



Setting Up Access to Employer Pull Notice (EPN) Online Services



**EPN Requester Program
Get Started Guide**

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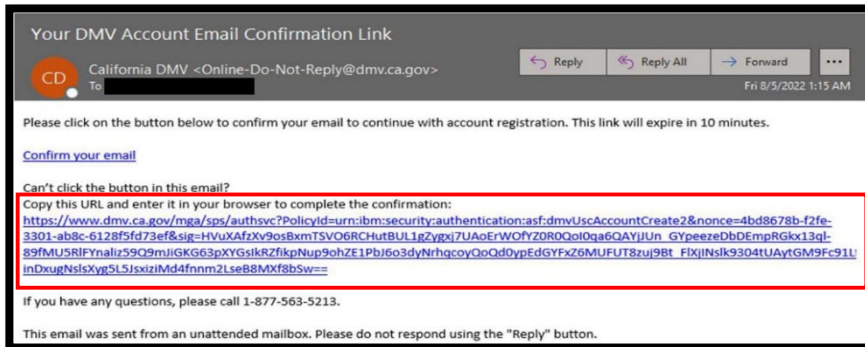
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CHAPTER 1: LET'S GET STARTED

Section 1: Establish an Employer Pull Notice (EPN) Online Account with Existing Requester Code

Open a Google Chrome, Firefox, Microsoft Edge, or Safari browser, and go to dmv.ca.gov/eponline

1. Select "Create an Account."
2. Enter and re-enter your email address and select "Continue."
3. Locate the confirmation email sent to the address entered. Check your Junk or Spam email folders.
4. Open the email and select the "Confirm your email" link or copy the URL and paste into a new window.



5. Enter First Name, Last Name and Phone Number.
6. Choose "Receive Code via Text" or "Phone Call" and select "Continue."
7. Enter the code provided and select "Confirm Phone Number."
8. Create a password following the criteria listed and select continue.

NOTE: There is an option to show your password to confirm what you are entering.

Your account has now been created.

9. Open the confirmation email and click on the link to access your account.
10. On the "Log In" screen key your email and password, click "Log In."
11. Enter the code provided and select "Confirm Phone Number."
12. On the Account Verification screen, verify how you want to receive the code.
13. You will be directed to the EPN *Let's Get Started* page.
14. Select the option that applies: "Apply for a New EPN Requester Code," "Manage an Existing EPN Requester Account," or "Create an Online Payment Account."

NOTE: Locate your 5-character requester code on EPN printouts, contracts, or approval letters, under "REQ Code."

Section 2: Apply for a New Requester Code

Log in at dmv.ca.gov/eponline and follow these steps:

1. Select "Apply for a New Employer Pull Notice Requester Code."
2. Select Employer Type.
3. Enter the details in the Account Information screen and select "Continue."
4. If you answer Yes to "Has your company previously been issued a Requester Code?" enter details. Your first and last name will pre-populate based on previous information provided.
5. Enter the details in the Authorized Representative screen and select "Continue."
6. Enter the details in the Billing Address screen and select "Continue."

7. Enter the details in the Driver Enrollment screen and select “Continue.”
NOTE: 25 drivers can be added at this time. The driver(s) detail(s) will be shown at the bottom of the screen.
8. Review details in the Acknowledgement screen and select “Continue.”
9. Enter the valid details in the Certification screen and select “Submit.”
10. Once the application is processed, you will receive an email notification from noreply@salesforce.com. Add this email address to your list of trusted recipients.
NOTE: The person who certifies and acknowledges should be the authorized representative. Providing mismatched information will result in the rejection of your application.

Section 3: Validate an Existing Requester Code

With your EPN requester code you can use the EPN online portal to manage your requests and drivers. First you must validate your account using the following: Requester Code, Company Legal Name, and Mailing Address. To do so, log in to your MyDMV account at dmv.ca.gov/mydmv, then follow these steps:

1. Select “Manage an Existing EPN Requester Account.”
2. Answering “Are you a Government Agency?” and select “Employer Type.”
3. Enter the requested information and select “Next.”
NOTE: This requires an EXACT match to validate your account, including abbreviations, punctuation, and spacing.
4. Complete the Acknowledgement screen by certifying under penalty of perjury that the information provided is correct and select “Submit.” The name entered here should be the authorized representative of your account and must match the name provided during login.

