

NJDOT at GotPermits.com – Frequently Asked Questions

Following is a set of questions we are frequently asked. These questions and answers will hopefully provide a quick way for you to get an answer to your question. If you cannot find what you are looking for here, please feel free to contact our [Support](#) group.

Getting Started Questions

1. How do I get a **login** for NJDOT at GotPermits.com so I can begin using the site?
2. How do I get **support**?
3. Can I get a NJDOT permit **elsewhere**?
4. What is the **difference between NJDOT at GotPermits and the regular GotPermits.com** site
5. **How much** are the permits?
6. Where can I see the **permit rules/regulations/requirements** for a state?
7. Will this site recognize my **exemption** from permit fees?
8. How do I set up an **Escrow Account** with NJ @ GotPermits.com?
9. **My permit was not emailed to me**...what do I do?
10. What **Payment Types** can I use?

Vehicle Routing Questions

1. Where can I get help on using the **map and route selection tools**?
2. The **analysis of my selected route failed**. What can I do?
3. Can I get a **description** of my **clearance and/or load failures**?
4. The analysis states that my **analysis did not pass**. I select Restrictions and the description talks about parking overnight or limited travel times. What does this mean?
5. The analysis states that my **analysis did pass** but encounters some restrictions. I select Restrictions and the description talks about **parking overnight or limited travel times**. What does this mean?

6. How do I **save a route** so I can use it again later?

Post-Application Questions

1. My analysis **passed**. Why was I **not able to get my permit right away**?
2. Can I **change an application** after I **submit** it
3. My permit **request is not shown** on **My Permits** and I have **not received my permit**. What do I do?
4. I don't know what this **status** on my request means, and I have **not received my permit**. What do I do?
5. **How long** will it take to get my permit if it is submitted for **Engineering/State Review**?

Technical Questions

1. What Internet **browsers** does the site **support**?

Getting Started Questions

1. How do I get a **login** for NJDOT at GotPermits.com so I can begin using the site?
 - You can go directly to the [New User Registration Page](#) and register your company and get a login. If your company is already registered, contact your company GotPermits Admin user to get a login.
2. How do I get **support**?
 - For inquiries concerning **login and general permitting support, please call 609-963-2085** between 7:00 am and 3:30 pm Eastern, Monday through Friday. You may also send your inquiries via email to superload.permits@dot.nj.gov.
 - For inquiries concerning **bridge analysis or load issues, please call 609-963-1334** between 8:00 am and 5:00 pm Eastern, Monday through Friday.
 - For emergencies occurring after-hours, during weekends, and holidays, please call Incident Management at 609-588-6212. An emergency is considered an urgent, unforeseen occurrence or event that affects public safety and welfare and requires immediate attention.
3. Can I get a NJDOT permit **elsewhere**?

- All permit applications must be submitted via this site. Permit applications may be submitted by carriers, permit services, and in-person, but all entry and processing are done via this site.
4. What is the **difference between NJDOT at GotPermits and the regular GotPermits.com** site?
 - NJDOT at GotPermits is a site specific to permitting for NJDOT hosted via GotPermits. The NJDOT at GotPermits site allows for the streamlined submission and issuance of NJDOT permits only.
 - The regular GotPermits.com site allows for the submission of permit application requests for multiple agencies at one time. NJDOT permits are available via the regular GotPermits site as well. Fees for processing NJDOT permits via either site are exactly the same. If you want to use one escrow account for the purchase of permits from several states, the regular GotPermits site should be used.
 5. **How much** are the permits?
 - The fees for NJDOT permits are listed [here](#) and then carry an additional \$12 and 5% transaction fee
 6. Where can I see the **permit rules/regulations/requirements** for a state?
 - All rules/regulations/requirements can be seen at this [link](#).
 7. Will this site recognize my **exemption** from permit fees?
 - Yes, if you are registered in this system as an exempt (government) carrier you will be exempt from NJDOT permit fees. You will still be responsible for any transactions fees.
 8. How do I set up an **Escrow Account** with NJ @ GotPermits.com?
 - Escrow accounts are setup during the Self-Registration process. There is an escrow account section on the Self-Registration page. Accounts can be funded by check or credit card. If funding by check, please reference your account id in the check memo. Your account id can be found on the My Admin Tab, deposit to escrow page upon login.
 9. **My permit was not emailed to me**...what do I do?
 - Most likely your permit is in your junk mail folder. You can look for it there. You may also want to add superload.permits@dot.nj.gov to your email contact list to prevent this from happening in the future. you can always print your permit from the system by logging into the system, click on the My Queue link at the top of the page, search for your permit in the list, and click on the green permit id number, a pdf copy of your permit will be displayed in a new tab of your browser window.
 10. What **Payment Types** can I use?

- You can pay for permits with credit cards. You can also choose to set up an escrow account with us and pay for permits that way. To set up an escrow account, refer to question #8.

