

# FMCSA Update on Registration Modernization

March 2026



U.S. Department of Transportation  
Federal Motor Carrier Safety Administration



# Identity and Business Verification



# Our Safety Mission

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FMCSA is ensuring a higher standard of individual and business verification that includes the ability to:

**Verify  
Legitimacy**

**Help Prevent  
Fraud**

**Enhance  
Security**

**Protect  
Sensitive data**

# Identity and Business Verification During FMCSA Registration

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## Identity Verification in URS – Now Live!

The new identity verification process is live in the Unified Registration System (URS) for all **new applicants** for a USDOT Number



## Business Verification Implementation

FMCSA is advancing its efforts to implement a new business verification process



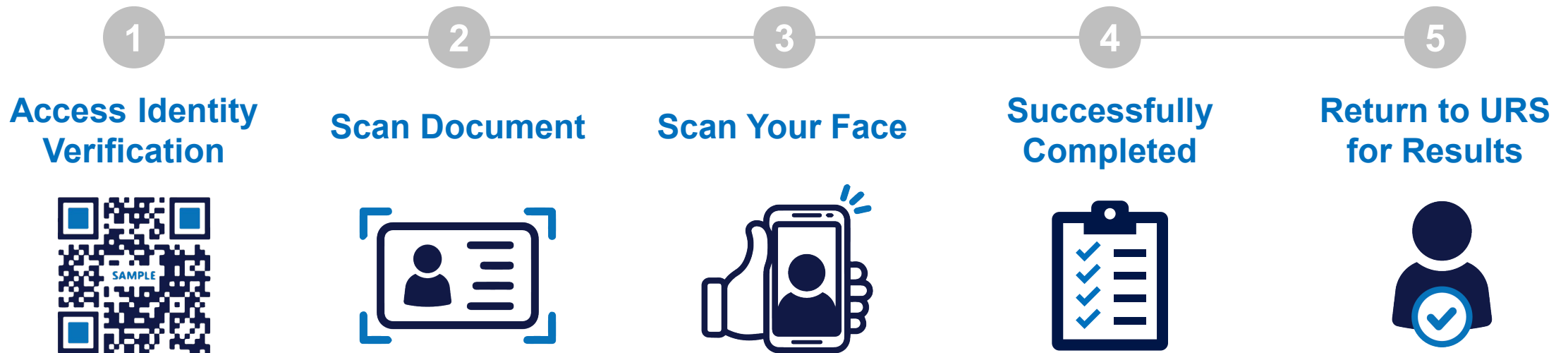
## What's Coming Down the Road

**All users** (including new and existing registrants) will be required to go through identity and business verification in Motus, FMCSA's new registration system