Section 4: Adding a Delegated User

EPN accounts with more than 10 drivers can request their user profile be upgraded to allow them to delegate other users. The delegates will be able to do all the things an authorized representative can do *except* add delegated users. Only the authorized representative can add a delegated user to the account. Contact RequesterPortal@dmv.ca.gov to request access to this feature. Once access has been approved and enabled, do the following to add delegates:

1. Go to your home page and select the arrow next to your name in the upper right corner of the screen.
2. Select “Delegated Users.”
3. Select “Add Member.”

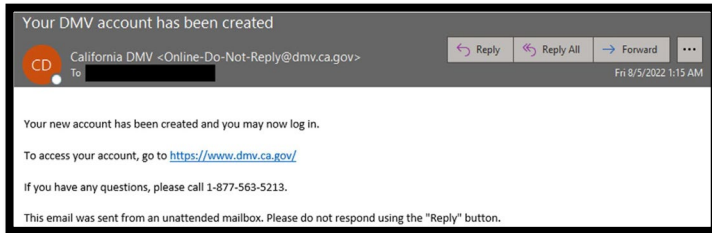


Section 5: Log in as a New Delegated User

As a new delegated user, you will receive an invitation email initiated by the account’s authorized representative.

1. From the invitation, follow the link and select “Create an Account.”

2. Select "Continue." You will receive a confirmation email.
3. Open the confirmation email and click the "Confirm your email" link or copy the URL into your browser.
4. Enter your First Name, Last Name, and Phone Number.
5. Choose "Receive Code via Text" or "Phone Call" and select "Continue."
6. Enter the code provided and select "Confirm Phone Number."
7. Create a password following the criteria listed and select "Continue."
8. Your account has now been created and a welcome email will be sent.

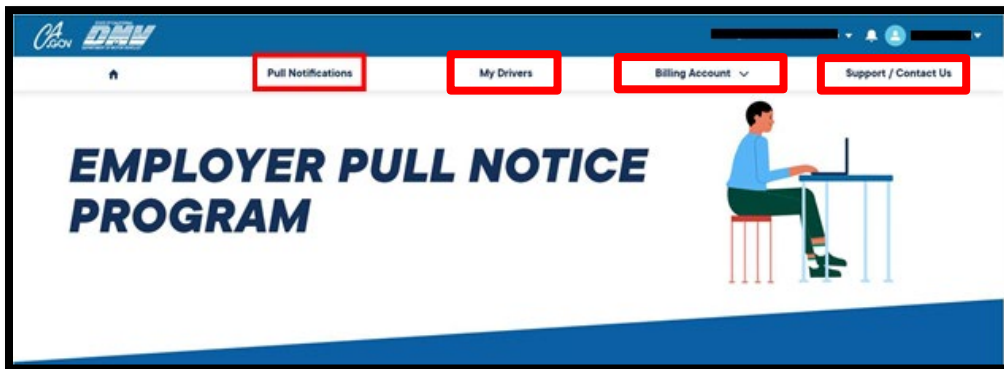


9. Select "Click here to log in." Log in using the new password you created.
10. Select one option to verify the code either by text or call and select continue.
11. Enter the code provided and select "Confirm Phone Number."
12. You will be directed to your home page.

