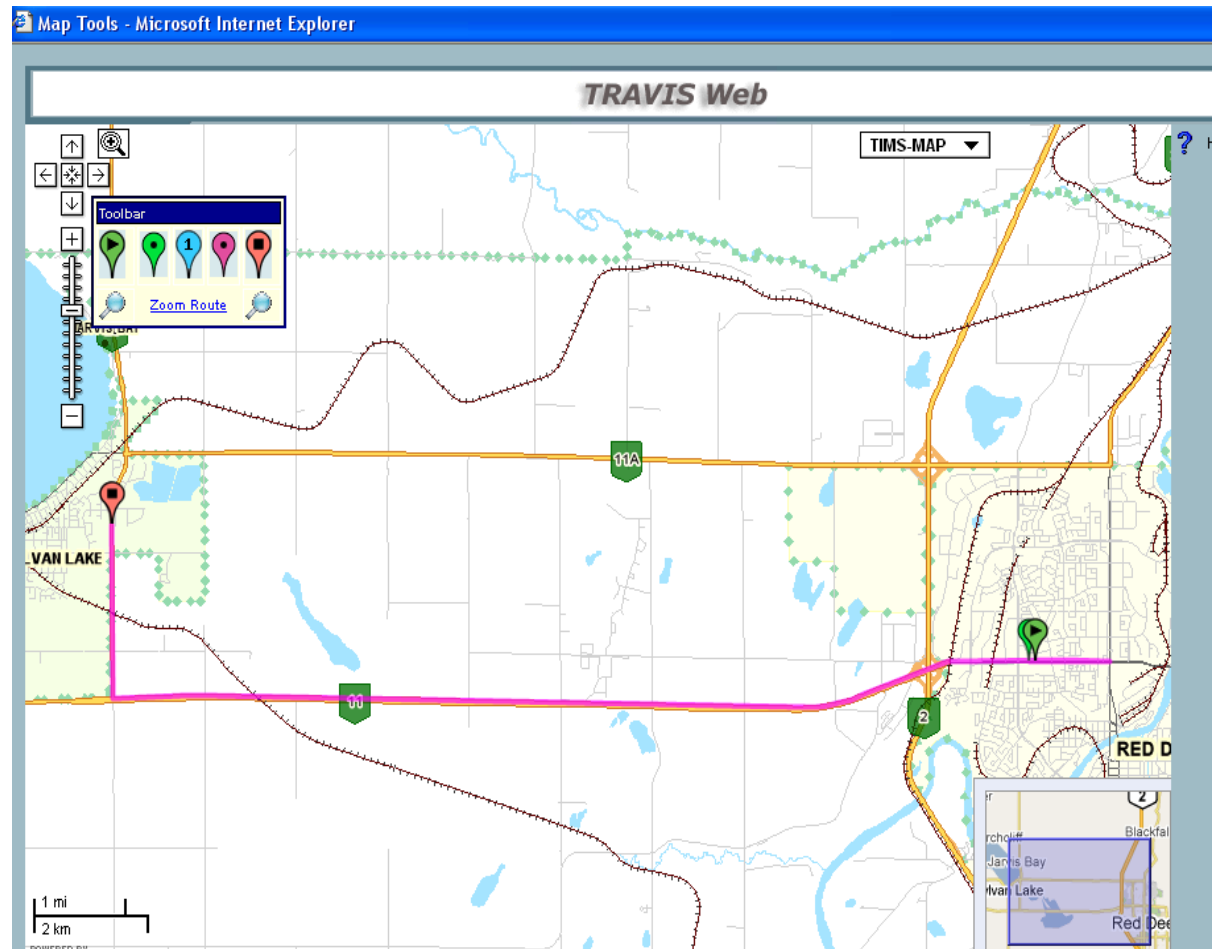
Example #1

The origin is located south of the highway the carrier will be taking. By placing the entry point on the southern lane (east bound lane) the route is forced east bound.



Example #2

When entry point is created / generated on the east bound lane and the route is forced east bound, the system will find the first routable median crossing where it will turn around to head west to the destination.



