I received a document request letter. What's next?

Carriers can now upload documents in SMS

At the Federal Motor Carrier Safety Administration (FMCSA), our job is to **help make safety a priority** for everyone in the industry. The CSA National Safety Interventions Rollout features enhancements to increase investigation efficiencies. With improved tools, carriers can show compliance early and get back to business.

The new Safety Measurement System (SMS) Carrier Dashboard allows carriers to track investigations and upload documents **on their own time**, becoming more time and cost effective for everyone.

How to upload documents

 ACCESS THE SMS WEBSITE

 https://ai.fmcsa.dot.gov/SMS

 Log in with your U.S. DOT # and FMCSA

 issued U.S. DOT # PIN (NOT your Docket

 Number PIN) or your Portal credentials.

*Note: If you do not have a U.S. DOT PIN or don't know your PIN, you can request one here: https://safer.fmcsa.dot.gov/AutoPin/index.xhtml

In the bl the scree	ATE TO DOCUME lue box at the top o en, select "Docume Required."	of OP	\GE Click any of the under "Take Act]
Welcome to your (urement	SEARCH	OOLS HELP	Road Smart.	
Showcas Investig Due Date	se your safety compliance early. Uplo	ood your company's documentat	w you can improve Undersi	tand your SMS results 🛕	•
Address: Number of Ve Number of In Number of In	and Safety I Categories (rivers:	Improvement regulat (BASICs) How sa	ions of [1] fety Management Build Safety Cultures Build Safety Cultures Build Safety Cultures Build Safety Cultures Build Safety Cultures Build Safety Cultures Build Safety Cultures SMS r Receive Build Safety Cultures	threshold for this BASIC	









I received a document request letter. What's next?

Upload Documents



Upload Documents

Consent Agreement Document Upload Document History

CHOOSE YOUR UPLOAD METHOD

Upload documents by selecting your preferred method of **fax** or **upload**. If you do not have a requested document, you can indicate you do not have it by selecting "Do Not Have" and providing a detailed explanation. If you are required to provide Records of Duty Status, an **Electronic Logging Device or** ELD button will appear.

Download **DD** Template

If you have been asked to provide Accident Register, Driver List, or Equipment List, or to complete an Investigation Questionnaire, please use one of FMCSA's templates by clicking the "Download Template" button.

Once you have uploaded all the requested documents, the percentages marking your progress will appear at 100%. HOURS-OF-SERVICE DRIVER FITNESS OTHER This indicates you have uploaded COMPLIANCE the requested documents (or indicated those you do not have), Please note that these indicators show upload progress and do not indicate com FMCSA's review, you may be required to upload additional documents. but it does not denote review or acceptance by FMCSA; there Hours-of-Service Compliance may be additional documents Documents requested are listed below. Select your preferred method to submit requested in the future. have it. Driver Name #1 Document Fax Upload Do Not Have Fueling records with time/dates (11/21/2018-12/21/2018) ELD Fax Upload Do Not Have Bills of Lading (11/21/2018-12/21/2018) Fax Upload Do Not Have Driver Name #2 Document Fax Review/Replace Bills of Lading (11/21/2018-12/21/2018) Fueling records with time/dates (11/21/2018-12/21/2018) **Documents** Available Documents Available Records of Duty Status (RODS) (11/21/2018-12/21/2018) NEXT: Driver Fitness

NAVIGATE PAGES

After you have completed the requested documents for one BASIC, simply click the "Next" button to move to the next BASIC page.

*Note: If you fax your documents, you must use the fax cover sheet, provided when you click the "Fax" button. Fax cover sheets contain bar codes that will automatically assign the fax to the document requested.







MONITOR YOUR PROGRESS





I received a document request letter. What's next?

4

CERTIFY AND SUBMIT

Once you have uploaded all requested documents or provided explanations for those you do not have, the "Certify and Submit" window will appear.



REVIEW/REPLACE

If you uploaded the wrong document, you can replace the documents as many times as you would like until your package is ready and you complete the "Certify and Submit" process.

- COLOSA		Cot Dood Smort			
SMS Safety Measurement System	A&I CSA SMS You have completed the docume CERTIFY AND SUBMIT Investigation: Offsite Due Date: Status: Certify & Submit Required	NO CHANGES AFTER CERTIFICATION Once you have certified all documents, the Safety Investigator will begin the review. After certifying the documents, no further changes can be made , unless the investigator provides further guidance.			
Carrier Home		-select-			
SMS Details	Certify and Submit	×			
Investigation Upload Documents					
Consent Agreement Document Upload Document History	Any intentionally false or misleading stater provide in support of this Offsite Investigat violation of Federal law punishable by a fin imprisonment of not more than 5 years, or By clicking this box, I certify/understand submitting in support of this request are, to and complete.	e of not more than \$10,00000 or both (18 United States Colle 1001). Ithat the statements and formation I am			
		SUBMIT CANCEL			
		ir FMCSA approval. Based on			

DOCUMENTS REQUIRING REVISION If there are any issues with documents you submitted, or if additional information is required, the Safety Investigator may request additional documents. They will notify you via email or phone and you will receive a notification on your SMS carrier dashboard that says "Documents Requiring Revision." Get Road Smart. SMS SMS CARRIER HOME ADVANCED SEARCH TOOLS A&I HELP CENTER Welcome to your Carrier Dashboard. P Take Action first step in safety perfo ice and compliance progres Showcase your safety compliance early. Upload your company's documentation, and track your progress + vestigation Due Date: 1/19/2019 Document Requiring Revision 😡 Dive right into your data X Learn how you can improve Understand your SMS results U.S. DOT#: your data Understand FMCSA regulations How safety Management Cycles Build Safety Cultures View full SMS results Review the Behavior Analysis and Safety Improvement Categories (BASICs) BASICS at Alert BASICS at Alert Your [XXX] BASIC has a score of [XXX] The threshold for this BASIC Address: Number of Vehicles: Number of Drivers: Number of Inspectio The threshold for this BASIC is [200] Review More Details available below, or click here to see full SMS results Receive a warning Letter? Improve your safety performance Vatch Investigation Video 🕟

*Note: The document upload process remains the same for any additional documents requested.



January 2019 | page 3 of 3



