Online Training Manual

Volume 1 -- Gearing Up
(Set up your PC, ISP, Browser and Account)

Commonwealth of Pennsylvania
Department of Transportation
Central Permit Office
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NOTICE

If you are unable to access the APRAS Home Page or enter applications, you should first check the status of APRAS:

(1) by visiting the PENNDOT Home page (www.dot.state.pa.us) under “Services & Software”, click on DOT Online Services and reading the “red” status message and/or

(2) by calling our voice message box (877-807-7605 – toll free within PA) or (717-705-1416 – outside PA) and/or

(3) by checking your E-mail (if you have provided the Central Permit Office with your correct E-mail address).

(4) Also, attempt to access another favorite web site (to verify you currently have access to other sites).

If the nature of the problem and estimated repair time is known, this information will be posted at one or more of the above three locations. This protocol was established to allow for efficient notification to all users whenever problems arise. Please refrain from calling PENNDOT until after you have checked all four options above.
APRAS for Windows 98/NT 4.0/2000/XP

Who should use this training manual?

Motor Carriers and Permit Services who have established an Account with PENNDOT’s Central Permit Office and who are involved in one of the areas listed below:

- Creating and submitting single-trip applications for special hauling permits to PENNDOT
- Searching for existing PENNDOT special hauling permit applications

Prerequisites

A working knowledge of:

- Your PC operating system. These skills are outlined in the applicable Microsoft introduction manual: Windows 98 Introduction, Windows 2000 Introduction, Windows NT 4.0 Workstation Introduction, or Windows XP Introduction.
- The Internet.
- PENNDOT’s permit application submittal process.

An Account Number for obtaining PA permits by wire and executed copies of the following Registration forms (which are available on PENNDOT’s WEB Page under Special Interest Areas, then Permits, then Hauling Permits):

- M-936B Surety Bond
- M-936RA Registration Agreement for Special Hauling Permits
- M936RAS - APRAS Supplemental Registration

Each student may access this Online Training Manual via download, to view or print in its entirety.
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Benefits of Using APRAS

Ordinary permit processes require mounds of paperwork, hours of human intervention, and endless data entry. APRAS transitions the permit process from ordinary to extraordinary by offering the following benefits:

- **Safer movements.** APRAS analyses the entire route, including every bridge along the route, using various PENNDOT databases that contain the most current information available on PA highways and bridges. The APRAS analysis process protects all Commonwealth highway users. APRAS also protects the Commonwealth’s highways and bridges from premature deterioration!

- **Faster permit approval times.** APRAS automatically processes a wide variety of oversize/overweight permit applications authorized by the General Assembly. APRAS eliminates the need for human intervention on most applications, which results in faster turn-around times, even during evenings, weekends and holidays. Approximately 80% of all applications are automatically processed by APRAS, in about one minute, on average! The remaining 20% of applications requiring manual review can be quickly processed by PENNDOT Permit and Bridge staffs, in about one hour, on average.

- **Less cost to Industry.** Since “time is money,” APRAS saves the motor carrier industry money by processing Permit applications significantly faster than any other method available. Also, the motor carrier industry can choose to have their PA permits emailed at no additional cost (thereby avoiding fax transmission fees)! Industry can also choose to receive their monthly invoices via email and to pay for their permits by credit card.

- **Less data entry for everyone.** APRAS automatically enters certain data into various fields of a permit application and provides convenient drop-down menus for many other fields. Similar applications can be “cloned”, further streamlining the data entry process for both motor carriers and PENNDOT staff! APRAS even provides a “Route Generator” feature for permit applicants who require routing assistance.

- **Flexible work hours.** APRAS is “open for business” 20 hours a day, seven days a week; so the motor carrier industry can apply for and receive most of their permits (and review the status of pending applications and their account) during evenings, weekends and even holidays!
Mile Marker 1

Meeting Hardware Requirements

Objectives

NOTE: You can skip this Mile Marker if you have a current PC, with at least a Pentium III processor.

Successful completion of this chapter will enable you to:

- List APRAS hardware requirements.
- Identify the properties of your PC’s memory.
- Identify how much free space remains on your hard drive.
- Identify modem properties.

Listing Hardware Requirements

Use steps in this chapter, refer to the documentation that came with your PC, or consult your system administrator to ensure that your PC’s hardware meets the following minimum requirements.

As you verify each requirement, return to this page and place a checkmark in the appropriate box.