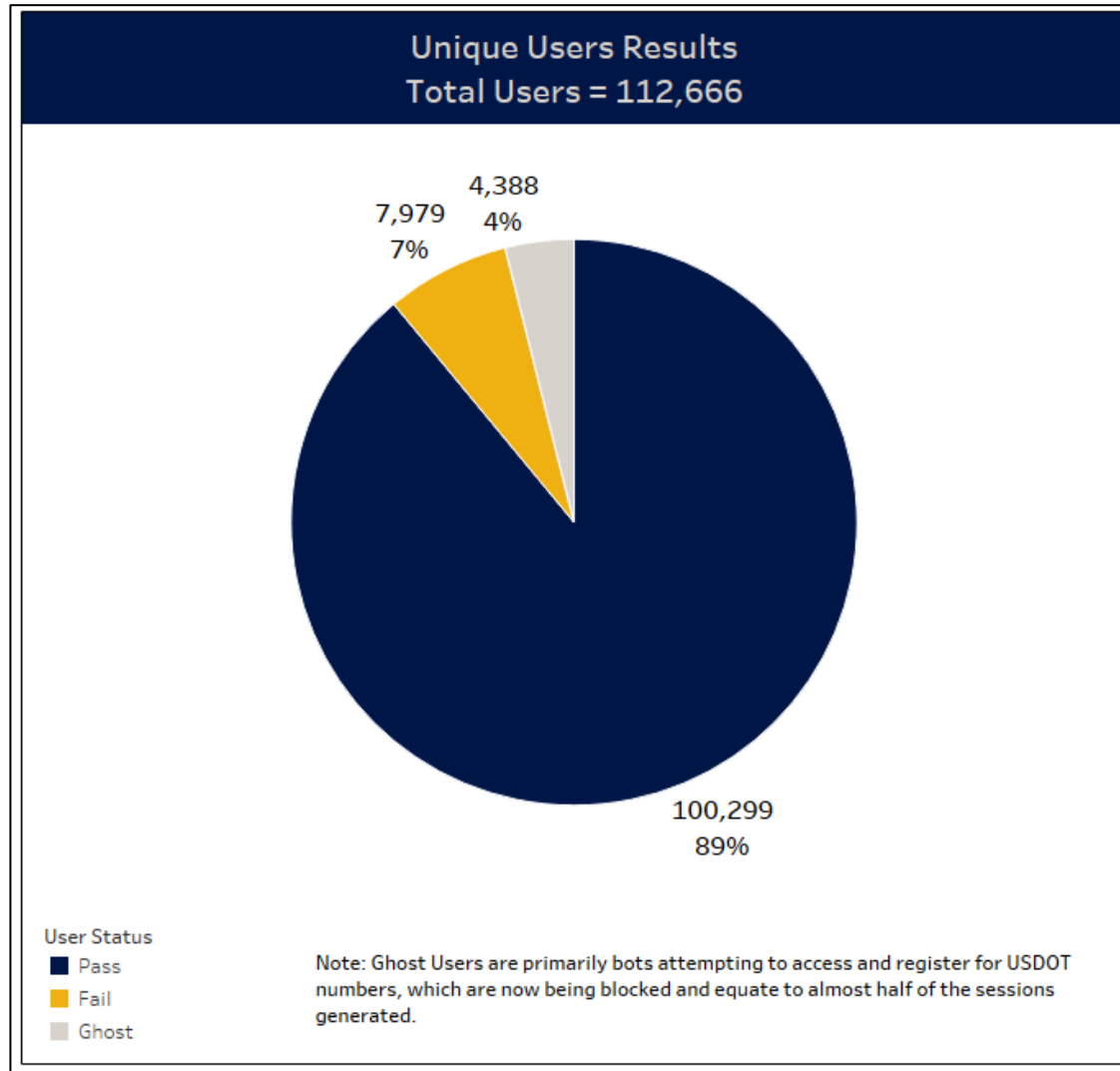
# Identity Verification: How It Works

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- Customers are instructed to follow prompts in URS and are required to:
  - Use a personal/mobile device to submit a government-issued identity card, driver's license, passport, or resident card
  - Use a personal/mobile device for facial recognition verification



