



# U.S. Customs and Border Protection

## DTOPS User Guide



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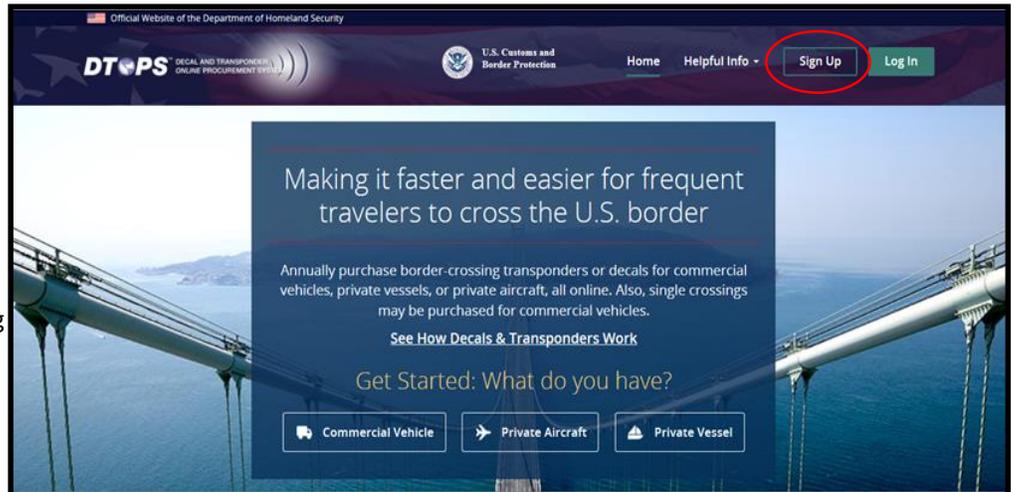
## Registering a New User ID

Note: You should only register for a DTOPS User ID if you have not previously registered. If you have registered in the past, but your User ID or password is unknown, please see “Previous Registration” (Pg. 3).

Go to the URL:  
<https://dtops.cbp.dhs.gov>

Click “SIGN UP”

Acknowledge the Security Notification when it pops up by clicking “CONSENT & CONTINUE”



Complete the required fields:

- First and Last Name
- Email
- Confirm Email

Then click “NEXT”

Returning User - Log In	New User - Sign Up
<b>Step 1 (of 2) Name &amp; Email</b>	
All * fields are required	
* First Name: <input type="text" value="JOSEPH"/>	Middle Name: <input type="text"/>
* Last Name: <input type="text" value="DOE"/>	Suffix: <input type="text" value=""/>
* Email: <input type="text" value="J.DOE@INTERNET.COM"/>	
* Confirm Email: <input type="text" value="J.DOE@INTERNET.COM"/>	
<a href="#">Cancel</a>	<a href="#">NEXT &gt;</a>

Choose your password.

Password Requirements:

- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1
- Cannot be User's First or Last name
- Cannot be previous DTOPS passwords
- At least one character must be ~!@#%&\*( )\_-+={}|;:./?.,<>"'

Choose and answer 3 security questions.

Click "SUBMIT"

Note: You will be required to answer one of these questions if you need to recover your User ID and/or Password.

New User Sign Up

Step 2 (of 2) Set Password & Security Questions

All \* fields are required

\* Set Your Password:

Password Requirements:  
Must be 8-12 characters long  
At least 1 special character: ~!@#%&\*( )  
..+{}|;:./?.,<>"'

Not Allowed:  
Your first or last name  
A previous password  
More than 2 repeated characters

\* Confirm Password:

If you forget your password, you will be asked these questions to reset it. Case does not matter in your answers.

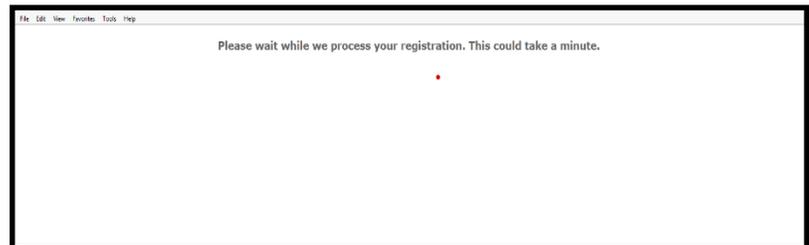
\* Security Question 1: What is your place of birth (i.e. city, state)? ANYTOWN

\* Security Question 2: What was your favorite subject in school? MATH

\* Security Question 3: What was your childhood home address? 1234 MAIN STREET

BACK Cancel SUBMIT

You will see this message.



Your new User ID is assigned.

Print this page for your records by Clicking "PRINT."

A confirmation email will be sent to the email address used to create the User ID.

Enter your password and click "LOG IN."

\* required field

New User Sign Up Complete

Your DTOPS profile User ID is:  
J00034249D

Save this ID! You will need it every time you log into DTOPS.

Your User ID has been emailed to you at:  
J.DOE@INTERNET.COM

To purchase a decal or transponder, enter your password and log in.

\* Enter Password:

PRINT LOG IN >

## Previous Registration

If you receive the following error message, answer the security question to recover your User ID and reset your password.

Retrieve Previous DTOPS User Profile

Step 1 (of 2) Answer Security Question

\* required field

⚠ Previous registration detected. Please answer one of your security questions to recover your DTOPS User ID.

Answer your security question: ?

What was your childhood home address?:

\* Answer:

< BACK    Cancel    NEXT >

## Recover User ID

If you have previously registered with DTOPS and are unable to sign in, you will need to recover your User ID and/or password.

If you do not know your User ID, click "LOG IN"



Click "Forgot User ID?"

The screenshot shows a user interface with two tabs: "Returning User - Log In" and "New User - Sign Up". The "Log In" tab is selected. Below the tabs, there are two input fields: "\* DTOPS Profile User ID:" and "\* Password:". Both fields are marked as required with a red asterisk. Below the input fields, there are two buttons: "Cancel" and "LOG IN". At the bottom right, there are two links: "Forgot User ID?" (circled in red) and "Forgot Password?".

Complete the required fields:

- First Name
- Last Name
- Email

Click "NEXT"

The screenshot shows a form titled "Recover DTOPS User ID" with a sub-header "Step 1 (of 2) Enter Name and Email". The form contains several input fields and a dropdown menu, all marked as required with a red asterisk. The fields are: "\* First Name:" (containing "JOSEPH"), "Middle Name:", "\* Last Name:" (containing "DOE"), "Suffix:" (a dropdown menu), and "\* Email:" (containing "J.DOE@INTERNET.COM"). At the bottom left, there is a "< Cancel" button, and at the bottom right, there is a "NEXT >" button.

You will be required to answer one of the security questions answered during the registration process.

Answer your security question, then click "NEXT"

## Recover DTOPS User ID

Step 2 (of 2) Security Question

\* required field

**⚠ Previous registration detected. Please answer one of your security questions to recover your DTOPS User ID.**

Answer your security question: ?

What was your favorite subject in school?:

\* Answer:

MATH

< BACK      Cancel      NEXT >

This is your User ID. Click "LOG IN"

## User ID Recovery Complete

Your DTOPS profile **User ID** is:

**J00034249D**

Save this ID! You will need it every time you log into DTOPS.

Your User ID has been emailed to you at:

**J.DOE@INTERNET.COM**

To purchase a decal, transponder, or single crossing fee, log in.

PRINT      LOG IN >

The system will allow three attempts to answer the question correctly. After three wrong answers, your account will be suspended.

Complete the required fields:

Once we have received your request, we will process it as soon as possible. A temporary password and your User ID will arrive via e-mail to the email address associated with your User ID.

DTOPS User ID:

\* First Name: Middle Name:

\* Last Name: Suffix:

\* Email:

Additional Comments:

Cancel Submit

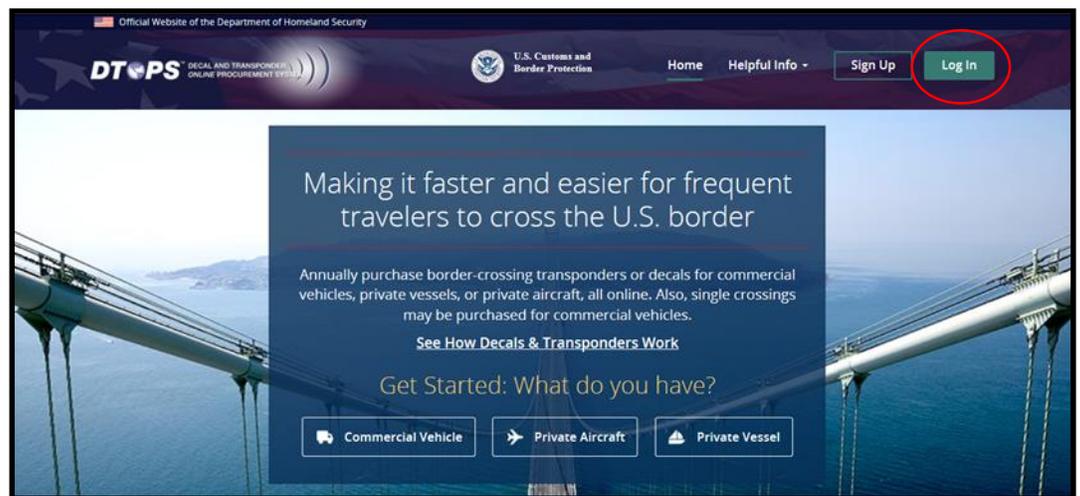
If your account has been suspended, you may also call the help desk to have it reset.

If you need further assistance, please contact the help desk by phone (317) 298-1245 or email [decals@dhs.gov](mailto:decals@dhs.gov).

## Recover Password

If you have previously registered with DTOPS and are unable to sign in, you will need to recover your User ID and/or Password.

If you do not know your User ID, click “LOG IN”



Click "Forgot Password?"

The screenshot shows a login and sign-up interface. At the top, there are two tabs: "Returning User - Log In" and "New User - Sign Up". Below the tabs, there are two input fields: "\* DTOPS Profile User ID:" and "\* Password:". Both fields are marked as "\* required field". At the bottom left, there is a "Cancel" button. At the bottom right, there is a "LOG IN" button. At the very bottom, there are two links: "Forgot User ID?" and "Forgot Password?". The "Forgot Password?" link is circled in red.

Enter User ID and click "NEXT"

The screenshot shows the "Recover Password" screen. The title is "Recover Password". Below the title, it says "Step 1 (of 3) Enter DTOPS User ID". There is a single input field labeled "\* DTOPS User ID:" with the text "J00035369D" entered. The field is marked as "\* required field". At the bottom left, there is a "< Cancel" button. At the bottom right, there is a "NEXT >" button.

Answer the Security Question and click "NEXT"

Recover Password

Step 2 (of 3) Answer Security Question

\* required field

?

What is your favorite vacation spot?:

\* Answer:

HAWAII

< BACK Cancel NEXT >

Choose a new password.

Password Requirements:

- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1
- Cannot be User's First or Last name
- Cannot be previous DTOPS passwords
- At least one character must be ~!@#%&\*( )- \_+={ } | ; : / ? , < > ""'

Recover Password

Step 3 (of 3) Reset Password

\* required field

\* Set Your Password:

.....

\* Confirm Password:

.....

< BACK Cancel SUBMIT >

Password Requirements:  
Must be 8-12 characters long  
At least 1 special character: ~!@#%&\*( )  
- \_ + = { } | ; : / ? , < > ""'  
At least 1 alphabetic character  
At least 1 number

Not Allowed  
Your first or last name  
A previous password  
More than 2 repeated characters

Click "SUBMIT"

The password has been changed.

Click "LOG IN"

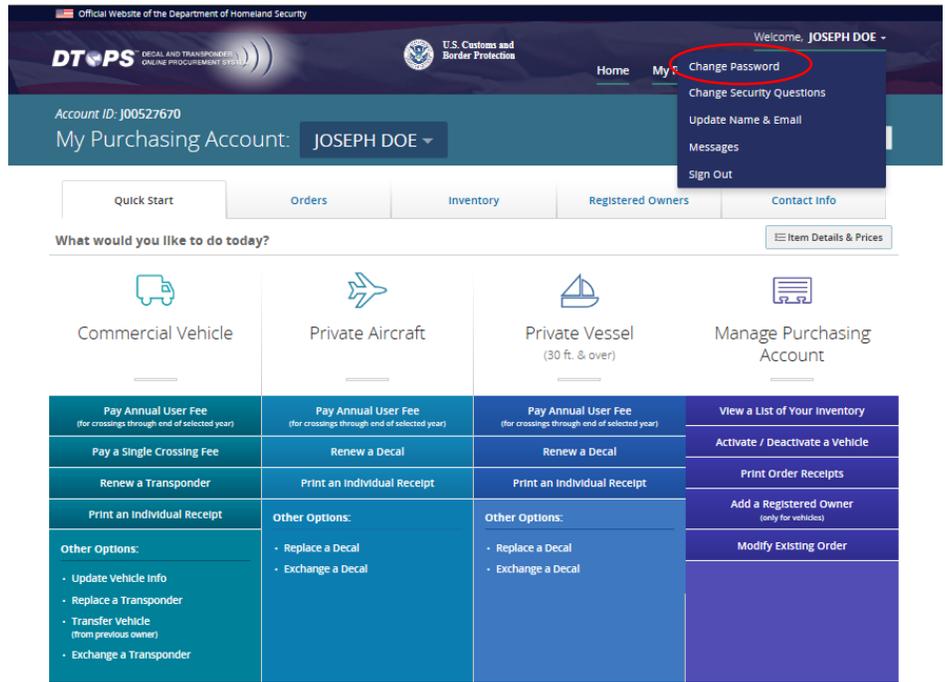
Password Recovery Complete

Your password has been changed.

RETURN TO HOME LOG IN >

## Change Password

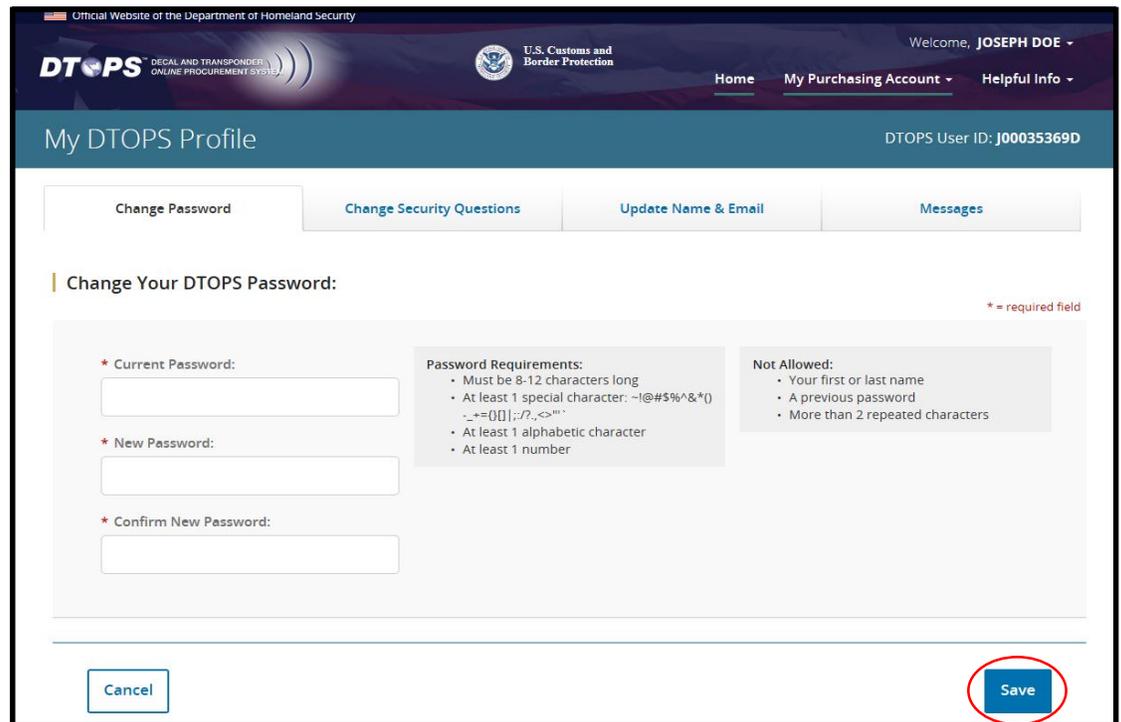
Under the “Welcome” drop down menu, choose “CHANGE PASSWORD”.



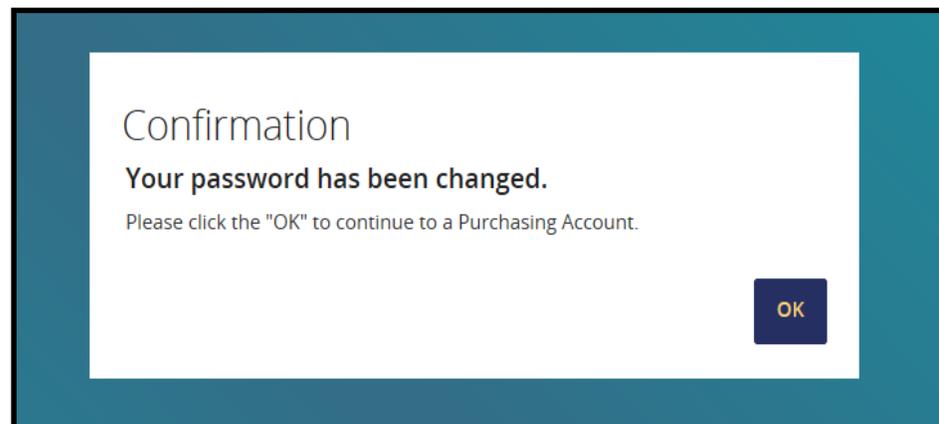
Enter your current password.

Choose a new password.

Click “SAVE”



The password has been changed.  
Click “OK”



## Updating User Information

Under the “Welcome” drop down menu, choose “UPDATE NAME AND EMAIL”

The screenshot shows the DTOPS user interface. At the top right, a dropdown menu is open for 'Welcome, JOSEPH DOE'. The 'Update Name & Email' option is circled in red. Below the menu, there are navigation tabs: 'Quick Start', 'Orders', 'Inventory', 'Registered Owners', and 'Contact Info'. A section titled 'What would you like to do today?' contains four main categories: 'Commercial Vehicle', 'Private Aircraft', 'Private Vessel (30 ft. & over)', and 'Manage Purchasing Account'. Each category has a grid of options, including 'Pay Annual User Fee', 'Renew a Decal', 'Print an Individual Receipt', and 'Other Options'.

The User's name and email address may be updated.

Once all changes are complete, click “SAVE”

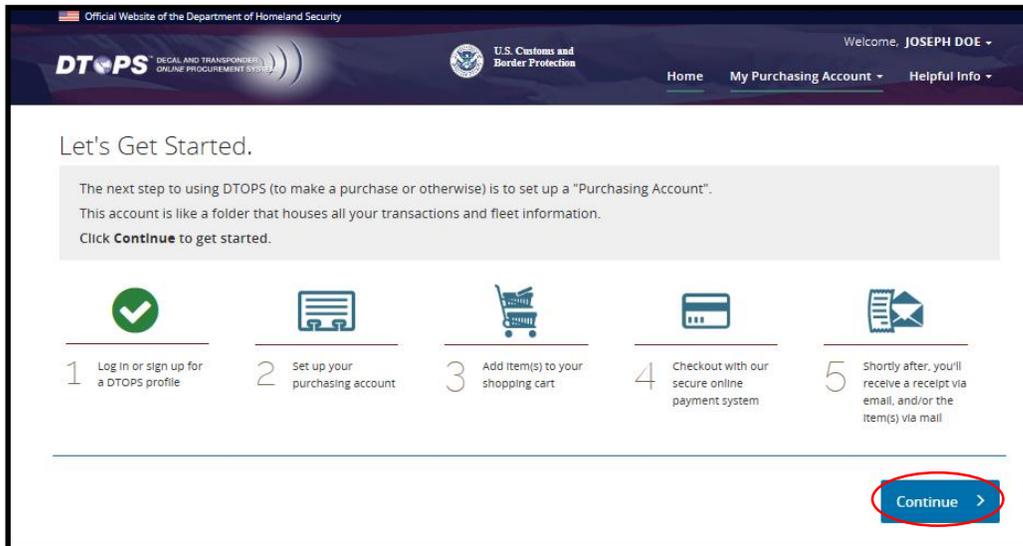
The screenshot shows the 'My DTOPS Profile' page. The 'Update Name & Email' button is highlighted. Below it, the form 'Update Your DTOPS Profile Name and Email:' is displayed. It includes fields for 'First Name' (JOSEPH), 'Middle Name', 'Last Name' (DOE), 'Suffix' (dropdown), 'Email' (JDOE@INTERNET.COM), and 'Confirm Email' (JDOE@INTERNET.COM). A 'Save' button is circled in red at the bottom right.

The information has been updated. Click “OK”

The confirmation dialog box has a dark blue border and contains the following text: 'Confirmation', 'Your information has been updated.', and 'Please click the "OK" to continue.' An 'OK' button is located at the bottom right.

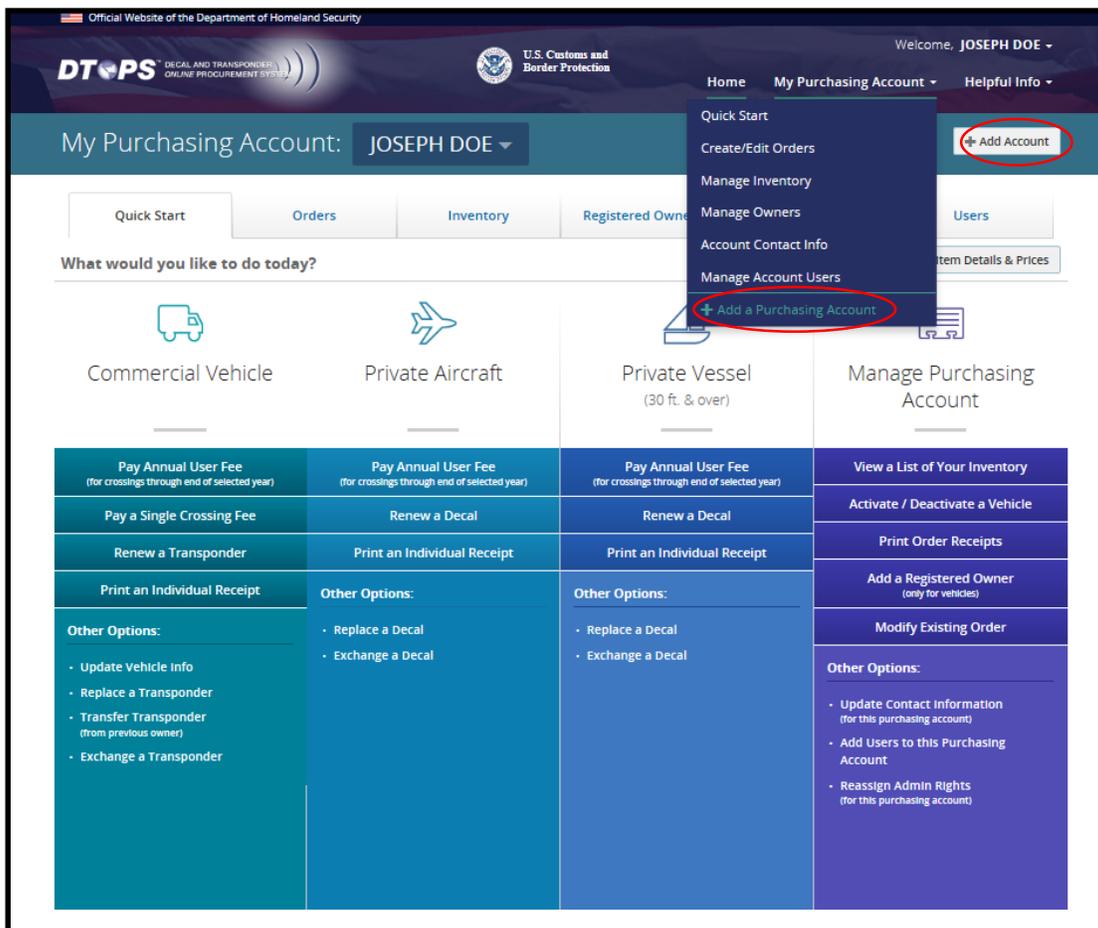
## Registering a New Account

If the User does not have an account associated with the User ID, the following page will appear upon log in. Click **“Continue”**



To create an **additional** account:

- Select **+Add Purchasing Account** from the “My Purchasing Account” dropdown or
- Select **+ Add Account** from the Quick Start page



Fill in the Account Name

Note: If this account is for an individual, fill in the individual's name as the Account Name. If this account is for a company, fill in the company's name as the Account Name.

Check the box to certify that you will be the account administrator

Click "NEXT"

The screenshot shows the 'Name Your Purchasing Account' step of a four-step process. The progress bar indicates the first step is complete. The main heading is 'Name Your Purchasing Account'. A required field is marked with an asterisk. The form contains two columns. The left column has a heading '\* Enter Purchasing Account Name:' followed by a text input field containing 'JOSEPH DOE'. Below it is a link 'See Examples of Proper / Improper Names' and a note '45 character limit'. There is a warning: 'DO NOT use a tail number, vessel name, User ID, etc. as a purchasing account name.' Below this are two images: one of an airplane with 'tail number' written below it, and one of a ship with 'vessel name' written below it. At the bottom of this column is a checkbox that is checked, with the text 'I certify that I am the purchasing account administrator and will be legally bound for managing the account.' The right column has a heading 'Do you need access to an old purchasing account?' followed by explanatory text and a button 'Link to my old purchasing account'. At the bottom right of the form is a blue 'Next >' button circled in red.

Enter the physical address.

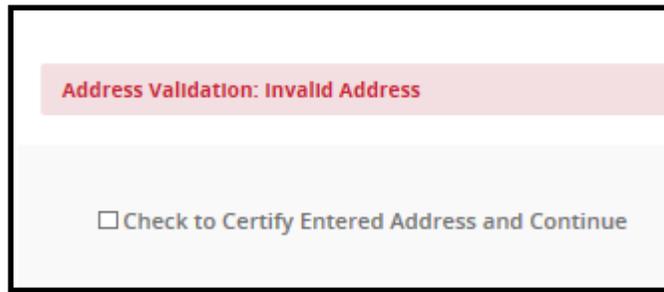
Answer the question "Is the shipping address the same?"

If "No", enter shipping address.

Click on "NEXT"

The screenshot shows the 'Addresses' step of the account setup process. The progress bar indicates the second step is complete. The main heading is 'Addresses'. A required field is marked with an asterisk. The form contains two columns. The left column has a heading 'What is the physical address for the company/individual?' followed by a dropdown menu for 'Country' set to 'UNITED STATES', a text input for 'Address line 1' containing '123 MAIN ST', an empty 'Address line 2' field, a text input for 'City' containing 'ANYTOWN', a dropdown for 'State / Province / Region' set to 'VIRGINIA', and a text input for 'ZIP code / Postal code' containing '44444'. The right column has a heading '\* Is the shipping address the same?' followed by radio buttons for 'Yes' (selected) and 'No'. Below this are identical fields for 'Country', 'Address line 1', 'Address line 2', 'City', 'State / Province / Region', and 'ZIP code / Postal code'. At the bottom left is a '< Back' button and at the bottom right is a blue 'Next >' button circled in red.

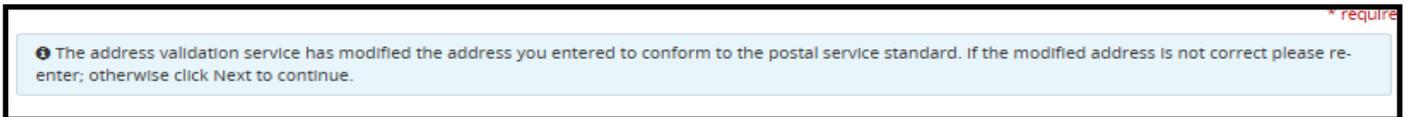
If you receive this error and the address entered is correct, click "NEXT" and the following box will appear. Check the box and click "NEXT"



Address Validation: Invalid Address

Check to Certify Entered Address and Continue

The below message means the postal code has been altered. If correct, click "NEXT"



The address validation service has modified the address you entered to conform to the postal service standard. If the modified address is not correct please re-enter; otherwise click Next to continue.

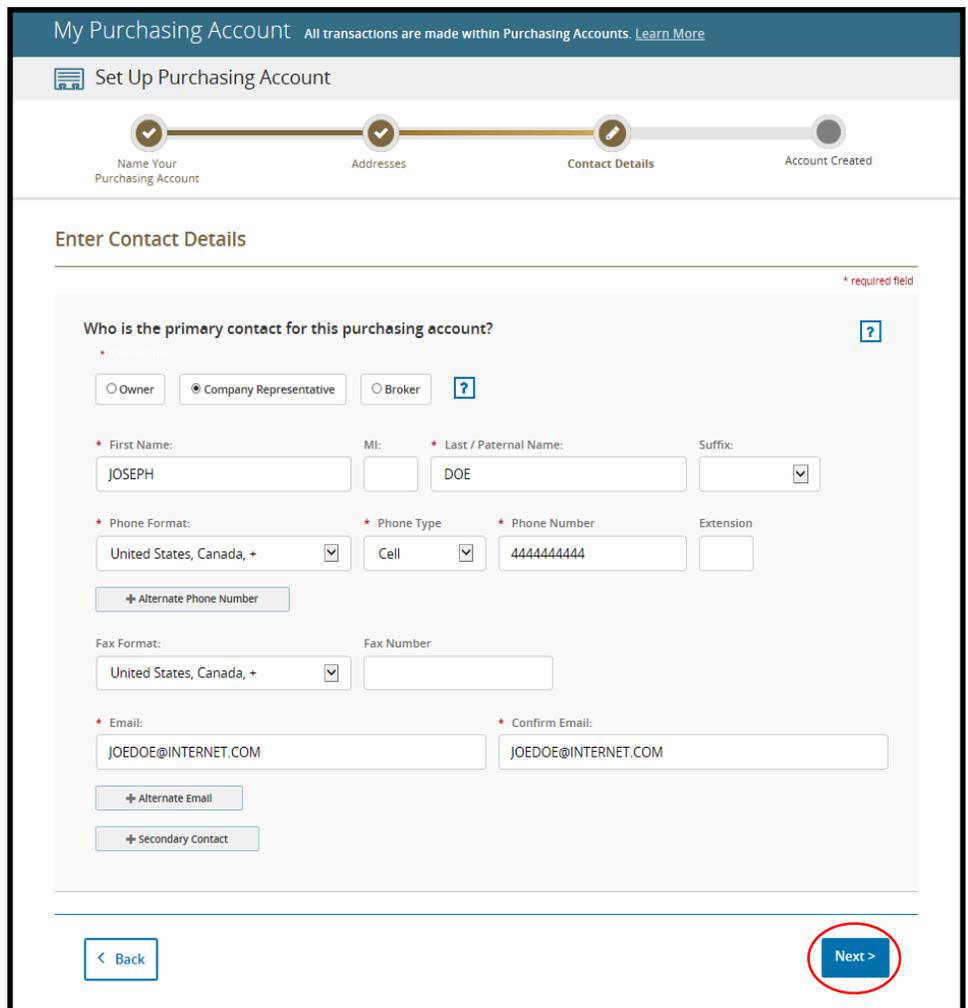
Enter the name, phone number and email of the primary contact.

To add an additional phone number, click "+ Alternate Phone Number"

To add an additional email, click "+ Alternate Email"

To add a secondary contact, click "+ Secondary Contact"

Note: Any person who may need to contact DTOPS about a decal or transponder should be listed as a contact.



My Purchasing Account All transactions are made within Purchasing Accounts. [Learn More](#)

Set Up Purchasing Account

Name Your Purchasing Account Addresses Contact Details Account Created

Enter Contact Details

Who is the primary contact for this purchasing account?

Owner  Company Representative  Broker

\* First Name: JOSEPH MI: Last / Paternal Name: DOE Suffix:

\* Phone Format: United States, Canada, + \* Phone Type: Cell \* Phone Number: 4444444444 Extension:

+ Alternate Phone Number

Fax Format: United States, Canada, + Fax Number:

\* Email: JOEDOE@INTERNET.COM \* Confirm Email: JOEDOE@INTERNET.COM

+ Alternate Email

+ Secondary contact

< Back Next >

This is your new Account ID.

Note: It may look similar to your User ID but it is different.

Click “Continue” to proceed to the Quick Start page.

The screenshot shows the 'My Purchasing Account' setup page. At the top, it says 'My Purchasing Account' with a sub-header 'All transactions are made within Purchasing Accounts. [Learn More](#)'. Below this is a progress bar with four steps: 'Name Your Purchasing Account', 'Addresses', 'Contact Details', and 'Account Created'. The 'Account Created' step is highlighted with a green checkmark. The main heading is 'Purchasing Account Set Up Successful'. Below this, a message states: 'Your purchasing account is now ready to use. You will receive a confirmation email shortly.' Two fields are shown: 'Your Purchasing Account ID is: J00527652' and 'Your Purchasing Account Name is: JOSEPH DOE'. A note indicates '\* required field'. A grey button labeled 'Continue' is present. Below the main content is a five-step process flow: 1. Log in or sign up for a DTOPS profile, 2. Set up your purchasing account, 3. Add item(s) to your shopping cart, 4. Checkout with our secure online payment system, 5. Shortly after, you'll receive a receipt via email, and/or the item(s) via mail. At the bottom right, a blue 'Continue >' button is circled in red.

## Error Message – Duplicate Account

**Duplicate account, change the account name or address or contact the DTOPS Help Desk for assistance.**

This error means that you already have an account and do not need to continue with the registration process. If this account is not connected to your User ID, please contact the help desk by phone at (317) 298-1245 or by email at [decals@dhs.gov](mailto:decals@dhs.gov) for further assistance.

## Link Existing Account

If you have ordered a decal or a transponder in the past but have never ordered online, you may need to link your account. You can find the account number on your past decal/transponder receipt or you can call the help desk at 317-298-1245.

There are two ways to begin the “Link Existing Account” process—either by clicking “+ Add Account” on the Quick Start page or by clicking “+ Add a Purchasing Account” under the “My Purchasing Account” drop down menu.

The screenshot displays the DTOPS (Decal and Transponder Online Procurement System) interface. At the top, it identifies itself as the Official Website of the Department of Homeland Security and U.S. Customs and Border Protection. The user is logged in as JOSEPH DOE. A navigation menu includes Home, My Purchasing Account, and Helpful Info. A dropdown menu for 'My Purchasing Account' is open, showing options like Quick Start, Create/Edit Orders, Manage Inventory, Manage Owners, Account Contact Info, Manage Account Users, and '+ Add a Purchasing Account' (circled in red). Another '+ Add Account' button is circled in red in the top right corner. Below the navigation, there are tabs for Quick Start, Orders, Inventory, and Registered Owners. A section titled 'What would you like to do today?' features four main categories: Commercial Vehicle, Private Aircraft, Private Vessel (30 ft. & over), and Manage Purchasing Account. Each category has a grid of actions. For example, under 'Manage Purchasing Account', users can view inventory, activate/deactivate vehicles, print receipts, add registered owners, and modify existing orders. Other options include updating contact information, adding users, and reassigning admin rights.