- Pentium II, 300 MHz Processor
- 64 Megabytes Memory
- 200 Megabytes Free Disk Storage
- 15” Super VGA Monitor
- 56K Modem
Identifying How Much Memory Your PC Has

Your system must have at least 64 Megabytes of memory.

To Identify Your System’s Memory:
1. Display your Desktop.
2. Right-click on My Computer.
3. Click Properties.

Q: How much memory (RAM) does your PC have and is it enough?

Identifying Free Disk Storage Space

Your system must have at least 200 Megabytes of free disk storage.

To Identify the Amount of Free Disk Storage on Your PC:
1. Display your Desktop.
2. Double-click on My Computer.
3. Right-click on the icon representing your hard drive.
4. Click Properties.

Q: How much free disk storage does your PC have and is it enough? (1000 Megabytes = 1 Gigabyte)
Identifying Your Modem's Speed

The recommended minimum modem speed is 56K. Slower connection rates will slow down system performance. If your PC has a modem installed for use with APRAS:

♦ To Identify Your Modem's Speed:

1. Click on the Start button.
2. Select Settings.
3. Select Control Panel.
4. Double-click on Modems.
5. Select your modem and Click Properties.

Q: How fast is your modem? Is it fast enough?
Mile Marker 2

Acquiring an Internet Account

Objectives

NOTE: You can skip this Mile Marker if you already have a reliable and stable Internet connection, either through your office network or a dial-up ISP account, and an email account that allows receipt of Adobe PDF file attachments.

Successful completion of this chapter will enable you to:

- Identify Internet Access requirements.
- Identify resources for locating an Internet Service Provider.
Acquiring Internet Connectivity

APRAS is a web-based application. Therefore, to use APRAS, you need to have an Internet connection. To obtain an Internet connection, you need the proper hardware and an account with an Internet Service Provider (ISP).

❖ Identifying Hardware Requirements

You can be connected to the Internet through a modem or network card. The modem or network card is then connected to a telephone, cable, or fiber optic line.

❖ Obtaining an Account with an ISP

The telephone, modem, or fiber optic line connects your computer to an ISP.

If you do not have an account with an ISP and are leery of finding one, the phone book and the Internet are great reference tools. Shop around for an ISP that can give you the best rates for the most access time. A good Internet reference in www.isp.com. This site lists local and national ISPs.

Q: Did you find Internet Service Providers in the phone book or on the Internet from which you can choose?
Mile Marker 3

Obtaining the Necessary Software

Objectives

NOTE: You can skip this Mile Marker if you are already using and familiar with Internet Explorer Version 6, with Javascript and Cookies enabled; and, if you already have the Sun Java Plug-in and the Adobe Acrobat Reader installed.

Successful completion of this chapter will enable you to:

- Verify APRAS software requirements are met.
- Verify Internet Explorer’s version number and settings.
- Install Internet Explorer.
- Install Sun Java Plug-in.
- Install Adobe Acrobat Reader.
A List of Software Requirements

Below is a list of the software you must use to run APRAS.

Use steps in this chapter, refer to the documentation that came with your PC, or consult your system administrator to ensure your PC is equipped with the proper software.

As you verify each minimum requirement, return to this page and place a checkmark in the appropriate box.

☐ Windows 98, Windows XP, NT Workstation 4.0, or Windows 2000

☐ Microsoft Internet Explorer 6.0

OR

Microsoft Internet Explorer version 5.5 or 5.0

OR

Netscape Communicator 4.76 or 6.2

☐ Sun Java Plug-in Version 1.4.0

☐ Adobe Acrobat Reader 4.0

This chapter explains how to install and configure Internet Explorer. It does not detail the download, installation and configuration process for Netscape Communicator. If Netscape Communicator is your preferred browser, please have your System Administrator assist you in installing and configuring it on your PC.
Do You Have a Supported Web Browser Installed on Your PC?

Client software programs that are used to access the Web are called browsers. A variety of browsers are available in both public and commercial domains. A web page’s look and feel is determined in part by the browser program being used. A Web page viewed through one browser may look different than a Web page viewed through another browser.

APRAS is a Web-based application and must be accessed using a browser. Either Internet Explorer or Netscape Communicator is required. If you attempt to use another browser in place of Internet Explorer or Netscape Communicator, you will encounter problems using APRAS. If you attempt to use a browser version other than the supported ones, you will encounter problems using APRAS.