CHAPTER 2: Navigating the Portal

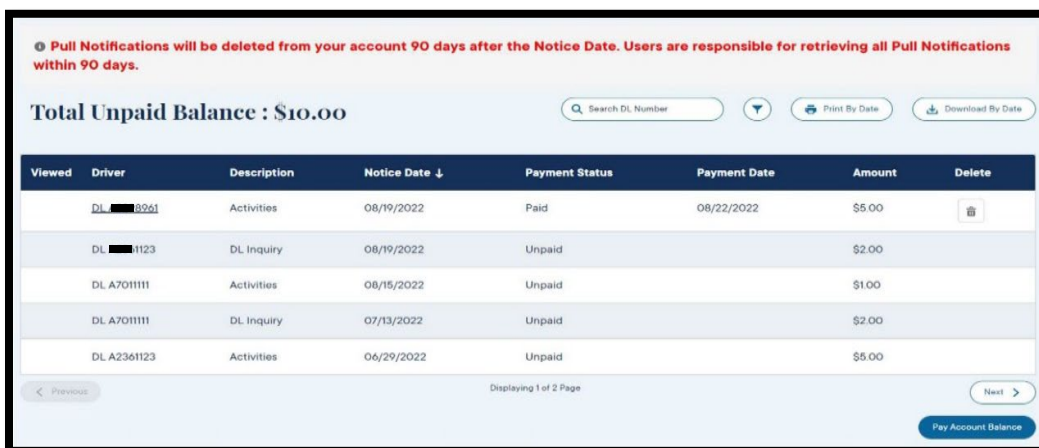
Section 1: Pull Notifications

The EPN online system allows Private Sector or Government entities with approved and active Requester codes to monitor driver records of employees who drive on behalf of these organizations and access pull notices online. The navigational areas on the top of the page are Pull Notifications, My Drivers, Billing Account, and Support/Contact Us.



From the Pull Notifications navigation item, EPN customers can access pull notices by selecting the driver's license (DL) number, filter drivers, search by DL number, print and/or download, and track which notifications have been viewed. To view drivers, select the Pull Notifications then select the appropriate driver.

Pull notifications are deleted from your account 90 days after the Notice Date. Accounts with 10 or fewer drivers must "pay to view" notices and will not see a hyperlink in the Driver column until the pull notices Payment Status is Paid.



Viewed	Driver	Description	Notice Date ↓	Payment Status	Payment Date	Amount	Delete
	DL [REDACTED] 8261	Activities	08/19/2022	Paid	08/22/2022	\$5.00	
	DL [REDACTED] 1123	DL Inquiry	08/19/2022	Unpaid		\$2.00	
	DL A7011111	Activities	08/15/2022	Unpaid		\$1.00	
	DL A7011111	DL Inquiry	07/13/2022	Unpaid		\$2.00	
	DL A2361123	Activities	06/29/2022	Unpaid		\$5.00	

Section 2: Driver's List

A listing of your drivers is available on demand.

1. Select the My Drivers navigation item to view your drivers.
2. Narrow your search with Search DL Number or Driver Name, Filter, Print All, or Download All.
3. To print a hard copy, go to "Pages," select "All," then "Print."
4. Select "Download" to save a pdf or csv file.

Search DL Number or Driver Name

Print All Download All

DL Number	Driver Name	Date Added ↓	Status	Remarks
AL [REDACTED] 06	DRIVER ANNIE CARR	01/28/2022	Enrolled	
AL [REDACTED] 01	DRIVER ANNIE CAR	08/19/2022	Enrolled	
BI [REDACTED] 2	DRIVER AMY	02/07/2022	Enrolled	
A [REDACTED]	PUBLIC JOHN Q	02/22/2022	Enrolled	

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Section 3: Billing Account – Invoices

Invoices are generated on the 10th of each month. To access your current and previous invoices follow the steps below.

1. Open the Billing Account navigation item and select “Online Payment.”
2. Your current invoice will be displayed under Current Invoice and past invoices can be located under “Invoice History.” They can be printed or downloaded by selecting the Invoice Number.

Current Invoice

*Only the Current Invoice needs to be paid, the current invoice includes any unpaid charges from previous invoices. Invoices in Invoice History are only for record keeping.