# Identity Verification: Unique User Results

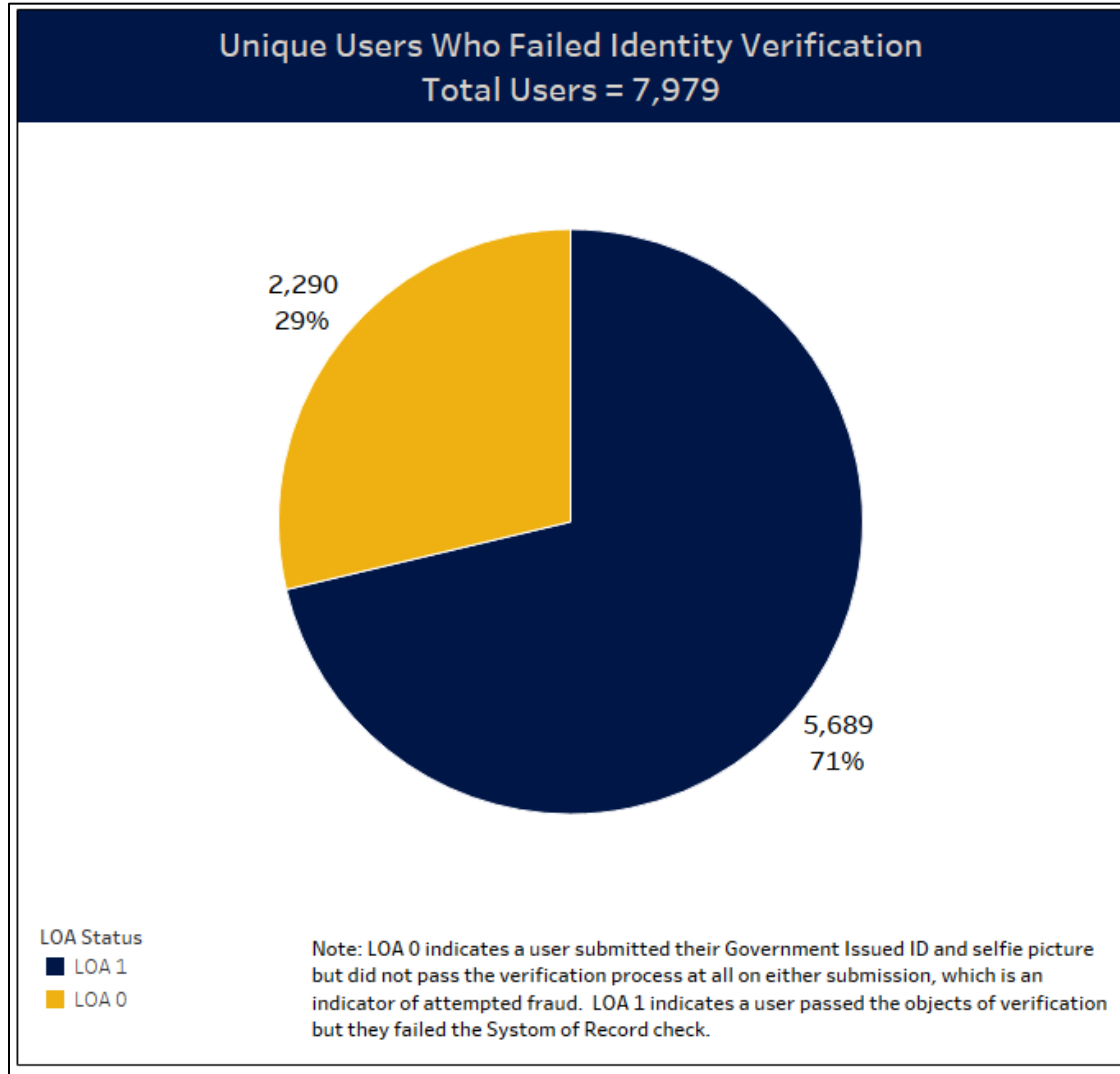


- ✓ 89% of unique users passed the identity verification without issue
- ✗ 7% of unique users failed
- ? 4% are ghost users; the QR code was generated, but not scanned, OR session was not completed (includes bot attempts that were blocked by IDEMIA)

## *What is a Unique User?*

Unique email addresses that are counted once in order of “Passed,” “Failed,” and “Ghost”