Check to see if you have a supported Web browser installed on your PC.

♦ To Open Internet Explorer:

1. Click on the Start button.
2. Select Programs.
3. Click on Internet Explorer.

♦ To Open Netscape:

1. Click on the Start button.
2. Select Programs.
3. Click on Netscape Communicator.
4. Click on Netscape Navigator.

Q: Do you have Internet Explorer or Netscape Communicator installed on every PC that will be used to access APRAS?

YES  Go to Identifying Your Browser’s Version Number.

NO   Go to Installing Version 6.0 of Internet Explorer.
Identifying Your Browser's Version Number

You must use Internet Explorer or Netscape Communicator to access APRAS. If you attempt to use any other browser, APRAS will not function as designed.

You must use one of these browsers when accessing APRAS:

- Microsoft Internet Explorer version 6.0
- OR
- Microsoft Internet Explorer version 5.5 or 5.0
- OR
- Netscape Communicator version 4.76 or 6.2

♦ To Identify Your Browser's Version Number:

1. Open your Web browser.

2. For Internet Explorer, choose Help, About Internet Explorer. For Netscape Communicator choose Help, About Netscape Communicator.

3. To return to the previous page, click the Back button on the browser’s toolbar.

Q: Do you have a supported Web browser installed?

YES  Proceed to next Mile Marker. However, if you do not have version 6.0 of Internet Explorer, it is strongly recommended that you download this software NOW, for optimal performance.

NO   Go to Installing Version 6.0 of Internet Explorer.
Installing Version 6.0 of Internet Explorer

If you do not have Internet Explorer installed (or the version you are using is not one of the supported versions listed below), download the free version of Internet Explorer 6.0 from Microsoft's web site.

You must use one of these browsers when accessing APRAS:

- Microsoft Internet Explorer version 6.0, 5.5 or 5.0
  OR
- Netscape Communicator version 4.76 or 6.2

To Install Internet Explorer:

1. Open a Web browser.

2. Type http://www.microsoft.com/windows/ie in the Location or Address text box of the browser window.

   For your convenience, a quick link to download the proper Internet Explorer version is provided on the PENNDOT APRAS Logon page.

   The following instructions are for downloading and installing Internet Explorer only.

3. Press ENTER.
4. Click on the **Download Now** link.

5. Select a language and click **Go**.

6. Click the **Internet Explorer 6** link to download.
7. Choose Run this program from its current location and click OK.
8. Click Yes if asked --Do you want to install Internet Explorer 6?

Security Warning Dialog Box

9. Read the license agreement and then select I accept the agreement. Click Next to begin the installation process.

License Agreement

10. Follow the on-screen directions to complete the installation of Internet Explorer.
Verifying JavaScript

APRAS uses JavaScript to perform certain functions. Therefore, to use APRAS, configure Internet Explorer to use JavaScript.

**To Verify JavaScript:**

1. Click **Tools, Internet Options**…
2. Select the **Security** tab.
3. Click **Custom Level**…
4. Scroll down to the **Scripting** section.
5. Enable **Active scripting**.
6. Enable **Allow paste operations via script**.
7. Enable **Scripting of Java applets**.
8. Click **OK**.
9. Click **OK** on the Internet Options window.
Enabling Cookies

APRAS uses Cookies to perform certain functions. Therefore, Internet Explorer must be configured to use Cookies.

♦ To Enable Cookies:

1. Click Tools, Internet Options...

2. Select the Privacy tab.

3. Click Default to use the default cooking handling.

4. Click Security

5. Click Custom Level

6. Scroll down and make sure the cookies that are stored on your computer and per-session cookie (not stored) are enabled.
Installing the Sun Java Plug-in

APRAS requires the Sun Java Plug-in, version 1.4.0, which provides a standard Java environment for all browsers. The Java Plug-in does not have to be the default version for your browser.

NOTE: If you have a firewall protecting your computer, it may block the downloading of the Java Plug-in. Contact your system administrator to address this issue. In addition, if your company’s connection to the Internet is through a Proxy Server, it also may block the downloading of the Java Plug-in. Contact your system administrator to address this issue.

To Download and Install the Sun Java Plug-in:

1. Open a Web browser.

2. Type [http://java.sun.com/j2se/1.4/download.html](http://java.sun.com/j2se/1.4/download.html) in the Location or Address text box of the browser window.