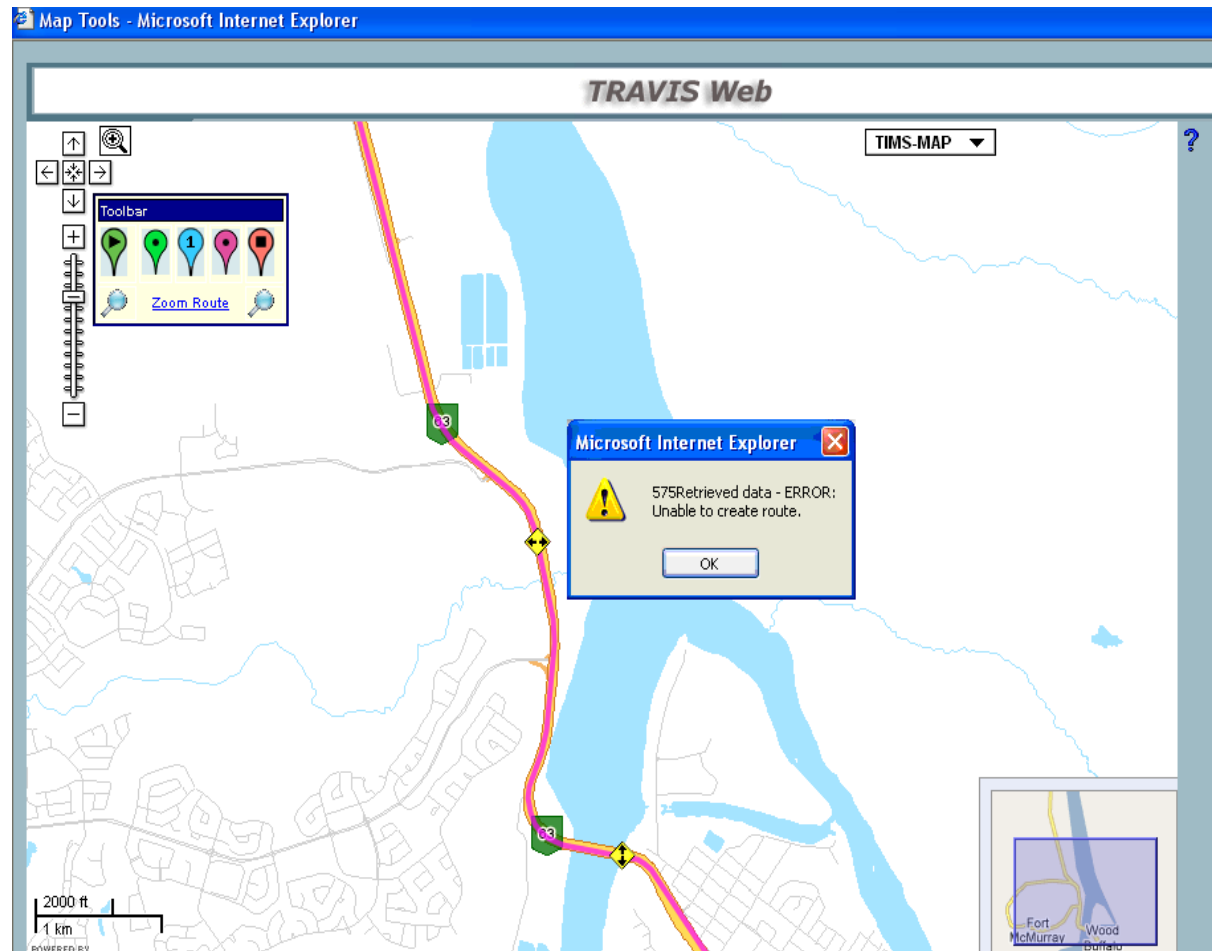
To correct this detour:

- Step 1) Choose 'Create Entry Point' or 'Create Exit Point' from the tool bar at the left of the map
- Step 2) Click on the location at which the vehicle will be entering the highway network and make sure to choose the correct lane for travel direction (in the case of the examples above, the correct lane is the west bound lane)
- Step 3) Press 'Create Route' button in the right-click menu to recreate the route

11.2. Error Messages

11.2.1. 575Retrieved data -ERROR

A '575Retrieved data-ERROR' will occur if the route cannot get from its origin to its destination via the highways indicated on the application. Bypassing restrictions inaccurately or placing entry, exit and waypoints on the incorrect directional traffic lane.