Invoice Number	Invoice Date	Amount
7504090	08/10/2022	\$7.00

Make a Partial Payment Pay Invoice in Full

Invoice History

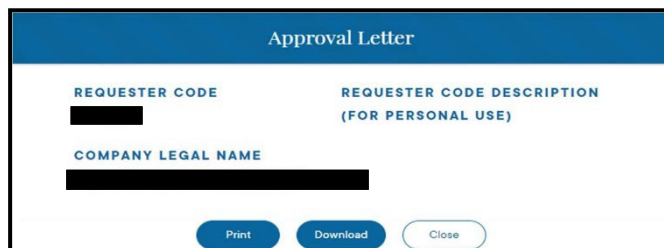
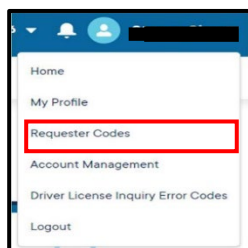
Invoice Number	Invoice Date	Amount
7460065	07/10/2022	\$5.00
7334597	04/10/2022	\$18.00
7292664	03/10/2022	\$17.00
7285648	02/10/2022	\$7.00
7181950	12/10/2021	\$2.00

3. Select Print to print a hard copy or download to save a copy as a PDF.

Section 4: Approval Letter

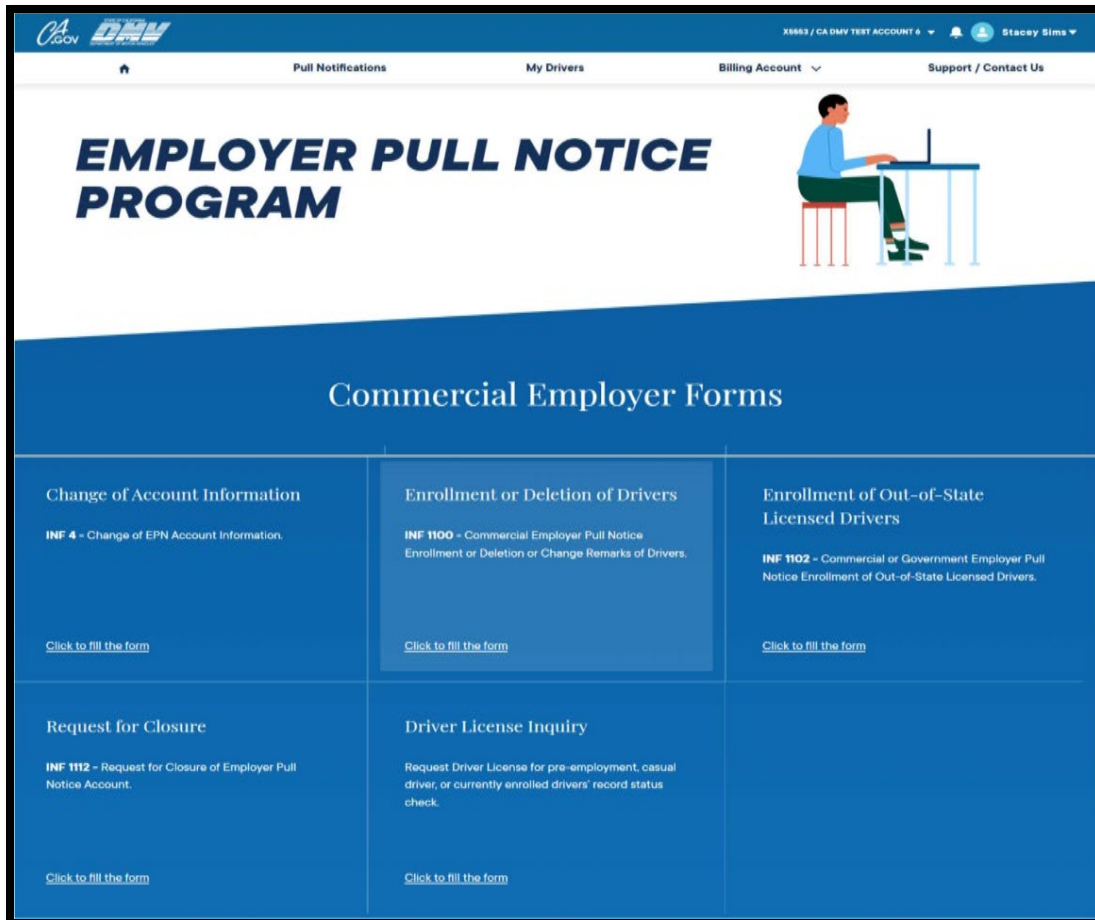
You have on demand access to your approval letter if needed to provide it for law enforcement or your Motor Carrier Permit (MCP).