3. Press Enter.

For your convenience, a quick link to download Sun Java Plug-in version 1.4.0 is provided on the PENNDOT APRAS Logon page:
4. Click on Downloads

![Downloads Link]

5. Click on Archive Downloads

![Archive Downloads Link]

6. Select Version 1.4.0_04
7. Click the DOWNLOAD link for the Windows (U.S. English only) JRE.

8. Review the license agreement.
License Agreement for the Sun Java Plug-in

9. Scroll to the bottom of the page with the license agreement and click ACCEPT.
10. Click the Download j2re-1_4_0_04-windows-i586.exe link.

11. Select **Save this file to disk** and click **OK**.

12. Make a note of the file name and where it is saved.
13. After the save has completed, run the file that was saved. If it was saved on your desktop, as in the previous step, you can run the file by double clicking on the icon.
14. InstallShield Wizard will run to perform the install. Click **Next** to continue.

![InstallShield Wizard](image)

**Install Shield Wizard**

15. Read the license agreement and then click **Yes** to continue.

![Sun Java Plug-in License Agreement](image)

**Sun Java Plug-in License Agreement**

16. To accept the default location for installing the files, click **Next**.
Installation Location for the Sun Java Plug-in

17. Unselect **Microsoft Internet Explorer** and **Netscape 6**. You do not need to make the Java Plug-in the default Java runtime for any of your installed browsers. Click **Next**.
18. Wait while the Java Plug-in is installed.

19. A dialog box appears briefly to let you know that the install has completed successfully.

20. The Java Plug-in is now installed.

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**Downloading Adobe Acrobat Reader**

To view and/or print emailed permits, Adobe Acrobat must be installed on your computer. Go to [www.dot.state.pa.us](http://www.dot.state.pa.us) to download a free version of Adobe Acrobat. On the PENNDOT home page, scroll to the bottom of the page:

1. Click on download adobe acrobat.

2. Click on download – Free Acrobat Reader.

3. Click on Reader Download Page.
4. Click on English and choose the version that is appropriate and compatible with your Windows operating system.
Configuring Internet Explorer to Use APRAS

Objectives

Successful completion of this chapter will enable you to:

- Identify the APRAS web site address.
- Create a bookmark for the APRAS Log On page.
The Internet Explorer interface contains several toolbars to enhance navigation on the World Wide Web, including the Browser toolbar and Address bar. The address toolbar is used to go directly to an Internet site by typing that site’s URL address.

The APRAS URL address is **www.dot1.state.pa.us**.

**To Go to the APRAS Web Site:**

1. Open **Internet Explorer**.
2. Type **www.dot1.state.pa.us** in the Address text box on Internet Explorer’s Address toolbar.
3. Press **Enter**.
4. Internet Explorer has a “Status Bar” (located on the bottom of the window) that shows the browser’s status while loading a URL.
Creating a Bookmark for the APRAS Web Site

The APRAS Log on page is a site you will return to frequently. Internet Explorer’s Favorites feature saves time when you need to revisit a site because you do not have to remember and constantly retype a lengthy URL address.

To Create a Bookmark For the APRAS Web Site:

1. Go to the APRAS web site.
2. Click on the Favorites button on the Internet Explorer toolbar.
3. Click Add to Favorites.

To Verify That Your APRAS Bookmark Is Saved:

1. Click on the Favorites button on the Browser toolbar.
2. Verify that the APRAS bookmark is listed on your favorites menu.

Your list of bookmarks will stay intact, even if you close out of Internet Explorer and shut down your computer. Therefore, use the favorites bookmark to access the APRAS web site from this point on.
Mile Marker 5

Using Your APRAS WEB Account

Objectives

Successful completion of this chapter will enable you to:

- Identify password requirements.
- Obtain an administrative user ID and password.
- Create APRAS user ID’s and passwords.
- Viewing/Downloading your Monthly Invoice Details
Using your APRAS WEB Account

APRAS user IDs and passwords are required to access APRAS. You must obtain your APRAS user ID and password from the employee who has been designated as the APRAS administrator for your Account.

❖ A Note about Passwords

Password requirements will change periodically. Users will receive interactive notification of changes.

❖ User Limitations

While logged on, if you do not access the APRAS system for a period of 30 minutes, APRAS will terminate your connection.