Click “Link to my old purchasing account”

My Purchasing Account All transactions are made within Purchasing Accounts. [Learn More](#)

Set Up Purchasing Account

Name Your Purchasing Account      Addresses      Contact Details      Account Created

### Name Your Purchasing Account

\* required field

**\* Enter Purchasing Account Name:** [?](#)  
This should be the name of a company or individual.  
  
[See Examples of Proper / Improper Names](#)      45 character limit

**Do you need access to an old purchasing account?** [?](#)  
You may have an old purchasing account if you had a decal or transponder in the past, not ordered online.  
[Link to my old purchasing account](#)

**DO NOT use a tail number, vessel name, User ID, etc. as a purchasing account name.**

 tail number       vessel name

\* I certify that I am the purchasing account administrator and will be legally bound for managing the account. [?](#)

[Next >](#)

Enter the Account ID.

Click “Retrieve Account Details”

If you have a vessel or aircraft, enter your last decal number.

If you have a commercial vehicle, enter the transponder number.

Then click “Submit”

My Purchasing Account All transactions are made within Purchasing Accounts. [Learn More](#)

Set Up Purchasing Account

### Link an Old/Existing Purchasing Account

\* required field

**What is the ID number of your old account?** [?](#)

\* Account ID:  
  
**Note:** The account ID is nine digits long.

[Retrieve Account Details](#) [?](#)

**Account Name:** JOSEPH DOE  
**Physical Address:** 123 MAIN ST ANYTOWN VA US 00000

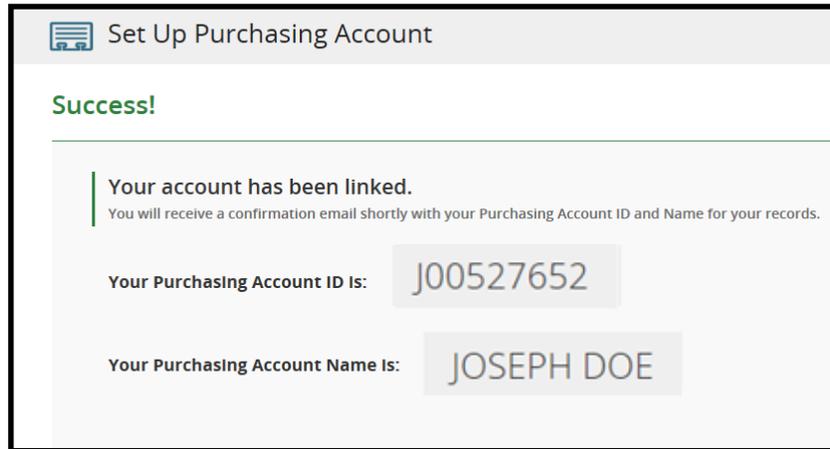
**\* Verify your purchasing account by providing one of the below numbers**  
The transponder or decal should have been purchased using the old account you are trying to access.

Transponder Number (for a commercial vehicle):  
 [?](#)

Last Decal Number (for an aircraft or vessel):  
 [?](#)

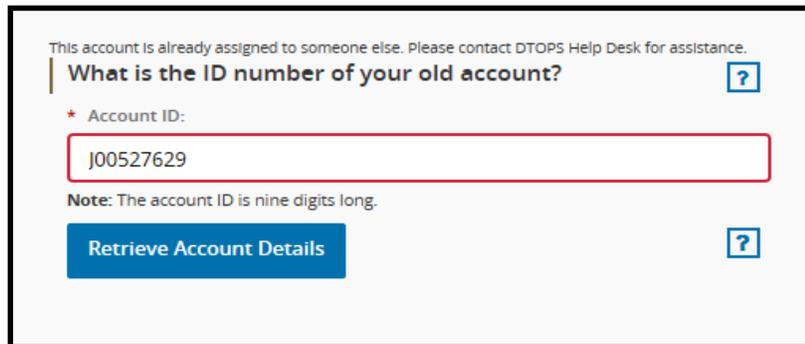
[< Back](#)      [Submit](#)

If the link is successful, you will receive this message.

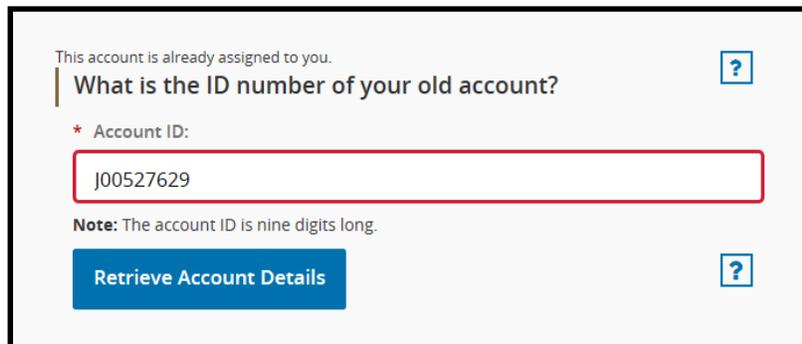


## Error Messages

This account is already assigned to someone else: If you get this error message, contact the help desk at 317-298-1245.



This Account is already assigned to you. If you have only one account connected to your User ID, click "My Purchasing Account" then click "Quick Start" to access your account.

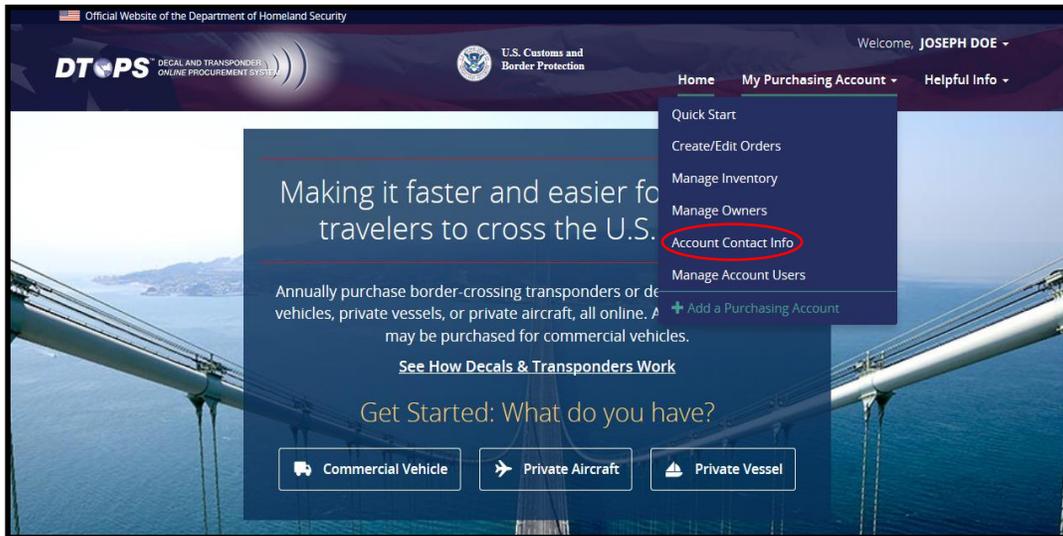


If you have more than one account connected to your User ID, click "My Purchasing Account" then click "Switch Purchase Accounts" to see available accounts.

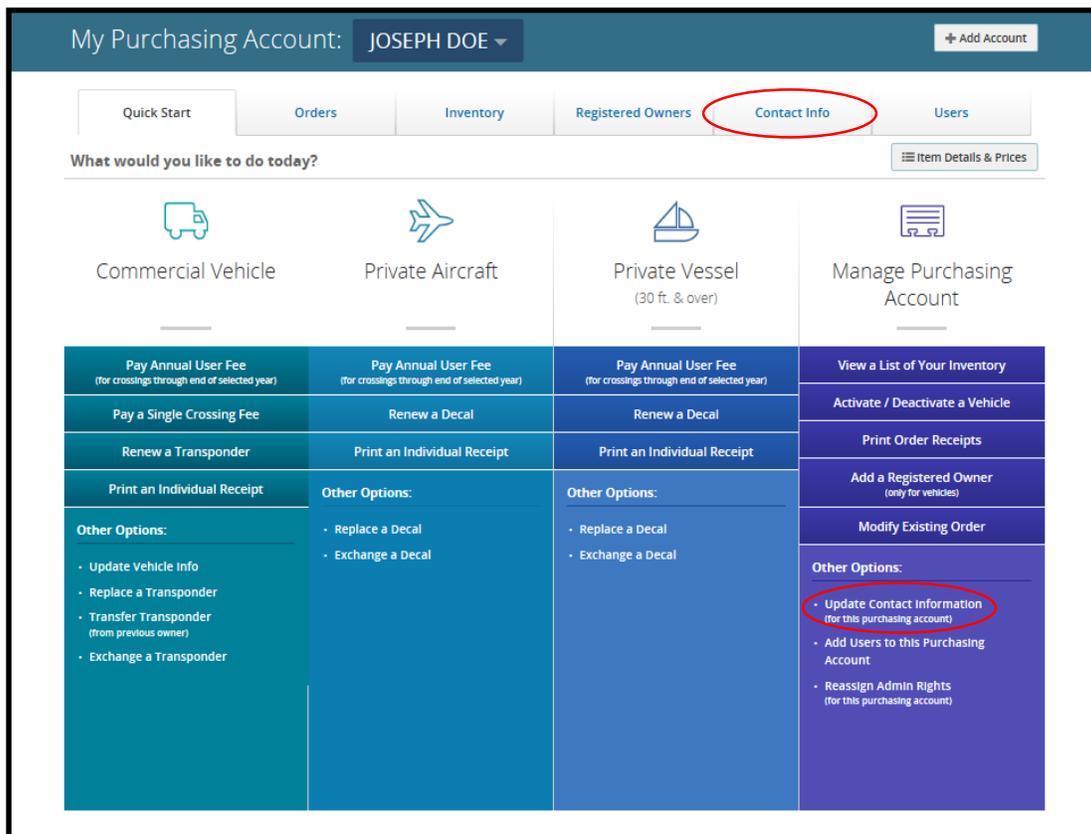
## Updating Account Information

There are multiple ways to get to the Account Contact Info page.

**Option 1:** From the “My Purchasing Account” drop down menu, choose “Account Contact Info”.



**Option 2:** On Quick Start menu, either click “Contact Info” at top or “Update Contact Information (for this purchasing account)” under Manage Purchasing Account.



Under the “Contact Info” tab, select the update link for the appropriate section.

The screenshot displays a web interface for managing a purchasing account. At the top, the user is identified as "JOSEPH DOE" with a dropdown arrow. A navigation bar includes tabs for "Quick Start", "Orders", "Inventory", "Registered Owners", "Contact Info", and "Users". A "Update Contact Info" button is located below the "Contact Info" tab. The main content area is titled "Listed below is all the contact information for this purchasing account. Please keep your account information up to date." It is divided into two columns. The left column contains three sections: "Purchasing Account Name" (JOSEPH DOE) with an "Update Name" link; "Physical Address" (123 MAIN ST, ANYTOWN, VA 00000, UNITED STATES) and "Shipping/Mailing Address" (123 MAIN ST, ANYTOWN, VA 00000, UNITED STATES) with an "Update Addresses" link. The right column contains "Primary Contact Information" (Name: JOSEPH DOE, Contact Type: Company Representative, Phone: 0000000000, Fax: , Email Address: JOHNDOE@INTERNET.COM, Alternate Email: ) and "Secondary Contact Information" (Name: , Contact Type: , Phone: , Fax: , Email Address: , Alternate Email: ). An "Update Contact Info" link is located at the bottom right of the right column. A note at the bottom states: "Note: If you change your email address here, please also update it on your DTOPS Profile." Three update links are circled in red: "Update Name", "Update Addresses", and "Update Contact Info".

My Purchasing Account: JOSEPH DOE ▾ ➕ Add Account

Quick Start | Orders | Inventory | Registered Owners | **Contact Info** | Users

[Update Contact Info](#)

Listed below is all the contact information for this purchasing account.  
Please keep your account information up to date.

<b>Purchasing Account Name</b>	<b>Primary Contact Information</b>
JOSEPH DOE <a href="#">Update Name</a>	Name: JOSEPH DOE Contact Type: Company Representative Phone: 0000000000 Fax: Email Address: JOHNDOE@INTERNET.COM Alternate Email:
<b>Physical Address</b>	<b>Secondary Contact Information</b>
123 MAIN ST ANYTOWN, VA 00000 UNITED STATES	Name: Contact Type: Phone: Fax: Email Address: Alternate Email:
<b>Shipping/Mailing Address</b>	<a href="#">Update Contact Info</a>
123 MAIN ST ANYTOWN, VA 00000 UNITED STATES <a href="#">Update Addresses</a>	<b>Note:</b> If you change your email address here, please also <a href="#">update it on your DTOPS Profile.</a>

After the information has been updated, click "Save"

### Update Purchasing Account Name

\* required field

**\* Enter Purchasing Account Name:** ?  
This should be the name of a company or individual.

See Examples of Proper / Improper Names 45 character limit

DO NOT use a tail number, vessel name, User ID, etc. as a purchasing account name.

 tail number

 vessel name

### Update Purchasing Account Contact Info

\* required field

**Who is the primary contact for this purchasing account?** ?  
If you are a broker, please be sure to provide both your information and one for the company being registered.

Owner  Company Representative  Broker ?

\* First Name:  MI:  \* Last / Paternal Name:  Suffix:

\* Phone Format:  \* Phone Type:  \* Country Code:  \* Phone Number:  Extension:

Fax Format:  Fax Number:

\* Email:  \* Confirm Email:

### Update Purchasing Account Addresses

\* required field

**Physical Address for the company/individual:** ? **\* Is the shipping address the same?** ?

\* Country:

\* Address line 1:

Address line 2:

\* City:

\* State / Province / Region:

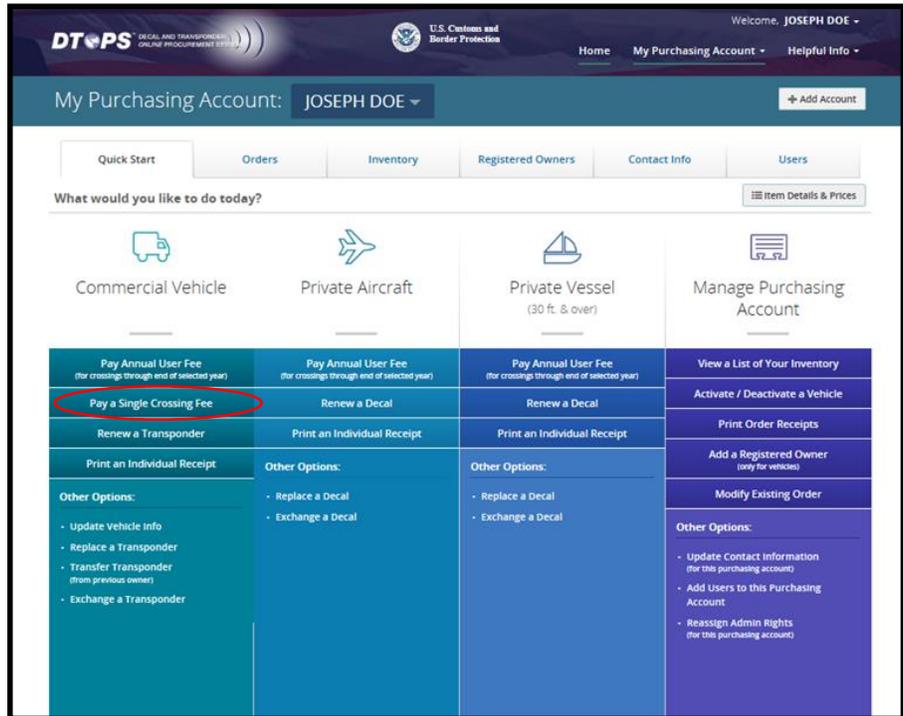
\* ZIP code / Postal code:  ?

## Single Crossing Fee – Commercial Vehicle

For a one time crossing in a commercial vehicle.

From the Quick Start tab, click **“Pay a Single Crossing Fee”** under the Commercial Vehicle column

Note: If there are multiple accounts connected to the User ID, click **“Open”** under the Purchasing Account Name to access the Quick Start page for the correct account.



Enter the VIN (Vehicle Identification Number) for the vehicle requiring a Single Crossing Fee

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Single Crossing Fee

Specify Vehicle      Vehicle Details      Registered Owner      Added to Cart

**Specify Vehicle**

**Be Aware:** No information will be saved or submitted until all steps are completed. It's advised you have all the [information you need](#) before beginning.

\* required field

You are buying a Single Crossing Fee that will expire on 12/31/2016

**\* What is the VIN of the vehicle crossing the border?**

Enter a new VIN:

Cancel Next

Click **“Next”**

Verify that the VIN is correct.

Note: If the VIN is entered incorrectly, it will not be able to be updated after payment is complete.

Click "Edit" to edit or "Yes" to continue



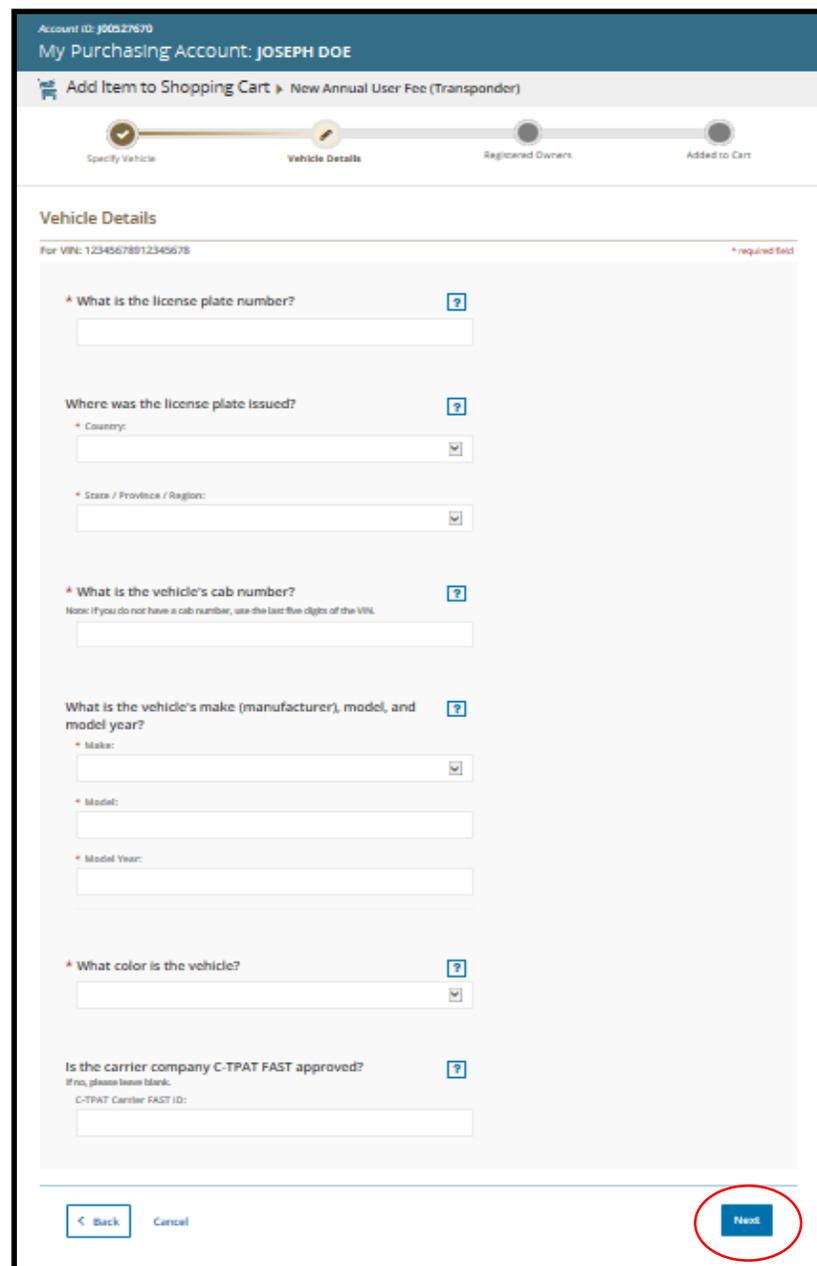
The image shows a 'Verify VIN' screen. At the top, it says 'Verify VIN' with a close button. Below that, it asks 'This is the VIN you entered. Is it correct?' and displays the VIN '11223344556677888'. A warning message says 'Do not proceed with an incorrect VIN.' At the bottom, there are two buttons: 'EDIT' with a pencil icon and 'YES' with a checkmark icon.

Enter the required information for the vehicle: License Plate Number, Country and State/Province plate was issued, Cab Number, Make, Model, Model year, color, and C-TPAT Carrier FAST ID.

Note: If you do not have a cab number, use the last 5 digits of the VIN.

C-TPAT Carrier FAST ID is only required for C-TPAT FAST approved companies. Do not use a Driver FAST ID Number.

If you do not have a C-TPAT FAST ID, please leave the field blank.



The image shows a 'Vehicle Details' form. At the top, it says 'Account ID: J00527679' and 'My Purchasing Account: JOSEPH DOE'. Below that, it says 'Add Item to Shopping Cart > New Annual User Fee (Transponder)'. A progress bar shows four steps: 'Specify Vehicle' (checked), 'Vehicle Details' (current), 'Registered Owners', and 'Added to Cart'. The form is titled 'Vehicle Details' and is for VIN: 12345678912345678. It has several required fields: 'What is the license plate number?', 'Where was the license plate issued?' (with sub-fields for Country and State/Province/Region), 'What is the vehicle's cab number?' (with a note: 'Note: If you do not have a cab number, use the last five digits of the VIN.'), 'What is the vehicle's make (manufacturer), model, and model year?' (with sub-fields for Make, Model, and Model Year), 'What color is the vehicle?', and 'Is the carrier company C-TPAT FAST approved?' (with a note: 'if no, please leave blank.' and a sub-field for 'C-TPAT Carrier FAST ID:'). At the bottom, there are 'Back', 'Cancel', and 'Next' buttons. The 'Next' button is circled in red.

Click "Next"

If the Registered Owner is listed, select the owner and click **“Submit.”**

If the current registered owner is not listed, click **“+Add Registered Owner”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Single Crossing Fee

Specify Vehicle    Vehicle Details    Registered Owner    Added to Cart

### Specify the Registered Owner's Information

For VIN: 11223344556677888 \* required field

**\* Who is the registered owner of the vehicle?** ?  
Select a registered owner from the list or add a new owner.

**Registered Owner's Name**

JOSEPH DOE

Owner not listed?

If the order contains everything you wish to order, click **“Proceed to checkout”**

If you need to order another Single Crosse Fee for another vehicle, click **“Add Another VIN to this Order”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Single Crossing Fee

Specify Vehicle    Vehicle Details    Registered Owner    Added to Cart

### Item Successfully Added to Cart

You can now add another item or proceed to checkout.

Your Order Number is:  Total Items in this order: 1

Total Cost for item(s) added: **\$13.05** for 1 item(s)

Details for Added Item(s):

- Single Crossing Fee (good for one crossing before 12/31/2016) for the following vehicles:

VIN	Plate, State, Country	Cab Number
11223344556677888	121245, IN, US	05

On the checkout page, verify that you understand that fees are non-refundable and click “Make Payment”

Account ID: J00527670

## My Purchasing Account: JOSEPH DOE

Checkout ▶ Single Crossing Fee

### Checkout Details

\* required field

**No Transponder or Decal is being shipped in this order. Please proceed with payment.**

**Total Order Cost**

Order Number: 43159

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Single Crossing Fee for vehicle 2016	1	12/31/2016	\$13.05
<b>Total</b>			<b>\$13.05</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

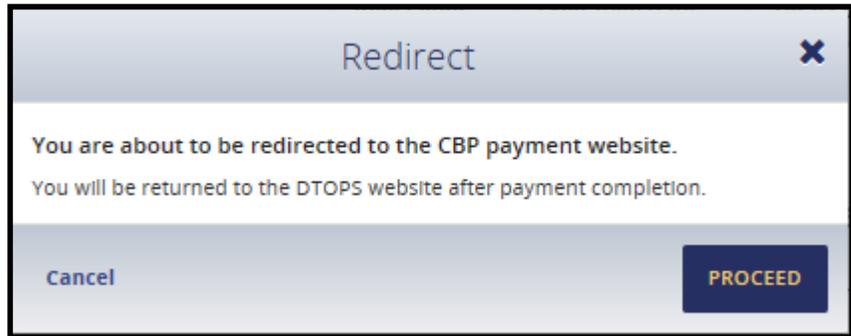
**Payment Confirmation Email**

A payment confirmation will be emailed to:

Your Profile Email	J.DOE@INTERNET.COM
	<a href="#">Update Email</a>
Plus these Purchasing Account Email(s)	Primary: J.DOE@INTERNET.COM
	<a href="#">Update Email(s)</a>

[Back](#) [Make Payment](#)

You will be redirected to the payment website, click "PROCEED"



Enter the required credit card information and click "Submit Payment"

CBP Online Payment

**Payment by Credit Card**

Please enter your credit card information below. Then click the **Submit Payment** button to complete the process.

**\* Mandatory Fields**

- Account Holder Name is required.
- Credit Card Type is required.
- Credit Card Number is required.
- Expiration Month is required.
- Expiration Year is required.
- Security Code is required.

Payment Amount (in US currency): **\$13.05**

Account Holder \* First Name  M.I.  Last Name

Company

Billing Address \*

Billing Address2

City

Country \*

State/Province

Postal/Zip Code

Credit Card Type \*        

Credit Card Number \*  (Value should not contain spaces or dashes)

Expiration Date \*  /

Security Code \*   On the back of your card, find the last 3 digits

Once the payment is processed, you will receive a payment confirmation.  
 Click **“Download Receipt”**

Account ID: J00527670

My Purchasing Account: **JOSEPH DOE**

Payment Confirmation

**Success!**

Your order payment has been successfully submitted

- We recommend downloading and printing the payment receipt.
- Payment receipt has been emailed to all the listed email addresses.

Payment Summary

Payment Tracking #	10736140
Payment Date	May 19, 2016 10:02:30 AM
Payer Name	ALYSSA COOK
Order Number	43159
Payment Amount	\$13.05

Contact Information

My Profile Email	J.DOE@INTERNET.COM
Primary Purchasing Account Email	J.DOE@INTERNET.COM
Billing Address	1234 MAIN STREET ANYTOWN, IN 46278

Download Receipt Print Page Go To Orders

Print the receipt for your border crossing.

The receipt will also be emailed to the email address on file.

U.S. Customs and Border Protection  
 DTOPS Program Administrator  
 6650 Telecom Drive, Suite 100  
 Indianapolis, IN 46278

Department of Homeland Security  
 CBP

**Receipt**

JOSEPH DOE  
 ATTN: JOSEPH DOE  
 1234 MAIN STREET  
 ANYTOWN, IN 46278  
 UNITED STATES

Account Number: J00527670  
 Applicant Phone Number: 3172981245  
 Applicant Fax Number:  
 Contact Name: JOSEPH DOE  
 Email: J.DOE@INTERNET.COM

Order Number: 43158

COMMERCIAL TRUCK

Manufacturer	License Plate	Model Year	VIN	Color	Cab#	Status	Issue Type
FREIGHTLINER	121246 IN USA	2015	11223344556677888	BLACK	05	Active	Single Crossing Fee

Single Crossing Fee Expiration Date - 12/31/2016 - \$13.05

For Questions: Call 317-298-1245 or send an email to decals@cbp.dhs.gov

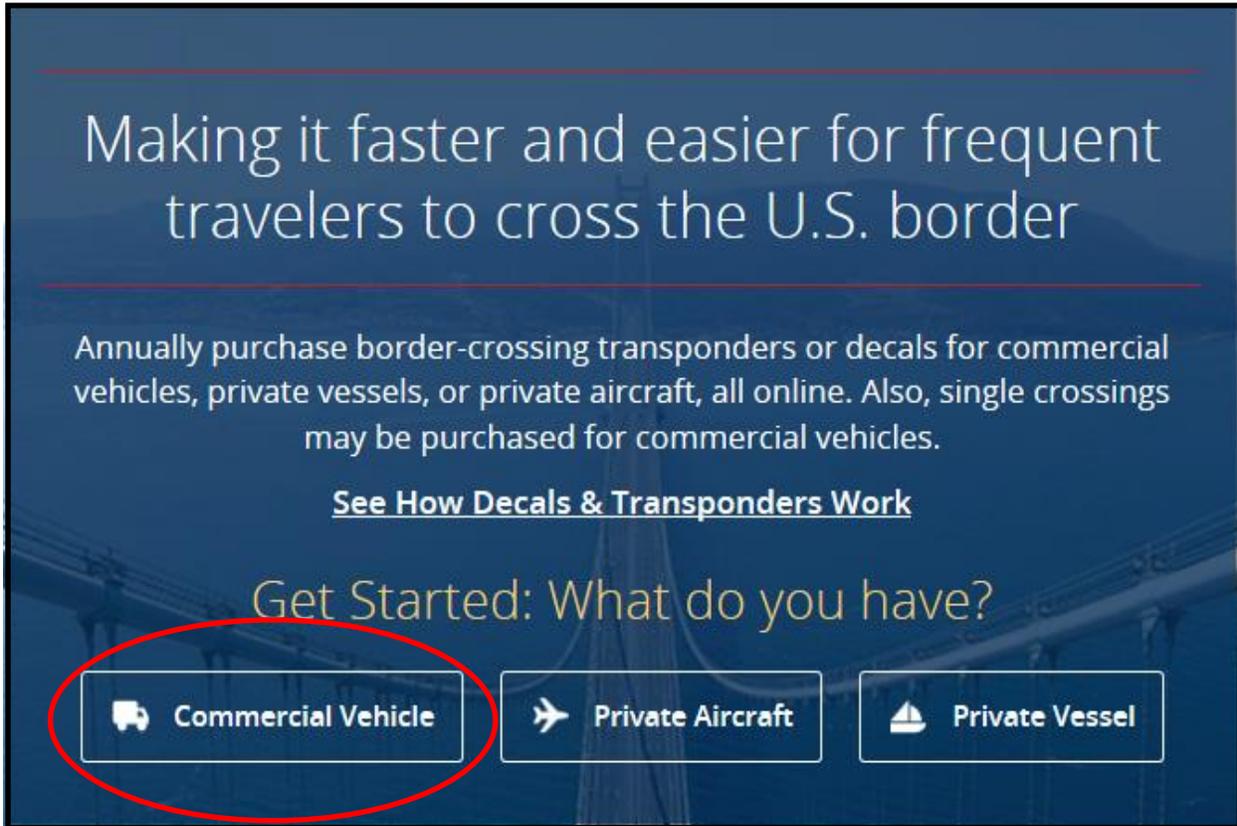
Total User Fee Amount: \$13.05  
 Payment Type: Credit Card  
 Payment Tracking #: 10736140  
 Payment Date: 2016-05-19 10:11:38.0

All transactions are final. No refunds and no credits will be approved.

## Alternative Order Methods – Single Crossing Fee – Commercial Vehicle

### Method 1 – Single Crossing Fee – Commercial Vehicle - New DTOPS User

Select “Commercial Vehicle” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

**Commercial Vehicle** Private Aircraft Private Vessel

The page will scroll down to the commercial vehicle options. Click “Pay a Single Border Crossing Fee”



Commercial Vehicle

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

**Pay a Single Border Crossing Fee**

[Learn More](#)

Renew a Transponder

[Learn More](#)

Additional Actions

You will receive a security notification,  
Click “Consent & Continue”

Security Notification



**You are about to access a Department of Homeland Security computer system.** This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. **By using this system, you consent to the terms set forth in this notice.** You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

Decline & Exit      **CONSENT & CONTINUE >**

**Follow the steps on page 1  
to Sign Up for a User ID**

**Follow the steps on page 11  
to register for a Purchasing Account**

After setting up a User ID and Purchasing Account,  
you will be redirected to the start of a  
Single Crossing Fee  
order.