The following are examples of a '575Retrieved data - Error':

- **Bypass Restrictions:** If a restriction has been selected to bypass but there are no other possible routes for the vehicle to take (i.e. Highway 63 to Fort McMurray), the result will be a '575Retrieved data - Error'.
- **Entry & Exit points or Waypoints:** On a multilane highway; if an entry, exit or way point is created on the north bound lane when the load is to go southbound, and the point is impossible to get to because of the lack of median crossings in the area or because the north bound lane ends at an intersection or provincial/international border, the result will be a '575Retrieved data - Error'.

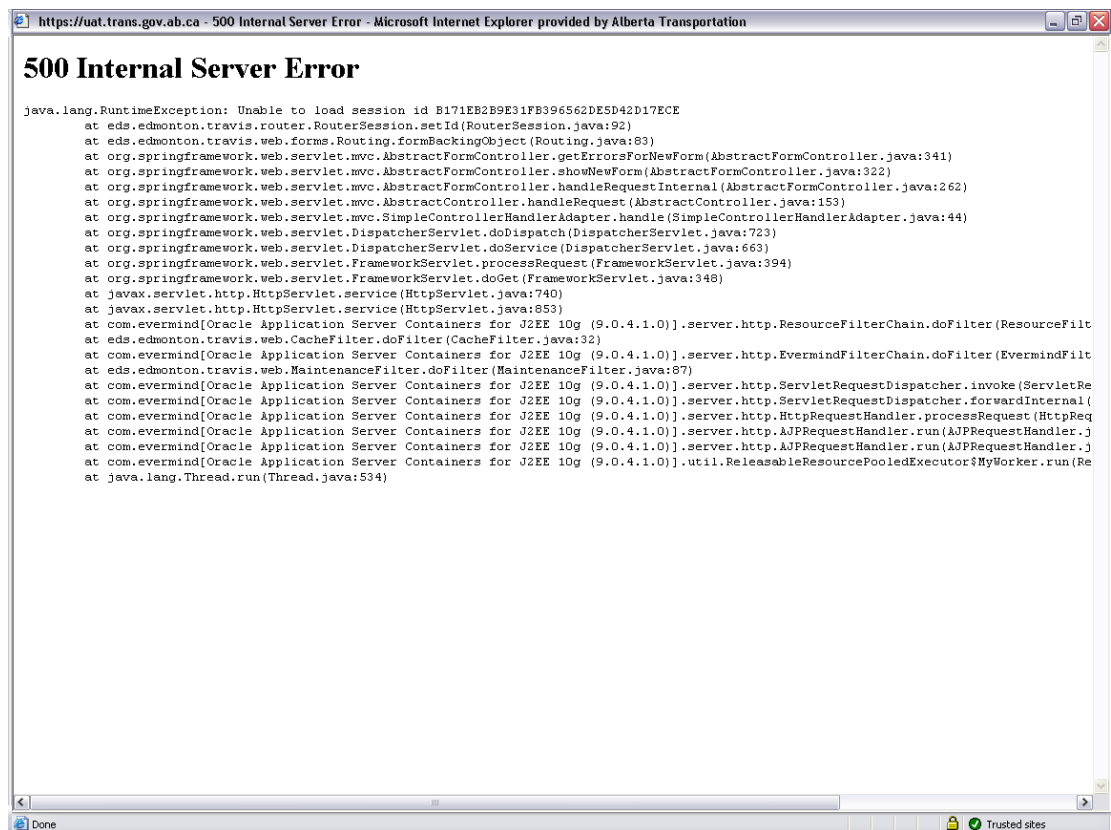
11.2.2. How to correct a ‘575Retrieved data - Error’

To correct a ‘575Retrieved data - Error’ revisit the Origin, Destination and routing information by clicking ‘Next’ in the lower right-hand side. Correct any points that might have been used to plot out the desired route that may have been placed on the wrong lane. If the ‘Bypass Restriction’ function has been used, check to see if there is another passable route prior to bypassing certain highways (i.e. Highway 63).

This error can be avoided by zooming close enough into the map (using the zoom tools located at the top left of the menu) to accurately pin point entry, exit and waypoints prior to designating them, to ensure that these points are on the correct highways and the correct lane of traffic.

11.2.3. 500 Internal Server Error

A ‘500 Internal Server Error’ will occur if a map tool has been selected more than once. If the ‘Create Route’ tool has been selected once, the map screen will display a notice at the top of the screen indicating that “Your selection is being processed”. If the map seems to be taking a long time to run and the map tool is selected again, the result will be a ‘500 Internal Server Error’ as shown below.