You can check the time remaining in your current APRAS session, which is displayed at the bottom of the view screen, along with your user name.

In some instances, your ISP may have a shorter time limit for ending a session with no activity.

❖ Getting Directions

If you have not supplied the following information on your M-936RAS Form, then YOU MUST IMMEDIATELY notify the Central Permit Office via e-mail at:

APRASOmbudsman@state.pa.us to activate your account with the following information:

1. Company Name
2. Company Account Number
3. APRAS Administrator’s name, phone number, fax number and e-mail address
4. E-mail address for e-mailing permits
5. E-mail address for accounts payable department (Who should received your monthly billing invoices?)
6. Contact person’s name, phone and e-mail address (if other than the Administrator).
Obtaining an Administrative User ID and Password

Within your organization, one person needs to be assigned as the APRAS administrator. **The APRAS administrator can create and maintain the APRAS user ID’s ONLY for all of the employees in your organization.** If an employee needs to be both an APRAS administrator and an APRAS user, two separate user ID’s must be established for that employee.

Once the required documentation has been approved by Central Permit Office, your organization will receive your APRAS administrator user ID and password only.

PENNDOT will **NOT** assign user ID’s to motor carrier or permit service employees – your organization’s designated APRAS administrator must assign a user ID to each authorized employee.

Q: Once your APRAS administrator’s user ID and password has been received, has the administrator assigned a user ID to each authorized employee?

Logging On To APRAS Using the Administrative User ID and Password

Log on to APRAS using the administrative user ID and password assigned to you by PENNDOT.

十余年 To Log On To APRAS:

1. Access the APRAS Log On page.
2. Position the cursor in the User Id field.
3. Type your administrative user ID.
4. Position the cursor in the Password field.
5. Type your administrative password.
6. Click Logon.
Creating APRAS User Accounts

Once you are logged on to APRAS using your administrative user ID and password, create APRAS user ID’s for yourself and the other authorized employees in your organization. Be sure to document each APRAS user ID you create and inactivate.

To Create APRAS User Accounts:

1. Click on the User Accounts link in the page header.

2. Click on New to create a new user.

3. Enter a User Id that does not exceed eight characters.

4. Enter the employee’s Name.

5. Select the User Class (Motor Carrier Access User - Web).

6. Click Active Status.

7. Enter the office Phone Number using the following format: 888-555-1212. Optionally, enter a Phone Extension number.

8. Enter the Fax Number using the following format: 888-555-1212.

9. Add the user’s E-mail Address only if permits and notices are to be sent directly to this employee. (Pre-arrangements must be made with the Central Permit Office to use the various e-mail features). If you will be using an organization-wide e-mail address to receive permits and notices, do NOT enter the organization-wide address here. Also, if your email address changes, you will need to notify the Central Permit Office with the change AND log onto APRAS with the Administrative User ID and Password, click on User Accounts and select the User ID that has an email address change and change the email address.

10. Enter a New Password.

11. Retype the same password in the Reenter New Password field.

12. Click on Save.

13. Continue the process until you have created all authorized individual user id’s for your organization.
Q: Administrator: Did you create a user ID for yourself?

If you are going to be creating and submitting permit applications, you will need a user ID and password with user, not administrative, privileges.

You can’t create permit applications using the administrative user ID assigned to you by PENNDOT!

NOTE: If you change the user class of the administrative user to a motor carrier user or permit service user, you will lose the administrator ability to your account. In this case, the Central Permit Office must be contacted to reset your user status.
APRAS Monthly Invoices

If you receive your permits via email, you will automatically receive your courtesy monthly summary invoice via email. You will no longer receive a “paper” invoice in the mail. The courtesy summary invoice shows the total amount due and instructs you to log on to the APRAS system using your Administrative user ID and password to access the Invoice Details. You cannot access the Invoice Details with the user ID that is used to create applications. You must log onto APRAS using your Administrative user ID and password!

♦ To Access Monthly Invoice Details:

Once you are logged on to APRAS using your Administrative user ID and password, you can access the monthly invoice details the second workday of each following month by doing the following:

1. Click on Accounting Information.
2. Click on View Invoice/Transaction Log.
3. Enter the date range of the invoices you would like to view (90 days maximum).

NOTE: Each invoice contains permits issued during the previous month. Therefore, if you want to view the invoice information for the month of October, simply enter a date range for the first week in November.