**See page 21 for order help**

Returning User - Log In      New User - Sign Up

Step 1 (of 2) Name & Email

All \* fields are required

\* First Name:       Middle Name:

\* Last Name:       Suffix:

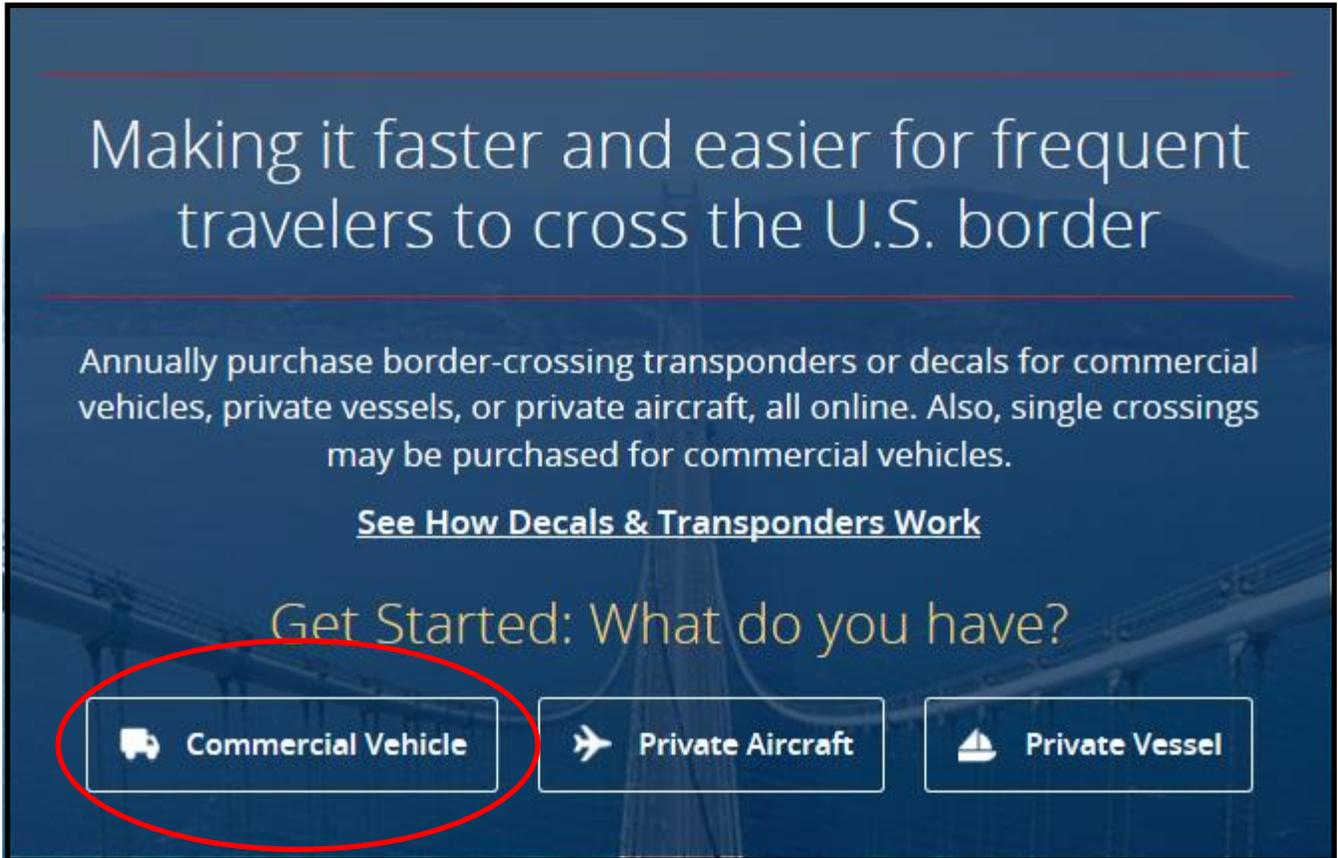
\* Email:

\* Confirm Email:

Cancel      **NEXT >**

## Method 2 – Single Crossing Fee – Commercial Vehicle - Existing DTOPS User (not signed in)

Select “Commercial Vehicle” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

**Commercial Vehicle** Private Aircraft Private Vessel

The page will scroll down to the commercial vehicle options. Click “Pay a Single Border Crossing Fee”



Commercial Vehicle

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

**Pay a Single Border Crossing Fee**

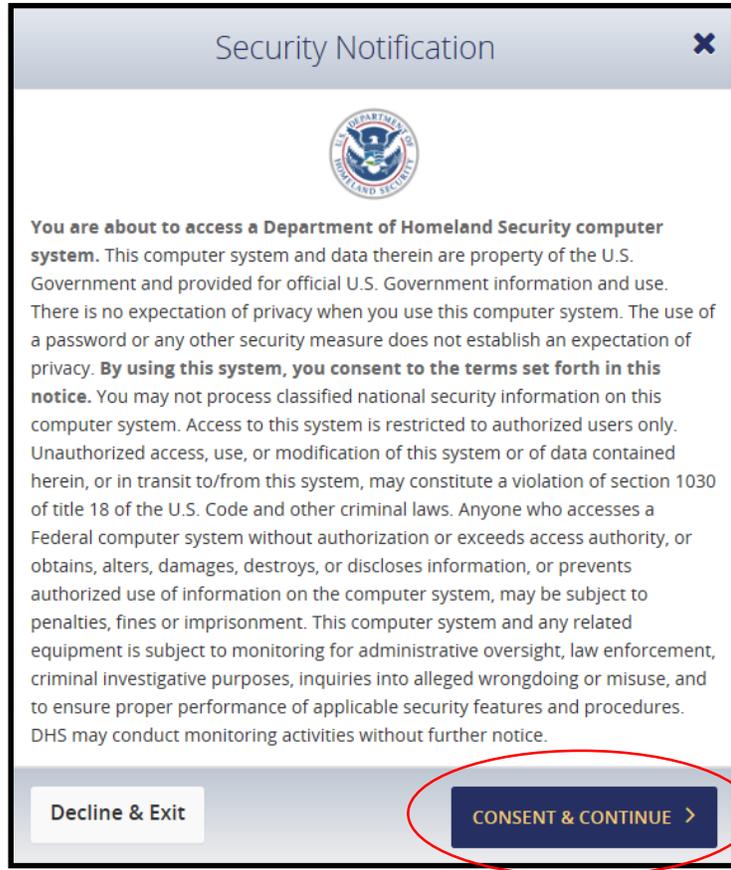
[Learn More](#)

**Renew a Transponder**

[Learn More](#)

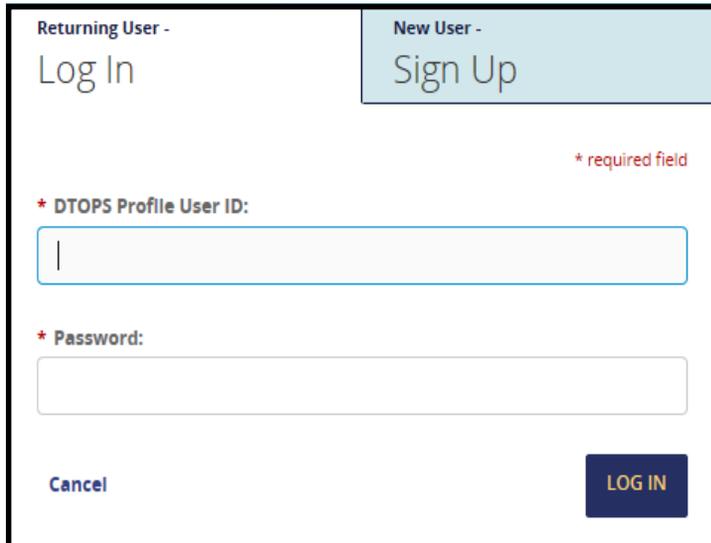
Additional Actions

You will receive a security notification,  
Click **“Consent & Continue”**



Enter you DTOPS User ID and  
password

Click **“Log In”**

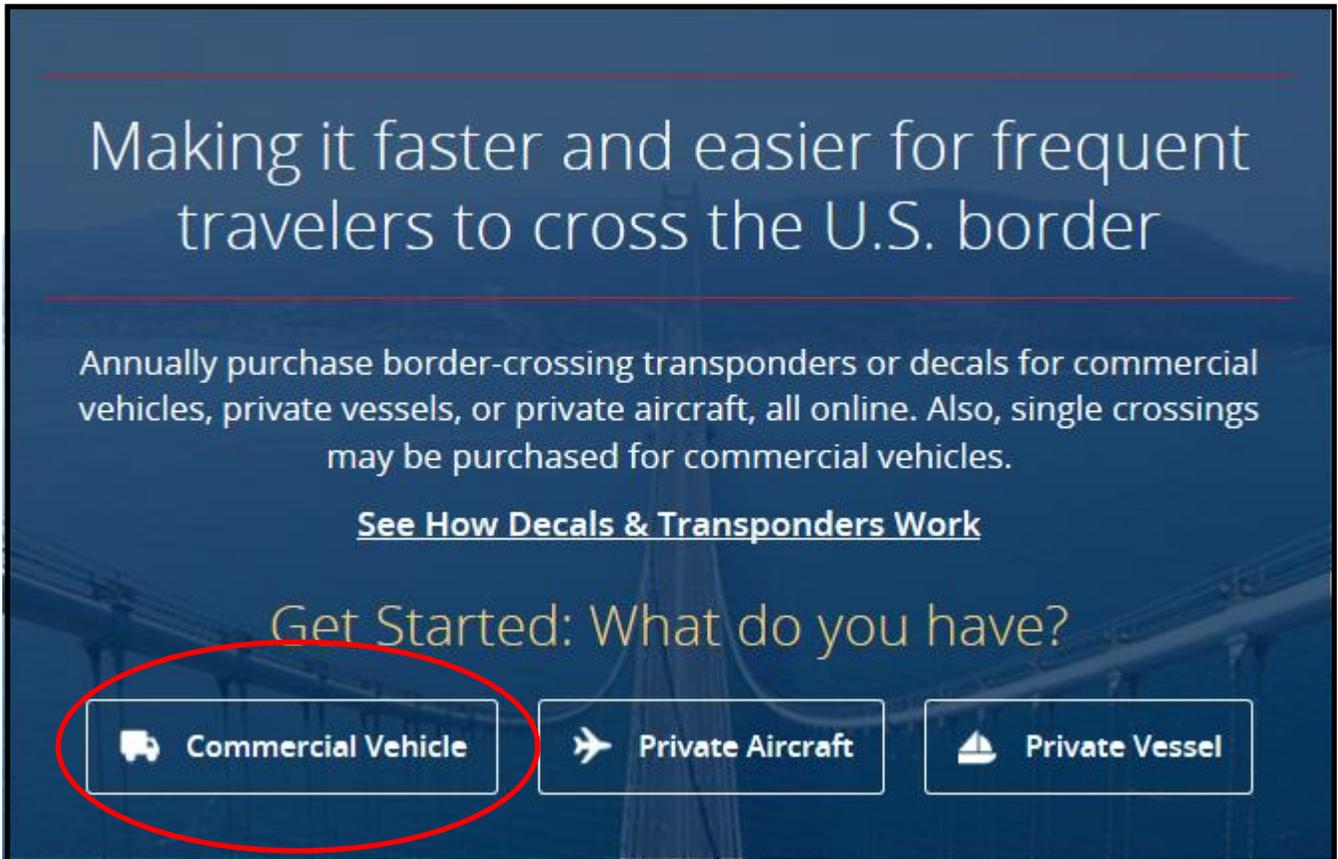


After logging in, you will be redirected to the start of a Single Crossing Fee order.

**See page 21 for order help**

### Method 3 – Single Crossing Fee – Commercial Vehicle - Existing DTOPS User Home Screen (signed in)

Select “Commercial Vehicle” from the home screen.



The page will scroll down to the commercial vehicle options. Click “Pay a Single Border Crossing Fee”



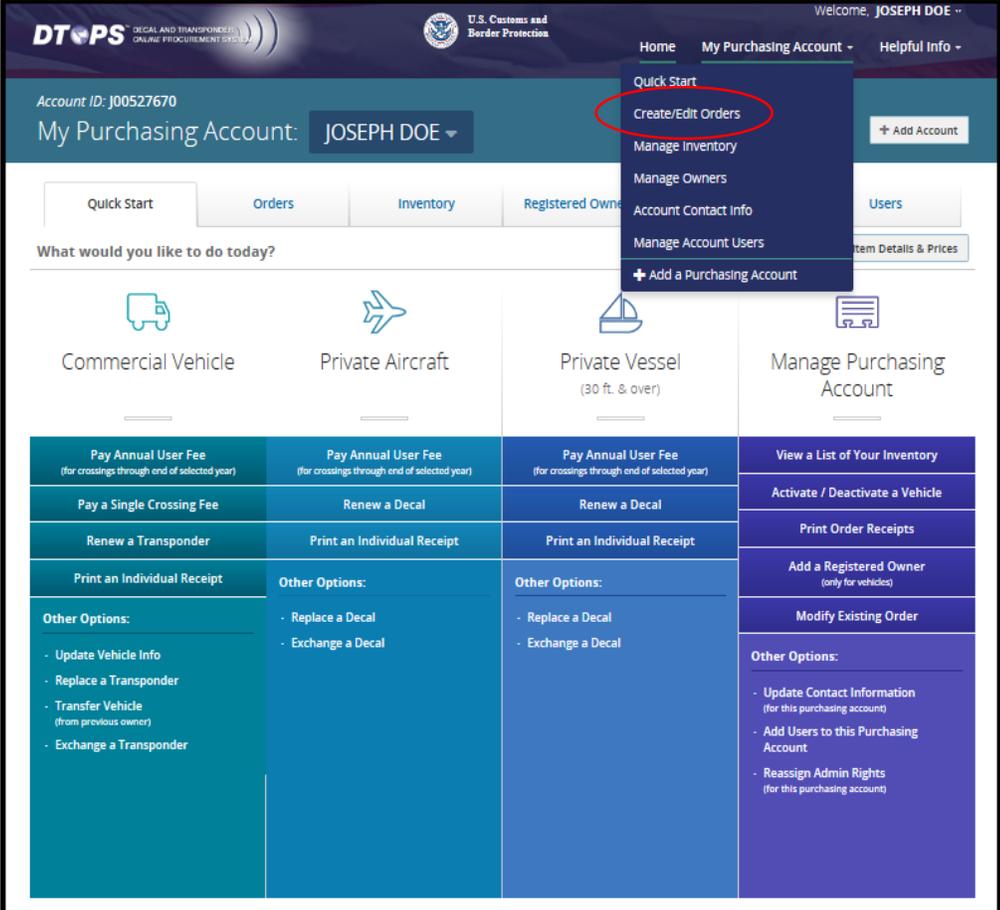
You will be redirected to the start of a Single Crossing Fee order.

See page 21 for order help

## Method 4 – Single Crossing Fee – Commercial Vehicle - Existing DTOPS User (signed in)

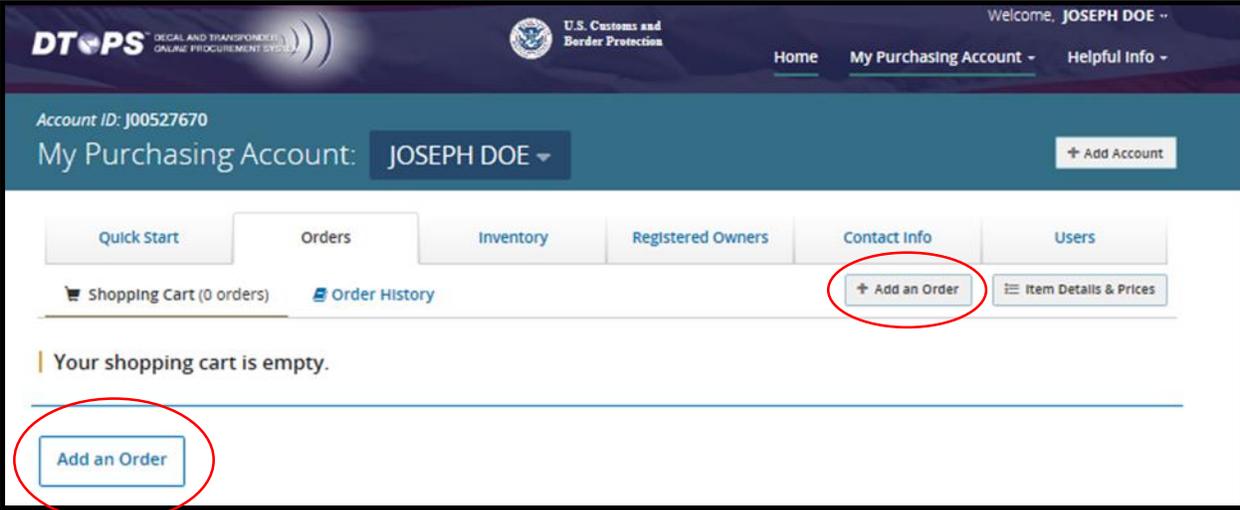
Click the “My Purchasing Account” dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the “My Purchasing Account” dropdown.



The screenshot shows the DTOPS web application interface. At the top, the user is logged in as JOSEPH DOE. The 'My Purchasing Account' dropdown menu is open, and the 'Create/Edit Orders' option is highlighted with a red circle. The main dashboard displays various options for managing the account, including 'Pay Annual User Fee', 'Pay a Single Crossing Fee', 'Renew a Decal', and 'Print an Individual Receipt'. The 'Commercial Vehicle' section is highlighted, and the 'Add an Order' button is visible in the bottom right corner.

Click “Add an Order”



The screenshot shows the DTOPS web application interface. The 'Add an Order' button is highlighted with a red circle. The main dashboard displays various options for managing the account, including 'Pay Annual User Fee', 'Pay a Single Crossing Fee', 'Renew a Decal', and 'Print an Individual Receipt'. The 'Commercial Vehicle' section is highlighted, and the 'Add an Order' button is visible in the bottom right corner.

Select "Add to Cart" under Single Crossing Fee in the Commercial Vehicle Column

Account ID: J005Z7670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online see instructions	Replacements cannot be done online see instructions
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

You will be redirected to the start of a Single Crossing Fee order.

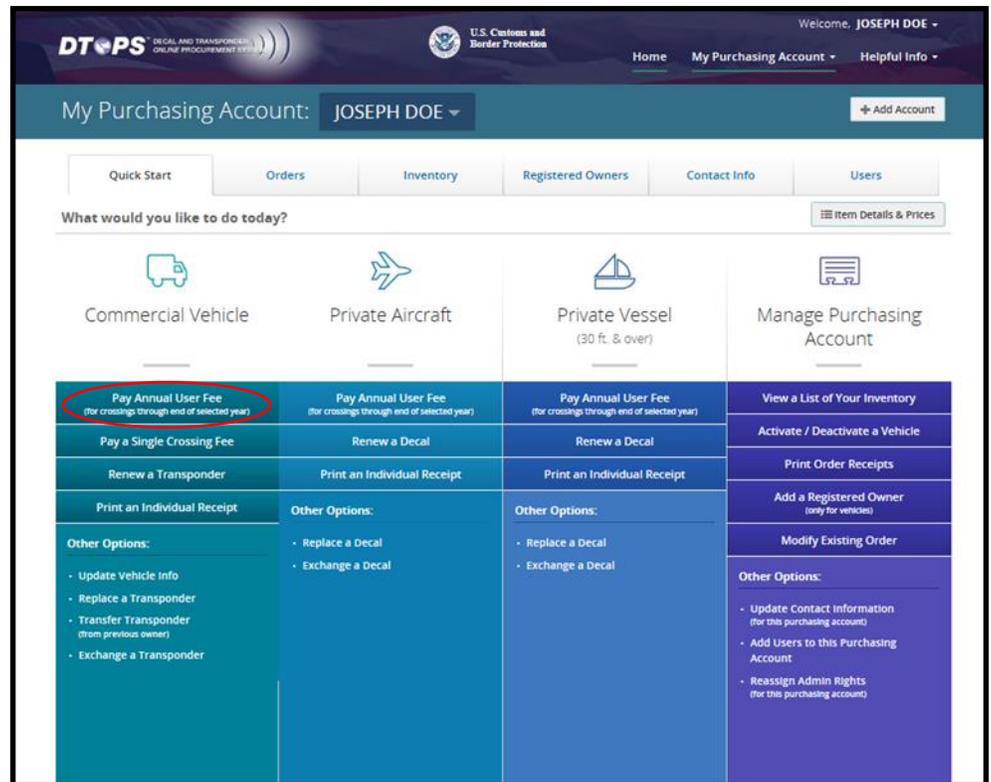
See page 21 for order help

## New User Fee – Commercial Vehicle

First time order or first time ordering a User Fee under this account.

From the Quick Start tab, click **“Pay Annual User Fee”** under the Commercial Vehicle column

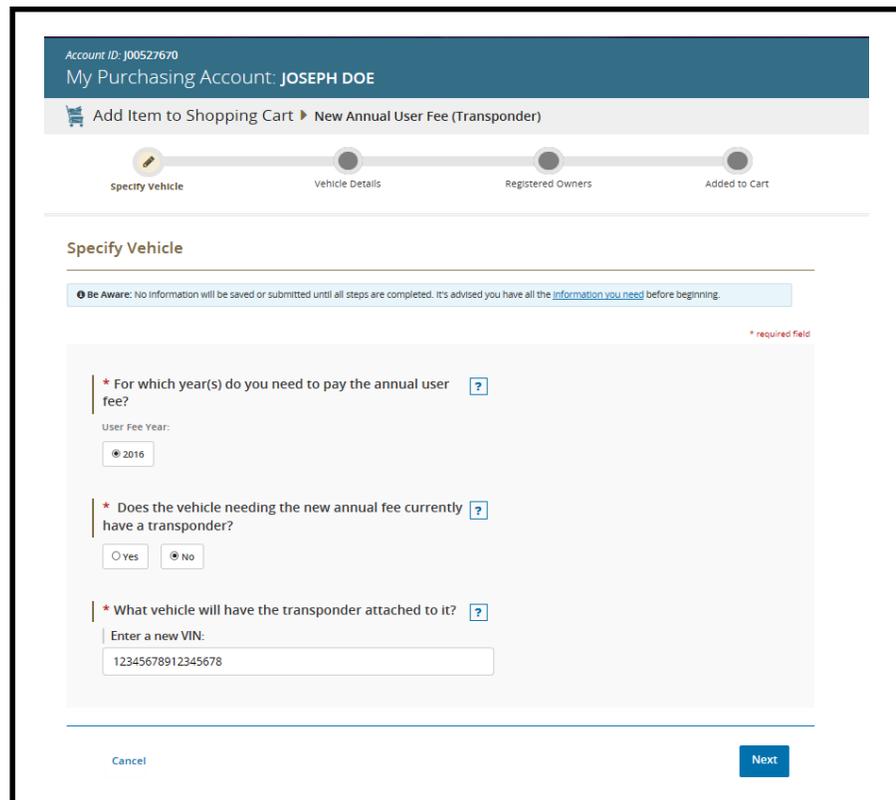
Note: If there are multiple accounts connected to the User ID, click **“Open”** under the Purchasing Account Name to access the Quick Start page for the correct account.



Select the User Fee year you are applying for, answer **“Yes”** or **“No”** if the vehicle currently has a transponder in the vehicle, and enter the VIN (Vehicle Identification Number)

Note: If you answer **“Yes”** to **“Does the vehicle needing the new annual fee currently have a transponder?”** You will be required to verify the number.

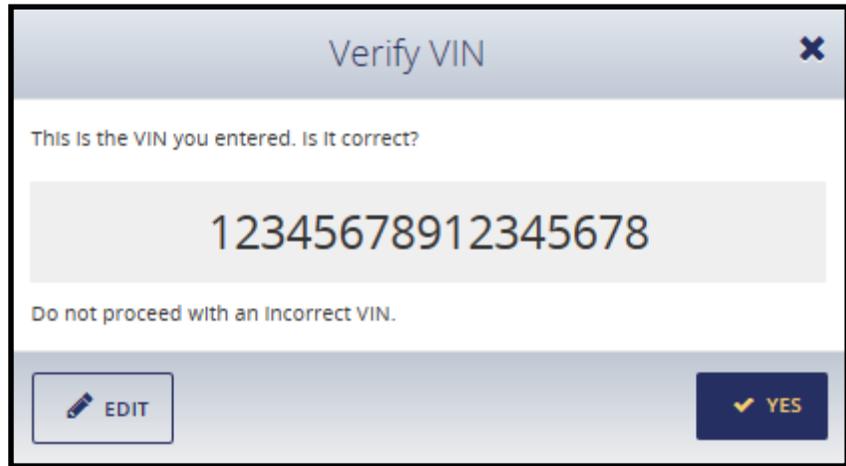
Click **“Next”**



Verify that the VIN listed matches the registration.

If no, click "EDIT"

If yes, click "YES"



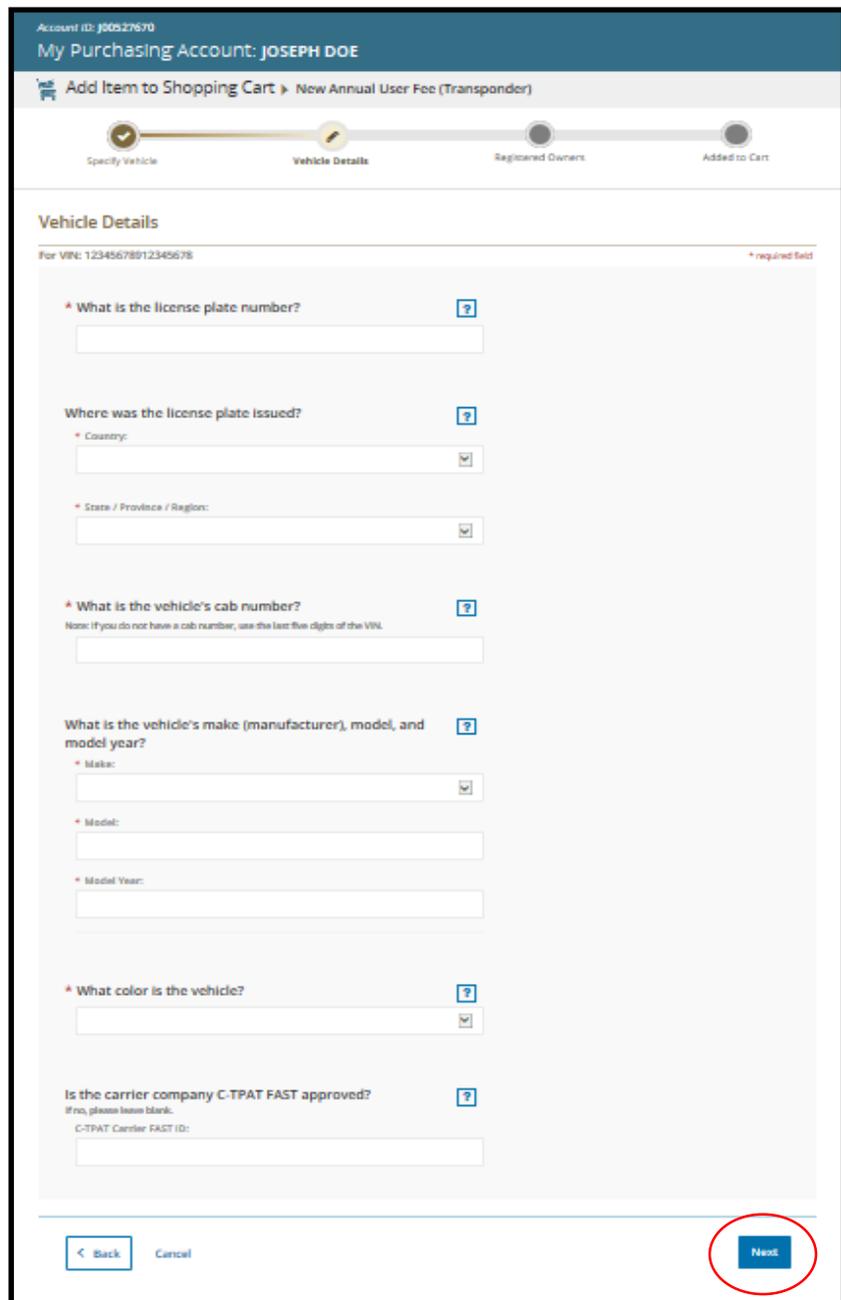
The screenshot shows a 'Verify VIN' dialog box. At the top, it asks 'This is the VIN you entered. Is it correct?'. Below this, the VIN '12345678912345678' is displayed in a large font. A warning message states 'Do not proceed with an incorrect VIN.' At the bottom, there are two buttons: 'EDIT' with a pencil icon and 'YES' with a checkmark icon.

Enter the required information for the vehicle: License Plate Number, Country and State/Province plate was issued, Cab Number, Make, Model, Model year, color, and C-TPAT Carrier FAST ID.

Note: If you do not have a cab number, use the last 5 digits of the VIN.

C-TPAT Carrier FAST ID is only required for C-TPAT FAST approved companies. Do not use a Driver FAST ID Number.

If you do not have a C-TPAT FAST ID, please leave the field blank.



The screenshot shows a 'Vehicle Details' form within a purchasing account interface for 'JOSEPH DOE'. The form is for VIN: 12345678912345678. It contains several required fields with question mark icons for help:

- 'What is the license plate number?' with a text input field.
- 'Where was the license plate issued?' with dropdowns for 'Country' and 'State / Province / Region'.
- 'What is the vehicle's cab number?' with a text input field and a note: 'Note: If you do not have a cab number, use the last five digits of the VIN.'
- 'What is the vehicle's make (manufacturer), model, and model year?' with dropdowns for 'Make', 'Model', and 'Model Year'.
- 'What color is the vehicle?' with a dropdown menu.
- 'Is the carrier company C-TPAT FAST approved?' with a text input field for 'C-TPAT Carrier FAST ID' and a note: 'If no, please leave blank.'

At the bottom, there are 'Back', 'Cancel', and 'Next' buttons. The 'Next' button is circled in red.

Click "Next"

If the Registered Owner is listed, select it and click **“Submit.”**

If the current registered owner is not listed, click **“+Add Registered Owner”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ New Annual User Fee (Transponder)

Specify Vehicle ✓ Vehicle Details ✓ Registered Owners  Added to Cart

Specify the Registered Owner's Information \* required field

\* Who is the registered owner of the vehicle? ?  
Select a registered owner from the list or add a new owner.

SEARCH

Registered Owner's Name

JOSEPH DOE

Owner not listed?

+ Add Registered Owner

Answer **“Yes”** if the registered owner is a Carrier that is FAST approved.

Enter the Carrier FAST ID and click **“Submit”**

Answer **“No”** if the registered owner is not a Carrier that is FAST approved.

Enter the registered owner's information.

Click **“Submit”**

Note: For Canadian registrations use the registered plate owner's information.

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ New Annual User Fee (Transponder)

Specify Vehicle ✓ Vehicle Details ✓ Registered Owners  Added to Cart

Specify the Registered Owner's Information \* required field

\* Who is the registered owner of the vehicle? ?  
Select a registered owner from the list or add a new owner.

This account has no registered owners

Owner not listed?

+ Add Registered Owner

\* Is the registered owner of the vehicle FAST approved? ?

Yes  No

If the order contains everything you wish to order, click **“Proceed to checkout”**

If you need to order more transponders, click **“Add Another Item to this Order”**

### Item Successfully Added to Cart

\* required field

You can now add another item or proceed to checkout.

Your Order Number is:  Total Items in this order: 1

Total Cost for item(s) added: **\$401.67** for 1 item(s)

Details for Added Item(s):

- New Annual User Fee for 2016 (Transponder) for the following vehicles:

VIN	Plate, State, Country ▲	Cab Number	
1	12345678912345678	558562, IN, US	5

[Add Another Item to this Order](#)

[View Order Details](#)

[Proceed to Checkout](#)

On the checkout page:

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click **“Make Payment”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

### Checkout

#### Checkout Details

\* required field

Shipping

The item(s) will be shipped to:

Shipping Address: 1234 MAIN STREET  
ANYTOWN, IN 46278  
UNITED STATES  
[Update Address](#)

\* Yes, the shipping address is correct.

\* How would you like your item(s) shipped? [?](#)

Please allow 4-6 weeks for processing during periods of heavy order volume.

Standard Shipping	\$0.00
Expedited Shipping	\$6.00

**Warning: Expedited shipping is not available to a P.O. Box.**

Total Order Cost

Order Number: 43024

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2016 (new vehicle transponder)	1	12/31/2016	\$401.67
Shipping			\$0.00
<b>Total</b>			<b>\$401.67</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

Payment Confirmation Email

A payment confirmation will be emailed to:

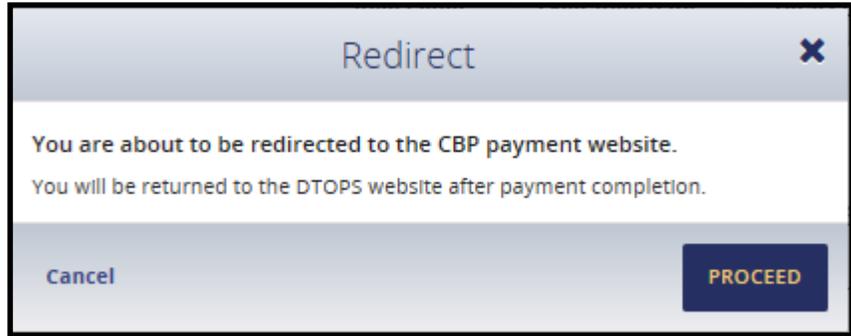
Your Profile Email: J.DOE@INTERNET.COM  
[Update Email](#)

Plus these Purchasing Account Email(s):  
Primary: J.DOE@INTERNET.COM  
[Update Email\(s\)](#)

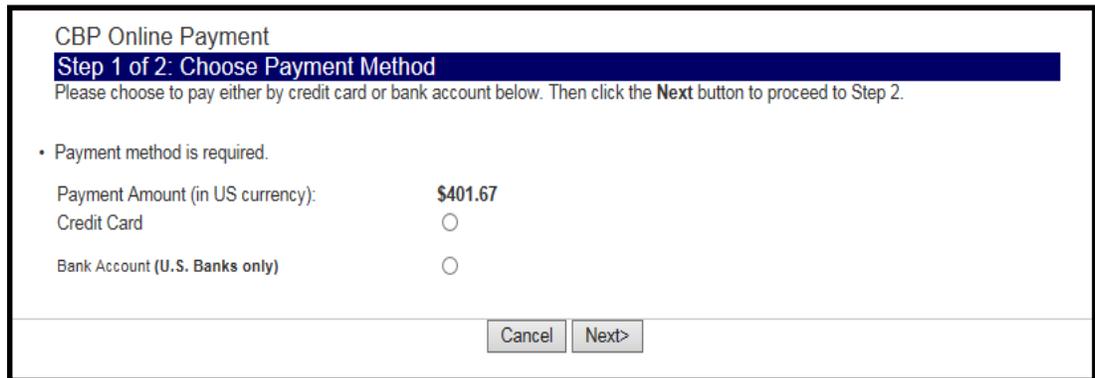
[Back](#)

[Make Payment](#)

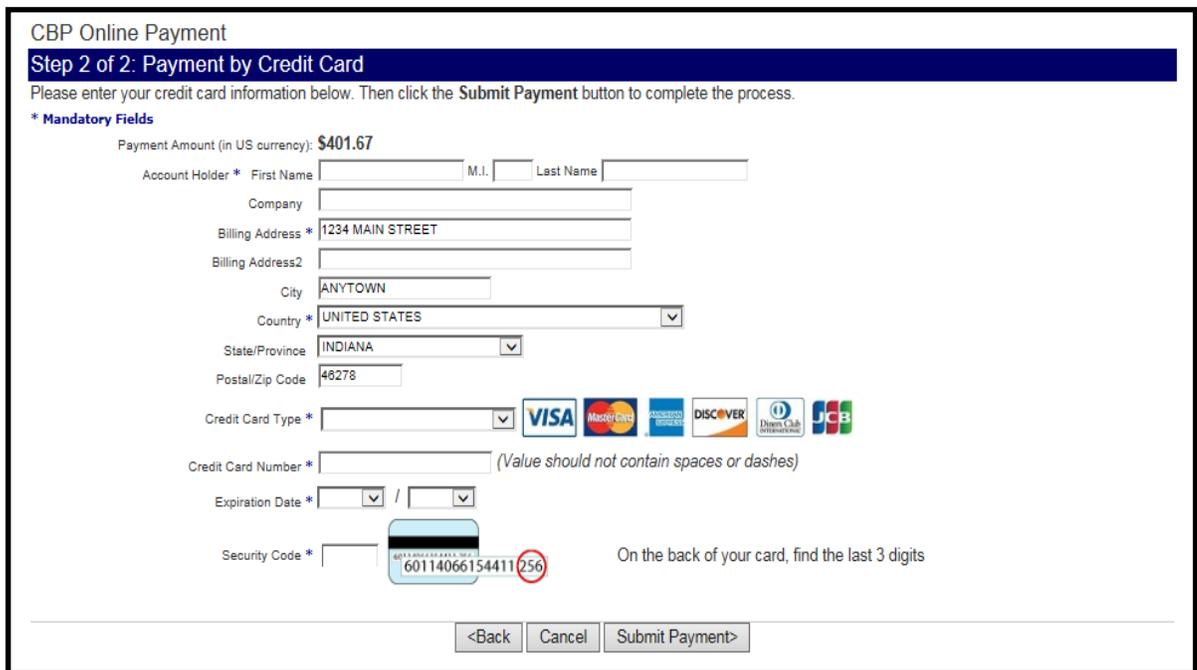
You will be redirected to the payment website, click **"PROCEED"**



Choose your payment method.  
Note: Paying by bank account will add 4 days to processing time.  
Click **"Next"**

A form titled "CBP Online Payment" with a sub-header "Step 1 of 2: Choose Payment Method". Below the sub-header, it says "Please choose to pay either by credit card or bank account below. Then click the Next button to proceed to Step 2." There is a bullet point: "Payment method is required." Below this, there are two options: "Payment Amount (in US currency): \$401.67", "Credit Card" with a radio button, and "Bank Account (U.S. Banks only)" with a radio button. At the bottom, there are "Cancel" and "Next>" buttons.