1. Select the drop-down arrow next to your name in the upper right corner of your screen.
2. Select “Requester Codes” to display a list of your validated requester codes.
3. Select the “eye” icon next to the requester code to print or download a letter.
4. Select Print to print a hard copy or download to save a copy as a PDF.



CHAPTER 3: The Home Screen

Once you create an account and log into the portal you will be able to use the full functionality of EPN online.



From the Home Screen, you can submit various types of forms to manage your business, such as:

- **Change of Account Information**, which allows you to update contacts, mailing address, etc.
- **Enrollment or Deletion of Drivers**, which allows you to add, delete, and change driver remarks and process multiple drivers on the same application.
- **Enrollment of Out-of-State Licensed Drivers**, which allows you to add drivers with an out-of-state license and process multiple drivers on the same application.
- **Request for Closure**, which allows you to close your Requester Code account. Closure of the account will terminate access to any EPN information.
- **Driver License Inquiry**, which allows you to request a pre-employment pull notice prospective drivers, casual drivers, and currently enrolled drivers for EPN purposes (per 1808.1 of the CVC).

Section 1: Enrolling a Driver (INF 1100)

To enroll a driver in the EPN program under your requester code, follow steps from your EPN home page and select “Enrollment of Deletion of Drivers.”

1. Verify your employer information and select "Continue."
2. Enter the California Driver's License or X Number.
3. Enter the Driver's Last Name.
4. Select "Add Driver." You can add remarks to your driver's pull notice record if you choose.
NOTE: Information will print in the Misc. Information section of pull notices and will be visible in My Drivers.

5. The driver has now moved down to the tally list at the bottom of your screen.
NOTE: There is no limit to how many drivers you include, and you can submit multiple applications per day.
6. Once you are ready to submit your application select "Continue."

7. Complete the certification and select "Submit."
8. Once enrollment is complete, you will receive an email with subject "Pull Notification Available" from noreply@salesforce.com. Add this email address to your list of trusted recipients.

Section 2: Deletion of Drivers

To delete a driver under your EPN requester code, please these steps from the EPN home page:

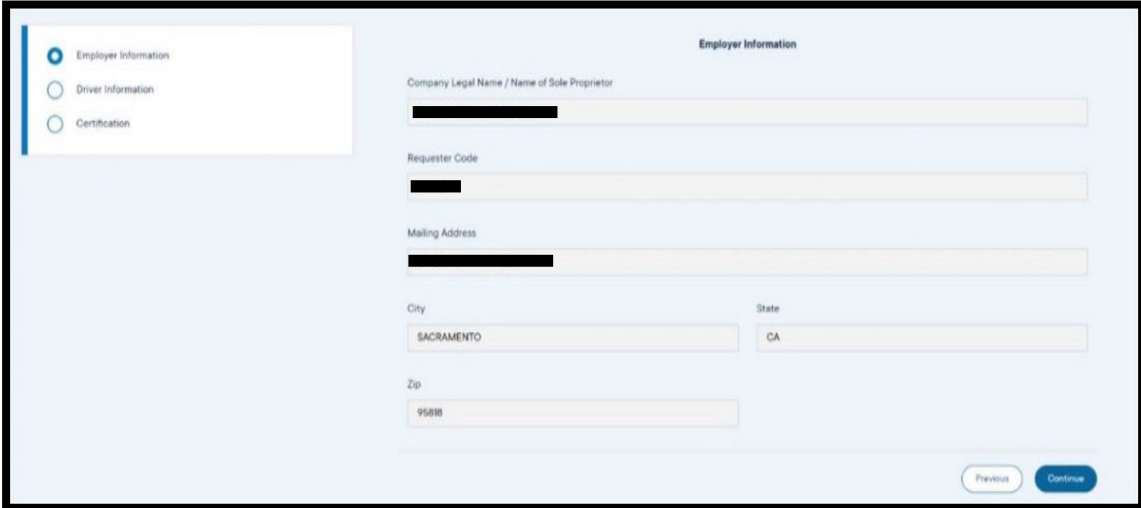
1. Select "Enrollment or Deletion of Drivers."
2. Key the Driver's license number then tap "Enter."
NOTE: The "Delete Driver" button is not activated until you press "Enter."
3. Verify your employer information and select "Continue."

