Ohio | Public Utilities Commission

Motor Carrier Registration User Guide – Sign Up for New Account

Legal Disclaimer

The Public Utilities Commission of Ohio (PUCO) staff presents the information in this manual as a service to its stakeholders, including members of the general public (collectively the "readers"). Use of this manual does not constitute, in any manner, an attorney-client relationship between the PUCO and the readers. While the information in this manual may relate to requirements under Ohio law and administrative rule, it is not intended as legal advice or as a substitute for the particularized advice of your own counsel. People seeking specific legal advice or assistance should contact an attorney. The content of any Internet email sent to PUCO staff or any of its lawyers at the email address set forth in this manual will not create an attorney-client relationship and will not be treated as confidential.

This publication is provided as is without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

This publication could include inaccuracies or typographical errors. Changes are periodically added to the information herein; these changes will be incorporated into new editions to this publication.

Statements or expressions of opinion herein do not bind the five-person Commission.

Contents

Motor Carrier Registration functions

The Motor Carrier Registration system, a part of the **PUCO Community,** is where the transportation registration users can do the following:

1. Motor carriers or third-party agents submit new, renewal or amended intrastate registration applications

2. Insurance companies and managing general agents add, edit and cancel insurance information and insurance companies establish or remove relationships with managing general agents

3. Transportation network companies or third-party agents file new, renewal or amended TNC registration applications

New account sign-up form

1. Navigate to puco.ohio.gov, click **Transportation**, then **Motor carrier registration system**.
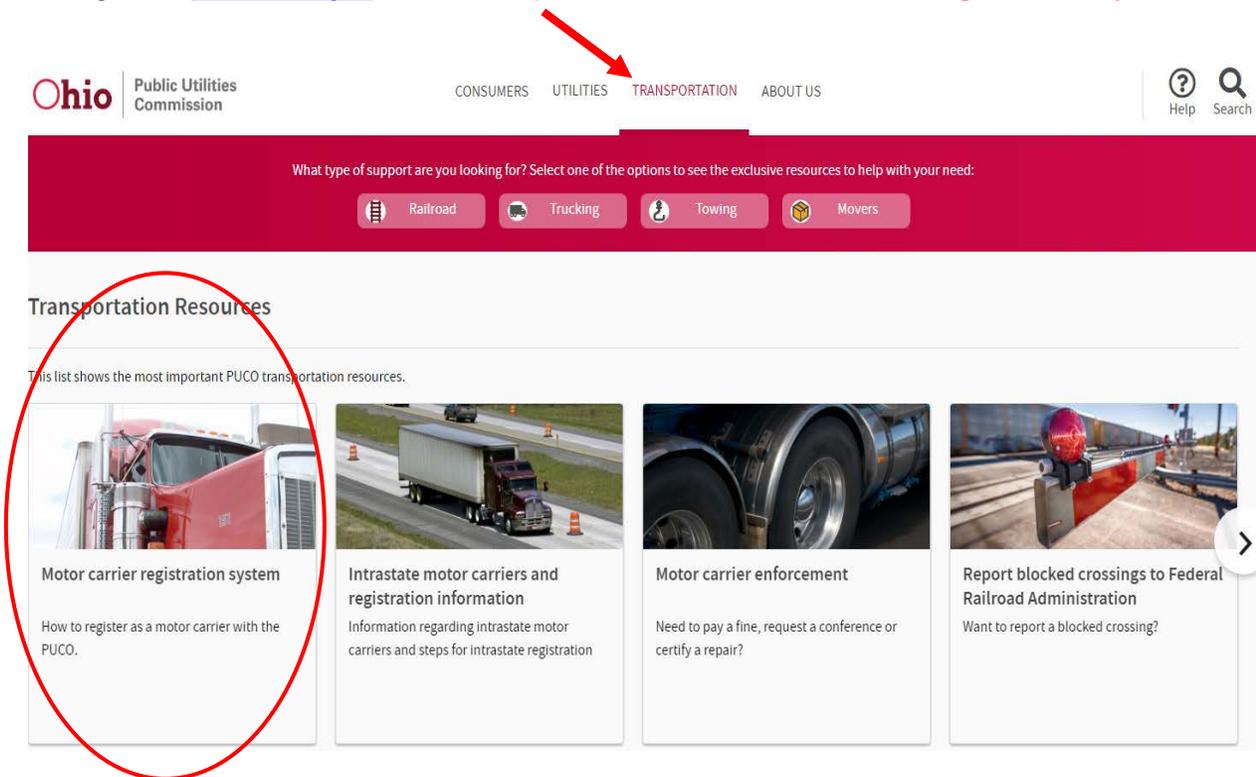
2. The Motor carrier registration system webpage displays. Click **Create new motor carrier registration account**.