If you choose Credit Card, enter the required information and click **"Submit Payment"**

A form titled "CBP Online Payment" with a sub-header "Step 2 of 2: Payment by Credit Card". Below the sub-header, it says "Please enter your credit card information below. Then click the Submit Payment button to complete the process." There is a section for "\* Mandatory Fields" with a "Payment Amount (in US currency): \$401.67". The form includes fields for "Account Holder \* First Name", "M.I.", "Last Name", "Company", "Billing Address \* 1234 MAIN STREET", "Billing Address2", "City ANYTOWN", "Country \* UNITED STATES", "State/Province INDIANA", "Postal/Zip Code 46278", "Credit Card Type \*" with a dropdown menu and logos for VISA, MasterCard, American Express, DISCOVER, Diners Club International, and JCB. "Credit Card Number \*" with a note "(Value should not contain spaces or dashes)", "Expiration Date \*" with two dropdown menus, and "Security Code \*" with a field containing "60114066154411" and a circled "256". A note says "On the back of your card, find the last 3 digits". At the bottom, there are "<Back", "Cancel", and "Submit Payment>" buttons.

If you choose Bank Account, enter the required information and click "Submit Payment"

CBP Online Payment  
**Step 2 of 2: Payment by Bank Account (U.S. Banks only)**  
Please enter your bank account information below. Then click the **Submit Payment** button to complete the process.

A direct debit authorization must be received before 3:55 PM Eastern Time if payment is to occur as early as the next day. If the U.S. Treasury Department's designated depository is closed on a scheduled payment date (including weekends and some holidays), the payment will occur the next day the depository is open. A direct debit authorization must be initiated no more than 30 days in advance.

\* **Mandatory Fields**

Payment Amount (in US currency): **\$401.67**

Account Holder \* First Name  M.I.  Last Name   
Company   
Account Type\*   
Routing Number \*   
Account Number \*   
Confirm Account Number \*   
Check Number

Routing Number      Account Number      Check Number

⑆ 0 26 94 6 7 8 3 ⑆ ⑆ 9 2 4 3 7 6 7 3 9 0 ⑆ ⑆ 1 2 3 4 ⑆

<Back    Cancel    Submit Payment>

Once the payment is processed, you will receive a payment confirmation.

Please print this page for your records.

Your order has been submitted for processing.

Account ID: J00527670  
**My Purchasing Account: JOSEPH DOE**

✔ Payment Confirmation

**Success!**

Your order payment has been successfully submitted

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

☰ Payment Summary

Payment Tracking #	10730118
Payment Date	May 16, 2016 2:35:33 PM
Payer Name	JOSEPH DOE
Order Number	43024
Payment Amount	\$401.67

🗨 Contact Information

My Profile Email	J.DOE@INTERNET.COM
Primary Purchasing Account Email	J.DOE@INTERNET.COM
Billing Address	1234 MAIN STREET ANYTOWN, IN 46278

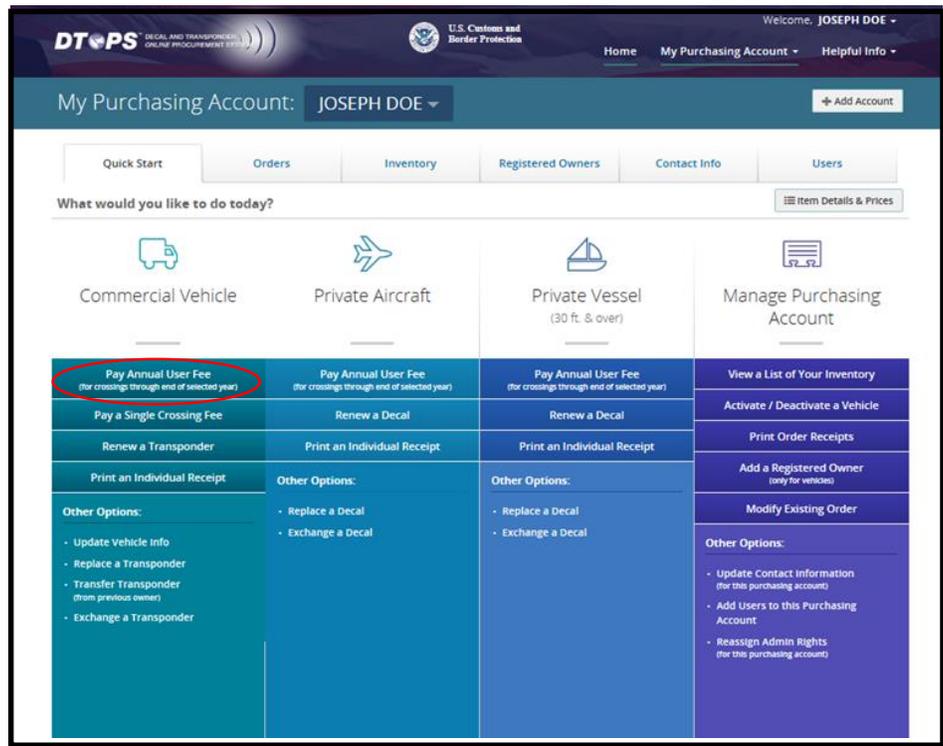
**Print Page**      **Go To Orders**

## New User Fee – Commercial Vehicle – Single Crossing Fee History

First time transponder order with Single Crossing Fee previously ordered in account

From the Quick Start tab, click **“Pay Annual User Fee”** under the Commercial Vehicle column

Note: If there are multiple accounts connected to the User ID, click **“Open”** under the Purchasing Account Name to access the Quick Start page for the correct account.



Select the User Fee year you are applying for, answer **“Yes”** or **“No”** if the vehicle currently has a transponder in the vehicle

Select the VIN that needs the transponder

Click **“Next”**

### Specify Vehicle

**Be Aware:** No information will be saved or submitted until all steps are completed. It's advised you have all the [information you need](#) before beginning.

\* required field

\* For which year(s) do you need to pay the annual user fee? ?

User Fee Year:

2016

\* Does the vehicle needing the new annual fee currently have a transponder? ?

Yes  No

\* What vehicle will have the transponder attached to it? ?

Enter new VIN (or select from an existing VIN below):

[unselect]	VIN	Make, Model, Year	Color	Plate #, State, Country	Cab #	Fee Status (paid for)
<b>Your Most Recent Vehicle</b>						
<input type="radio"/>	11223344556677888	FREIGHTLINER, X500, 2015	BLACK	121245, IN, US	05	Single Crossing Fee (thru 12/31/2016)

Cancel **Next**

The vehicle details from the previous Single Crossing Fee order will populate.

The license plate information, cab number, and FAST ID may be updated.

**Vehicle Details**

For VIN: 1122334455667788 \* required field

\* What is the license plate number? ?

121245

Where was the license plate issued? ?

\* Country:

UNITED STATES

\* State / Province / Region:

INDIANA

\* What is the vehicle's cab number? ?

Note: If you do not have a cab number, use the last five digits of the VIN.

05

What is the vehicle's make (manufacturer), model, and model year? ?

\* Make:

FREIGHTLINER

\* Model:

X500

\* Model Year:

2015

\* What color is the vehicle? ?

BLACK

Is the carrier company C-TPAT FAST approved? ?

If no, please leave blank.

C-TPAT Carrier FAST ID:

[< Back](#) [Cancel](#) [Next](#)

Click "Next"

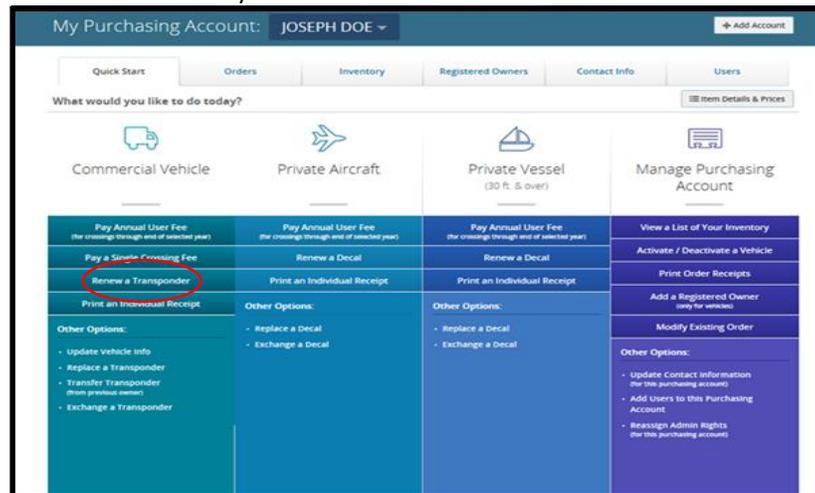
See page 36 for order help

## Renewal – Commercial Vehicle

For vehicles in active status in the account inventory.

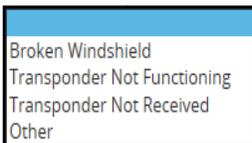
From the Quick Start tab, click **“Renew a Transponder”** under the Commercial Vehicle column

Note: If there are multiple accounts connected to the User ID, click **“Open”** under the Purchasing Account Name to access the Quick Start page for the correct account.



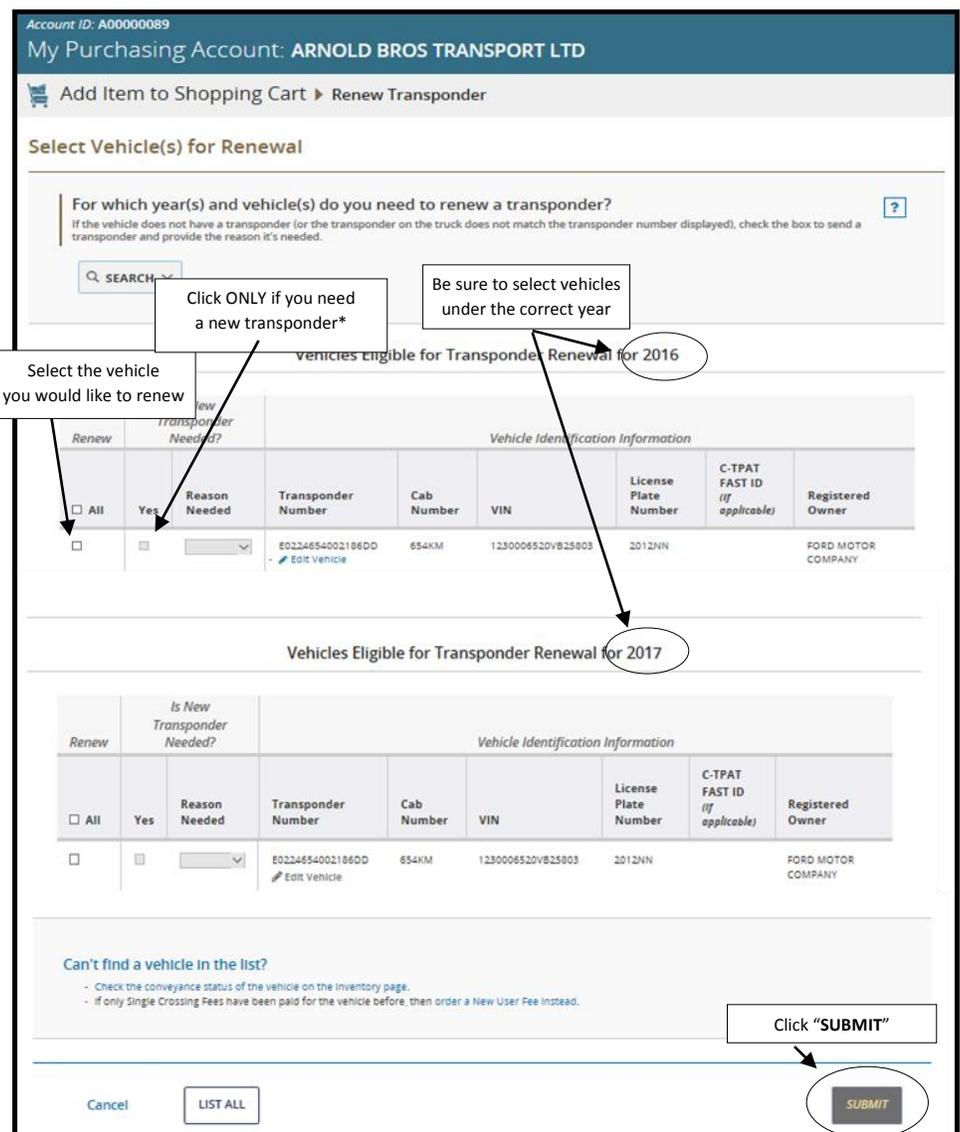
Note: Only **“Active”** vehicles will appear in the renewal list. If the vehicle you would like to renew is not listed, go to your inventory to verify the vehicle is active.

If you request that a new transponder to be sent, you will need to select from the reasons below:



If you choose **“Other,”** type a reason in the provided box.

\*Note: You do not need to request a replacement transponder every year. As long as the transponder is still functioning, you can continue to use it.



If the order contains everything you wish to order, click **“PROCEED TO CHECKOUT”**

If you need to order more transponders, click **“Add Another Item to this Order”**

My Purchasing Account: ARNOLD BROS TRANSPORT LTD

Add Item to Shopping Cart ▶ Renew Transponder

Success!

You can now add another item or proceed to checkout.

Your Order Number is: 43012 Total Items in this order: 1

Total Cost for item(s) added: \$401.67 for 1 item(s)

Summary of Added Item(s):

- Transponders Renewed for 2016: 1
- Total Items added to order: 1

Buttons: Add Another Item to this Order, View Order Details, **PROCEED TO CHECKOUT**

Verify that you understand that fees are non-refundable

Click **“Make Payment”**

My Purchasing Account: ARNOLD BROS TRANSPORT LTD

Checkout

Checkout Details

\* required field

No Transponder or Decal is being shipped in this order. Please proceed with payment.

Total Order Cost

Order Number: 43012

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2016 (renew vehicle transponder)	1	12/31/2016	\$401.67
<b>Total</b>			<b>\$401.67</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

Payment Confirmation Email

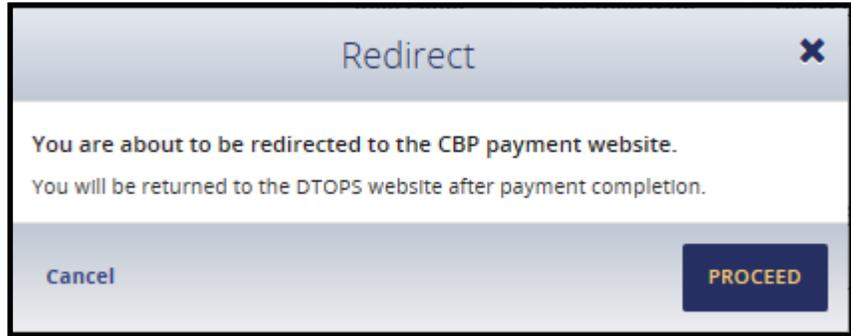
A payment confirmation will be emailed to:

Your Profile Email: ALYSSA.B.COOK@CBP.DHS.GOV [Update Email](#)

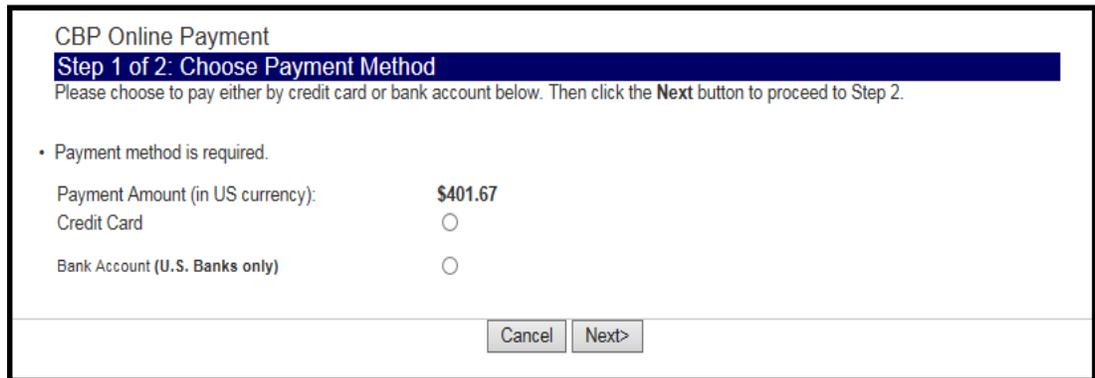
Plus these Purchasing Account Email(s): Primary: [Update Email\(s\)](#)

Buttons: < Back, **Make Payment**

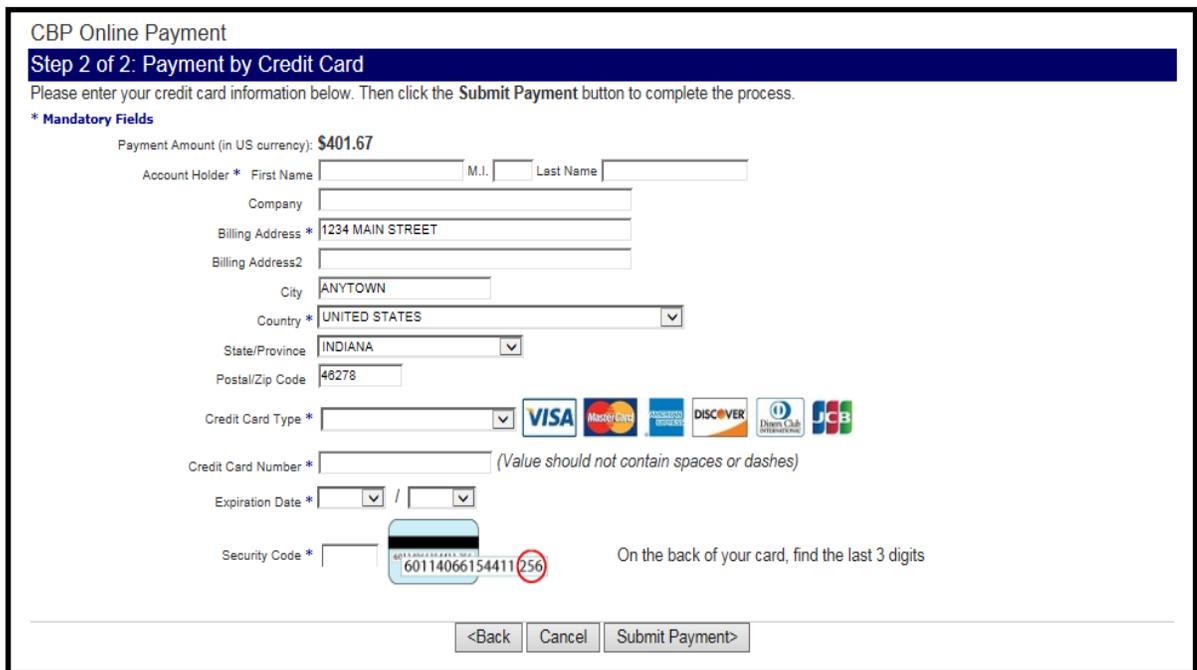
You will be redirected to the payment website, click **"PROCEED"**



Choose your payment method.  
Note: Paying by bank account will add 4 days to processing time.  
Click **"Next"**

A form titled "CBP Online Payment" with a sub-header "Step 1 of 2: Choose Payment Method". Below the sub-header, it says "Please choose to pay either by credit card or bank account below. Then click the Next button to proceed to Step 2." There is a bullet point: "Payment method is required." Below that, it shows "Payment Amount (in US currency): \$401.67". There are two radio button options: "Credit Card" and "Bank Account (U.S. Banks only)". At the bottom, there are "Cancel" and "Next>" buttons.

If you choose Credit Card, enter the required information and click **"Submit Payment"**

A form titled "CBP Online Payment" with a sub-header "Step 2 of 2: Payment by Credit Card". Below the sub-header, it says "Please enter your credit card information below. Then click the Submit Payment button to complete the process." There is a section for "\* Mandatory Fields". The "Payment Amount (in US currency): \$401.67" is displayed. The form includes fields for: "Account Holder \* First Name", "M.I.", "Last Name", "Company", "Billing Address \* 1234 MAIN STREET", "Billing Address2", "City ANYTOWN", "Country \* UNITED STATES", "State/Province INDIANA", "Postal/Zip Code 46278", "Credit Card Type \*" with logos for VISA, MasterCard, American Express, DISCOVER, Diners Club International, and JCB. "Credit Card Number \*" with a note "(Value should not contain spaces or dashes)", "Expiration Date \*" with month and year dropdowns, and "Security Code \*" with a red circle around the last three digits "256". A note says "On the back of your card, find the last 3 digits". At the bottom, there are "<Back", "Cancel", and "Submit Payment>" buttons.

If you choose Bank Account, enter the required information and click "Submit Payment"

CBP Online Payment  
**Step 2 of 2: Payment by Bank Account (U.S. Banks only)**  
Please enter your bank account information below. Then click the **Submit Payment** button to complete the process.

A direct debit authorization must be received before 3:55 PM Eastern Time if payment is to occur as early as the next day. If the U.S. Treasury Department's designated depository is closed on a scheduled payment date (including weekends and some holidays), the payment will occur the next day the depository is open. A direct debit authorization must be initiated no more than 30 days in advance.

**\* Mandatory Fields**

Payment Amount (in US currency): **\$401.67**

Account Holder \* First Name  M.I.  Last Name   
Company   
Account Type\*   
Routing Number \*   
Account Number \*   
Confirm Account Number \*   
Check Number

Routing Number      Account Number      Check Number

:0 26 946 78 3:  9 243 76 73 90  1 234

<Back    Cancel    Submit Payment>

Once the payment is processed, you will receive a payment confirmation. Please print this page for your records.

Your order has been submitted for processing.

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Payment Confirmation

**Success!**

Your order payment has been successfully submitted

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

Payment Summary

Payment Tracking #	10730118
Payment Date	May 16, 2016 2:35:33 PM
Payer Name	JOSEPH DOE
Order Number	43024
Payment Amount	\$401.67

Contact Information

My Profile Email	J.DOE@INTERNET.COM
Primary Purchasing Account Email	J.DOE@INTERNET.COM
Billing Address	1234 MAIN STREET ANYTOWN, IN 46278

[Print Page](#)      [Go To Orders](#)

## Replacement Transponder – Commercial Vehicle

Replacement transponders are available only for vehicles that have been paid for the current User Fee Year.

From the Quick Start tab, click **“Replace a Transponder”** under the Commercial Vehicle column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Quick Start | Orders | Inventory | Registered Owners | Contact Info | Users

What would you like to do today?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)	Manage Purchasing Account
Pay Annual User Fee (for crossings through end of selected year)	Pay Annual User Fee (for crossings through end of selected year)	Pay Annual User Fee (for crossings through end of selected year)	View a List of Your Inventory
Pay a Single Crossing Fee	Renew a Decal	Renew a Decal	Activate / Deactivate a Vehicle
Renew a Transponder	Print an Individual Receipt	Print an Individual Receipt	Print Order Receipts
Print an Individual Receipt	Other Options: <ul style="list-style-type: none"><li>Replace a Decal</li><li>Exchange a Decal</li></ul>	Other Options: <ul style="list-style-type: none"><li>Replace a Decal</li><li>Exchange a Decal</li></ul>	Add a Registered Owner (only for vehicles)
Other Options: <ul style="list-style-type: none"><li>Update Vehicle Info</li><li><b>Replace a Transponder</b></li><li>Transfer Vehicle (from previous owner)</li><li>Exchange a Transponder</li></ul>			Modify Existing Order
			Other Options: <ul style="list-style-type: none"><li>Update Contact Information (for this purchasing account)</li><li>Add Users to this Purchasing Account</li><li>Reassign Admin Rights (for this purchasing account)</li></ul>

You will receive this message, click **“Next”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Replace Transponder

### Transponder Replacement Process

**Process**

You may request a replacement transponder if the issued transponder is non-operational, damaged, or lost.

On the following page:

- Find a vehicle based on any of the below:
  - VIN, License Plate Number, or Cab Number (searchable via 'Search' button)
  - Transponder Number, C-TPAT FAST ID (if applicable), or Registered Owner
- Select the vehicle(s) needing a replacement transponder
- Provide a reason why a replacement is needed

< Back    Cancel    **Next**

Add Item to Shopping Cart ▶ Replace Transponder

### Select Vehicle(s) for Transponder Replacement

\* required field

For which vehicle(s) do you need to replace the transponder? ?

Choose vehicle that needs a replacement transponder

Select the reason for the replacement

Include in Order		Vehicle Identification Information				
* Replacement Reason	Transponder Number	Cab Number	VIN	License Plate Number	C-TPAT FAST ID (if applicable)	Re
<input checked="" type="checkbox"/> Broken Windshield Transponder Not Functioning Transponder Not Received Other	E517201625651A80 <a href="#">View</a>	5	12345678912345678	558562		JO

< Back

Cancel

List All

Add to Order

If you choose other, type a reason in the box

Click "Add to Order"

\* Replacement Reason

Other

If the order contains everything you wish to order, click **"PROCEED TO CHECKOUT"**

If you need to order more transponders, click **"Add Another Item to this Order"**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Replace Transponder

**Item Successfully Added to Cart**

You can now add another item or proceed to checkout.

Your Order Number is: 43101 Total Items in this order: 1

Total Cost for item(s) added: \$0.00 for item(s)

Summary for Added Item(s):

- Replace Transponder: 1

Add Another Item to this Order    View Order Details    **Proceed to Checkout**

On the checkout page:

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click "Make Payment"

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

### Checkout

#### Checkout Details

\* required field

#### Shipping

The item(s) will be shipped to:

Shipping Address | 1234 MAIN STREET  
ANYTOWN IN 46278  
UNITED STATES  
[Update Address](#)

\* Yes, the shipping address is correct.

\* How would you like your item(s) shipped? [?](#)

Please allow 4-6 weeks for processing during periods of heavy order volumes.

<input type="checkbox"/> Standard Shipping	\$0.00
<input type="checkbox"/> Expedited Shipping	\$6.00

**Warning:** Expedited shipping is not available to a P.O. Box.

#### Total Order Cost

Order Number: 43101

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Replacement for 2016 (vehicle transponder)	1	12/31/2016	\$0.00
Shipping			\$0.00
<b>Total</b>			<b>\$0.00</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

#### Payment Confirmation Email

A payment confirmation will be emailed to:

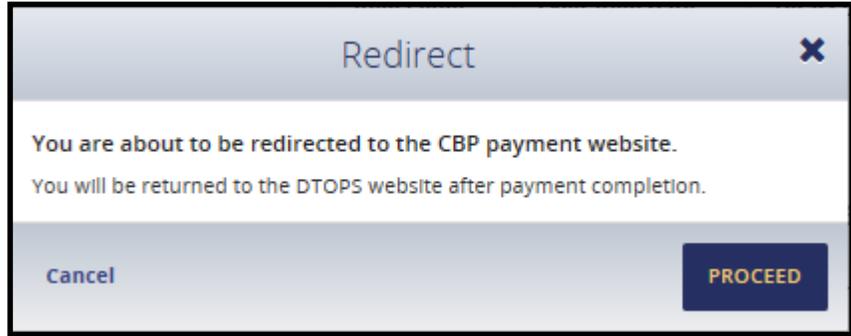
Your Profile Email | j.DOE@INTERNET.COM  
[Update Email](#)

Plus these Purchasing Account Email(s) | Primary: j.DOE@INTERNET.COM  
[Update Email\(s\)](#)

[Back](#) [Make Payment](#)

Note: Even though there is no charge for a replacement sent standard shipping, you must click "Make Payment."

You will be redirected to the payment website, click "PROCEED"



Note: If you choose expedited shipping, you will be required to enter payment.

Print this page for your records. Your order has been submitted for processing.

Account ID: J00527670

My Purchasing Account: JOSEPH DOE

☑ Payment Confirmation

**Success!**

**Your order payment has been successfully submitted**

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

**Payment Summary**

Payment Tracking #	
DTOPS Tracking #	52427
Order Number	43101
Payment Amount	\$0.00

**Contact Information**

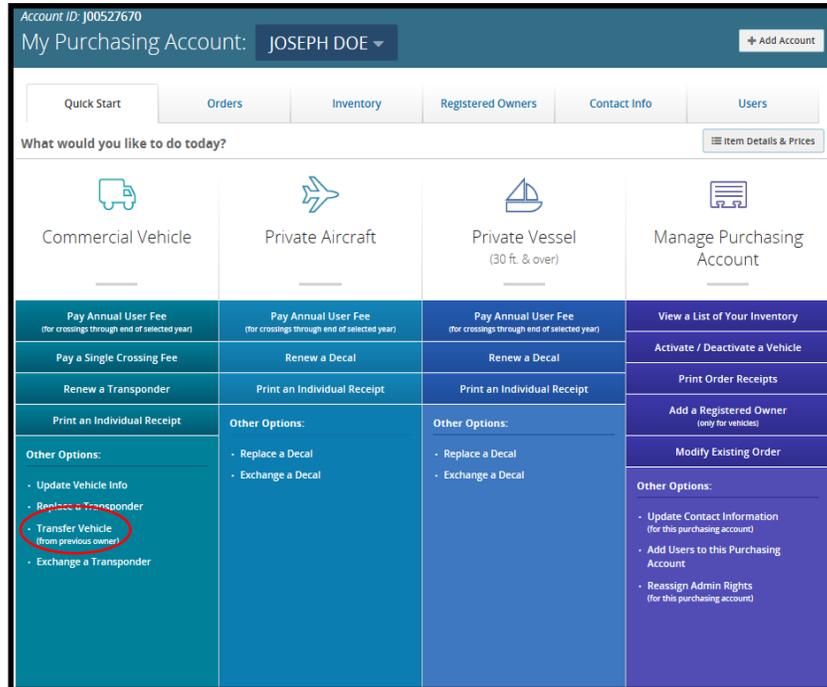
My Profile Email	J.DOE@INTERNET.COM
Primary Purchasing Account Email	J.DOE@INTERNET.COM

[Print Page](#) [Go To Orders](#)

## Transfer – Commercial Vehicle

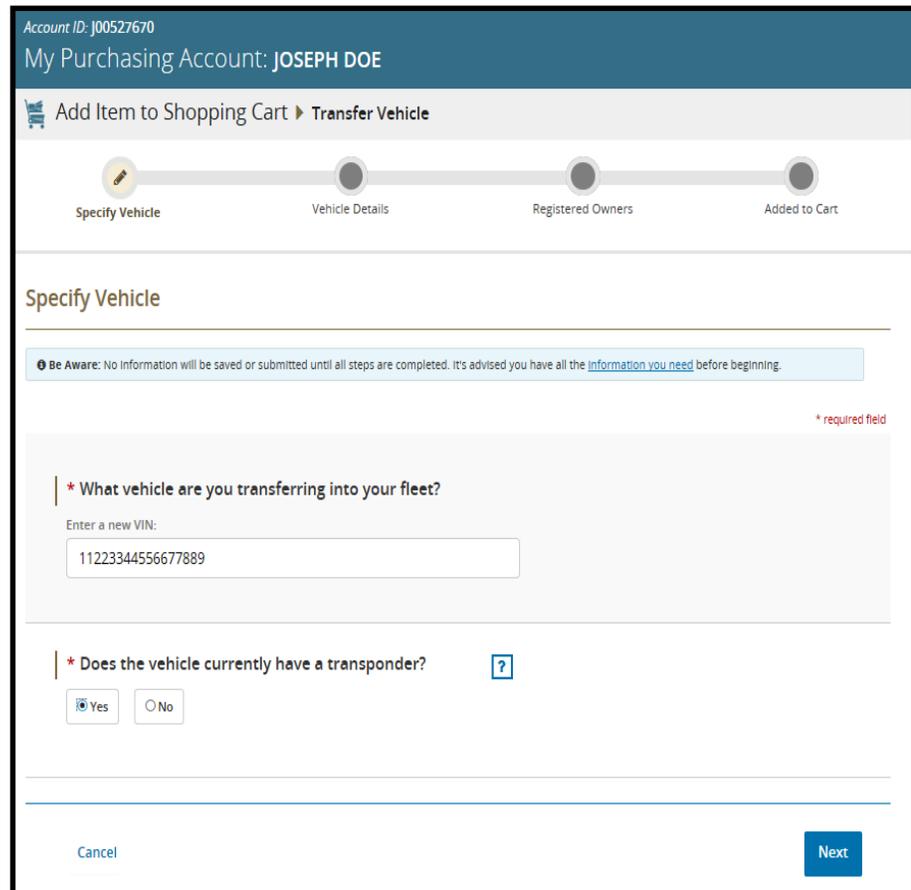
A vehicle with a transponder paid for the current year can be transferred from one account to another. Transponders may not be transferred from one vehicle to another.

From the Quick Start tab, click **“Transfer Vehicle”** under the Commercial Vehicle column

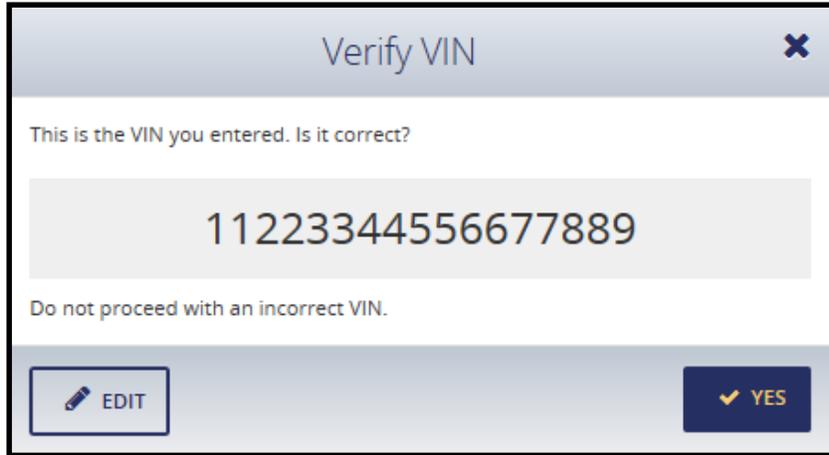


Enter the entire VIN (Vehicle Identification Number) and select **“Yes”** or **“No”** for the question, **“Does this vehicle currently have a transponder?”**

Click **“Next”**

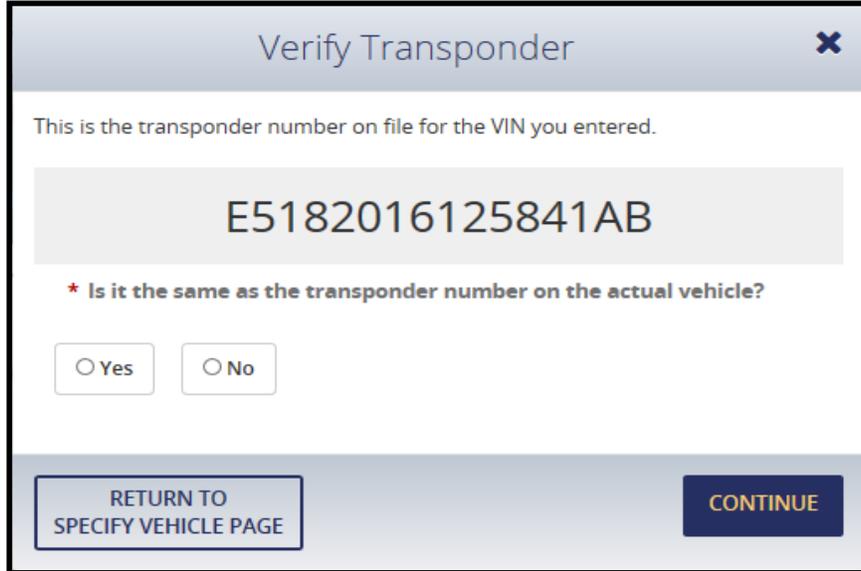


Verify that the VIN (Vehicle Identification Number) matches the registration.