# Identity Verification: Unique Users Who Failed IV Process

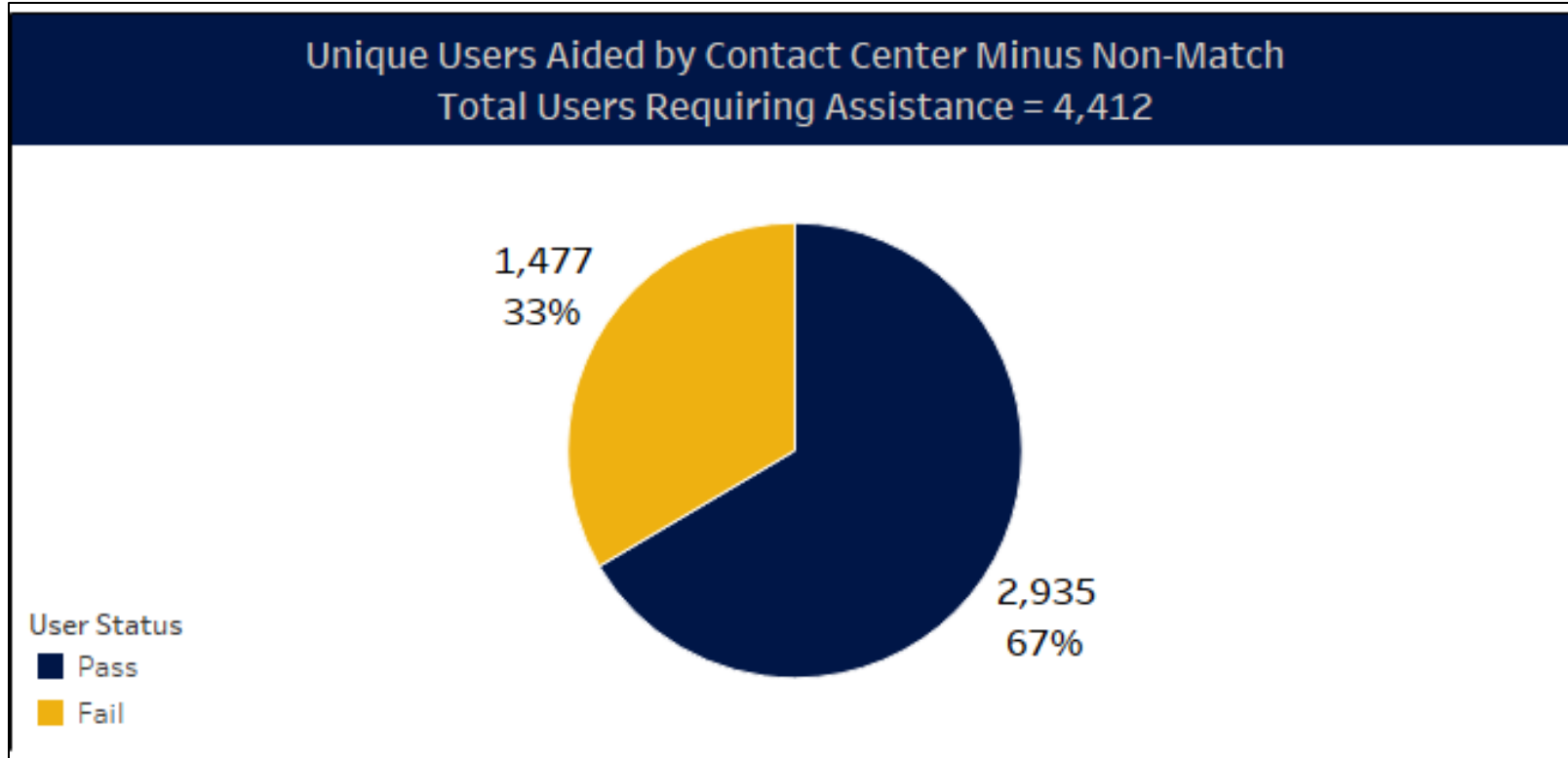


Unique Failed: Of the 7,979 unique users that failed (previous chart), 2,290 (29%) of them were Level of Assurance (LOA) 0. IAW, invalid ID or picture did not match ID. The lowest level of assurance possible. Likely fraud.

LOA 1: Low confidence in the identity. Driver's license appears AI generated. Possibly fraud.

Identity verification is working to block fraudulent credentials and fraudulent individuals, to include numerous attempts by bots.

# Identity Verification: Unique Users Aided by Contact Center



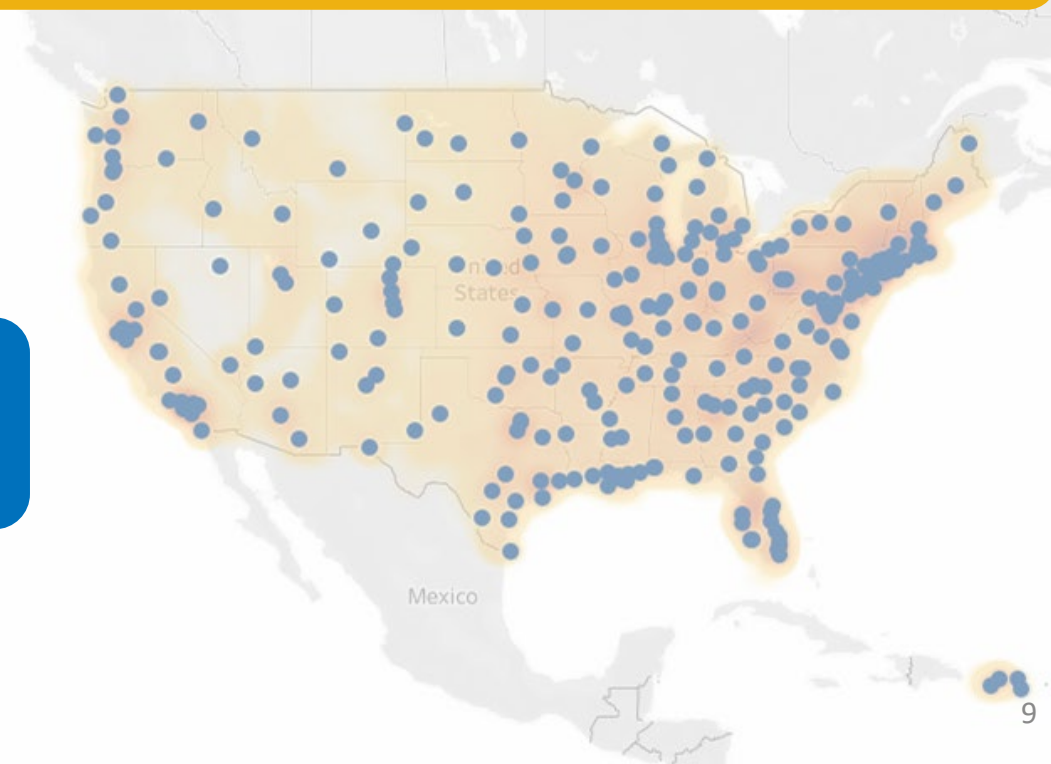
The FMCSA Contact Center is helping many of the customers that need assistance with the identity verification process.

# Identity Verification: IDEMIA Enrollment Centers

- **245 IDEMIA enrollment centers** available nationwide to support customers in person
  - IDEMIA-owned sites
  - AAA offices
  - Truck stops
- Additional enrollment centers coming; 300 total locations planned

**Call the FMCSA Contact Center for help planning your visit to an enrollment center.**

**The FMCSA Contact Center is the first line of defense for troubleshooting and support with the identity verification process!**  
Visit [www.fmcsa.dot.gov/registration/ask-fmcsa](http://www.fmcsa.dot.gov/registration/ask-fmcsa).



# Visit Us Online for More Identity Verification Resources

The screenshot shows the 'Office of Registration' website. At the top, there is a navigation bar with icons for 'New Registration', 'Manage Registration', 'Do I need a USDOT Number?', 'Contact Us', 'Alerts', and 'Fraud Alerts'. Below this is a large banner for the 'Registration Modernization Resources Hub' with a 'VISIT THE RESOURCES HUB' button. At the bottom, there is a grid of service icons including Portal Login, HOW TO Videos, BOC-3 Processing Agents, Registration Forms, Insurance Requirements, USDOT, Frequently Asked Questions, Live Chat, Daily Register / Certificates / Letters, USDOT PIN, Registration Modernization Resources Hub, and ID Verification (which is circled in yellow).