3. The motor carrier user selection screen displays. Select the type of user that best describes you.

Only direct employees of motor carriers or insurance providers (insurance companies) can complete the new user sign-up form. Because of the unique relationships and records that must be set up in the back-end system, managing general agents, third party agents/brokers and transportation network companies must call Motor Carrier Registration at (800) 686-8277 or email MCRegistration@puco.ohio.gov to request a new account.

4. Search for your company. Motor carriers will search by USDOT Number and insurance companies will search by NAIC number. The steps and screens are the same for both types of companies.

   Enter the **USDOT Number** or **NAIC number** for your company. Click **Search**.

Above: *Motor carriers search for their company using USDOT number.*

Above: *Insurance providers search for their company using NAIC number.*

5. If your company information is on file, the legal name, doing business as name, billing address and physical address displays. If this is your company, click **Yes, this is my company**.

If this is not your company, click **No, this is not my company** and contact Motor Carrier Registration.

Company found

6. Follow the instructions on the screen to add a new contact to this company. Complete the required fields, answer the math question, click **Confirm**, then click **Submit**.

Be sure to use your individual email address, not a shared or generic email. If you receive an error message stating the email address you entered is already in use, please contact Motor Carrier Registration at (800) 686-8277 or enter a new email address.

The contact should be an employee of the company. Third party agents and managing general agents must contact Motor Carrier Registration to add their company and/or new users.

7. Once the information is submitted, PUCO Motor Carrier Registration will review the request and you will receive an email within one to three business days with a link to set your secure password. The email will come from noreply@puc.state.oh.us. Please check your junk, spam or clutter folders. If you still do not see the email within 1-3 business days, please contact Motor Carrier Registration at (800) 686-8277 or MCRegistration@puco.ohio.gov.
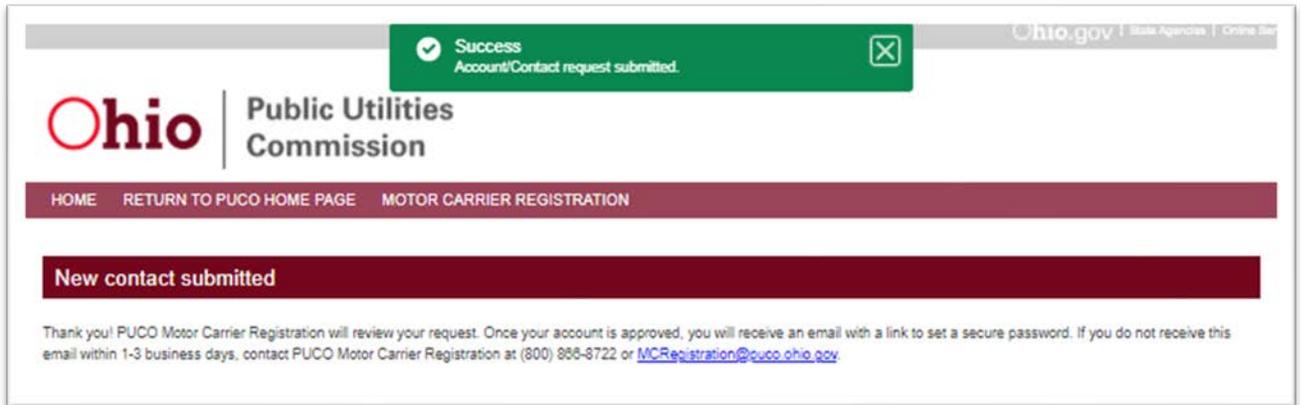
Company not found