4. Enter the driver's license or X number. Press "Enter."

Section 3: Enrollment of Out-of-State Licensed Drivers

To enroll an out-of-state licensed driver into the EPN program under your requester code, please follow these steps from your EPN home page:

1. Select "Enrollment of Out-of-State Licensed Drivers."
2. Verify your employer information and select "Continue."
3. Complete the "Driver Information" page.
4. Upload an image of a valid out-of-state driver's license.



The screenshot shows a web form titled "Employer Information". On the left, there is a navigation menu with three items: "Employer Information" (selected with a blue circle), "Driver Information", and "Certification". The main form area contains the following fields: "Company Legal Name / Name of Sole Proprietor" (with a redacted value), "Requester Code" (with a redacted value), "Mailing Address" (with a redacted value), "City" (SACRAMENTO), "State" (CA), and "Zip" (95818). At the bottom right, there are two buttons: "Previous" and "Continue".

5. Select "Add Driver." You can add multiple drivers to your list.
6. Once you are ready to submit, select "Continue."
7. Once the enrollment is complete, you will receive an email with subject "Pull Notification Available" from noreply@salesforce.com. Add this email address to your list of trusted recipients.

Section 4: Changing Remarks on a Driver

You can add or remove remarks from a driver's record. This information will print on the Drivers List and on pull notices in the Misc. Information field. Do not include the driver's name, date of birth, or social security number.

1. Verify your employer information and select "Continue."
2. Enter the driver's license or X number. Press "Enter:" on your keyboard.
NOTE: The "Change Remarks" button is not activated until you press "Enter." The system then searches your driver list, locates the driver, and populates the driver's last name.
3. Select the "Yes" radio button under "Change Remarks" and type your remarks in the provided field.
4. Select the big "Change Remarks" button
5. The driver has now moved down to the tally list at the bottom of your screen.

6. Once you're ready to submit, select "Continue."
7. Complete certification screen and select "Submit."

NOTE: *There is no charge for "Change Remarks." "Change Remarks" will not generate a pull notice. To request a pull notice with any new remarks you have added, please request a Driver's License Inquiry for the driver.*

Section 5: Driver's License Inquiry

There is no limit to how many inquiries you can include on an application. To request a driver's license inquiry, follow these steps from your EPN home page:

1. Select "Driver's License Inquiry."
2. Complete the driver's license inquiry with the driver's license or X number, driver's full Last Name, and an Inquiry Type.
3. Select "Add Inquiry."

4. The driver has now moved down to the tally list at the bottom of your screen
5. Once you are ready to submit your application select "Continue."

NOTE: *A Driver's License Inquiry will not add the driver to your EPN Requester account.*

Section 6: Change of Account Information

To update your information for your EPN account, please follow these steps from your EPN home page:

1. Select "Change of Account Information."

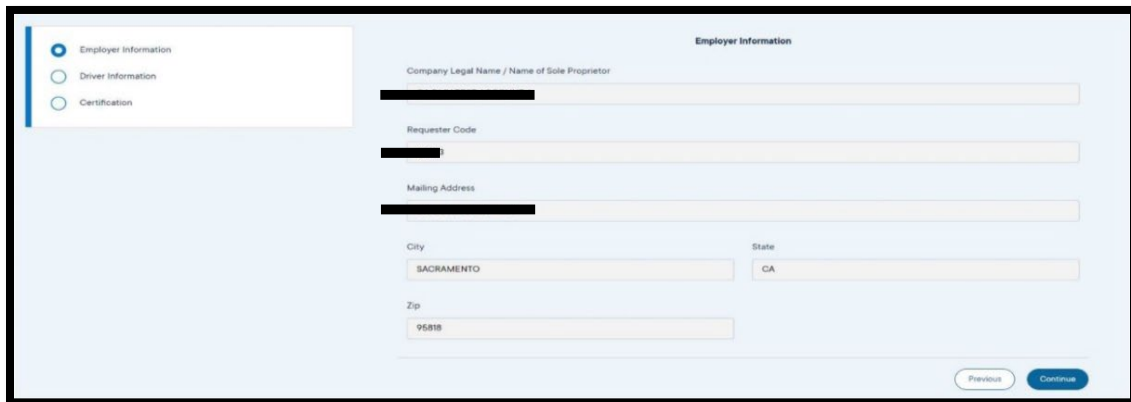
2. Review “Section 1 – Current information on the EPN Account.”
3. Select from “Section 2 – Requested changes to the EPN Account.”
4. Complete the Certification and select “Submit,” then select “Ok.”

NOTE: You are required to select and complete the corresponding field. If you started this application in error, please select “Cancel.” ABIS Billing Info is maintained in a separate database. If you do not want your ABIS information updated as well, please select “No” (system defaults to Yes).

Section 7: Request for Closure of EPN Account

As a customer with an existing account, you may request closure of your EPN Requester account through the EPN portal. Closing your EPN Requester account means all enrolled drivers will be deleted and the Requester code can no longer be used. To close your Requester account, please follow these steps from your EPN home page:

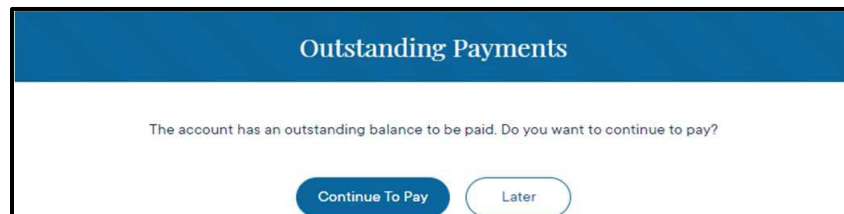
1. Select “Request for Closure.”
2. Verify your Employer Information and select “Continue.”



The screenshot shows the 'Employer Information' form. On the left, there is a navigation menu with three options: 'Employer Information' (selected), 'Driver Information', and 'Certification'. The main form area is titled 'Employer Information' and contains the following fields: 'Company Legal Name / Name of Sole Proprietor' (redacted), 'Requester Code' (redacted), 'Mailing Address' (redacted), 'City' (SACRAMENTO), 'State' (CA), and 'Zip' (95818). At the bottom right, there are 'Previous' and 'Continue' buttons.

3. Read the Account Closure Information and select “Continue.”
4. Complete the Certification and select “Submit.”

NOTE: If there is a balance due, you will receive a pop up asking if you want to continue to pay. Selecting “Continue to Pay” will take you to the billing account tab. If you select “Later,” you will receive a second pop up informing you that you will remain in collection status. Choosing “Yes” will allow you to continue with closure.