The dialog box is titled "Verify VIN" and contains the text "This is the VIN you entered. Is it correct?". Below this text is a large grey box displaying the VIN "11223344556677889". Underneath the VIN box is the instruction "Do not proceed with an incorrect VIN." At the bottom of the dialog, there are two buttons: "EDIT" with a pencil icon and "YES" with a checkmark icon.

If you answered "Yes" for "Does the vehicle currently have a transponder?" you will need to verify that the transponder number on the vehicle matches the transponder number in the system.



The dialog box is titled "Verify Transponder" and contains the text "This is the transponder number on file for the VIN you entered." Below this text is a large grey box displaying the transponder number "E5182016125841AB". Underneath the transponder number box is the question "\* Is it the same as the transponder number on the actual vehicle?". Below the question are two radio button options: "Yes" and "No". At the bottom of the dialog, there are two buttons: "RETURN TO SPECIFY VEHICLE PAGE" and "CONTINUE".

If you answered "No" for "Does the vehicle currently have a transponder?" you will need to give the reason a replacement is need.



The dialog box is titled "Transponder Found" and contains the text "A transponder was found in the system associated with the VIN you entered. Please provide your reason for requesting a new transponder." Below this text is the label "\* Reason:" followed by a dropdown menu. At the bottom of the dialog, there are two buttons: "RETURN TO SPECIFY VEHICLE PAGE" and "CONTINUE".

Enter the required information for the vehicle: License Plate Number, Country and State/Province plate was issued, Cab Number, Make, Model, Model year, color, and C-TPAT Carrier FAST ID.

Note: If you do not have a cab number, use the last 5 digits of the VIN.

C-TPAT Carrier FAST ID is only required for C-TPAT FAST approved companies. Do not use a Driver FAST ID Number.

If you do not have a C-TPAT FAST ID, please leave the field blank.

Note: You cannot update the vehicle's Make, Model, or Model Year during a transfer order. If any information is incorrect, please send a copy of your registration to the help desk along with an explanation in order to have the information updated.

Click "Next"

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Transfer Vehicle

Specify Vehicle Vehicle Details Registered Owners Added to Cart

### Vehicle Details

For VIN: 11223344556677889 \* required field

\* What is the license plate number? [?](#)

Where was the license plate issued? [?](#)

\* Country:

\* State / Province / Region:

\* What is the vehicle's cab/unit number? [?](#)

Note: If you do not have a cab number, use the last five digits of the VIN.

Vehicle's make (manufacturer), model, and model year: [?](#)

Make	FREIGHTLINER
Model	111
Model Year	2015

\* What color is the vehicle? [?](#)

Is the carrier company C-TPAT FAST approved? [?](#)

If no, please leave blank.

C-TPAT Carrier FAST ID:

[< Back](#) [Cancel](#) [Next](#)

Answer “Yes” if the registered owner is a Carrier that is FAST approved.

Enter the Carrier FAST ID and click “Submit”

Answer “No” if the registered owner is not a Carrier that is FAST approved.

Enter the registered owner’s information.  
Click “Submit”

Note: For Canadian registrations use the registered plate owner’s information.

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ New Annual User Fee (Transponder)

Specify Vehicle Vehicle Details Registered Owners Added to Cart

Specify the Registered Owner's Information \* required field

**\* Who is the registered owner of the vehicle?** ?  
Select a registered owner from the list or add a new owner.

This account has no registered owners

Owner not listed?

**\* Is the registered owner of the vehicle FAST approved?** ?

Yes  No

If the order contains everything you wish to order, click “Proceed to checkout”

If you need to order more transponders, click “Add Another Item to this Order”

Item Successfully Added to Cart \* required field

You can now add another item or proceed to checkout.

Your Order Number is:  Total items in this order: 1

Total Cost for item(s) added: **\$0.00** for 1 item(s)

Details for Added Item(s):

- Transfer a Vehicle 2016 (Annual User Fee) (a new transponder will be sent) for the following vehicles:

VIN	Plate, State, Country	Cab Number
1 11223344556677889	1122336, IN, US	12

Check out page for order with new transponder requested.

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click "Make Payment"

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

### Checkout

#### Checkout Details

\* required field

#### Shipping

The item(s) will be shipped to:

Shipping Address | 1234 MAIN STREET  
ANYTOWN IN 46278  
UNITED STATES  
[Update Address](#)

\* Yes, the shipping address is correct.

\* How would you like your item(s) shipped? [?](#)

Please allow 4-6 weeks for processing during periods of heavy order volumes.

<input type="checkbox"/> Standard Shipping	\$0.00
<input type="checkbox"/> Expedited Shipping	\$6.00

Warning: Expedited shipping is not available to a P.O. Box.

#### Total Order Cost

Order Number: 43101

Item(s) In This Order	Item Count	Expiration Date	Total Cost
Replacement for 2016 (vehicle transponder)	1	12/31/2016	\$0.00
Shipping			\$0.00
<b>Total</b>			<b>\$0.00</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

#### Payment Confirmation Email

A payment confirmation will be emailed to:

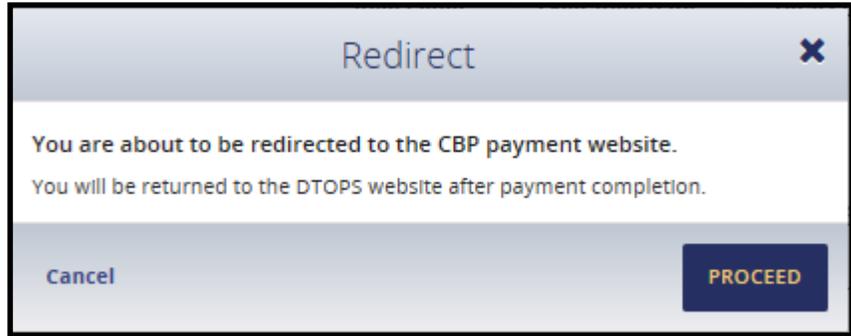
Your Profile Email | j.DOE@INTERNET.COM  
[Update Email](#)

Plus these Purchasing Account Email(s) | Primary: j.DOE@INTERNET.COM  
[Update Email\(s\)](#)

[Back](#) [Make Payment](#)

Note: Even though there is no charge for a transfer order sent standard shipping, you must click "Make Payment."

You will be redirected to the payment website, click "PROCEED"



Note: If you choose expedited shipping, you will be required to enter payment.

Print this page for your records. Your order has been submitted for processing.

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

### Payment Confirmation

**Success!**

**Your order payment has been successfully submitted**

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

#### Payment Summary

Payment Tracking #	
DTOPS Tracking #	52427
Order Number	43101
Payment Amount	\$0.00

#### Contact Information

My Profile Email	J.DOE@INTERNET.COM
Primary Purchasing Account Email	J.DOE@INTERNET.COM

[Print Page](#) [Go To Orders](#)

## Exchange – Commercial Vehicle

Because a transponder is assigned to a specific conveyance, it cannot be removed and attached to another conveyance. CBP will exchange a User Fee for a different conveyance if a written request is postmarked no later than 30 calendar days after it was issued. The request must also be made prior to a transfer of the renewed conveyance to another company. Only valid requests will be granted.

The following documentation must be submitted for transponder exchanges:

- Unused/Used transponder.
- Itemized receipt that was sent to you with the transponder.
- New application for the vehicle that will be assigned the replacement transponder. New Payment is no longer required.
- Signed statement with a brief explanation of the circumstances that required the exchange, including a contact name and telephone number.

*\* The exception to the 30-day rule: If you purchased a transponder prior to January 1st, it may be exchanged through January 31st of the renewal year.*

Mail, fax, or email the above documents to:

Email: [decals@dhs.gov](mailto:decals@dhs.gov)

Fax: 317-290-3219

**U.S. Customs and Border Protection**  
ATTN: DTOPS Program Administrator  
6650 Telecom Drive, Suite 100  
Indianapolis, IN 46278

### Need a Paper Application?

1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.

If you are unable to return the transponder to be exchanged, please include the reason in writing why you are unable to return the transponder.

If you need further assistance, please contact the help desk by phone at (317) 298-1245 or by email at [decals@dhs.gov](mailto:decals@dhs.gov).

## Alternative Order Methods – New User Fee – Commercial Vehicle

### Method 1 – New User Fee – Commercial Vehicle - New DTOPS User

Select “Commercial Vehicle” from the home screen.

Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

**Commercial Vehicle** Private Aircraft Private Vessel

The page will scroll down to the commercial vehicle options. Click “Pay Annual User Fee”

Commercial Vehicle

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

Pay a Single Border Crossing Fee

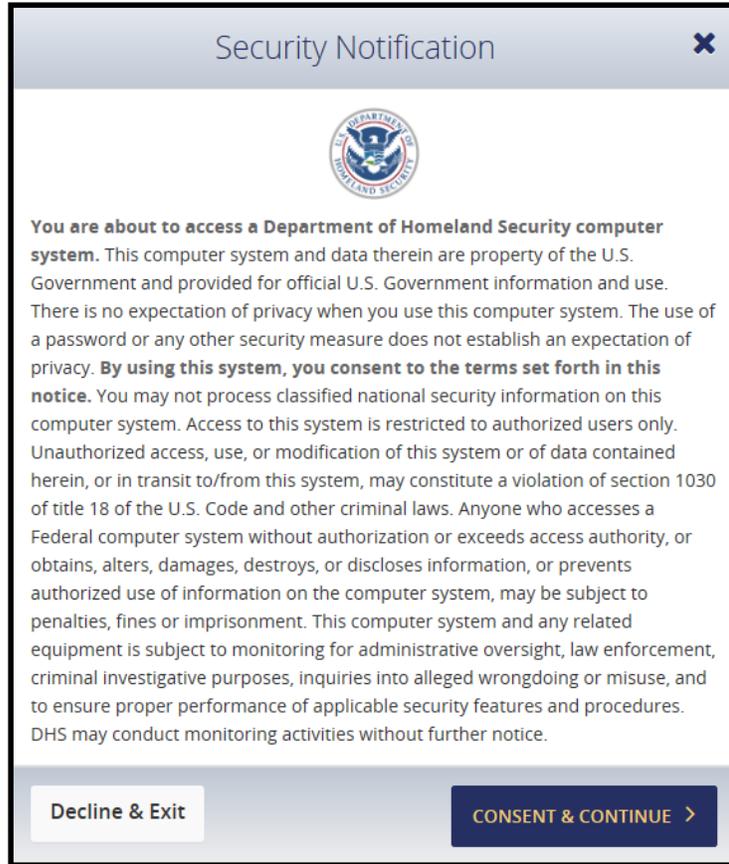
[Learn More](#)

Renew a Transponder

[Learn More](#)

[Additional Actions](#)

You will receive a security notification,  
Click “Consent & Continue”



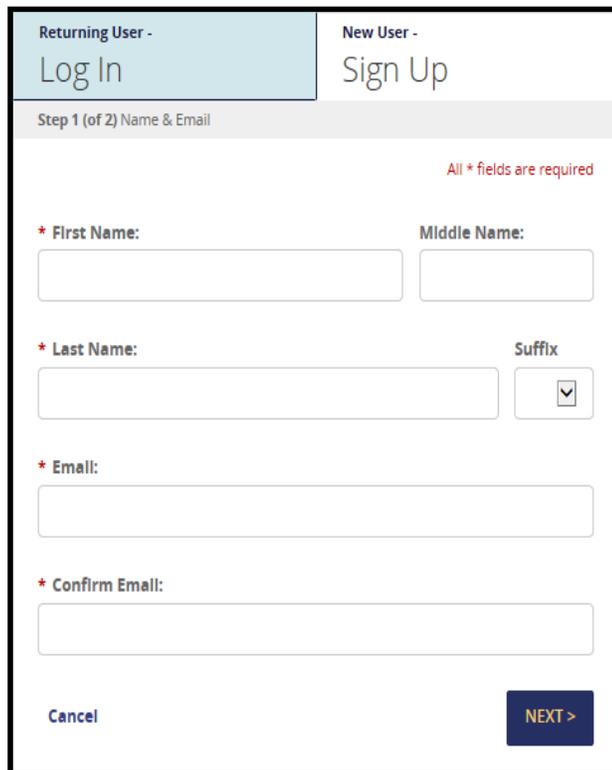
The image shows a 'Security Notification' window with a grey header and a close button (X) in the top right. Below the header is the Department of Homeland Security seal. The main text reads: 'You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.' At the bottom, there are two buttons: 'Decline & Exit' and 'CONSENT & CONTINUE >'.

Follow the steps on page 1  
to Sign Up for a User ID

Follow the steps on page 11  
to register for a Purchasing Account

After setting up a User ID and Purchasing Account,  
you will be redirected to the start of a  
New User Fee order.

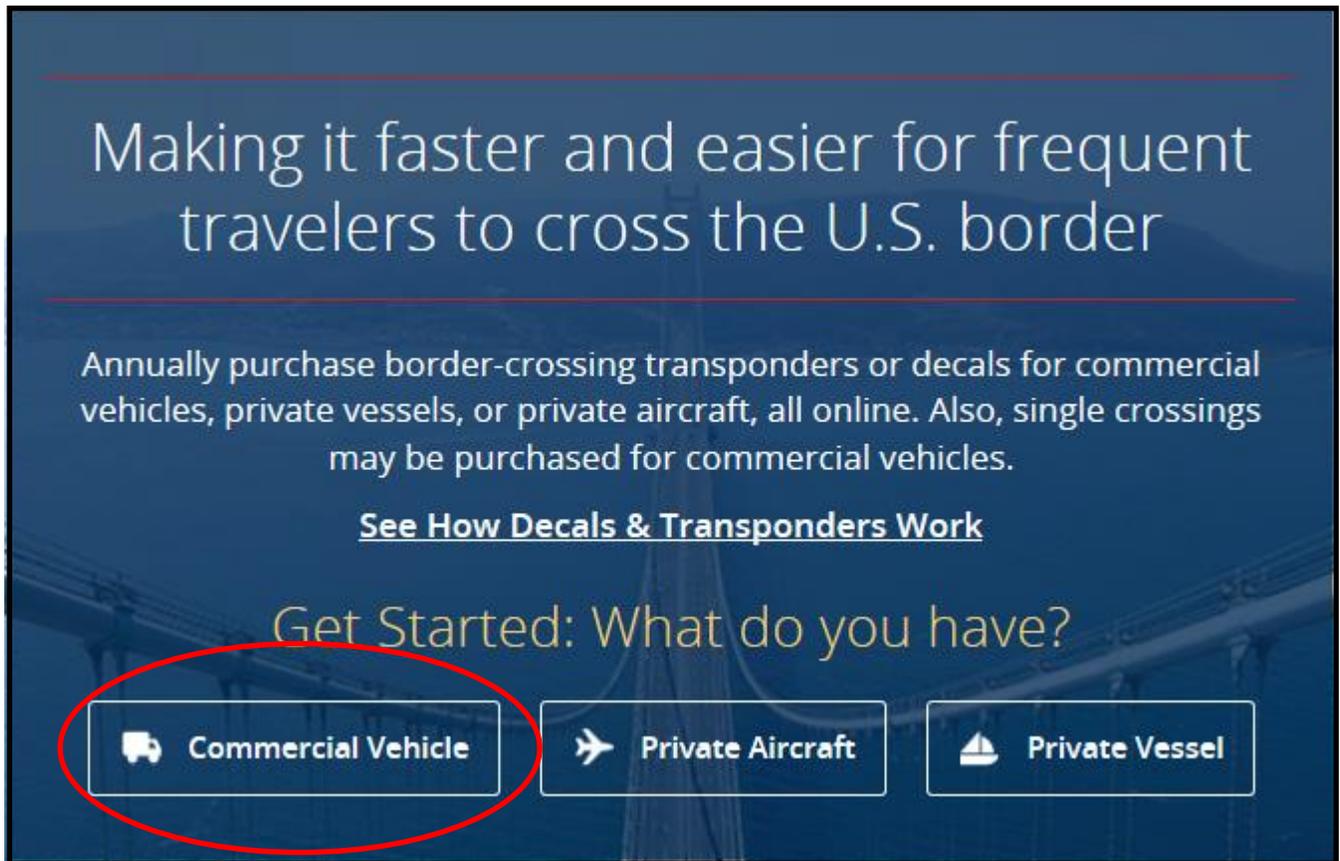
See page 34 for order help



The image shows a user registration form with two tabs: 'Returning User - Log In' and 'New User - Sign Up'. The 'New User - Sign Up' tab is active. Below the tabs is a header 'Step 1 (of 2) Name & Email' and a note 'All \* fields are required'. The form contains several input fields: 'First Name', 'Middle Name', 'Last Name', 'Suffix' (a dropdown menu), 'Email', and 'Confirm Email'. There are 'Cancel' and 'NEXT >' buttons at the bottom.

## Method 2 – New User Fee – Commercial Vehicle - Existing DTOPS User (not signed in)

Select “Commercial Vehicle” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

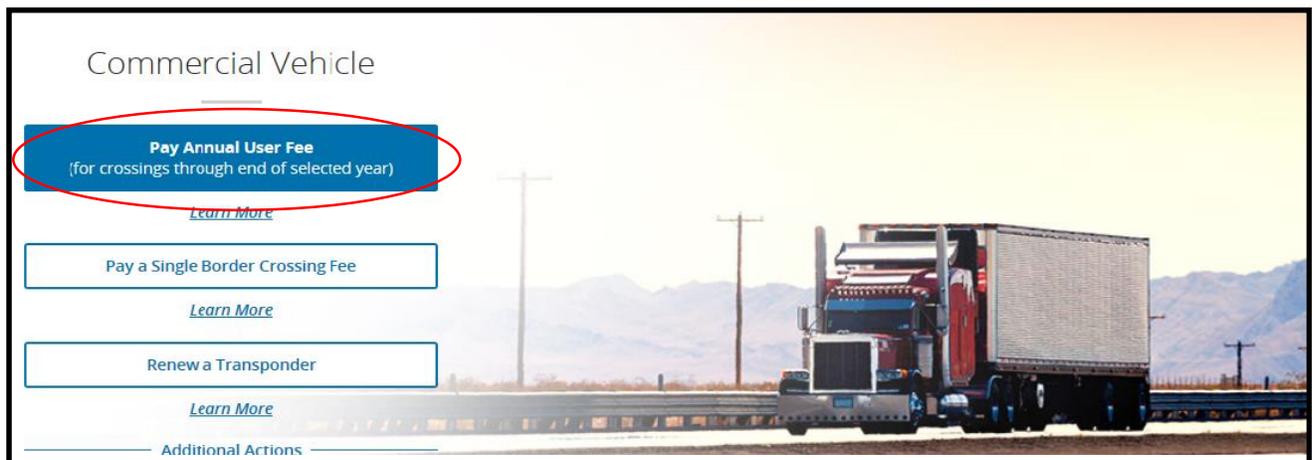
[See How Decals & Transponders Work](#)

Get Started: What do you have?

**Commercial Vehicle** Private Aircraft Private Vessel

The image shows a dark blue banner with white text. At the bottom, there are three white buttons with icons: a truck for 'Commercial Vehicle', an airplane for 'Private Aircraft', and a sailboat for 'Private Vessel'. The 'Commercial Vehicle' button is circled in red.

The page will scroll down to the commercial vehicle options. Click “Pay Annual User Fee”



Commercial Vehicle

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

Pay a Single Border Crossing Fee

[Learn More](#)

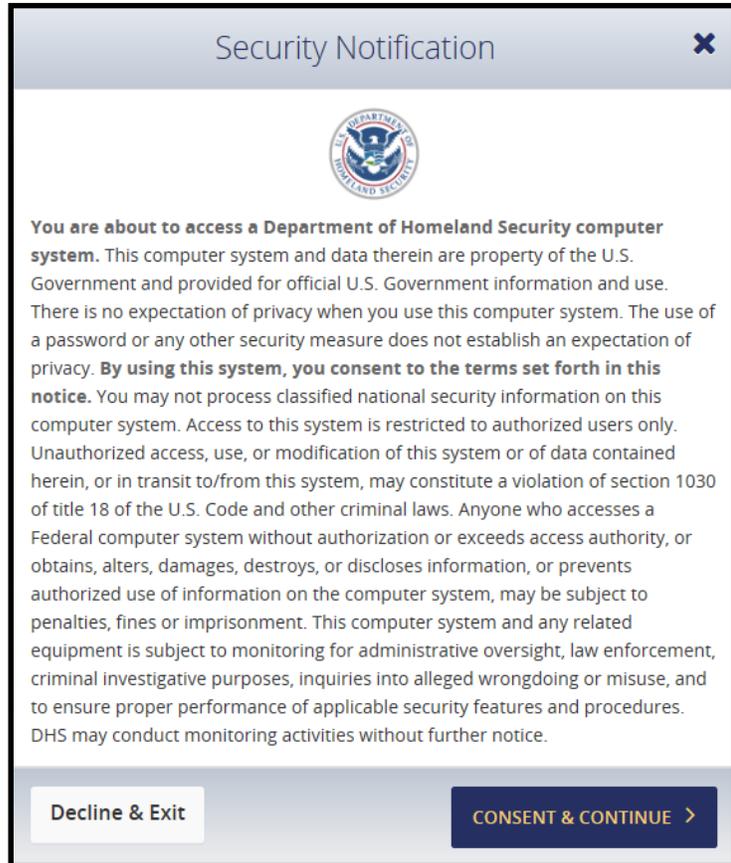
Renew a Transponder

[Learn More](#)

Additional Actions

The image shows a webpage for 'Commercial Vehicle' with a background of a red and white semi-truck on a highway. The 'Pay Annual User Fee' button is circled in red. Below it are three other buttons: 'Pay a Single Border Crossing Fee', 'Renew a Transponder', and 'Additional Actions'. Each button has a 'Learn More' link below it.

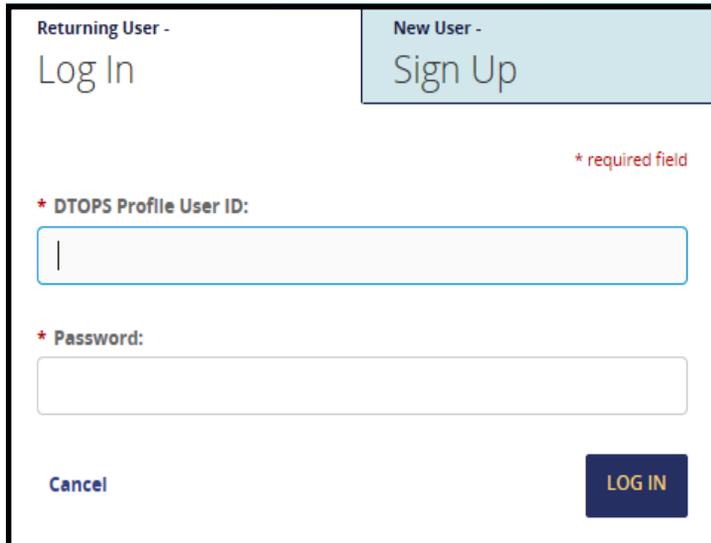
You will receive a security notification,  
Click **“Consent & Continue”**



The image shows a "Security Notification" dialog box with a close button (X) in the top right corner. At the top center is the U.S. Department of Homeland Security seal. Below the seal is a paragraph of text: "You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. **By using this system, you consent to the terms set forth in this notice.** You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice." At the bottom of the dialog box are two buttons: "Decline & Exit" on the left and "CONSENT & CONTINUE >" on the right.

Enter you DTOPS User ID and  
password

Click **“Log In”**



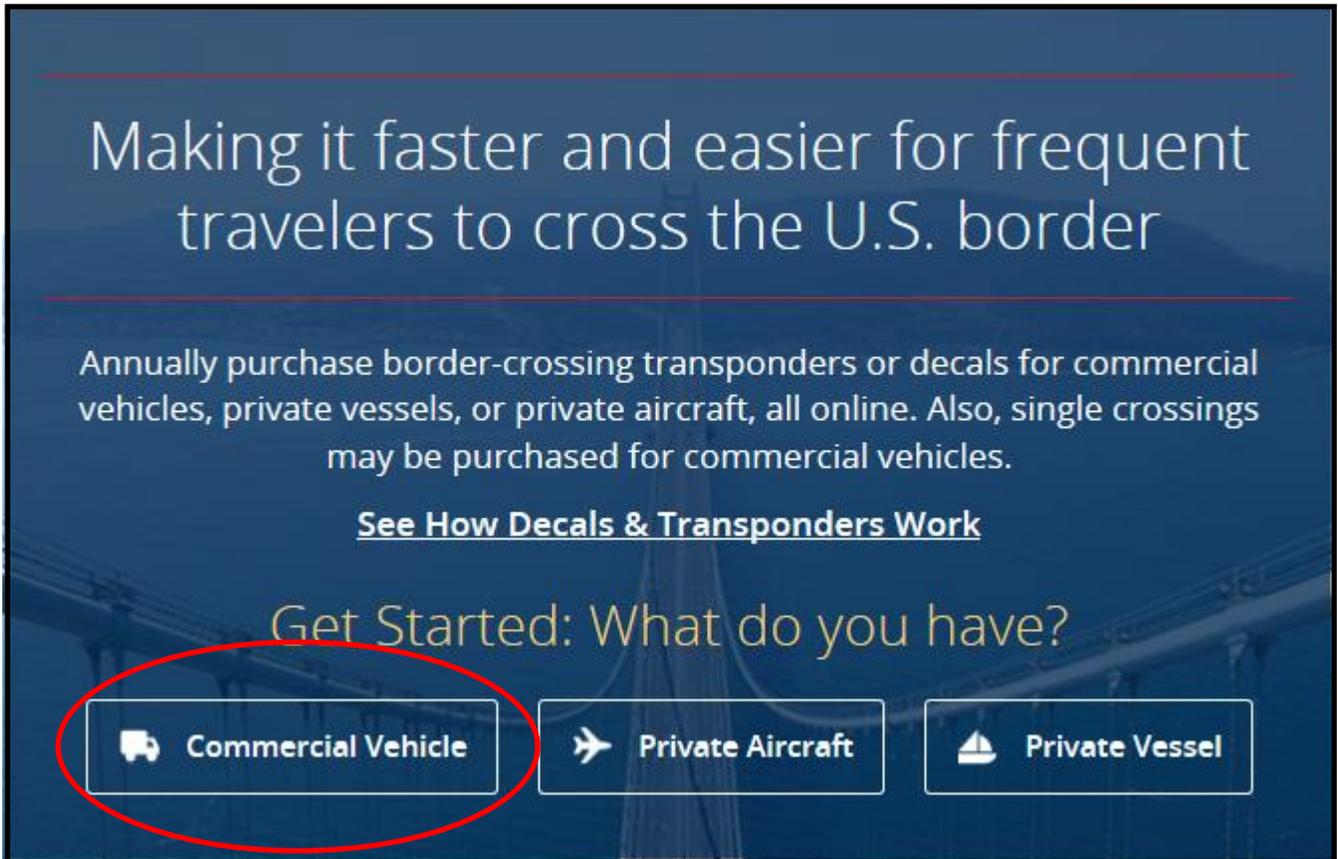
The image shows a login/sign up form. At the top, there are two tabs: "Returning User - Log In" (active) and "New User - Sign Up". Below the tabs, there are two required fields: "\* DTOPS Profile User ID:" and "\* Password:". Each field has a text input box. A red asterisk and the text "\* required field" are positioned to the right of the first field. At the bottom left is a "Cancel" button, and at the bottom right is a "LOG IN" button.

After logging in, you will be redirected to the start of a New User Fee order.

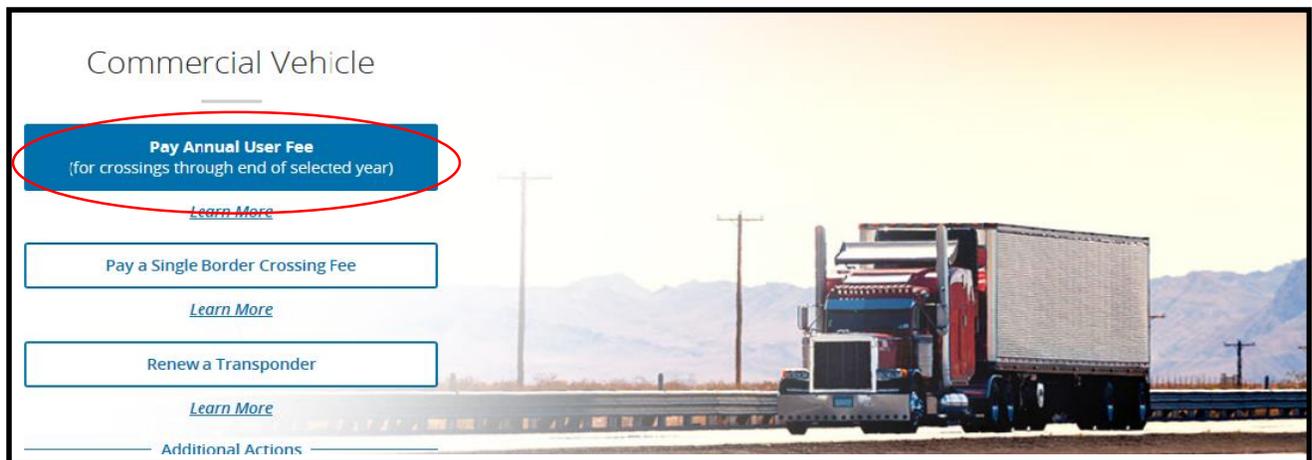
**See page 34 for order help**

### Method 3 – New User Fee – Commercial Vehicle - Existing DTOPS User Home Screen (signed in)

Select “Commercial Vehicle” from the home screen.



The page will scroll down to the commercial vehicle options. Click “Renew a Transponder”



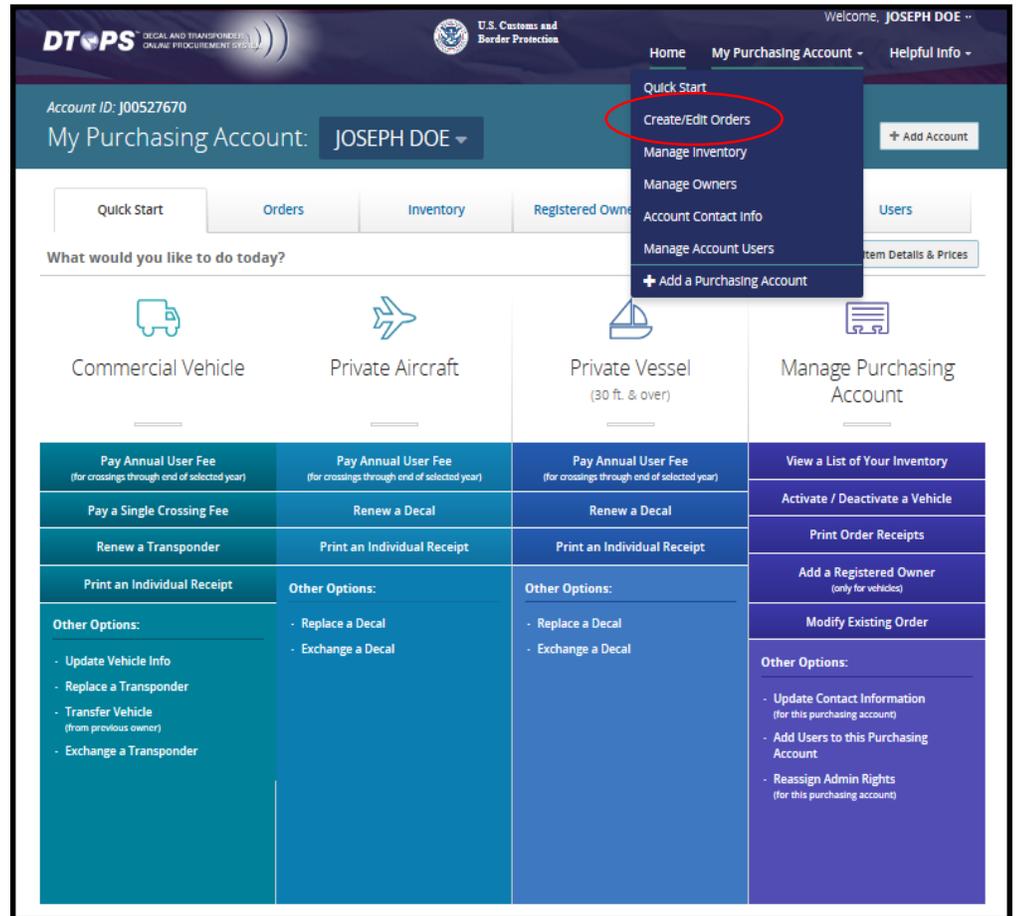
You will be redirected to the start of a New User Fee order.

See page 34 for order help

## Method 4 – New User Fee – Commercial Vehicle - Existing DTOPS User (signed in)

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.



Click “Add an Order”



Select "Add to Cart" under Annual User Fee (Vehicle Transponder) in the Commercial Vehicle Column

Account ID: J005Z7670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

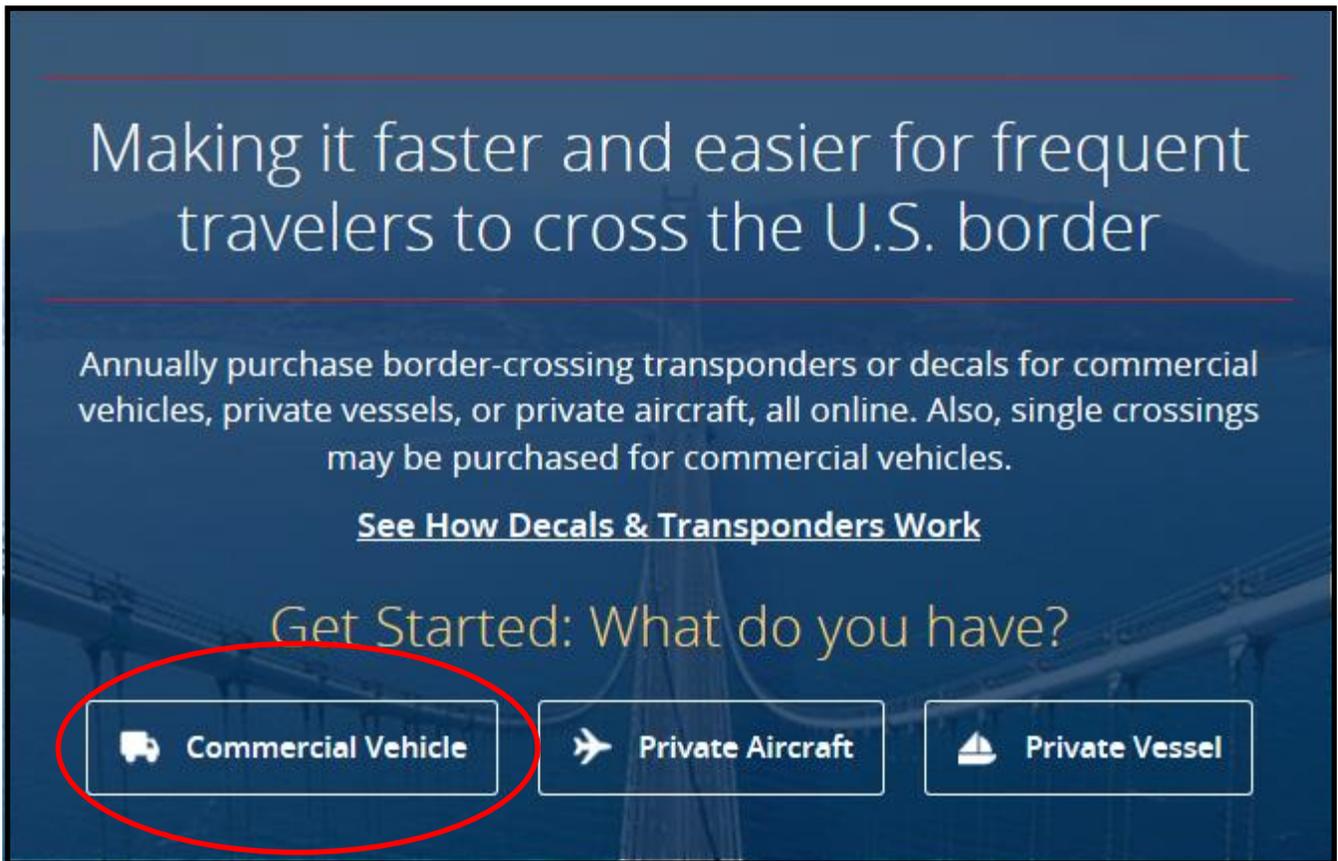
Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online see instructions	Replacements cannot be done online see instructions
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

You will be redirected to the start of a New User Fee order.