This block contains a screenshot of a video player for the 'URS IDENTITY VERIFICATION PROCESS TUTORIAL'. The video title is 'Completing Identity Verification for FMCSA Registration'. The video content includes a list of 'Identity Verification Steps' (1. Scan the QR code in URS using a mobile device to open the IDEMA web application in your browser. 2. Take a photo of your government issued identification (driver's license, passport, or resident card). 3. Take a photo of yourself. 4. Review and submit photos in the IDEMA web application. 5. Return to URS to confirm that you have completed identity verification.) and a 'Support with Identity Verification' section. To the right of the video is a 'Frequently Asked Questions' section with a search bar and several questions with dropdown arrows. At the bottom of the video player, there is a progress bar showing 0:06 / 4:11 and various control icons.

[www.fmcsa.dot.gov/registration/identity-verification](http://www.fmcsa.dot.gov/registration/identity-verification)

# Business Verification: Benefits

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- Confirms the legal existence of an entity
- Validates business information such as business name, ownership, and/or tax IDs
- Assesses legitimacy by confirming the business is real, active, and not a shell or fraudulent entity
- Helps reduce fraud risk by preventing bad actors from misrepresenting themselves as legitimate businesses
- Builds trust in registration transactions



# Business Verification: How It Works

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- Customers submit business information, including business name, Federal Employer Identification Number (FEIN), Data Universal Numbering System (DUNS) number, corporate ID, address, and phone number, which is compared against known data to produce a content score



# Business Verification: Example

- FMCSA has partnered with CLEAR for business verification services
- CLEAR compares the information you enter against extensive public and proprietary records data to confirm the existence of a business
- The process will verify a variety of business identification data points
- Business verification will be seamlessly integrated into Motus, the new registration system, and configured to meet specific confidence scoring for FMCSA

CONTENT SOURCE	BUSINESS NAME	FEIN	DUNS	CORP ID	LAST NAME	FIRST NAME	MIDDLE INITIAL	STREET NUMBER	STREET NAME	CITY	STATE	ZIP CODE	COUNTRY	PHONE	CONTENT SCORE
USER INPUT										HUNTSVILLE	TX				
Summary	MATCH	NO MATCH									NO MATCH	MATCH			<b>89.67</b>
Business Profile	MATCH									ATASCOSA	TX	78002	UNITED STATES		89.67
Dun & Bradstreet	MATCH									ATASCOSA	TX	78002	UNITED STATES		89.67
Corporate Filing	MATCH	NO MATCH								ATASCOSA	TX	78002	UNITED STATES		89.67

# **FMCSA's New Registration System: Motus**



## Portal



Authentication and  
Authorization

## URS



Registration

## L&I, MCMIS



Lifecycle  
Management

## MCMIS



Event  
Handling





# Your One-Stop-Shop



# Motus Phased Rollout Plan

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## STEP 1

### **Supporting Companies Create Profiles**

Transportation service providers, blanket companies, and financial responsibility filers will have limited early access to the system in December 2025

## STEP 2

### **Motus Launches for All Users**

All customers will be able to access the system and take advantage of enhanced, user-friendly registration tools and information in 2026

## STEP 3

### **Feedback and Continuous Improvement**

Phased rollout of the new system will continue with additional functionalities coming in future releases

# Launch Update: What *Will* Happen When Motus Launches

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To respond to industry feedback, FMCSA is extending the rollout of enhancements to registration processes in the new registration system.

## **In the first release:**

- ✓ Blanket companies, insurance filers, and transportation service providers (third parties) will utilize the new system; they will be the first stakeholders to access the system
- ✓ Every registration customer will have a user profile, regardless of their role
- ✓ All users will be required to complete identity verification
- ✓ A new, improved PPOB (principal place of business) verification will be introduced as part of business verification
- ✓ Suffixes will appear at the end of a carrier's USDOT Number to reflect the carrier's registration type



# Launch Update: What *Will Not* Happen When Motus Launches

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Following concerns raised by customers:

- MC/FF Docket Numbers will not be eliminated in the first release
- Safety Registration will not be implemented in the first release
- There will be no changes to the BOC-3 filing process in the first release

**FMCSA will implement these changes in later releases of Motus, the new registration system.**



# Modernization in Action

Motus will feature...

## Supporting company accounts with the ability to manage users

Supporting companies include transportation service providers, BOC-3 filers, and insurance filers

**Add User**

*i* Make a selection to add a role, uncheck the role to remove access.

To add a user to your supporting company, please enter their email address below.