4. Click on Invoice Log.
5. To view Invoice Details, click on the Invoice Number link in the table.
6. To Print the Invoice, click on Download, the Invoice will open up in Microsoft Excel as a spreadsheet.

♦ To View Individual Transaction Details:

Once you are logged on to APRAS using your Administrative user ID, and password, you can view Individual Transaction Details of a permit doing the follow

1. Click on Accounting Information.
2. Click on View Invoice/Transaction Log.
3. Enter the date range of the invoices you would like to view (90 days maximum).
4. Click on Transaction Log.

5. The search results provide details on the different fees that are assessed on each application submitted to PENNDOT.

It is the responsibility of the company to notify Central Permit Office of any name, phone number, fax number and email address changes by emailing APRASINVOICE@state.pa.us.
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APRAS FAQ’s
Frequently Asked Questions

Q. Why can’t I connect to the APRAS web site?

A. Please refer to Page 2 of this Training Manual or the bottom of the APRAS Web Home Page. This page gives you directions when you are unable to connect to APRAS. Only after you have checked the available locations to determine if there is a known problem with APRAS should you contact the Central Permit Office during normal business hours.

Q. When should I call the Central Permit Office?

A. Call the Central Permit Office with procedural non-routing questions regarding Web applications during normal business hours. Call the Central Permit Office for account information. Call the Central Permit Office if you need information regarding a specific section of the Regulations or Vehicle Code.

Q. When should I call the District Permit Office?

A. Call the District Permit Office if you have questions regarding an issued permit during normal business hours. Call the District Permit Office if you need information about travel restrictions. Call the District Permit Office if you have questions about construction areas. Call the District Permit Office if you need information about route clearances or any other route related issues.

Q. Can I receive notification of downtimes, problems, and helpful hints via e-mail?

A. If you have supplied the APRAS Ombudsman with your correct e-mail address, you will already be receiving e-mail notifications. If you gave an incorrect e-mail address or your e-mail address has changed, you must contact your firm’s APRAS Administrator. If you have an e-mail address and would like to be notified, you need to let the Ombudsman know.
APRAS POINTS OF CONTACT

The following individuals may be contacted, during normal business hours, for questions about the APRAS system, registration for APRAS Web, Account Maintenance, and Super Loads:

CENTRAL PERMIT OFFICE

Mailing Address:
Central Permit Office
PA Department of Transportation
PO Box 2671
Harrisburg, PA  17105-2671

Overnight Delivery Address:
Central Permit Office
PA Department of Transportation
Commonwealth Keystone Building
400 North Street, 6th Floor
Harrisburg, PA  17120-0041

Phone:  (717) 787-4680
Fax:  (717) 787-9890

Kimberly Davis  Acting CPO Administrator  (717) 787-4680  kimdavis@state.pa.us
Terry Blount  Super Loads & Billing  (717) 787-5368  APRASInvoice@state.pa.us
Kimberly Davis  Hauling & Super Loads  (717) 787-4680  PennDOTSuperload@state.pa.us
Cathy Greco  Super Loads  (717) 787-7269  PennDOTSuperload@state.pa.us
Shonnea Thomas  APRAS Ombudsman & Registration  (717) 787-5367  APRASOmbudsman@state.pa.us

The following individuals may be contacted, during normal business hours, for questions about route related issues and for assistance in completing an application:

DISTRICT PERMIT OFFICES

H. Becky Kelley  APRAS Coordinator - District 1-0  (814) 678-7075  hkelley@state.pa.us
Jackie Braniff  APRAS Coordinator - District 2-0  (814) 765-0512  jbraniff@state.pa.us
Marge Kranz  APRAS Coordinator - District 3-0  (570) 368-4276  mkranz@state.pa.us
Stephanie Marek  APRAS Coordinator - District 4-0  (570) 963-3505  smarek@state.pa.us
Elsie Isaac  APRAS Coordinator - District 5-0  (610) 871-4169  eisaac@state.pa.us
Daniel Wehner  APRAS Coordinator - District 6-0  (610) 205-6787  dwehner@state.pa.us
Emily Brownawell  APRAS Coordinator - District 8-0  (717) 787-5918  ebrownawel@state.pa.us
Michele Scalia  APRAS Coordinator - District 9-0  (814) 696-7261  micscalia@state.pa.us
Michele Stiles  APRAS Coordinator - District 10-0  (724) 357-2832  mstiles@state.pa.us
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