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

1. 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.

2. NAVIGATE TO DOCUMENT UPLOAD PAGE
   In the blue box at the top of the screen, select “Document Upload Required.” OR Click any of the notifications under “Take Action.”

*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
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**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 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.

**MONITOR YOUR PROGRESS**
Once you have uploaded all the requested documents, the percentages marking your progress will appear at **100%**. This indicates you have uploaded the requested documents (or indicated those you do not have), but it does not denote review or acceptance by FMCSA; there may be additional documents requested in the future.

**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.*
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**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.

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.

**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.

**5. 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.”

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