See page 34 for order help

## Method 1 – Renewal – Commercial Vehicle - Existing DTOPS User (not signed in)

Select “Commercial Vehicle” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

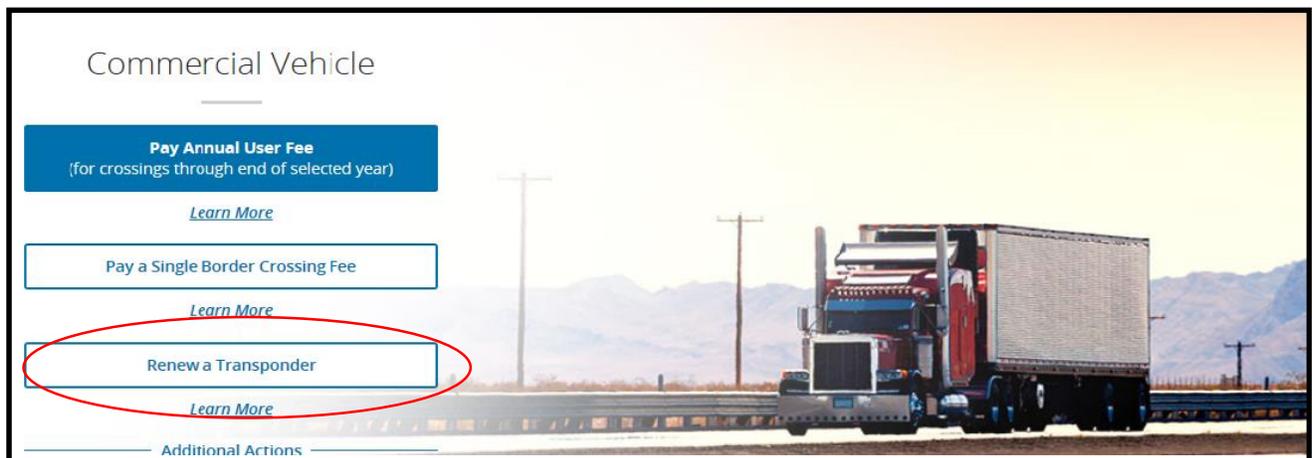
[See How Decals & Transponders Work](#)

Get Started: What do you have?

**Commercial Vehicle** Private Aircraft Private Vessel

The image shows a dark blue banner with white text. At the bottom, there are three white buttons with icons: a truck for 'Commercial Vehicle', an airplane for 'Private Aircraft', and a sailboat for 'Private Vessel'. The 'Commercial Vehicle' button is circled in red.

The page will scroll down to the commercial vehicle options. Click “Renew a Transponder”



Commercial Vehicle

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

Pay a Single Border Crossing Fee

[Learn More](#)

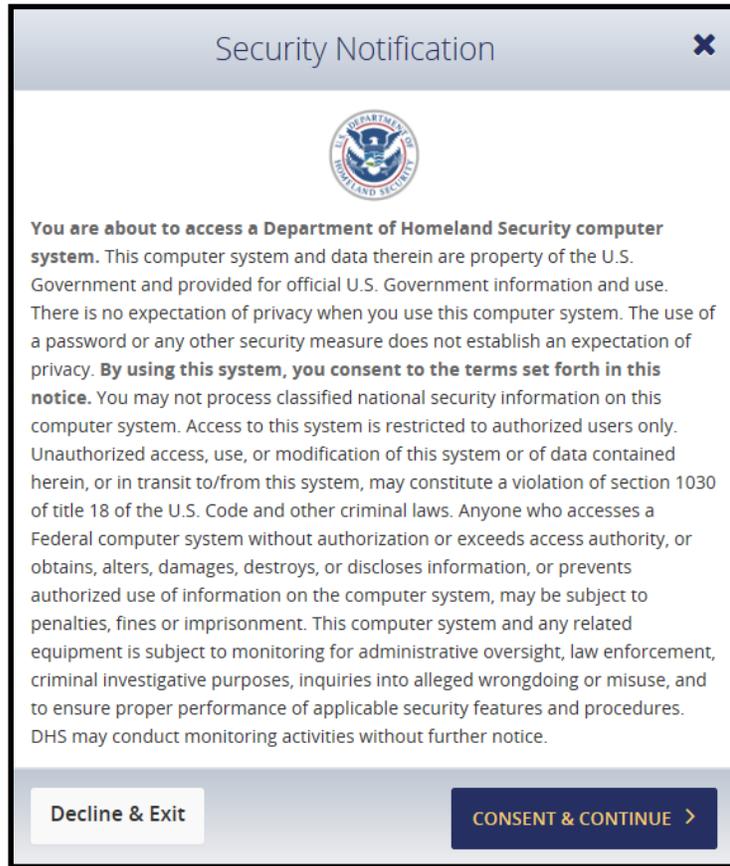
**Renew a Transponder**

[Learn More](#)

Additional Actions

The image shows a white background with a blue header 'Commercial Vehicle'. Below it are three blue buttons with white text: 'Pay Annual User Fee (for crossings through end of selected year)', 'Pay a Single Border Crossing Fee', and 'Renew a Transponder'. Each button has a 'Learn More' link below it. The 'Renew a Transponder' button is circled in red. At the bottom, there is a link for 'Additional Actions'. The background of the page features a photograph of a red semi-truck on a highway.

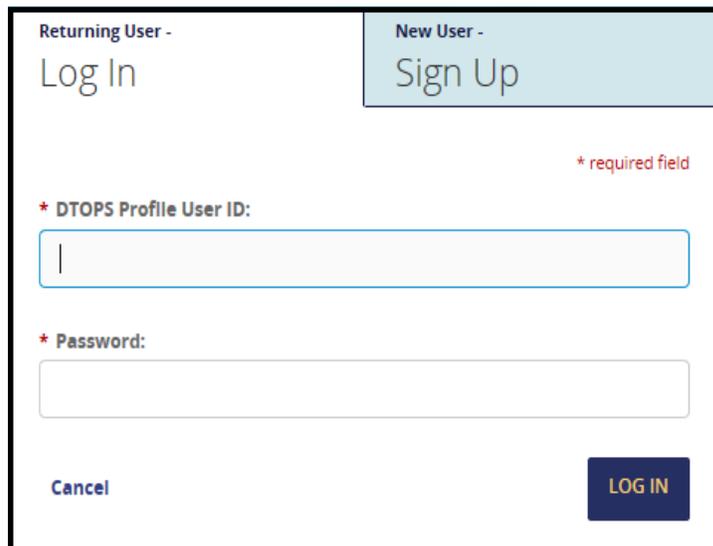
Click "Consent & Continue"



The image shows a "Security Notification" dialog box with a close button (X) in the top right corner. It features the Department of Homeland Security seal. The text inside reads: "You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice." At the bottom, there are two buttons: "Decline & Exit" and "CONSENT & CONTINUE >".

Enter you DTOPS User ID and password

Click "Log In"



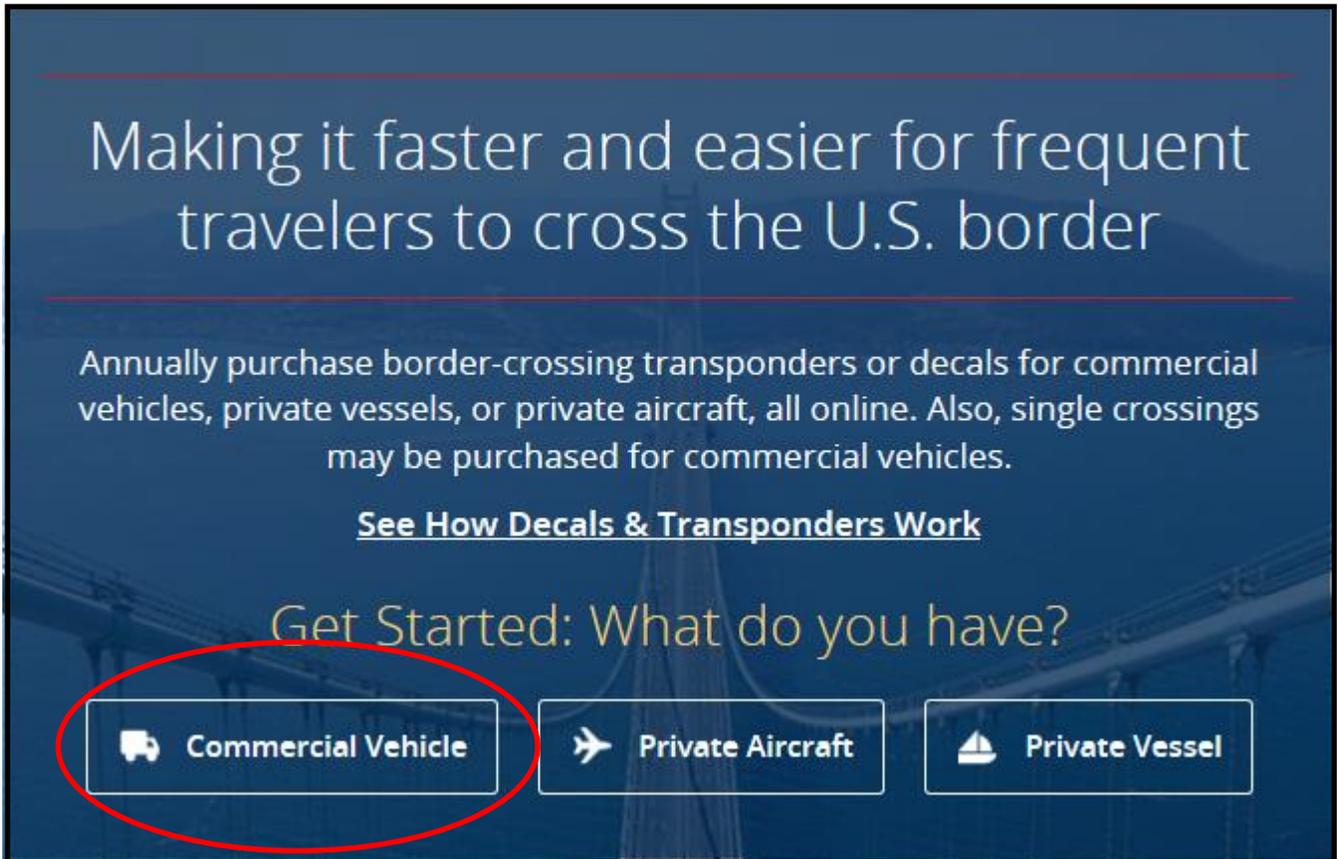
The image shows a login/sign up form with two tabs: "Returning User - Log In" and "New User - Sign Up". The "Log In" tab is active. There are two input fields: "\* DTOPS Profile User ID:" and "\* Password:". A red asterisk and the text "\* required field" are positioned to the right of the labels. Below the input fields are two buttons: "Cancel" and "LOG IN".

After logging in, you will be redirected to the start of a Renewal order.

See page 42 for order help

## Method 2 – Renewal – Commercial Vehicle - Existing DTOPS User Home Screen (signed in)

Select “Commercial Vehicle” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

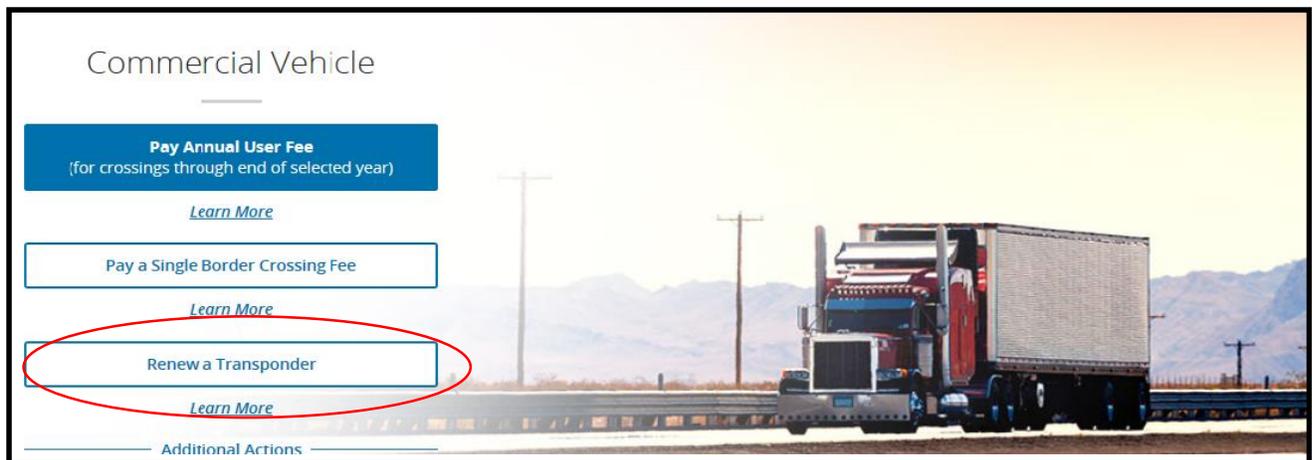
[See How Decals & Transponders Work](#)

Get Started: What do you have?

**Commercial Vehicle**   **Private Aircraft**   **Private Vessel**

The image shows a dark blue banner with white text. The 'Commercial Vehicle' button is circled in red. The background features a blurred image of a bridge or highway structure.

The page will scroll down to the commercial vehicle options. Click “Renew a Transponder”



Commercial Vehicle

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

Pay a Single Border Crossing Fee

[Learn More](#)

**Renew a Transponder**

[Learn More](#)

Additional Actions

The image shows a white background with a blue header. The 'Renew a Transponder' button is circled in red. The background features a photograph of a red semi-truck on a highway with mountains in the distance.

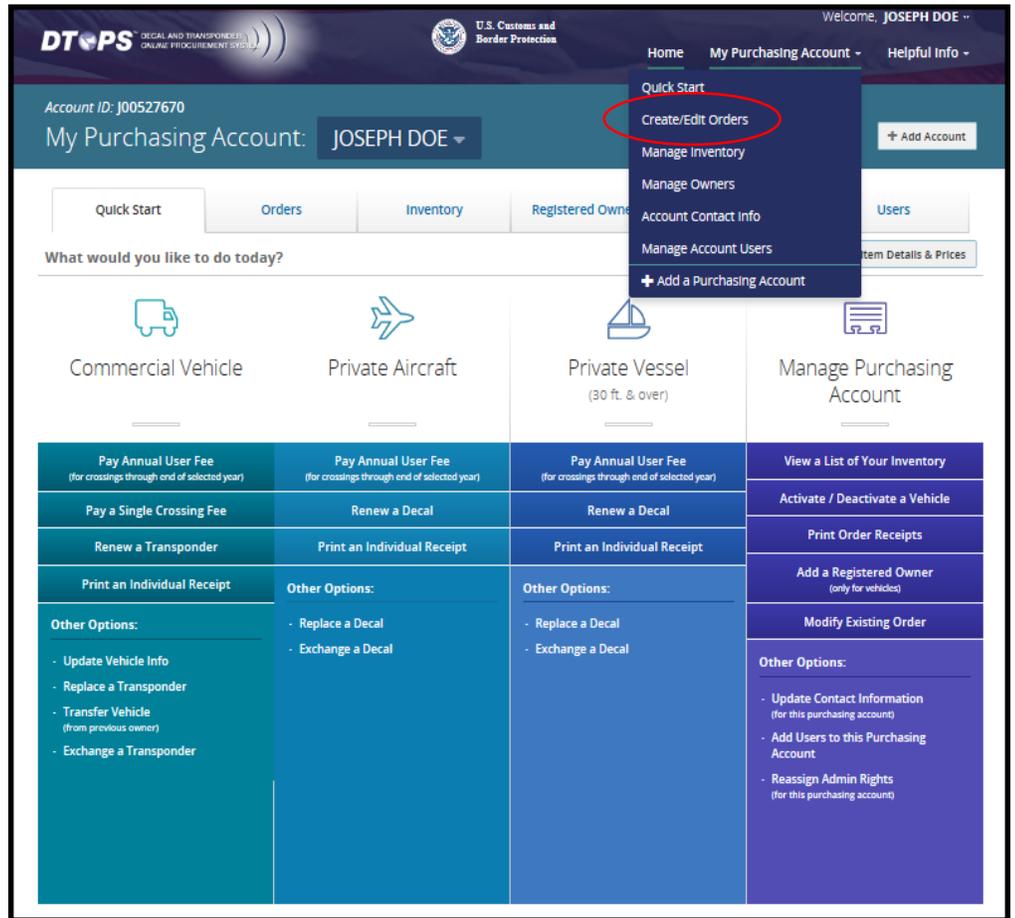
You will be redirected to the start of a Renewal order.

See page 42 for order help

### Method 3 – Renewal – Commercial Vehicle - Existing DTOPS User (signed in)

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the “My Purchasing Account” dropdown.



Click “Add an Order”



Select "Add to Cart" under Renew Vehicle Transponder in the Commercial Vehicle Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online <a href="#">see instructions</a>	Replacements cannot be done online <a href="#">see instructions</a>
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

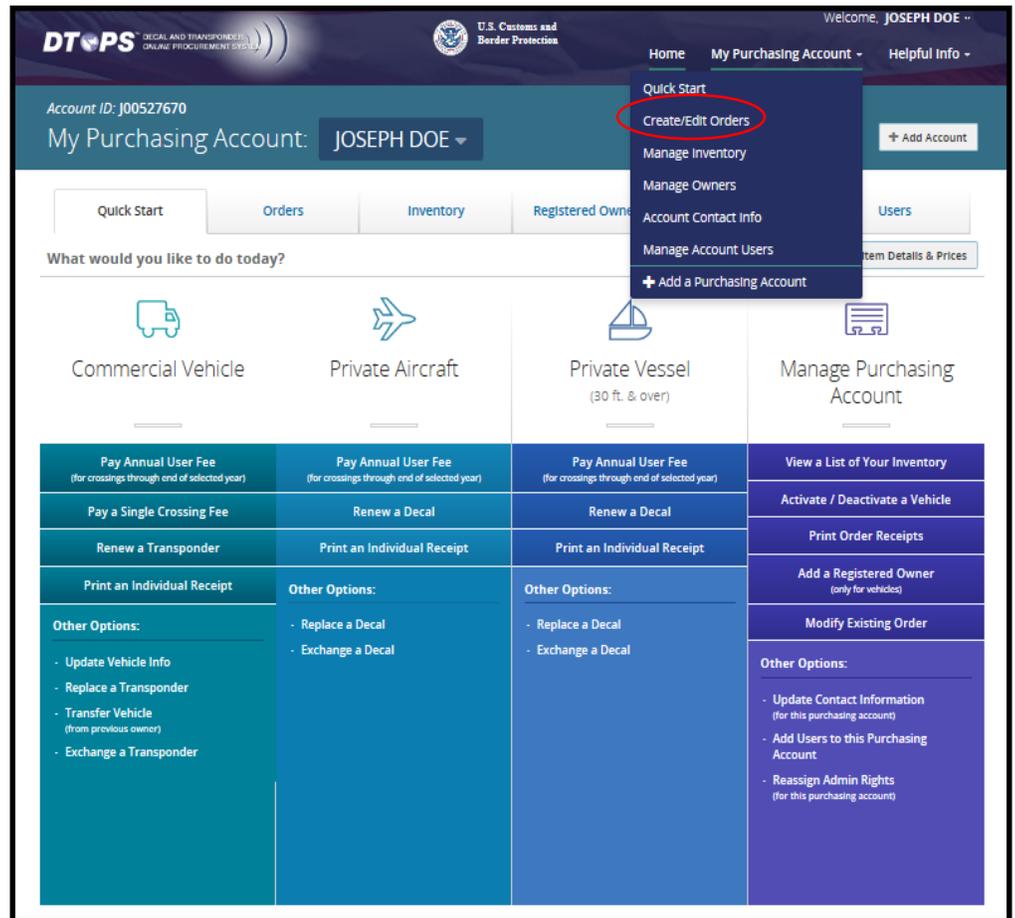
You will be redirected to the start of a Renewal order.

See page 42 for order help

## Alternative Order Method – Replacement – Commercial Vehicle - Create/Edit Orders

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.



The screenshot shows the DTOPS (DECAL AND TRANSPONDER ONLINE ACQUISITION SYSTEM) interface. At the top, it says "Welcome, JOSEPH DOE". The user is logged in as "JOSEPH DOE" with account ID "J00527670". A dropdown menu is open under "My Purchasing Account", with "Create/Edit Orders" circled in red. The main dashboard features four columns: "Commercial Vehicle", "Private Aircraft", "Private Vessel (30 ft. & over)", and "Manage Purchasing Account". Each column has a grid of actions such as "Pay Annual User Fee", "Renew a Decal", "Print an Individual Receipt", and "Other Options".

Click “Add an Order”



The screenshot shows the DTOPS interface with the "Add an Order" button circled in red. The user is still logged in as "JOSEPH DOE". The "Add an Order" button is located in the "Contact Info" tab of the navigation bar. Below the navigation bar, there is a "Shopping Cart (0 orders)" section with a message "Your shopping cart is empty." and another "Add an Order" button circled in red.

Select "Add to Cart" under Replace Vehicle Transponder in the Commercial Vehicle Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$60.00 <a href="#">Add to Cart</a>	Replacements cannot be done online see instructions	Replacements cannot be done online see instructions
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

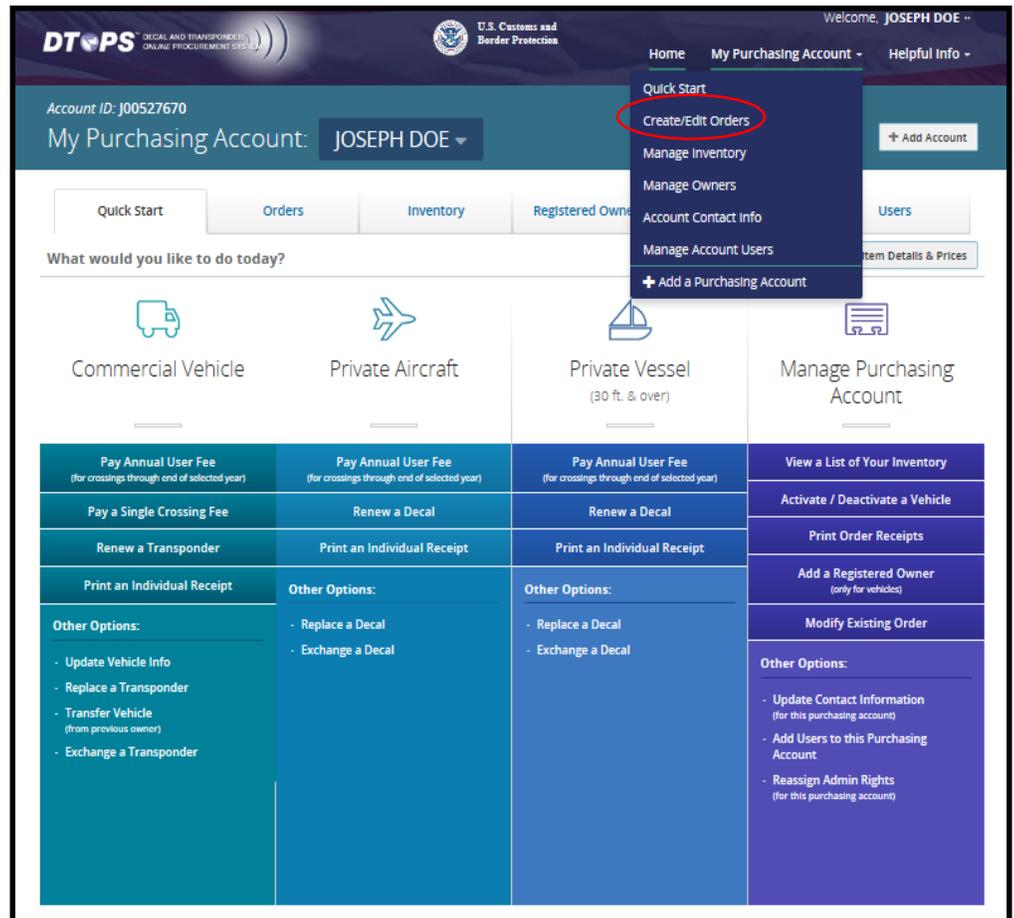
You will be redirected to the start of a Replacement order.

See page 46 for order help

## Alternative Order Method – Transfer – Commercial Vehicle - Create/Edit Orders

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.



The screenshot shows the DTOPS (DECAL AND TRANSPONDER ONLINE ACQUISITION SYSTEM) interface for a user named JOSEPH DOE. The account ID is J00527670. The dashboard features a navigation bar with 'Home', 'My Purchasing Account', and 'Helpful Info'. A dropdown menu is open under 'My Purchasing Account', with 'Create/Edit Orders' circled in red. Below the navigation, there are tabs for 'Quick Start', 'Orders', 'Inventory', and 'Registered Owners'. The main content area is titled 'What would you like to do today?' and is divided into four columns: 'Commercial Vehicle', 'Private Aircraft', 'Private Vessel (30 ft. & over)', and 'Manage Purchasing Account'. Each column contains a grid of action items such as 'Pay Annual User Fee', 'Renew a Decal', 'Print an Individual Receipt', and 'Other Options'.

Click “Add an Order”



The screenshot shows the same DTOPS interface. The 'My Purchasing Account' dropdown menu is closed. In the navigation bar, the 'Add an Order' button is circled in red. Below the navigation bar, there is a 'Shopping Cart (0 orders)' section with an 'Add an Order' button also circled in red. The main content area displays 'Your shopping cart is empty.'

Select "Add to Cart" under Transfer Vehicle in the Commercial Vehicle Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online <a href="#">see instructions</a>	Replacements cannot be done online <a href="#">see instructions</a>
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

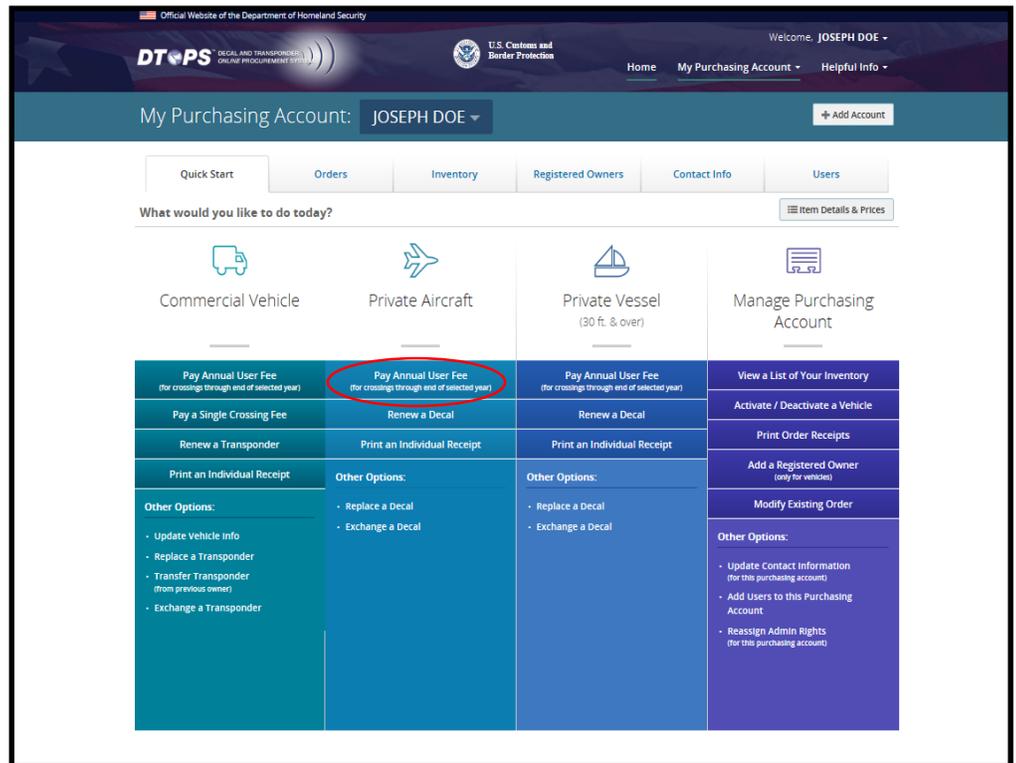
You will be redirected to the start of a Transfer order.

See page 50 for order help

## New User Fee – Private Aircraft

First time order or first time ordering a User Fee under this account.

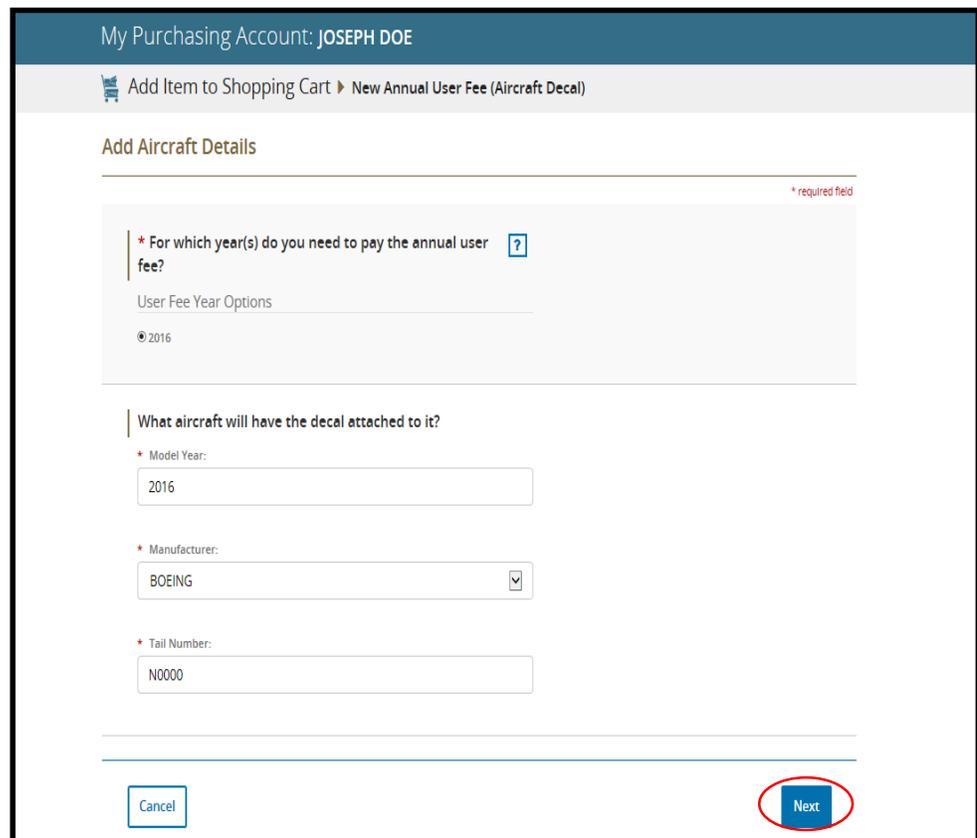
On Quick Start page, choose “Pay Annual User Fee” under Private Aircraft column.



Select the User Fee year applying for.

Enter the Model Year, Manufacturer, and Tail Number for the aircraft.

Click “Next”



My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart > New Annual User Fee (Aircraft Decal)

### Add Aircraft Details

\* required field

\* For which year(s) do you need to pay the annual user fee? ?

User Fee Year Options

2016

What aircraft will have the decal attached to it?

\* Model Year:

\* Manufacturer:

\* Tail Number:

If the order contains everything you wish to order, click **“Proceed to checkout”**

If you need to order more decals, click **“Add Another Item to this Order”**

My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ New Annual User Fee Aircraft Decal

### Item Successfully Added to Cart

You can now add another item or proceed to checkout.

Your Order Number is: 42696 Total Items in this order: 1

Total Cost for item(s) added: \$27.50 for 1 item(s)

[Add Another Item to this Order](#) [View Order Details](#) [Proceed to Checkout](#)

On the checkout page:

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click **“Make Payment”**

Account ID: J00527670

My Purchasing Account: JOSEPH DOE

### Checkout

#### Checkout Details

**Shipping**

The Item(s) will be shipped to:

Shipping Address: 1234 MAIN STREET  
ANYTOWN, IN 46278  
UNITED STATES  
[Update Address](#)

\* Yes, the shipping address is correct.

\* How would you like your item(s) shipped? [?](#)

Please allow 4-6 weeks for processing during periods of heavy order volumes.