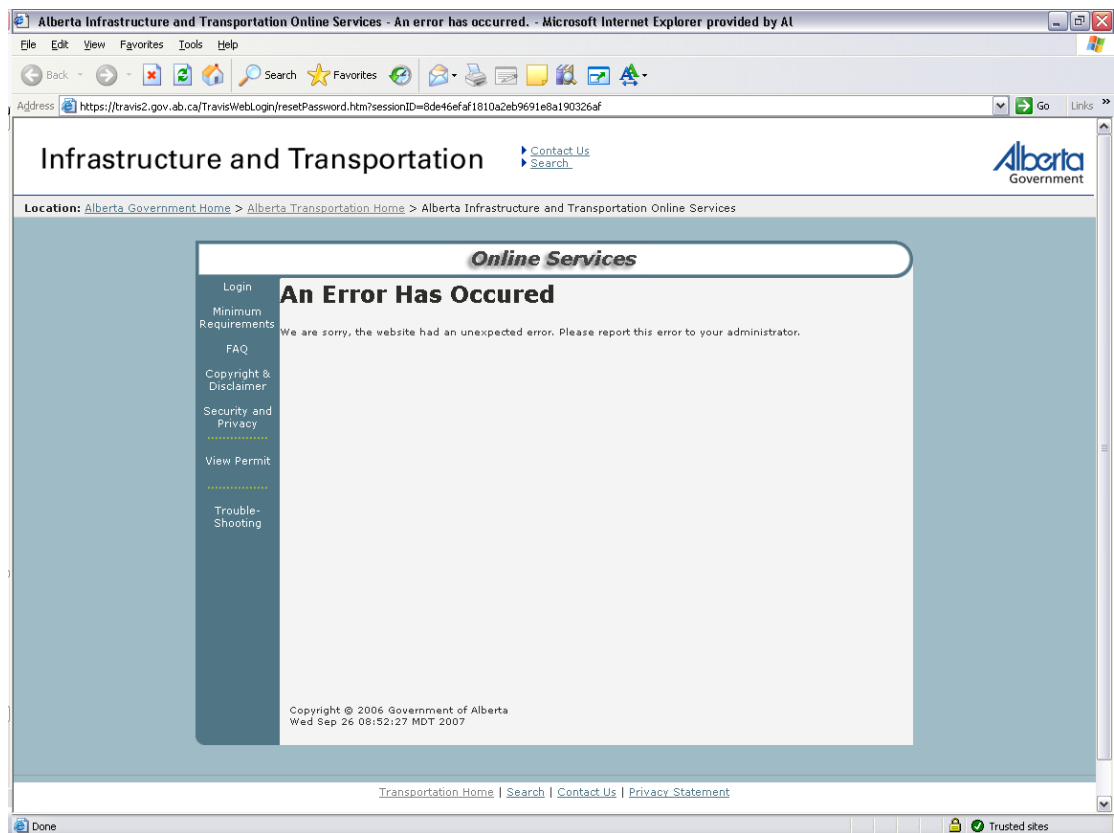
11.2.4. How to correct a ‘500 Internal Server Error’

To correct a ‘500 Internal Server Error’, right click on the screen, and select ‘Back’ or press Backspace until the map screen is available again.

This error can be avoided clicking once on a tool and waiting for the map generation prior to selecting the tool a second time.

11.2.5. Error has Occurred

An ‘Error has Occurred’ error will result when trying to log into TRAVIS Web when the system is down.