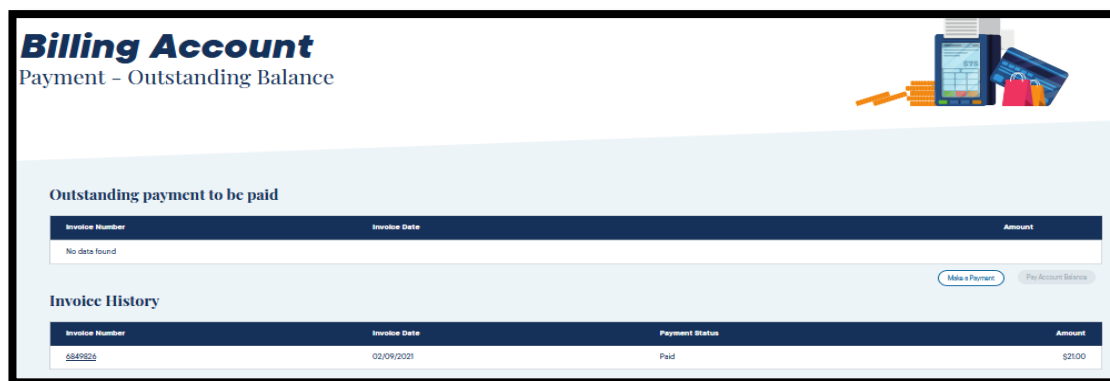
The screenshot shows a pop-up window titled 'Outstanding Payments'. The text inside reads: 'The account has an outstanding balance to be paid. Do you want to continue to pay?'. At the bottom, there are two buttons: 'Continue To Pay' and 'Later'.

CHAPTER 4: Account Payments and Options

There are three payment options in the EPN portal for different purposes.

Section 1: Pay Account Balance (10 or Fewer Drivers)

Accounts with 10 or fewer drivers must “pay to view” pull notices. To do so, go to the Pull Notifications navigation item and select “Pay Account Balance.” This option allows you to pay a fixed amount equaling the total of any unpaid pull notices, updates the payment status to paid, and gives you immediate access via hyperlink to the pull notice(s). This option can be used every time a pull notice generates on your account, and you are notified by email.



Section 2: Pay Invoice in Full (More than 10 Drivers)

Accounts with more than 10 drivers should pay the monthly invoice on the Billing Account navigation item.

Invoices are generated on the 10th of each month and automatically updated with corresponding pull notices to paid. You will be notified by email when it is available for payment. You will only be able to pay a fixed amount equaling the total of pull notices generated during that billing cycle.

1. To make payment, go to your Billing Account navigation item and select “Online Payment.”
2. Select “Ok” to open Payment Portal. Only the current invoice needs to be paid, and it includes unpaid charges from previous invoices (see invoice history).

Section 3: Make a Partial Payment (Post a Payment of Any Amount)

Use this option if you have an invoice larger than the per transaction limit of \$90,000.00. This feature will post a payment to your billing account. It does not tie your payment to a particular invoice or pull notice, will not change a status to paid, nor will it create a hyperlink allowing you to open a pull notice.

1. Go to your Billing Account navigation item and select “Online Payment.”
2. Enter an amount to be paid (only allows whole dollar amounts) and select “Pay.”
3. A transaction can take up to 5 minutes to process. The process must complete for a receipt to be generated.
4. “Print” or “Download” to save a copy of your receipt for your records.

NOTE: The receipt is generated by a third-party and cannot be replicated by DMV.

CONTACT INFORMATION

Need assistance or have questions regarding the EPN Requester Portal? EPN can be reached for general portal navigation questions and assistance at **(916) 657-6346 Option #1**.

You may also contact RequesterPortal@dmv.ca.gov and receive a response within 24 hours for any of the following:

- Changing the Authorized Representative
- Updating your email for the username sign in
- Updating the phone number for MFA
- Upgrading your account to allow Delegated Users
- Single sign on error or IBM error
- Issues with validating

This is a customer guide for navigating and submitting applications through the Employer Pull Notice (EPN) Online Requester Portal only. If you have any questions regarding the EPN program, please refer to the DMV web site at [Employer Pull Notice Program - California DMV](#)

Or copy/paste the following URL into a browser window:

[https://www.dmv.ca.gov/portal/vehicle-industry-services/motor-carrier-services- mcs/employer-pull-notice-epn-program/](https://www.dmv.ca.gov/portal/vehicle-industry-services/motor-carrier-services-mcs/employer-pull-notice-epn-program/)