8. If there are no results for the USDOT Number or NAIC number, the No Match Found window displays. Click **Search Again** to try the USDOT Number or NAIC number again. Click **Create New Account** to provide your company information.
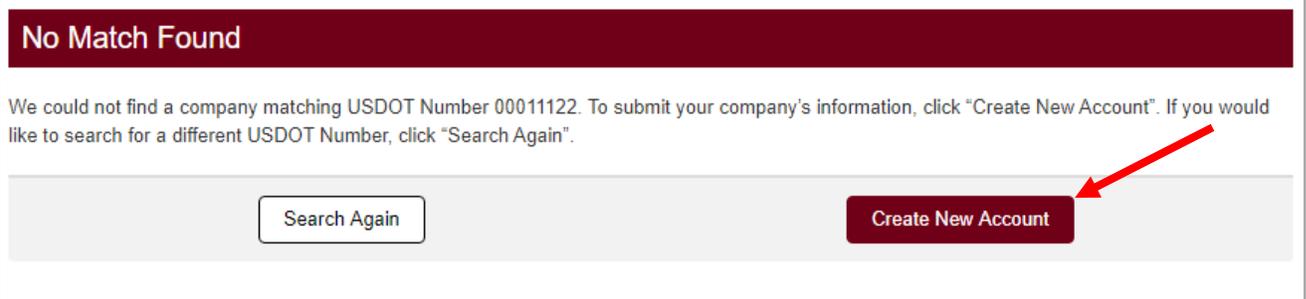
9. Follow the instructions on the screen to add your company's information. Complete the required fields, answer the math question, click **Confirm**, then click **Submit**.

Be sure to use your individual email address, not a shared or generic email. If you receive an error message stating the email address you entered is already in use, please contact Motor Carrier Registration at (800) 686-8277 or enter a new email address.

The contact should be an employee of the company. Third party agents and managing general agents must contact Motor Carrier Registration to add their company and/or new users.

New account sign up

Step 1: Please complete the motor carrier information. Required fields are marked with an * asterisk.

- If your business is classified as a sole proprietor, you must enter the business owner's personal name in the legal name field. Other legal entities (e.g. LLC's, corporations, partnerships, etc.) must enter their legal and dba name exactly as filed with the Ohio Secretary of State.

Step 2: Enter information for contacts directly employed by your company.

- The email address must be an individual's email address and not a generic or shared business email account. Because this email address will become the contact's PUCO Motor Carrier Registration username, please be sure it is entered correctly.
- Third party administrators such as consultants, permit agents, and attorneys must sign up their own companies to access the PUCO Motor Carrier Registration system. You may notify us at anytime to allow a third-party administrator to work on your behalf and access your PUCO Motor Carrier Registration account.
- If you receive an error message stating the email you entered is already in use, please contact Motor Carrier Registration at (800) 866-8722 or enter a new email.

Step 3: For verification, enter the answer to the math question and click "Confirm". Then click "Submit".

- Upon approval of your request, you will receive an email with a link to set a secure password.

Motor Carrier Information

*Legal Name

*USDOT Number
22132132

DBA Name

Billing address

Street | City

Country | State
--Please Select a Country-- | --Please Select a Country First--

Postal Code

Physical address

☐ Use Billing Address

Street | City

Country | State
--Please Select a Country-- | --Please Select a Country First--

Postal Code

Contact Information

The email you provide will be your system username.