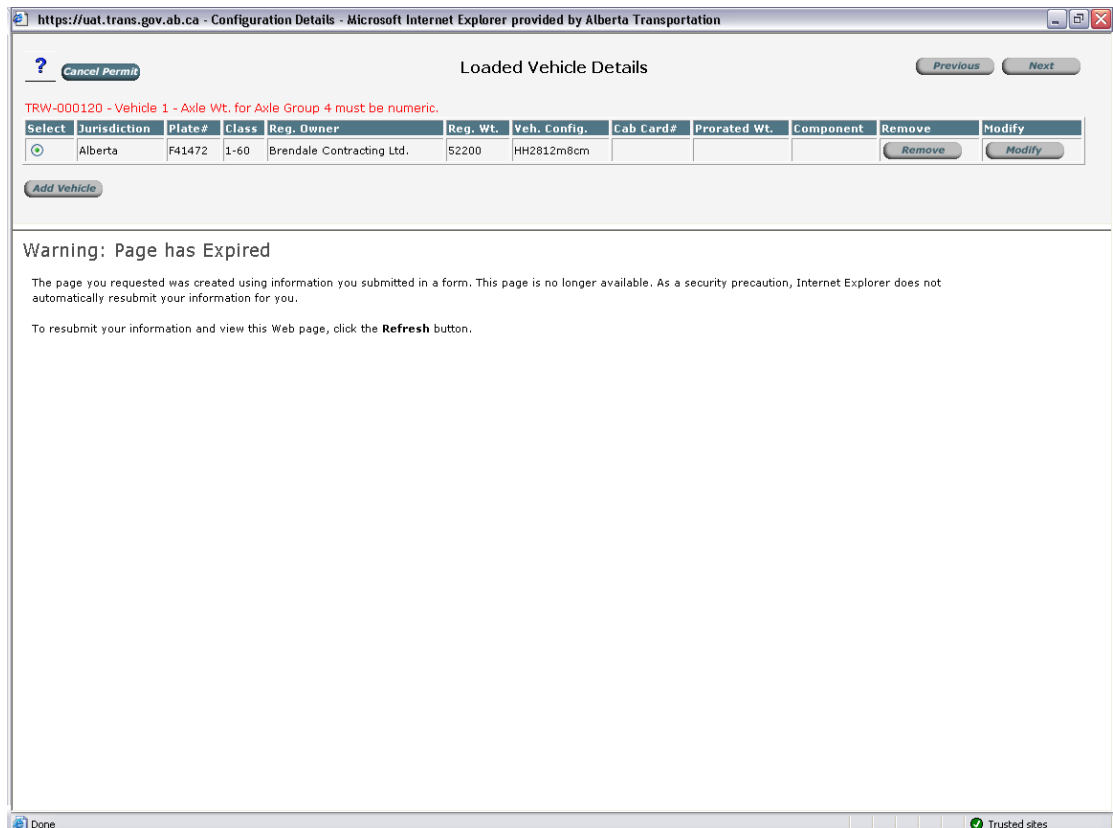
11.2.6. How to correct an 'Error has Occurred' Error

This error cannot be corrected, but a redundant TRAVIS Web system is to be used in place of the primary system when the primary system is down. The redundant system can be found at www.travis2.gov.ab.ca.

More information on the redundant system can be found in the 'Trouble Shooting' link located on the left hand side of the login screen menu.

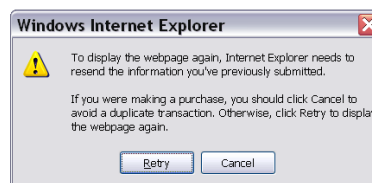
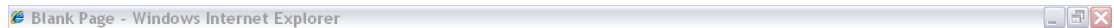
11.2.7. Warning: Page has Expired

The 'Warning: Page has Expired' error will occur if user right clicks and hits back too many times as shown below..



11.2.8. How to correct a 'Warning: Page has Expired' Error

This error can be corrected by right clicking and selecting 'Refresh' or pressing F5. Note that by using F5 in Internet Explorer, the user will be prompted to either Retry or Cancel. Clicking 'Retry' will return the user to the previous page. Clicking 'Cancel' (if on the payment screen) will render the page expired and the user to the Create Permit Application Screen.



11.3. Entry & Exit Points

11.3.1. Entry/exit point is not on Hwy X

When the system tells a user that the entry or exit point is not on a specific hwy, it is telling the user that the entry or exit point was created on a specific hwy but that the route was entered with a different starting or ending hwy number.

The user should say OK to the pop up error message and go back to the origin and destination screen to correct their entry or exit point, or to check which hwy the entry or exit point was created on so that they are able to correct the route string.

For more on entry and exit points, see section 8.3.1.

12. HOW TO REQUEST NEW COMMODITIES, CONFIGURATIONS AND OTHER CODES

Request New Codes has been made available to users so that new commodities & new configurations, and other new codes could be added to the lists provided on TRAVIS Web.

Definitions

Commodity: goods that are being hauled.

Component: goods being hauled in conjunction with a drilling rig. Components are available only on Rig Move permits. If the component that is being hauled is not in the list provided, choose the 'component' code type from the menu on the left of the screen.