Vehicle Routing Questions

1. Where can I get help on using the **map and route selection tools**?

Generate A Trip - Click [here](#)

Enter A Trip - Click [here](#)

Pick A Trip on the Map - Click [here](#)

Load a Saved Trip - Click [here](#)

- “Generate a Trip” in the new Connect Edition = Auto Origin/Destination Routing
- “Enter a Trip” in the new Connect Edition = Text Description
- “Pick A Trip on the Map” in the new Connect Edition = Picking Routing Segments

2. The **analysis of my selected route failed**. What can I do?

- You have several options if your route fails. First, you can select an alternate route and analyze it. If it passes, use it. You can use the generate a route option (automated routing) and let the system find a route that can be approved. Lastly, you can select the option “request office review” and let the state permit technicians see if your requested route can be approved or allow them to find an alternate path for you.

3. Can I get a **description** of my **clearance and/or load failures**?

- Clearance and weight failures are graphically depicted on the web page in red and summarized in the analysis status message. However, the states will not allow any more detailed information to be provided. You can either re-route or submit for office review.

4. The analysis states that my **analysis did not pass**. I select Restrictions and the description talks about parking overnight or limited travel times. What does this mean?

- Your analysis may not pass for the following reasons – vertical clearance failure, horizontal clearance failure, live load bridge analysis failure, and/or a restriction failure. Clearance and weight failures are summarized in the analysis status message and graphically depicted on the Web page in the user specified failure color, but you cannot get a specific description of the failure. The restriction text that can be displayed are conditions the state can place on the state highway

network that further limit travel beyond the fixed conditions such as clearances and bridge weight limits. These restriction conditions can be things like construction (temporary closures, lane width restrictions), weather, time of travel, special movement instructions (railroads), etc. These restrictions can either cause an analysis failure or may just add conditions to a move that can be permitted (see the next question). If the restrictions cause a failure, you can either re-route or submit the request for office review.

5. The analysis states that my **analysis did pass** but encounters some restrictions. I select Restrictions and the description talks about **parking overnight or limited travel times**. What does this mean?
 - You can have a successful analysis but still have a trip that is subject to restrictions. For example, you do not have any routing failures but may be restricted from moving through a specific area during rush hour. Those types of restrictions will be shown here and will also be output on the permit document. This allows you to see the travel restrictions that will be on the permit before you get the permit. You can accept a permit with the restrictions or re-route or ask for assistance.
6. How do I **save a route** so I can use it again later? Each of the below routing methods demonstrate how to save a trip for use at a later time.

Generate A Trip - Click [here](#)

Enter A Trip - Click [here](#)

Pick A Trip on the Map - Click [here](#)

Post-Application Questions

1. My analysis **passed**. Why was I **not able to get my permit right away**?
 - There are limits to which permits can be system issued. After one of the limits has been exceeded, the application must be reviewed and issued by state personnel.
2. Can I **change an application** after I **submit** it?
 - Yes, if the State has not begun to process your application, you may edit it. Go to the My Queue page. Click on the appropriate Trip Request ID. You are now recalling that permit request from the state so that you can edit it. Once you select the Trip Request ID, you need to go all the way through the application process and re-submit the application; even if you are not making any changes. Otherwise, the application will be treated as an incomplete application. If you click the Trip request ID and Open and a message is displayed, the state is already in their review process and you will need to contact them directly to modify your application.

3. My permit **request is not shown** on **My Permits** and I have **not received my permit**. What do I do?
 - First, make sure that you have the filter set to “ALL”. Next, if you click the Trip Request ID and click open, you are recalling that permit request from the state so that you can edit it. Should you do this by accident, you need to go all the way through the application process and re-submit the application. Otherwise, the application will be treated as an incomplete application. Note: If the state has already begun to process the application you will not be allowed to open and edit it.
4. I don't know what this **status** on my request means, and I have **not received my permit**. What do I do?

<i>Status Description</i>	<i>Definition</i>	<i>Action</i>
Sent to Bridge	Bridge Engineer Review is required and in process	Please wait for state processing. This can typically take from 12-48 business hours. If you want to remove this request, please notify the State
Route Analysis Failed	Routing was attempted but route did not pass SuperLoad analysis.	You can choose another route that passes analysis or Request Permit Office Review and State will reroute and may have to send your request to bridge office for review.
Permit Revised	User requested an extension to travel dates or vehicle and or trailer change	No action needed
Returned to Applicant	State needs more information on some aspect of the request.	Please go to My Queue to edit your application and make suggested modifications. User must resubmit.
Permit System Issued	System was able to issue permit	Print/View permit based on selected delivery method
Permit Voided	User requested state void/cancel permit or State voided for another reason	No action needed

5. **How long** will it take to get my permit if it is submitted for **Engineering/State Review**?
 - Please allow up to 3 business days to process permit application requests. In general, we normally respond within 1 business day, however, during times of high permit volume and/or reduced staff resources, it may take up to 3 business days to review and process your application. Also, the size and weight of the load, and the length of the route selected, may also affect amount of review time required, as our engineers may need to look for alternate routes.

Technical Questions

1. What Internet **browsers** does the site **support**?

- All browsers are supported for NJDOT GotPermits Connect. Google Chrome has the best performance time.