*First Name | *Last Name | *Email | *Phone ###-###-####

Cancel

The answer to 0 plus 5 is:

Confirm

Submit

10

10. Once the information is submitted, PUCO Motor Carrier Registration will review the company information and contact you if there are any questions. You will receive an email within one to three business days with a link to set your secure password. The email will come from noreply@puc.state.oh.us. Please check your junk, spam or clutter folders. If you still do not see the email within 1-3 business days, please contact Motor Carrier Registration at (800) 686-8277 or MCRegistration@puco.ohio.gov.
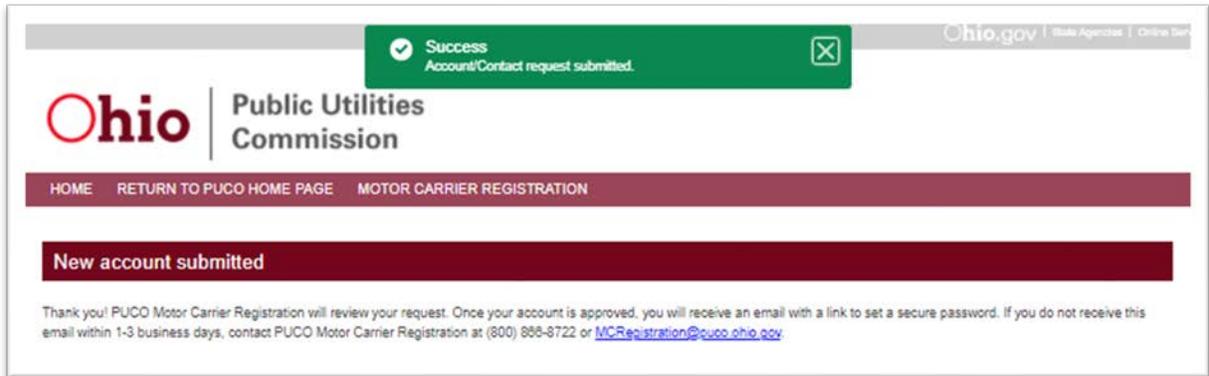
11. After you set your password, you are ready to log in to the Motor Carrier Registration system.
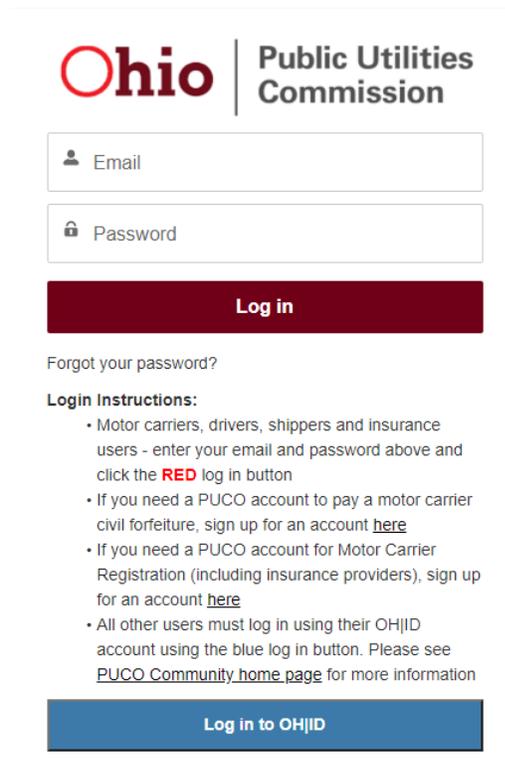
Getting Help / Contacting PUCO

For additional information and help resources, please visit the Motor carrier registration page on puco.ohio.gov.

To update or add insurance company information, add a managing general agency company or user, or for further assistance, please contact Motor Carrier Registration.

PUCO Motor Carrier Registration: **(800) 686-8277** MCRegistration@puco.ohio.gov