Standard Shipping \$0.00

Expedited Shipping \$6.00

**Warning:** Expedited shipping is not available to a P.O. Box.

**Total Order Cost**

Order Number: 43122

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2016 (new aircraft decal)	1	12/31/2016	\$27.50
Shipping			\$0.00
<b>Total</b>			<b>\$27.50</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

**Payment Confirmation Email**

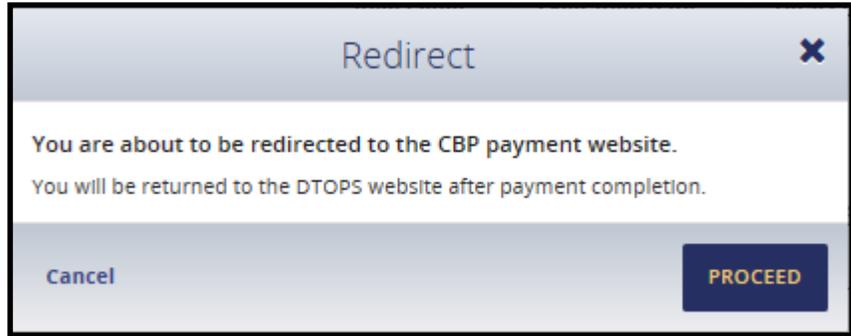
A payment confirmation will be emailed to:

Your Profile Email: J.DOE@INTERNET.COM  
[Update Email](#)

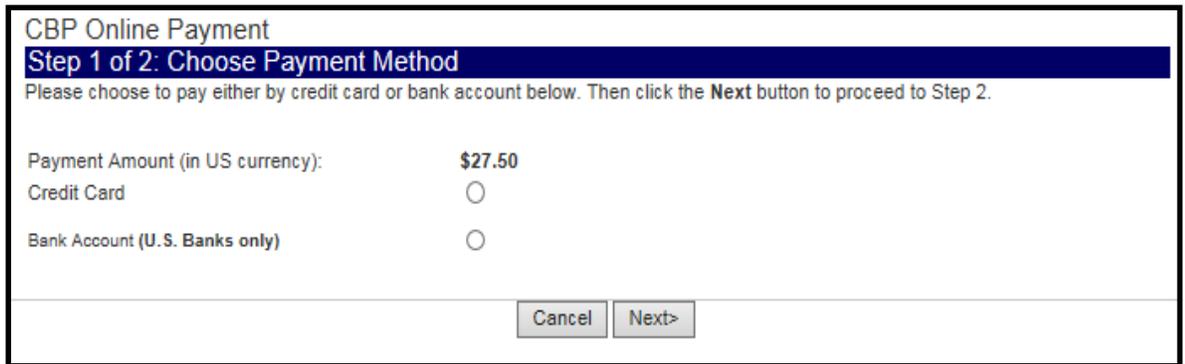
Plus these Purchasing Account Email(s):  
Primary: J.DOE@INTERNET.COM  
[Update Email\(s\)](#)

[Back](#) [Make Payment](#)

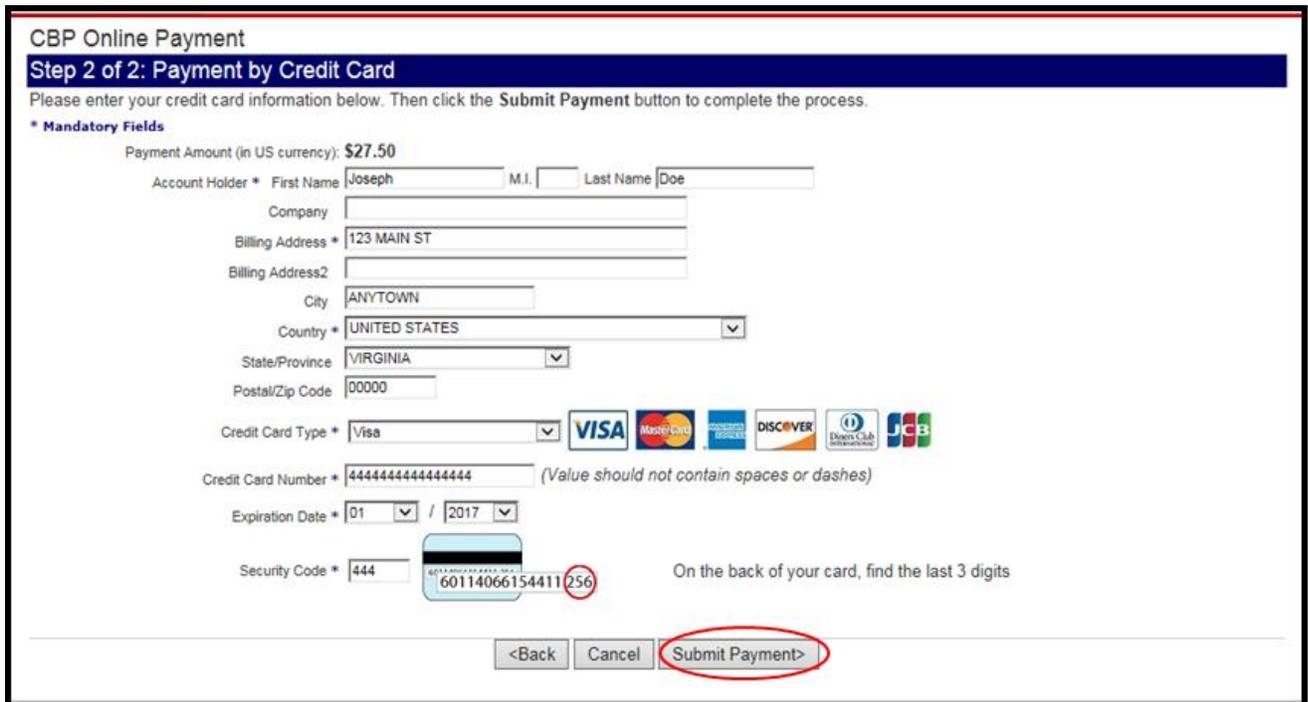
You will be redirected to the payment website, click "PROCEED"



Choose your payment method.  
Note: Paying by bank account will add 4 days to processing time.  
Click "Next"

A form titled "CBP Online Payment" with a sub-header "Step 1 of 2: Choose Payment Method". Below the sub-header is the instruction: "Please choose to pay either by credit card or bank account below. Then click the Next button to proceed to Step 2." The form contains two radio button options: "Payment Amount (in US currency): \$27.50" followed by "Credit Card" and "Bank Account (U.S. Banks only)". At the bottom right, there are "Cancel" and "Next>" buttons.

If you choose Credit Card, enter the required information and click "Submit Payment"

A form titled "CBP Online Payment" with a sub-header "Step 2 of 2: Payment by Credit Card". Below the sub-header is the instruction: "Please enter your credit card information below. Then click the Submit Payment button to complete the process." The form includes a "Mandatory Fields" section with the following fields: "Payment Amount (in US currency): \$27.50", "Account Holder \* First Name" (Joseph), "M.I." (empty), "Last Name" (Doe), "Company" (empty), "Billing Address \*" (123 MAIN ST), "Billing Address2" (empty), "City" (ANYTOWN), "Country \*" (UNITED STATES), "State/Province" (VIRGINIA), "Postal/Zip Code" (00000), "Credit Card Type \*" (Visa), "Credit Card Number \*" (4444444444444444), "Expiration Date \*" (01 / 2017), and "Security Code \*" (444). A small image of a credit card shows the number 60114066154411256. At the bottom, there are "<Back", "Cancel", and "Submit Payment" buttons. The "Submit Payment" button is circled in red.

If you choose Bank Account, enter the required information and click "Submit Payment"

CBP Online Payment

**Step 2 of 2: Payment by Bank Account (U.S. Banks only)**

Please enter your bank account information below. Then click the **Submit Payment** button to complete the process.

A direct debit authorization must be received before 3:55 PM Eastern Time if payment is to occur as early as the next day. If the U.S. Treasury Department's designated depository is closed on a scheduled payment date (including weekends and some holidays), the payment will occur the next day the depository is open. A direct debit authorization must be initiated no more than 30 days in advance.

**\* Mandatory Fields**

Payment Amount (in US currency): **\$27.50**

Account Holder \* First Name  M.I.  Last Name

Company

Account Type \*

Routing Number \*

Account Number \*

Confirm Account Number \*

Check Number

Routing Number      Account Number      Check Number

Once the payment is processed, you will receive a payment confirmation. Your order has been submitted for processing.

Please print this page for your records.

My Purchasing Account: **JOSEPH DOE**

Payment Confirmation

**Success!**

Your order payment has been successfully submitted

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

**Payment Summary**

Payment Tracking #	10726463
Payment Date	May 5, 2016 11:20:42 AM
Payer Name	JOSEPH DOE
Order Number	42768
Payment Amount	\$27.50

**Contact Information**

My Profile Email	JDOE@INTERNET.COM
Primary Purchasing Account Email	JOHNDOE@INTERNET.COM
Billing Address	123 MAIN ST ANYTOWN, VA 00000

## Renewal – Private Aircraft

For aircraft purchased in the account the previous year.

On Quick Start page, choose “Renew a Decal” under Private Aircraft column.

The screenshot shows the 'My Purchasing Account' dashboard for JOSEPH DOE. The 'Private Aircraft' column is highlighted, and the 'Renew a Decal' option is circled in red. The dashboard includes navigation tabs for Quick Start, Orders, Inventory, Registered Owners, Contact Info, and Users. Below the navigation, there are four main categories: Commercial Vehicle, Private Aircraft, Private Vessel (30 ft & over), and Manage Purchasing Account. Each category has a list of actions, with 'Renew a Decal' being the selected action under Private Aircraft.

Click in the box for the year you are currently applying. If applying for two years at the same time, click both boxes.

The screenshot shows the 'Select Aircraft for Renewal' form. The '2017' checkbox is checked, and the 'Add to Order' button is circled in red. The form includes a note about eligibility for renewal and a table of aircraft eligible for decal renewal.

**Select Aircraft for Renewal**

For which year(s) and aircraft do you need to renew a decal? ?

**Note:** Aircraft are eligible for renewal only if they had a paid decal the previous year. If your aircraft is not listed, you will need to [order a New User Fee](#) instead.

**Aircraft Eligible for Decal Renewal**

2016	2017	Aircraft Identification Information			
<input type="checkbox"/> All	<input type="checkbox"/> All	Tail Number	Model Year	Manufacturer	Action
<input type="checkbox"/>	<input checked="" type="checkbox"/>	N0000	2016	BOEING	<a href="#">View</a>

Click “Add to Order”

If the order contains everything you wish to order, click **“Proceed to checkout”**

If you need to order more decals, click **“Add Another Item to this Order”**

My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ New Annual User Fee Aircraft Decal

### Item Successfully Added to Cart

You can now add another item or proceed to checkout.

Your Order Number is:  Total Items in this order: 1

Total Cost for item(s) added: **\$27.50** for 1 item(s)

[Add Another Item to this Order](#) [Proceed to Checkout](#)

[View Order Details](#)

On the checkout page:

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click **“Make Payment”**

Account ID: J00527670

My Purchasing Account: JOSEPH DOE

### Checkout

#### Checkout Details

**Shipping**

The Item(s) will be shipped to:

Shipping Address: 1234 MAIN STREET  
ANYTOWN IN 46278  
UNITED STATES  
[Update Address](#)

Yes, the shipping address is correct.

**\* How would you like your Item(s) shipped?**

Please allow 4-6 weeks for processing during periods of heavy order volumes.

Standard Shipping \$0.00

Expedited Shipping \$6.00

**Warning: Expedited shipping is not available to a P.O. Box.**

**Total Order Cost**

Order Number: 43122

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2016 (new aircraft decal)	1	12/31/2016	\$27.50
Shipping			\$0.00
<b>Total</b>			<b>\$27.50</b>

[View Full Order Details](#)

Yes, I understand that fees are **NON-REFUNDABLE**.

**Payment Confirmation Email**

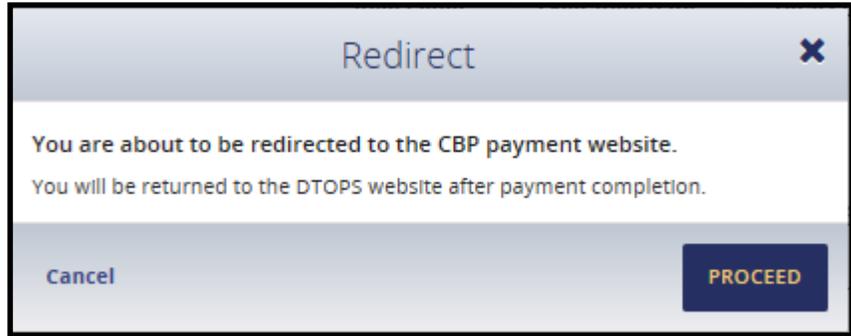
A payment confirmation will be emailed to:

Your Profile Email: J.DOE@INTERNET.COM  
[Update Email](#)

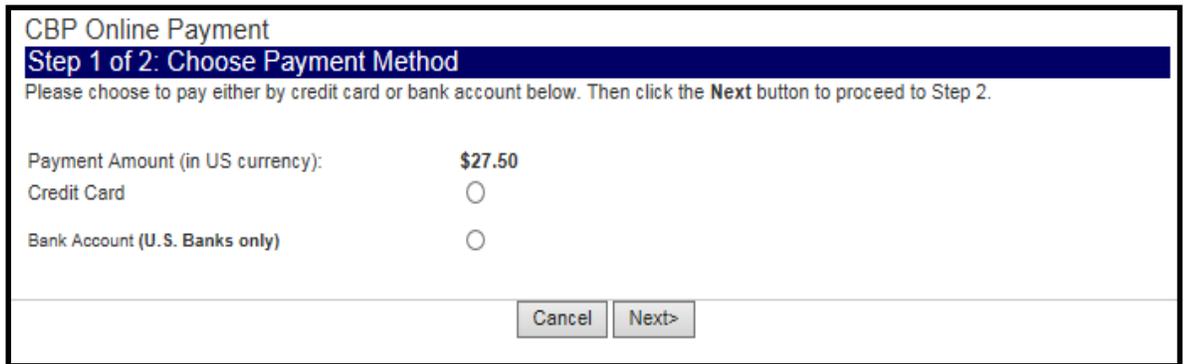
Plus these Purchasing Account Email(s):  
Primary: J.DOE@INTERNET.COM  
[Update Email\(s\)](#)

[Back](#) [Make Payment](#)

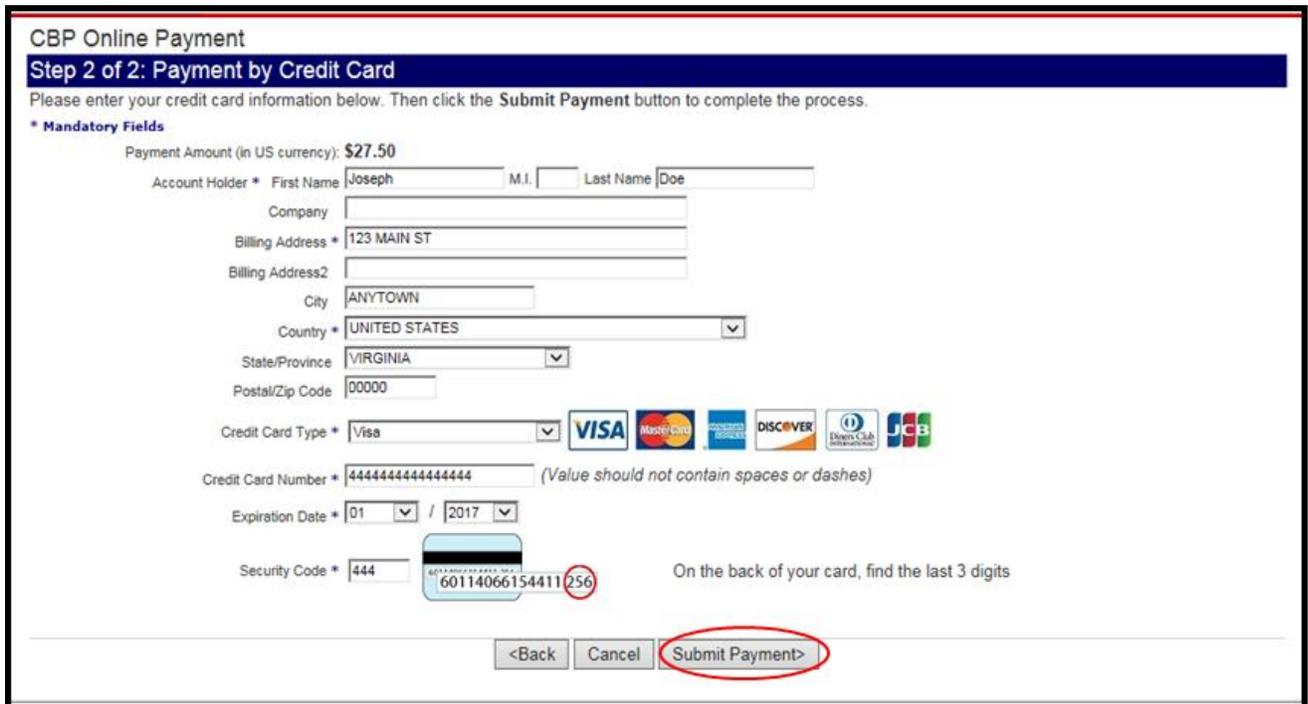
You will be redirected to the payment website, click "PROCEED"



Choose your payment method.  
Note: Paying by bank account will add 4 days to processing time.  
Click "Next"

A form titled "CBP Online Payment" with a sub-header "Step 1 of 2: Choose Payment Method". Below the sub-header is the instruction: "Please choose to pay either by credit card or bank account below. Then click the Next button to proceed to Step 2." The form contains two radio button options: "Payment Amount (in US currency): \$27.50" followed by "Credit Card" and "Bank Account (U.S. Banks only)". At the bottom right, there are "Cancel" and "Next>" buttons.

If you choose Credit Card, enter the required information and click "Submit Payment"

A form titled "CBP Online Payment" with a sub-header "Step 2 of 2: Payment by Credit Card". Below the sub-header is the instruction: "Please enter your credit card information below. Then click the Submit Payment button to complete the process." The form includes a "Mandatory Fields" section with the following fields: "Payment Amount (in US currency): \$27.50", "Account Holder \* First Name [Joseph] M.I. [ ] Last Name [Doe]", "Company [ ]", "Billing Address \* [123 MAIN ST]", "Billing Address2 [ ]", "City [ANYTOWN]", "Country \* [UNITED STATES]", "State/Province [VIRGINIA]", "Postal/Zip Code [00000]", "Credit Card Type \* [Visa] with logos for VISA, MasterCard, American Express, DISCOVER, and JCB. Below the logos is the text "(Value should not contain spaces or dashes)". "Credit Card Number \* [4444444444444444]", "Expiration Date \* [01] / [2017]", "Security Code \* [444] with a red circle around the last three digits "256". To the right of the security code is the text "On the back of your card, find the last 3 digits". At the bottom, there are "<Back", "Cancel", and "Submit Payment" buttons, with "Submit Payment" circled in red.

If you choose Bank Account, enter the required information and click "Submit Payment"

CBP Online Payment

**Step 2 of 2: Payment by Bank Account (U.S. Banks only)**

Please enter your bank account information below. Then click the **Submit Payment** button to complete the process.

A direct debit authorization must be received before 3:55 PM Eastern Time if payment is to occur as early as the next day. If the U.S. Treasury Department's designated depository is closed on a scheduled payment date (including weekends and some holidays), the payment will occur the next day the depository is open. A direct debit authorization must be initiated no more than 30 days in advance.

**\* Mandatory Fields**

Payment Amount (in US currency): **\$27.50**

Account Holder \* First Name  M.I.  Last Name

Company

Account Type \*

Routing Number \*

Account Number \*

Confirm Account Number \*

Check Number

Routing Number      Account Number      Check Number

<Back    Cancel    Submit Payment>

Once the payment is processed, you will receive a payment confirmation. Your order has been submitted for processing.

Please print this page for your records.

My Purchasing Account: **JOSEPH DOE**

Payment Confirmation

**Success!**

Your order payment has been successfully submitted

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

**Payment Summary**

Payment Tracking #	10726463
Payment Date	May 5, 2016 11:20:42 AM
Payer Name	JOSEPH DOE
Order Number	42768
Payment Amount	\$27.50

**Contact Information**

My Profile Email	JDOE@INTERNET.COM
Primary Purchasing Account Email	JOHNDOE@INTERNET.COM
Billing Address	123 MAIN ST ANYTOWN, VA 00000

[Print Page](#)      [Go To Orders](#)

## Replacement - Aircraft

When a decal has been damaged due to repair or repainting. The following documents must be submitted to obtain a new decal:

- A copy of the itemized receipt.
- A copy of the paid repair or repainting invoice including the conveyance identification.
- A signed statement with a brief explanation of the circumstances that required the repair or repainting, with a contact name and telephone number.
- The aircraft tail number or vessel name.

If the decal was not received by standard mail, a replacement may be requested within 6 months of the purchase date.

Decals lost by customer and/or company representatives will not be replaced.

*Mail, fax, or email the above documents to:*

Email: [decals@dhs.gov](mailto:decals@dhs.gov)

Fax: 317-290-3219

**U.S. Customs and Border Protection**  
ATTN: DTOPS Program Administrator  
6650 Telecom Drive, Suite 100  
Indianapolis, IN 46278

### Need a Paper Application?

1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.

## Exchange - Aircraft

Because a decal is assigned to a specific conveyance, it cannot be transferred. CBP will exchange a user fee paid for one conveyance and apply it to a different conveyance of the same type; see below:

The following documentation must be submitted for decal exchanges:

- **Unused decal.**
- Itemized receipt that was issued to you with the decal.
- New application (CF339V or CF339A) for the vessel or aircraft that will be assigned the replacement decal. New Payment is no longer required.
- Signed statement with a brief explanation of the circumstances that required the exchange, with a contact name and telephone number.

*\* The exception to the 30-day rule: If you purchased a transponder prior to January 1st, it may be exchanged through January 31st of the renewal year.*

*Mail, fax, or email the above documents to:*

Email: [decals@dhs.gov](mailto:decals@dhs.gov)

Fax: 317-290-3219

**U.S. Customs and Border Protection**  
ATTN: DTOPS Program Administrator  
6650 Telecom Drive, Suite 100  
Indianapolis, IN 46278

### Need a Paper Application?

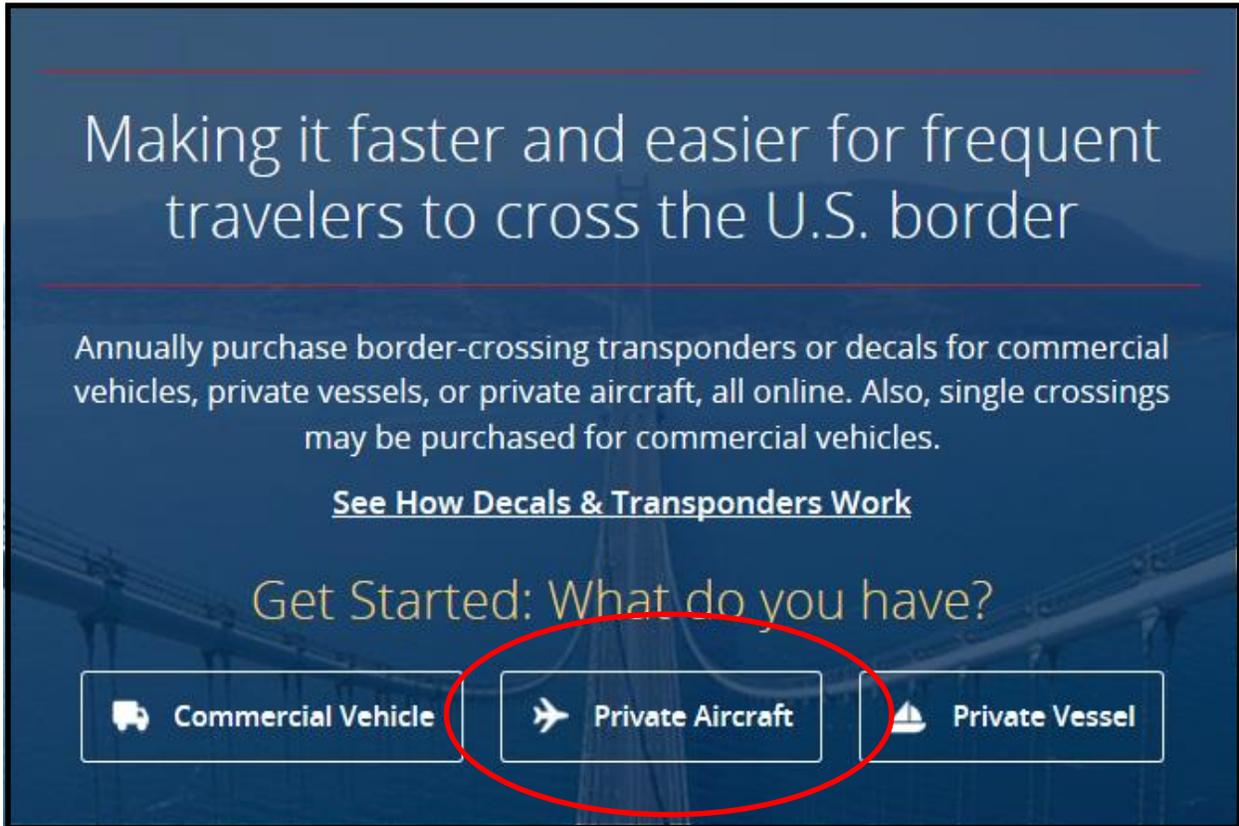
1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.

## Alternative Order Methods – New User Fee – Private Aircraft

### Method 1 – New User Fee – Private Aircraft - New DTOPS User

Select “Private Aircraft” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

[Commercial Vehicle](#) [Private Aircraft](#) [Private Vessel](#)

The screenshot shows a dark blue background with a blurred image of a bridge. At the bottom, there are three white buttons with icons: a truck for 'Commercial Vehicle', an airplane for 'Private Aircraft', and a sailboat for 'Private Vessel'. The 'Private Aircraft' button is circled in red.

The page will scroll down to the Private Aircraft options. Click “Pay Annual User Fee”



Private Aircraft

[Pay Annual User Fee](#)  
(for crossings through end of selected year)

[Learn More](#)

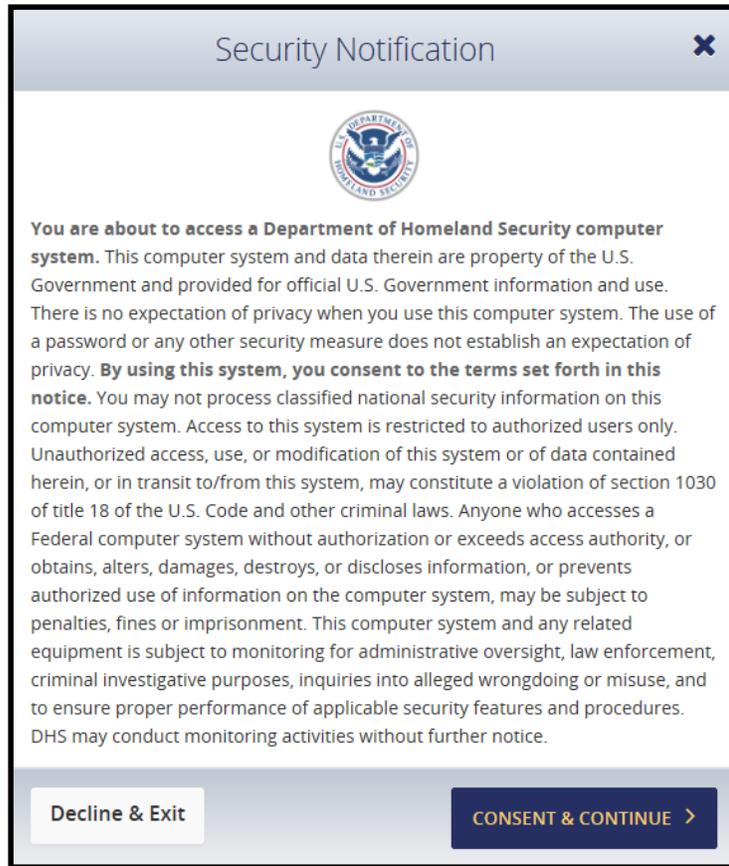
[Renew a Decal](#)

[Learn More](#)

Additional Actions

The screenshot shows a white twin-engine propeller aircraft flying through a blue sky with white clouds. On the right side, there is a white panel with a blue button labeled 'Pay Annual User Fee' circled in red. Below it are links for 'Learn More', 'Renew a Decal', and another 'Learn More' link, followed by the text 'Additional Actions'.

You will receive a security notification,  
Click “Consent & Continue”



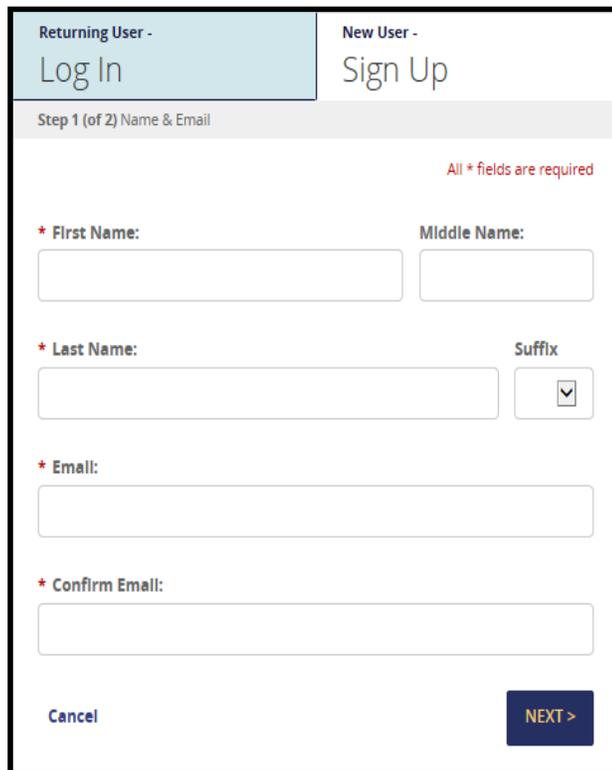
The image shows a 'Security Notification' window with a grey header and a white body. At the top right is a close button (X). In the center is the Department of Homeland Security seal. Below the seal is a paragraph of text: 'You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.' At the bottom are two buttons: 'Decline & Exit' and 'CONSENT & CONTINUE >'.

Follow the steps on page 1  
to Sign Up for a User ID

Follow the steps on page 11  
to register for a Purchasing Account

After setting up a User ID and Purchasing Account,  
you will be redirected to the start of a  
New User Fee order.

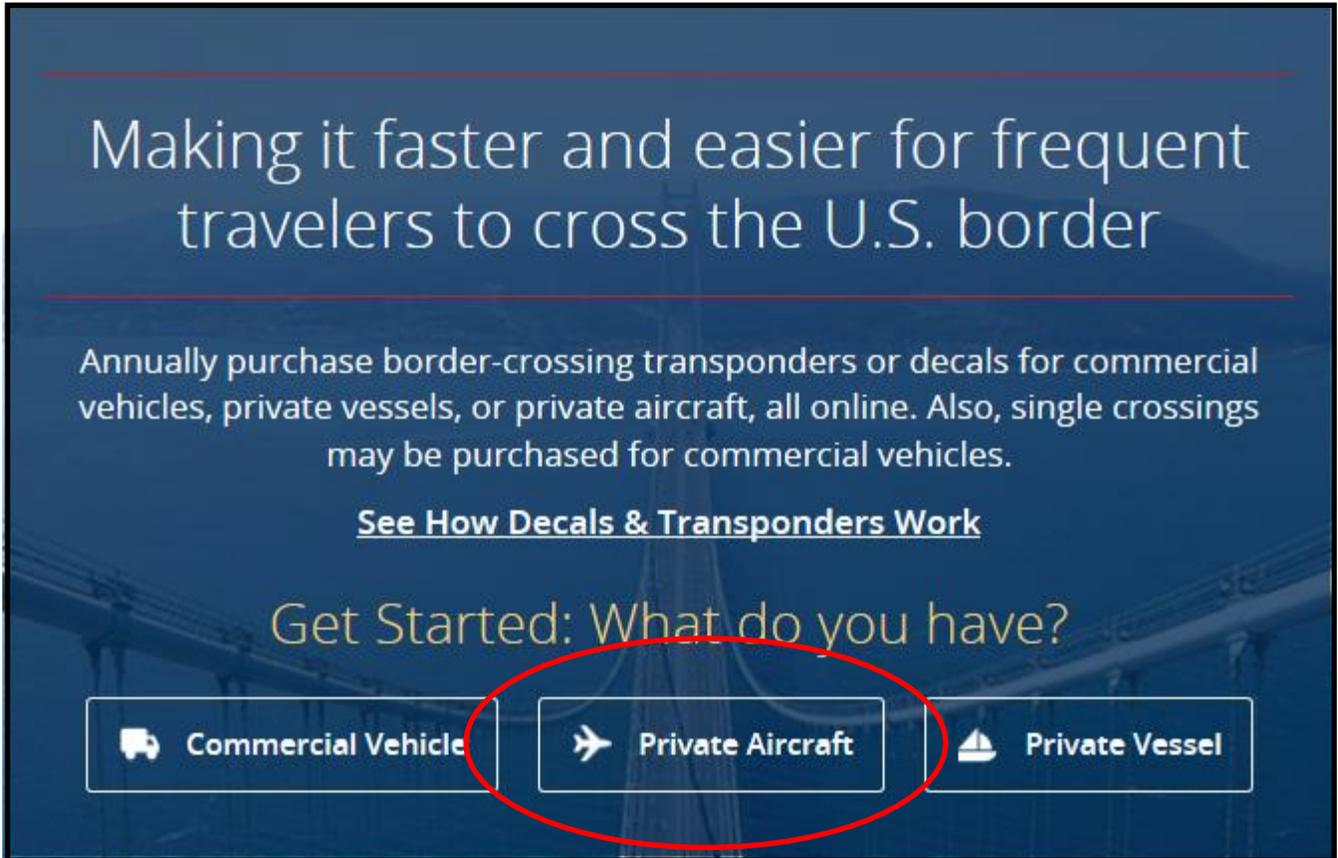
See page 73 for order help



The image shows a user registration form with two tabs: 'Returning User - Log In' and 'New User - Sign Up'. The 'New User - Sign Up' tab is active. Below the tabs is a header 'Step 1 (of 2) Name & Email'. A red note says 'All \* fields are required'. The form has four rows of input fields: 1. '\* First Name:' and 'Middle Name:' with text boxes. 2. '\* Last Name:' and 'Suffix' with a text box and a dropdown menu. 3. '\* Email:' with a text box. 4. '\* Confirm Email:' with a text box. At the bottom left is a 'Cancel' link, and at the bottom right is a 'NEXT >' button.