Configuration: hauling equipment being used to haul a load. If the configuration that is being hauled is not in the list provided, choose the 'configuration' code type from the menu on the left of the screen.

Named Location: A 'Named Location' is a name created by a TRAVIS user to describe a legal land description. This name can then be used as a general name for the selected location by all users (i.e. Joffre Plant is located at SE Section 9 Township 39 Range 25 West of the 4th Meridian (SE-09-039-25-4) but may be entered into TRAVIS as Named Location "Joffre").

NOTE: Each request new codes form requires comments. This field should be used to describe the commodity, component or configuration. For instance, the comments would the industry the equipment/load is used in, what it is used/intended for and if it is divisible or non-divisible. In the case of a configuration, the comment field would also be used to indicate each axle group. For Example: configuration code HH2888, the comments would specify that the unit is a Single Steer Tandem Truck Tractor (HH28) pulling a Tandem Jeep and a Tandem Trailer.

12.1. Commodity

This screen is provided to TRAVIS Web users to offer the ability to add new commodity to the commodity list.

TRAVIS Web does not allow free form entry of the commodity. If a commodity is not in the commodity list, TRAVIS Web users may use this screen to request the addition of a new commodity to the list.

Enter the details along with any comments in regards to the commodity and a request will be electronically submitted to the Central Permit Office for approval.

12.2. Component

This screen is provided to TRAVIS Web users to offer the ability to add new component to the component list.

TRAVIS Web does not allow free form entry of components. If a component is not in the list, TRAVIS Web users may use this screen to request the addition of a new component to the list.

Enter the details and any comments in regards to the Component and a request will be electronically submitted to the Central Permit Office for approval.

12.3. Configuration

This screen is provided to TRAVIS Web users to offer the ability to add a new configuration to the configuration code list.

By entering the details and comments of the configuration that is to be added, the request will be electronically submitted for approval. For help with configuration code building please see section 7.5. of this document (Vehicle Information & Configuration Details (for Overloads) Screen).

12.4. Named Location

This screen is provided to TRAVIS Web users to offer the ability to add a new named location to the named location list.

A 'Named Location' is a name created by a TRAVIS user to describe a legal land description. This name can then be used as a general name for the selected location by all users (i.e. Joffre Plant is located at SE Section 9 Township 39 Range 25 West of the 4th Meridian (SE-09-039-25-4) but may be entered into TRAVIS as Named Location "Joffre").

First a location must be identified to be named. The location may be identified as a Legal Land Description, Address or Named Location. The user will then be prompted to provide a name for the location to be named. Once completed, the request will be electronically submitted for approval.

NOTE: Named Locations created by a user are not specific only to that user. Therefore, if the location being added to the named location list it to be used as the name of a shop or home base, please include name of the company and perhaps the name of a town nearby, as the named location list is a general list and is used by all TRAVIS Web users.