Email Address \*

Insurance Company    Insurance Main Account    Insurance Sub-Account

**Edit User**

*i* Make a selection to add a role, uncheck the role to remove access.

Edit a user's roles for your supporting company.

Email Address \*

Insurance Company    Insurance Main Account    Insurance Sub-Account

# Modernization in Action

Motus will feature a...

## Centralized application list for service providers to work more efficiently and securely

Transportation service providers can file on behalf of their customers once the customer creates a company account

The screenshot shows the MOTUS FMCSA Registration System interface. At the top, there is a dark blue header with the MOTUS logo and navigation tabs for 'Account', 'Manage Users', and 'Manage New Applications'. Below the header, the page title is 'Manage New Applications'. The main content area is divided into two sections: 'INCOMPLETE APPLICATIONS' (active) and 'COMPLETE APPLICATIONS'. A search bar is present with the placeholder text 'Search by Applicant or Legal Business Name'. Below the search bar is a 'Filters' section. The main data area contains a table with the following columns: Applicant Name, Company Name, Address, Applicant Phone Number, Designated Date, Application..., and Actions. One row is visible with the following data: Test User, Test Company Inc, 1200 NEW JERSEY AVE SE WASHINGTON, DC 20590-0001, 11/25/2025, New Assign..., and an 'Options' dropdown menu. The 'Options' menu is open, showing 'Edit' and 'Reject' options. At the bottom left of the table area, it says '1 row selected'. At the bottom right, it says 'Rows per page: 10'.

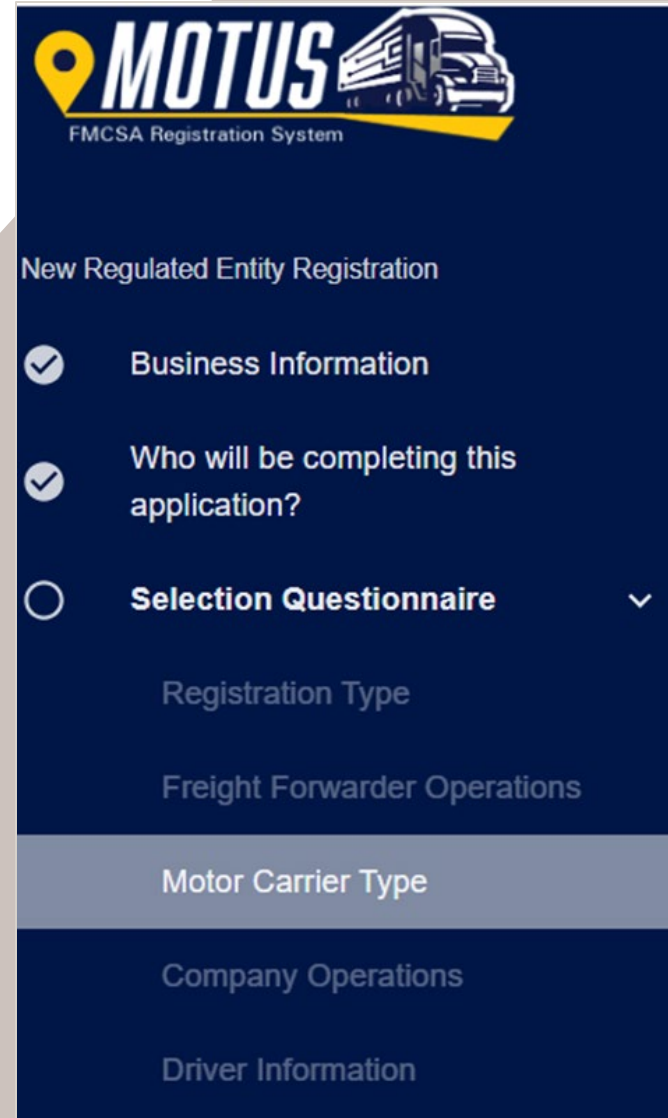
Applicant Name	Company Name	Address	Applicant Phone Number	Designated Date	Application ...	Actions
Test User	Test Company Inc	1200 NEW JERSEY AVE SE WASHINGTON, DC 20590-0001		11/25/2025	New Assign...	Options

# Modernization in Action

*Motus will feature...*

## Intuitive application design that helps track your progress

Gain better visibility into what your application entails based on your operations, what you've completed, and what's left



# Modernization in Action

*Motus will feature...*

**Simplified  
application  
questions with  
onscreen  
definitions and  
links to more  
information**

## Principal Place of Business Address



**Principal place of business**

means the single location designated by the motor carrier, normally its headquarters, for purposes of identification under this subchapter. The motor carrier must make records required by parts [382](#), [387](#), [390](#), [391](#), [395](#), [396](#), and [397](#) of this subchapter available for inspection at this location within 48 hours Saturdays, Sundays, and Federal holidays excluded, after a request has been made by a special agent or authorized representative of the Federal Motor Carrier Safety Administration.