13. HOW TO DETERMINE A LEGAL LAND DESCRIPTION

13.1. Definitions

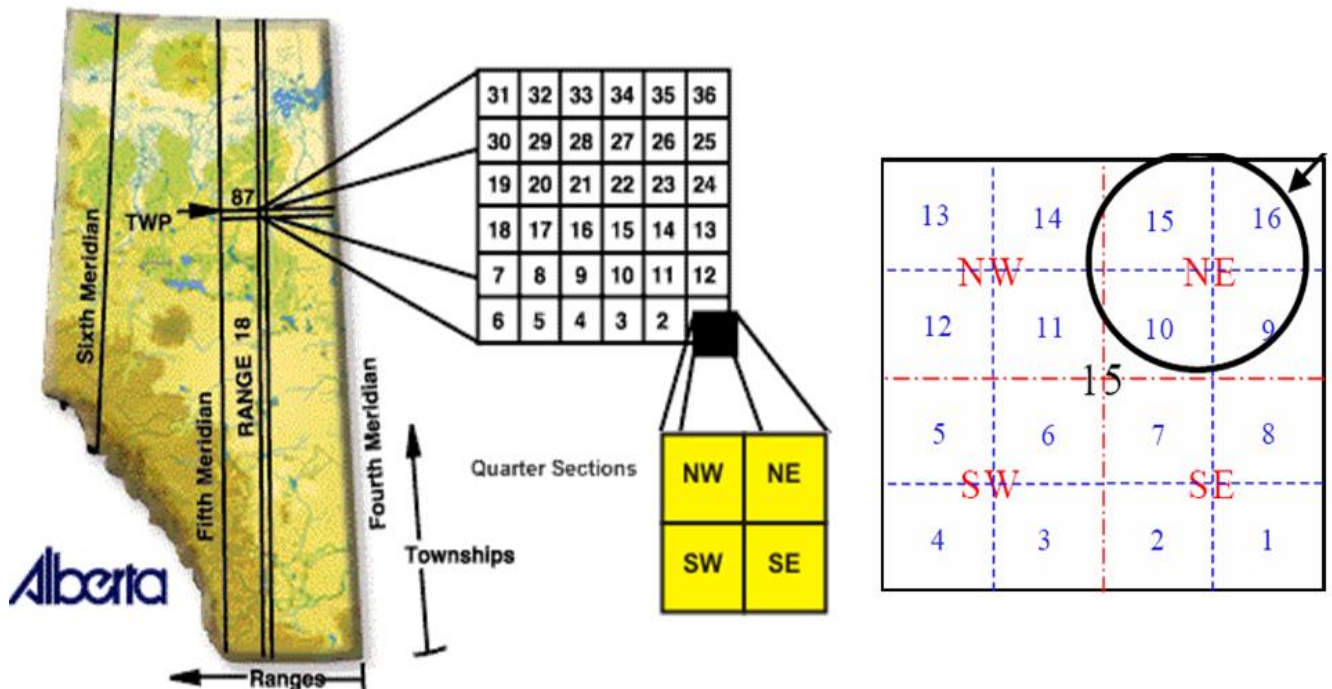
| | |
|--------------------|---|
| Meridian: | beginning point for measuring west <i>ranges</i> |
| Township Lines: | lines that run East to West which mark the township boundaries |
| Range Lines: | lines that run South to North which mark the township boundaries |
| Township: | 6 miles by 6 miles and complete with 36 <i>sections</i> . <i>Sections</i> are numbered beginning with the south-east-most section, proceeding west to 6, then north along the west edge of the township and back to the east |
| Range: | assigned to a <i>township</i> by measuring west of a <i>meridian</i> |
| Section: | a unit measuring one mile by one mile square |
| Quarter Section: | approximately 160 acres and is described by its compass direction. For example, North and West = NW $\frac{1}{4}$ |
| Legal Subdivision: | every section is divided into 16 Legal Subdivisions where 4 Legal Subdivisions make up one quarter section. These legal subdivisions are numbered beginning with 1 in the south-east-most unit, proceeding west to 4, then north along the west edge of the section and back to the east, ending in the north-east-most legal subdivision |

13.2. Diagrams

Meridian/Township/Range

Section/Quarter Section

Legal Subdivisions



14. OTHER MAPPING TOOLS

Online mapping tools can be used along side TRAVIS Web.

14.1. Online Mapping Tool Sites

The following sites contain mapping tools that can be used to aide with routing.

Google: <http://www.google.ca/maps>

Yahoo: <http://ca.maps.yahoo.com>

Mapquest: <http://www.mapquest.com>

14.2. Help with Mapping Tools

If help is required to use the mapping tools suggested, each site provides tours or Help links to assist with their application.

14.2.1. Google Tour

Go to <http://www.google.ca/maps> and click on 'Take a Tour' for help with Google Maps.

14.2.2. Yahoo Help

Go to <http://ca.maps.yahoo.com/> and click on 'Help' for further assistance with Yahoo Canada Maps.

14.2.3. Mapquest Help

Go to www.mapquest.com/maps/ and click on 'Help' for further assistance with Mapquest.

15. Q & A

15.1. GENERAL

Q: What does the 'A' or 'N' after the permit status mean?

A: The A or N at the end of the status means 'Active' or 'Not Active'.

Q: Why can't I modify my permit online?

A: Only certain permit types are readily available for modification online. The following is a list of the permit types available online for modification (list is subject to change at any time).

| | |
|--|--|
| Single Trip Overweight / Overdimension for Drilling Rig | Single Trip Overweight / Overdimension Permit |
| Single Trip Licence | Public Entertainment Vehicle |
| Single Trip Dimension | Annual Dimension Permit |
| Monthly Licence | Public Entertainment Vehicle-Multiple Trips |
| Single Trip Overweight for Hauling Licensed Equipment | Trailer Wheelbase Exemption Permit |
| To Operate TAC Vehicles Off The Provincial Hwys | Multi-Trip Permit |
| Single Trip Dimensional Permit for Drilling Rigs | Single Trip Overwt/Overdimension Permit for Empty Equipment |

15.2. LOADED VEHICLE DETAILS

Q: How do I change the configuration in the Loaded Vehicle details screen?

A: The vehicle must be removed to change the configuration. Modifying the vehicle will only change the plate.

Q: Why am I receiving an error for being over seasonal allowable weights, when I am not exceeding my seasonal axle weights?

A: The error is created when the combination weights are exceeded. Modify weights or submit to CPO for approval.

Q: This message shows up on the Loaded Vehicle Details screen. Is this an error? Should I click on Save again?

You must click the 'Save' button below to commit changes to the Loaded Vehicle Details

A: This is not an error. Errors appear at the top of the screen in red. You should not click on Save a second time unless you have changed something in the Loaded Vehicle Details. Click on Next at the top of the screen to continue.

Q: How do I enter overall length? What about rear overhang?

A: Overall length must be entered without a decimal point. Round overall length up or down and then enter without a decimal point. Rear overhang can be entered with or without a decimal point, but the field cannot be left blank.

15.3. LOCATIONS AND ROUTES

Q: How do I make my origin or destination a border crossing?

A: Click on Find on Map and use the Add Origin or Add Destination button to create your origin or destination at the border at which you are entering the province.

Q: Why do the origin and destination search buttons not work?

A: The search drop down lists on the origin and destination page will not work in TRAVIS Web (Routing) if the appropriate "Radio Button" (circle button to the left of the LSD, addresses and named locations) is not selected. To get the address or named location search buttons to work, select the radio button located to the left of the appropriate field (address or named location) before clicking on the magnifying glass.

Q: Where can I get an address for my origin/destination if I don't know it?

A: You can go to "google.ca/maps" to look up addresses.

Q: My origin/destination address is not found when I search in the locations screen. What should I do?

A: Try typing in the address without a suite #. If it is a very new building, you may have to use an address of a nearby building.

Q: How do I enter a legal land location?

A: Dashes must be entered and NE, NW, SW or SE must be used at the beginning.
(ex.NW-03-090-09-4)

Q: I am entering my route into the route screen and getting an error that states my hwy is not a valid road name. What am I doing wrong?

A: Make sure to enter the letter "h" in front of the highway number, and a semi-colon between highways. Range roads should be entered as "r" and township roads should be entered as "t" and private roads should be entered as "private".

Q: The map picked up my route but I didn't want to go that way.

A: The route created by the map will default to the shortest route with the fewest restrictions. Check the route on the map and change it in the route string if that is not the way you are going.

15.4. ENTRY/EXIT POINTS

Q: How do I add entry and exit points?

A:

To place an entry point:

- Step 1) Click 'Zoom Origin' (this will display a map of the origin up close)
- Step 2) By using the Navigation Tools (Zoom In, Zoom Out, Zoom Area & Center on Point) find the road that is being used to get to the origin. The junction of the first provincial highway or local road being used to get to the origin is the point at which the 'Entry Point' will be created.
- Step 3) Click 'Add Entry Point' (found on the Tool Bar) and click on junction of the local road and the provincial highway (entry point should be on the provincial highway).

To place an exit point:

- Step 1) Click 'Zoom Destination' (this will display a map of the destination up close)
- Step 2) By using the Navigation Tools (Zoom In, Zoom Out, Zoom Area & Center on Point) find the road that is being used to get to the destination. The junction of the last provincial highway or local road being used to get to the destination is the point at which the 'Exit Point' will be created.
- Step 3) Click 'Add Exit Point' (found on the Tool Bar) and click on the provincial highway or the local road (exit point can be on a provincial highway or a local road).

Q: When are entry and exit points required?

A: Entry and exit points are required if the origin or destination are more than 800 metres from a provincial highway or a municipal road. What these points are used to let the system know where the load is entering (getting onto) and exiting (leaving or getting off of) the provincial highways or local road.

Q: Why has the system automatically generated a route that is very long or odd?

A: The entry or exit point may be pointing in the wrong direction of traffic flow on the highway. Zoom into the entry or exit point and change to the correct lane.