Address 1 \*

1200 NEW JERSEY AVE SE

Address 2

City \*

WASHINGTON

State \*

DISTRICT OF COLUMBIA

Postal Code \*

20003-3660

Select address from the menu (USPS Address Validation) \*

1200 NEW JERSEY AVE SE WASHINGTON, DC 20003-3660



# Modernization in Action

*Motus will feature...*

**Smart logic and data validation to help users better understand requirements and navigate the application process**

[Continue Registration](#) [Contact FMCSA](#)

## Company Operations - Property

\* Indicates a required field

Do you engage in interstate commerce, meaning your business activities involve the movement of property or passengers from one state to another? \*

Yes  No

[i Interstate Commerce](#)

How does your company provide transportation services as a Property carrier? \*

Exclusively for-hire carrier [i](#)

Exclusively private carrier [i](#)

For-hire and private carrier [i](#)

Do you operate commercial motor vehicles (CMVs) with a gross vehicle weight rating (GVWR) or gross combined weight rating (GCWR) of over 10,000 pounds? \*

Yes  No

[i <https://www.fmcsa.dot.gov/faq/what-difference-between-commercial-motor-vehicle-cmv-and-non-cmv>](#)

**!** Based on the following responses, you do not need a USDOT number and cannot continue this application:

- What type of motor carrier are you? **Carrier of Property** (Exclusively)
- How does your company provide transportation services as a Property carrier? **Exclusively private carrier**
- Do you operate commercial motor vehicles with a gross vehicle weight rating or gross combined weight rating of over 10,000 pounds? **No**


If you believe this is a mistake, please call the Contact Center at 1-800-832-5660.


# Modernization in Action

*Motus will feature...*

**Simplified  
document  
submission  
process  
built directly  
into the  
application**

At least one file must be uploaded to proceed \*

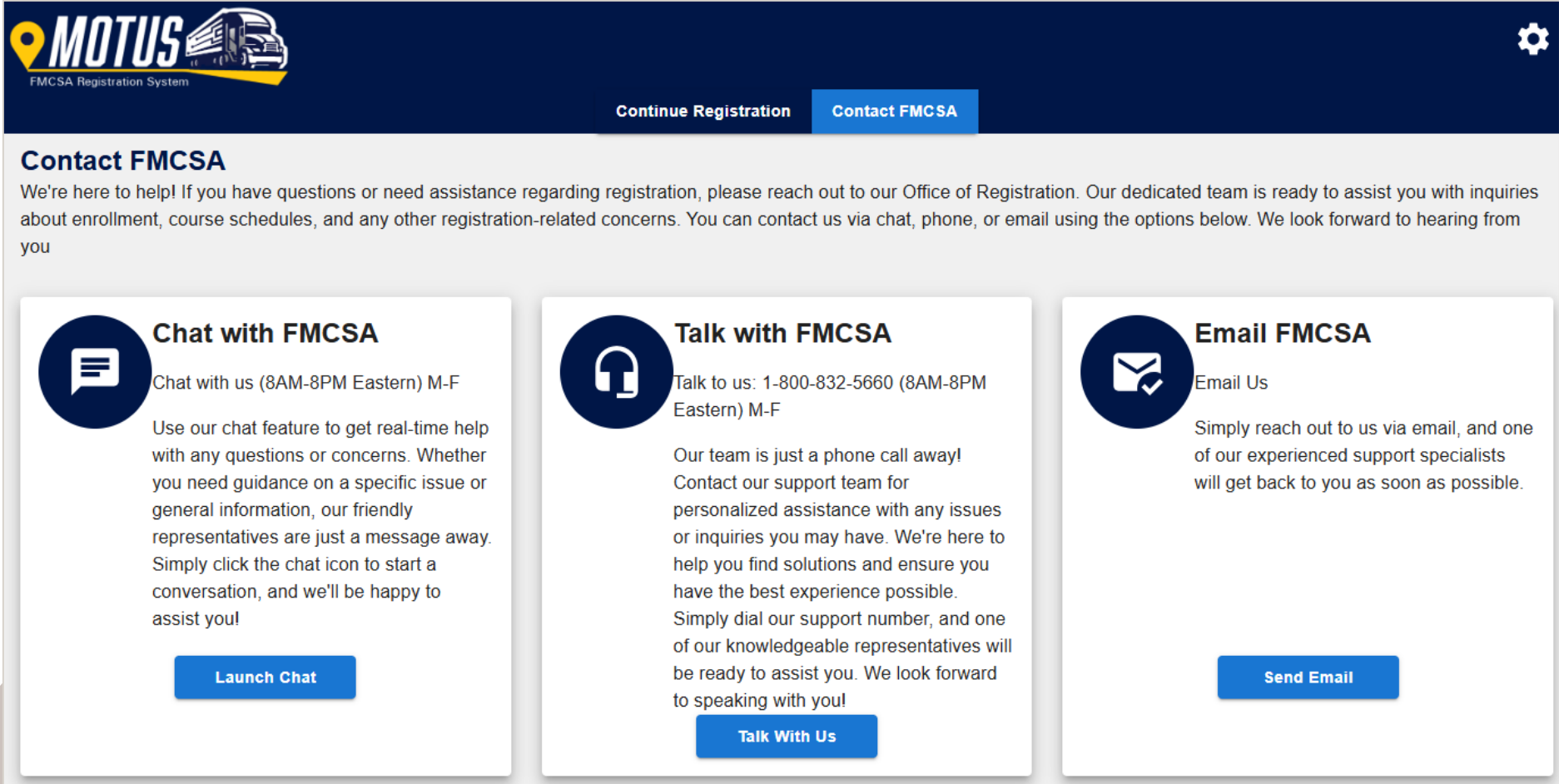
 The address provided could not be verified through USPS. Please provide a recent document: (such as a utility bill or government-issued letter) showing the current address.

 Drag and drop or click to choose files PDF

# Modernization in Action

Motus will feature...

## Access to live, one-on-one help with FMCSA's Contact Center



The screenshot displays the MOTUS FMCSA Registration System interface. At the top, there is a dark blue header with the MOTUS logo on the left and a gear icon on the right. Below the logo, the text "FMCSA Registration System" is visible. Two buttons are present in the header: "Continue Registration" and "Contact FMCSA".

The main content area is titled "Contact FMCSA" and includes the following text: "We're here to help! If you have questions or need assistance regarding registration, please reach out to our Office of Registration. Our dedicated team is ready to assist you with inquiries about enrollment, course schedules, and any other registration-related concerns. You can contact us via chat, phone, or email using the options below. We look forward to hearing from you".

Below this text are three contact options, each in a white box with a blue icon:

- Chat with FMCSA**: Includes a chat icon, the text "Chat with us (8AM-8PM Eastern) M-F", a paragraph describing the chat feature, and a "Launch Chat" button.
- Talk with FMCSA**: Includes a headset icon, the text "Talk to us: 1-800-832-5660 (8AM-8PM Eastern) M-F", a paragraph describing phone support, and a "Talk With Us" button.
- Email FMCSA**: Includes an envelope icon, the text "Email Us", a paragraph describing email support, and a "Send Email" button.

# Safety is everyone's business.

FMCSA will ensure all stakeholders are informed about the change and have what they need to use the new system.

Visit the new **FMCSA Registration Modernization Resource Hub** for updates, tools, and resources to prepare you for the launch later this year.

- **Read** about modernization efforts
- **Subscribe** to email updates specific to your role
- **Download** factsheets and other resources

<https://www.fmcsa.dot.gov/registration/resources-hub>

*New Registration System Factsheet*

The screenshot shows the top of the FMCSA website. At the top left is the 'Office of Registration' logo, and at the top right is the 'U.S. Department of Transportation Federal Motor Carrier Safety Administration' logo. The main heading is 'FMCSA Launching New Registration System in 2025' with the subtext 'The start of a new, safer journey with FMCSA.' Below this is a banner image showing a truck on a road and a driver in a cab. The page is divided into several sections: 'What is the new registration system?' which explains the goal of streamlining the process; 'Modernizing FMCSA Registration' which lists goals like simplifying the process and enhancing verification; 'Simplified Registration Process' with bullet points on consolidation, accessibility, and user roles; 'Streamlined Registration' with bullet points on authority and numbering; 'Improved and Intuitive' with bullet points on validation and mobile access; and 'Enhanced Verification' with bullet points on identity verification and business key information. At the bottom of the page, there is a link to 'Visit www.fmcsa.dot.gov/registration/resources-hub' and a note about the 'FMCSA Registration System Modernization'.

The screenshot shows the 'Registration Modernization: Connect With Us' page. It features the FMCSA logo and navigation links for 'About FMCSA', 'Regulations', 'Registration', 'CDL', 'Safety', 'Research', and 'News'. Below the navigation is a search bar and a section titled 'Registration Modernization: Connect With Us'. This section includes two main links: 'Registration Homepage' and 'Return to Resources Hub'. Below these is a section titled 'Safety is Everyone's Business' with a paragraph explaining that FMCSA conducted listening sessions and hosted stakeholder days to gather input. At the bottom, there is a 'Subscribe to Email Updates' section with a paragraph explaining that users will receive updates on registration modernization and new resources. Below this are four circular icons representing different user roles: 'Subscribe to General Updates', 'Subscribe to Updates for Blanket Companies', 'Subscribe to Updates for Service Providers', and 'Subscribe to Updates for Financial Filers'.

*Registration Modernization Resource Hub:  
Subscribe to Email Updates*