## Method 2 – New User Fee – Private Aircraft - Existing DTOPS User (not signed in)

Select “Private Aircraft” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

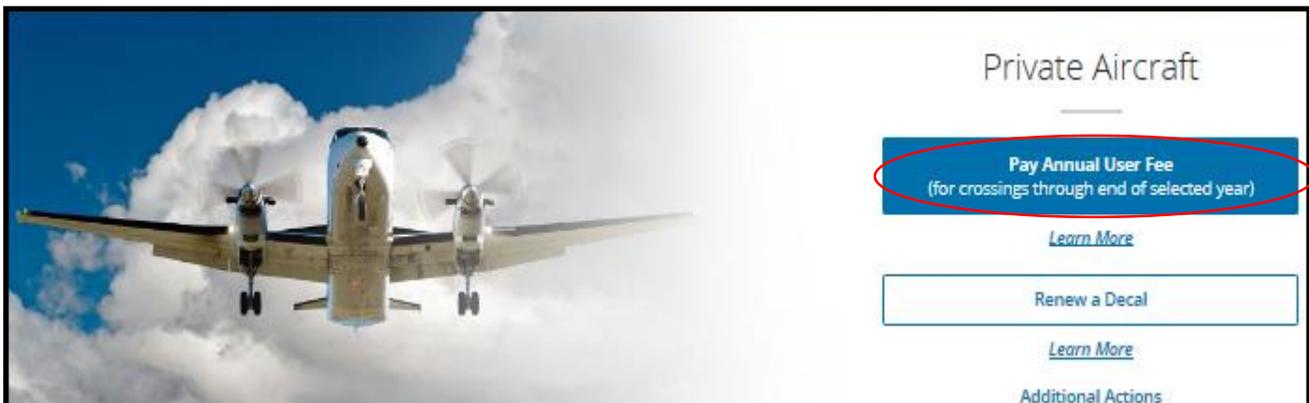
Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

[Commercial Vehicle](#) [Private Aircraft](#) [Private Vessel](#)

The page will scroll down to Private Aircraft options. Click “Pay Annual User Fee”



Private Aircraft

[Pay Annual User Fee](#)  
(for crossings through end of selected year)

[Learn More](#)

[Renew a Decal](#)

[Learn More](#)

[Additional Actions](#)

You will receive a security notification,  
Click **“Consent & Continue”**

The image shows a 'Security Notification' window with a close button (X) in the top right corner. At the top center is the Department of Homeland Security seal. Below the seal, the text reads: 'You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.' At the bottom, there are two buttons: 'Decline & Exit' on the left and 'CONSENT & CONTINUE >' on the right.

Enter you DTOPS User ID and  
password

Click **“Log In”**

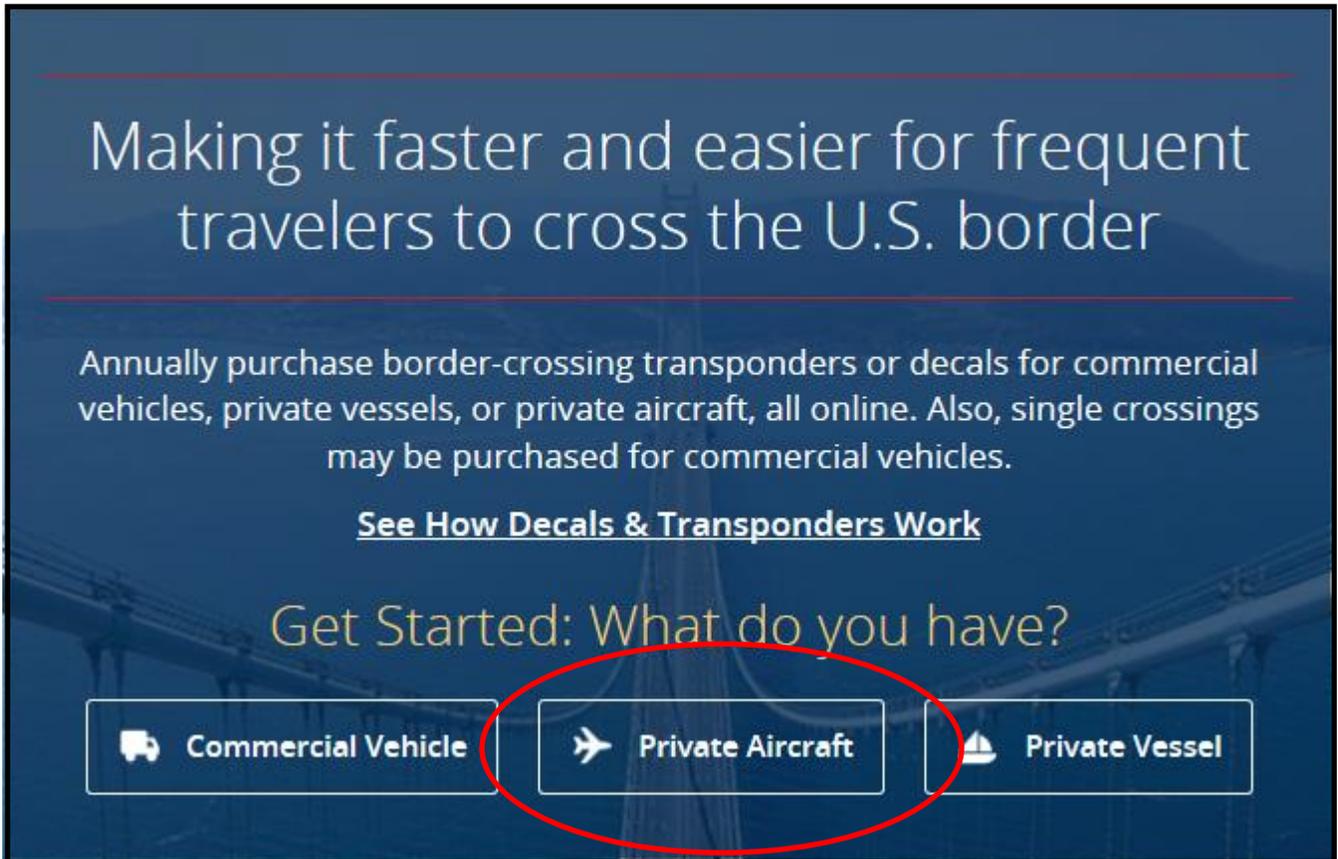
The image shows a login and sign-up form. At the top, there are two tabs: 'Returning User - Log In' (selected) and 'New User - Sign Up'. Below the tabs, there are two input fields. The first is labeled '\* DTOPS Profile User ID:' and has a red asterisk indicating it is a required field. The second is labeled '\* Password:' and also has a red asterisk. At the bottom left is a 'Cancel' button, and at the bottom right is a dark blue 'LOG IN' button.

After logging in, you will be redirected to the start of New User Fee order.

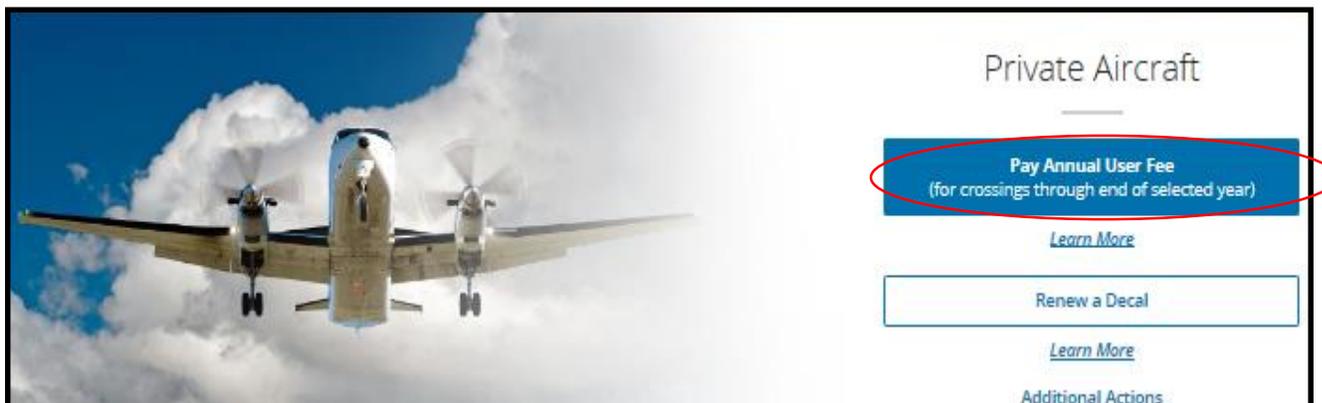
**See page 73 for order help**

### Method 3 – New User Fee – Private Aircraft - Existing DTOPS User Home Screen (signed in)

Select “Private Aircraft” from the home screen.



The page will scroll down to the Private Aircraft options. Click “Pay Annual User Fee”



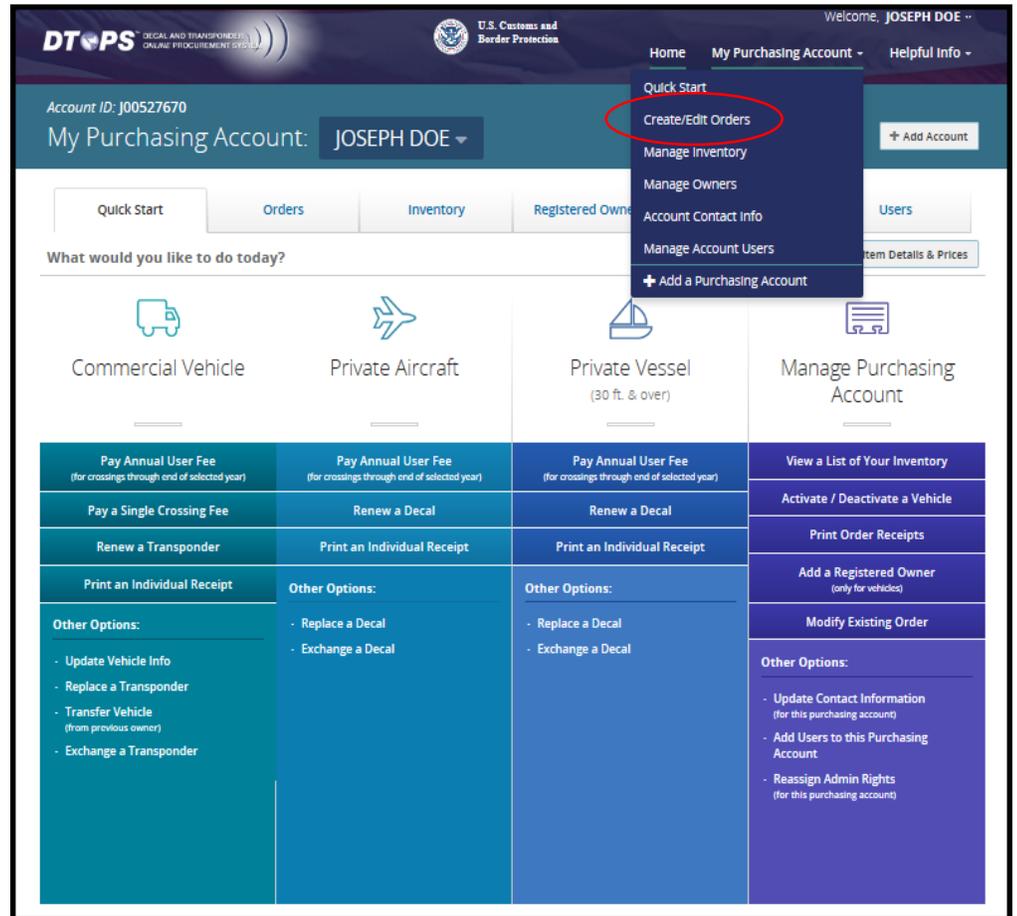
Your will be redirected to the start of a New User Fee order.

See page 73 for order help

## Method 4 – New User Fee – Private Aircraft - Existing DTOPS User (signed in)

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.



Click “Add an Order”



Select "Add to Cart" under Annual User Fee (Aircraft Decal) in the Private Aircraft Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online <a href="#">see instructions</a>	Replacements cannot be done online <a href="#">see instructions</a>
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

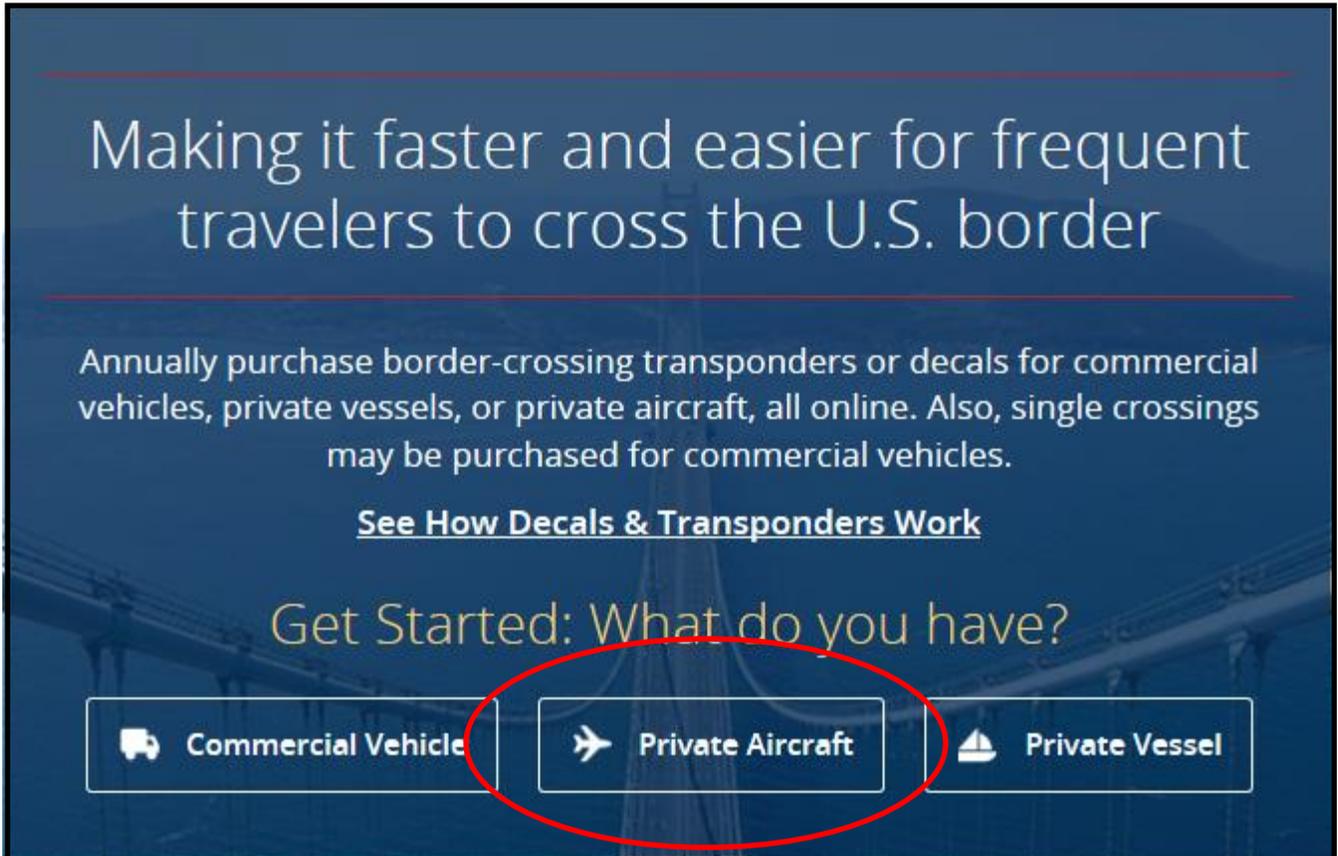
You will be redirected to the start of a New User Fee order.

See page 73 for order help

## Alternative Order Methods – Renewal – Private Aircraft

### Method 1 – Renewal – Private Aircraft - Existing DTOPS User (not signed in)

Select “Private Aircraft” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

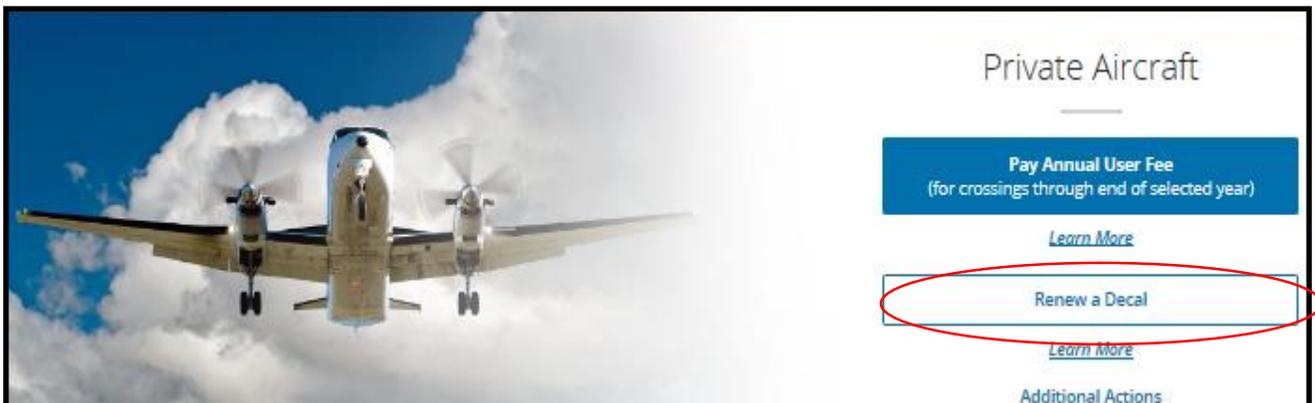
[See How Decals & Transponders Work](#)

Get Started: What do you have?

[Commercial Vehicle](#) [Private Aircraft](#) [Private Vessel](#)

The image shows a promotional banner with a dark blue background and a faint image of a bridge. It contains text about purchasing transponders and decals online. At the bottom, there are three buttons: 'Commercial Vehicle', 'Private Aircraft', and 'Private Vessel'. The 'Private Aircraft' button is circled in red.

The page will scroll down to Private Aircraft options. Click “Renew a Decal”



Private Aircraft

[Pay Annual User Fee](#)  
(for crossings through end of selected year)

[Learn More](#)

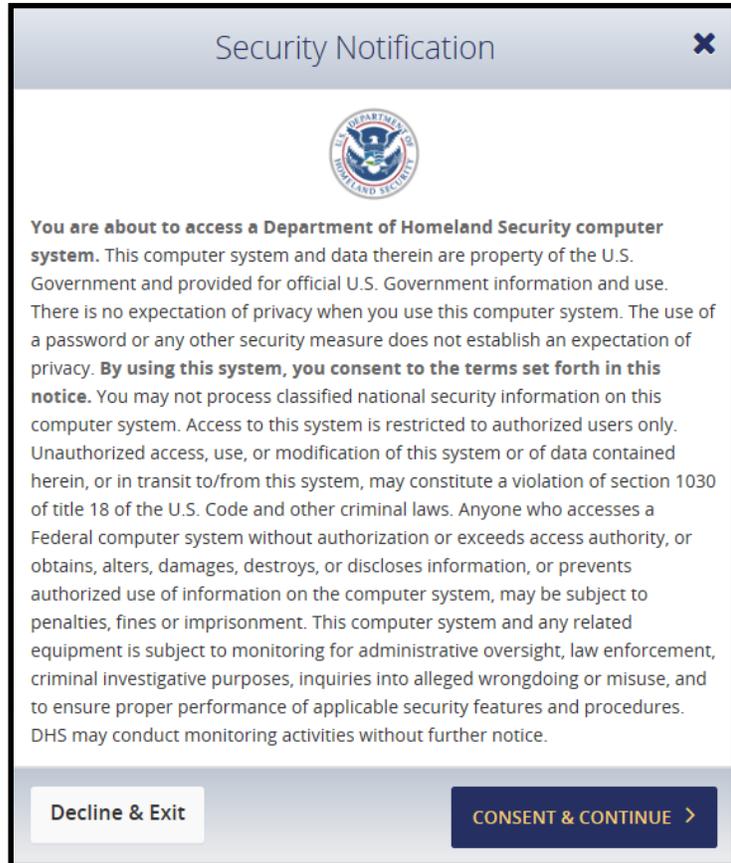
[Renew a Decal](#)

[Learn More](#)

[Additional Actions](#)

The image shows a screenshot of the 'Private Aircraft' section of a website. On the left is a photograph of a twin-engine propeller aircraft flying through clouds. On the right is a list of options. The 'Renew a Decal' button is circled in red.

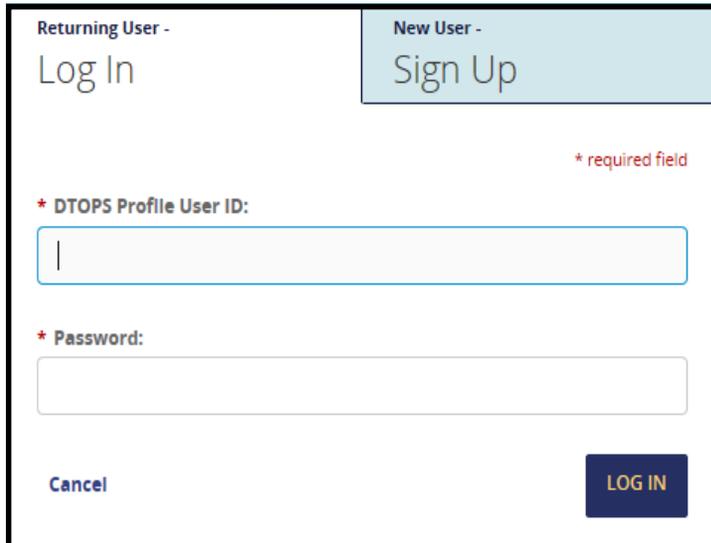
You will receive a security notification,  
Click **“Consent & Continue”**



The image shows a "Security Notification" window with a close button (X) in the top right corner. At the top center is the Department of Homeland Security seal. Below the seal is a paragraph of text: "You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. **By using this system, you consent to the terms set forth in this notice.** You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice." At the bottom of the window are two buttons: "Decline & Exit" on the left and "CONSENT & CONTINUE >" on the right.

Enter you DTOPS User ID and  
password

Click **“Log In”**



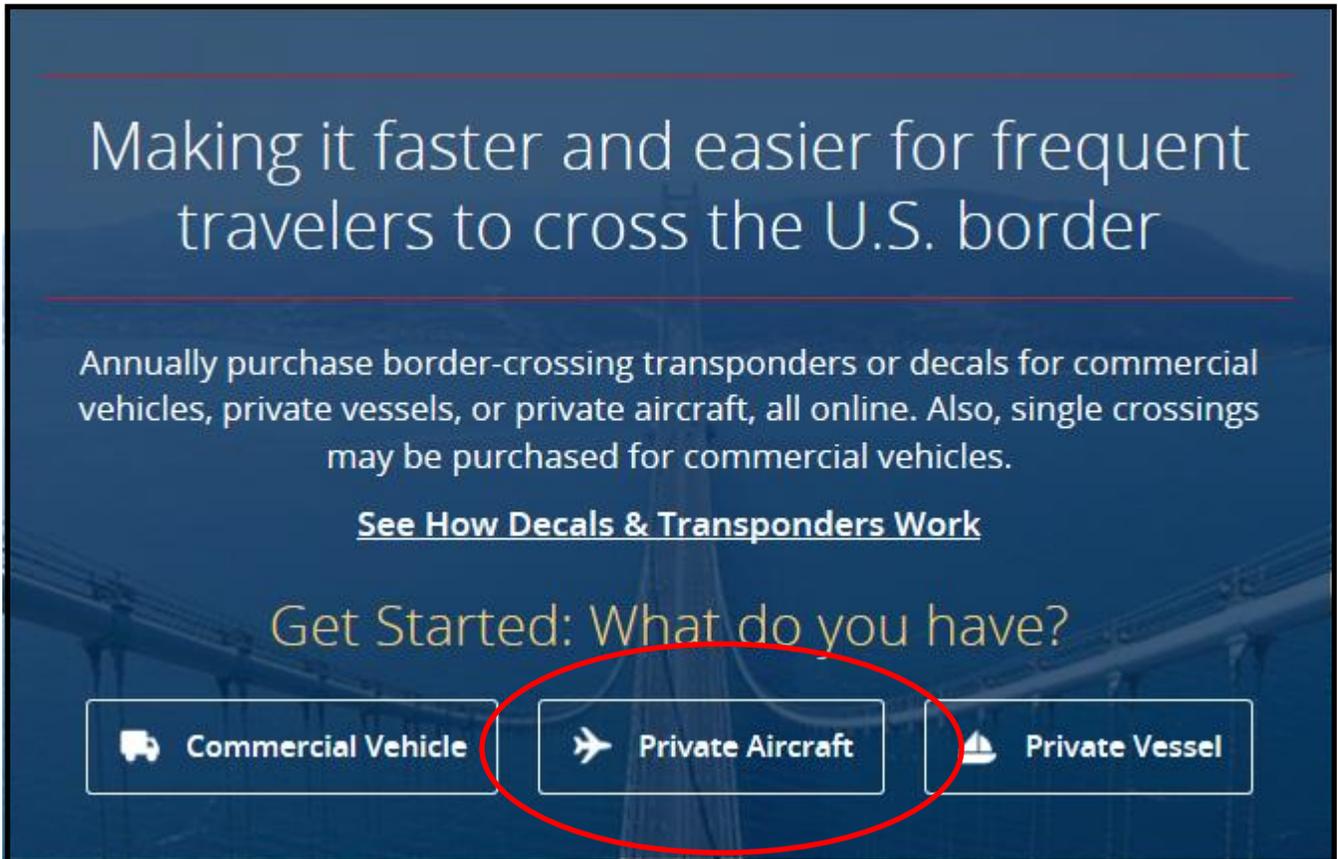
The image shows a login and sign-up form. At the top, there are two tabs: "Returning User - Log In" (active) and "New User - Sign Up". Below the tabs, there are two input fields. The first is labeled "\* DTOPS Profile User ID:" and has a red asterisk and "required field" label to its right. The second is labeled "\* Password:" and also has a red asterisk and "required field" label to its right. At the bottom left is a "Cancel" button, and at the bottom right is a "LOG IN" button.

After logging in, you will be redirected to the start of Renewal order.

**See page 77 for order help**

## Method 2 – Renewal – Private Aircraft - Existing DTOPS User Home Screen (signed in)

Select “Private Aircraft” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

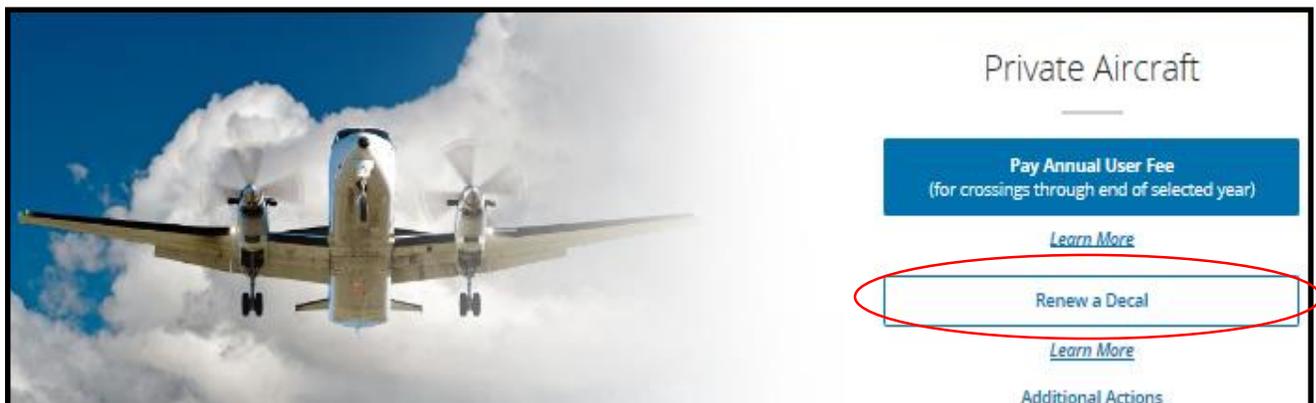
Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

[Commercial Vehicle](#) [Private Aircraft](#) [Private Vessel](#)

The page will scroll down to the Private Aircraft options. Click “**Renew a Decal**”



Private Aircraft

[Pay Annual User Fee](#)  
(for crossings through end of selected year)

[Learn More](#)

[Renew a Decal](#)

[Learn More](#)

[Additional Actions](#)

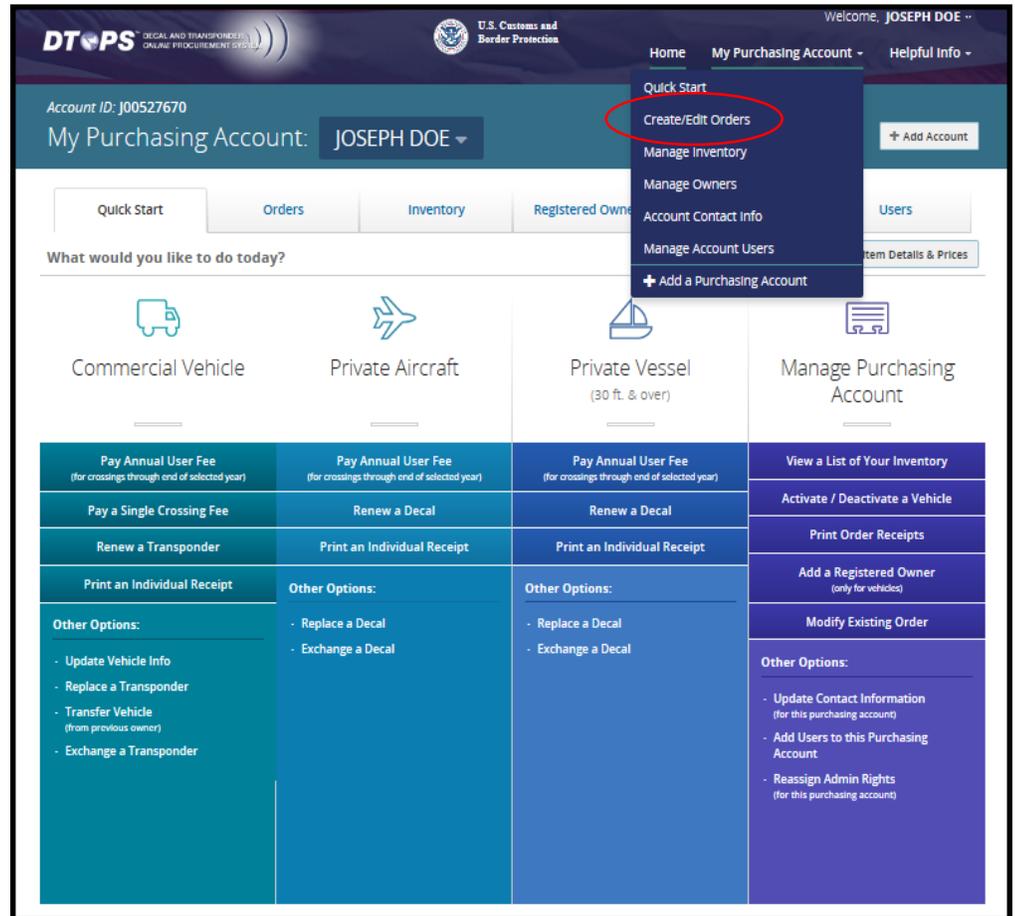
You will be redirected to the start of a Renewal order.

See page 77 for order help

### Method 3 – Renewal – Private Aircraft - Existing DTOPS User (signed in)

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the “My Purchasing Account” dropdown.



Click “Add an Order”



Select "Add to Cart" under Renew Aircraft Decal in the Private Aircraft Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online <a href="#">see instructions</a>	Replacements cannot be done online <a href="#">see instructions</a>
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

You will be redirected to the start of a Renewal order.

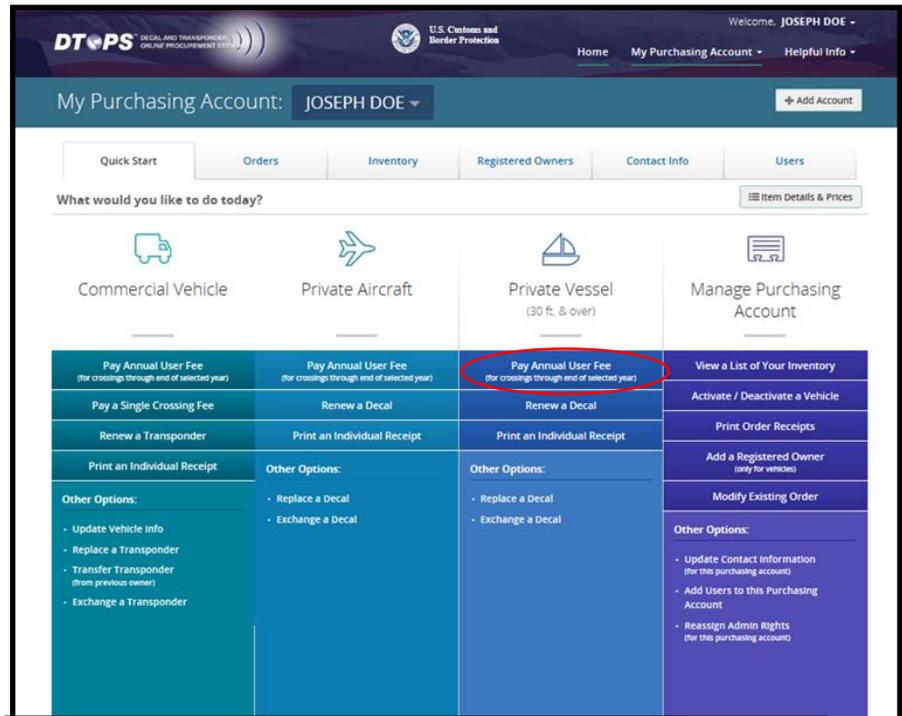
See page 77 for order help

## New User Fee – Vessel

First time order or first time ordering a User Fee under this account.

From the Quick Start tab, click **“Pay Annual User Fee”** under the Private Vessel column

Note: If there are multiple accounts connected to the User ID, click **“Open”** under the Purchasing Account Name to access the Quick Start page for the correct account.



Select the User Fee year applying for.

Enter the Model Year, Manufacturer, and Name of the Vessel.

Enter at least one of the following:

- US Coast Guard ID
- Local Registration Number
- Hull ID Number

Click **“Next”**

The screenshot shows the 'Add Vessel Details' form in the DTOPS system. The form includes the following fields and options:

- Account ID:** J00527670
- My Purchasing Account:** JOSEPH DOE
- Add Item to Shopping Cart:** New Annual User Fee (Vessel Decal)
- Add Vessel Details:**
  - \* For which year(s) do you need to pay the annual user fee?** (required field)
    - User Fee Year: 2016
  - What vessel will have the decal attached to it?**
    - Model Year: 2016
    - Manufacturer: GRAND BANKS
    - Vessel Name: DTOPS
  - \* What is the identification number of the vessel?** (required field)
    - At least one of the following IDs is required:
      - U.S. Coast Guard ID
      - Local Registration Number
      - Hull ID Number (HIN)
    - U.S. Coast Guard ID: 123456
    - Local Registration Number:
    - Hull ID:

Buttons: Cancel, Next

If the order contains everything you wish to order, click **“Proceed to checkout”**

If you need to order more decals, click **“Add Another Item to this Order”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ New Annual User Fee Vessel Decal

### Item Successfully Added to Cart

You can now add another item or proceed to checkout.

Your Order Number is: **43140** Total items in this order: 1

Total Cost for Item(s) added: **\$27.50** for 1 item(s)

[Add Another Item to this Order](#) [View Order Details](#) [Proceed to Checkout](#)

On the checkout page:

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click **“Make Payment”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

### Checkout

#### Checkout Details

**Shipping**

The item(s) will be shipped to:

Shipping Address: 1234 MAIN STREET  
ANYTOWN IN 46278  
UNITED STATES  
[Update Address](#)

Yes, the shipping address is correct.

**\* How would you like your item(s) shipped?**

Please allow 4-6 weeks for processing during periods of heavy order volume.

Standard Shipping \$0.00  
 Expedited Shipping \$6.00

**Warning: Expedited shipping is non-refundable & P.O. Box**

**Total Order Cost**

Order Number: 43140

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2016 (new vessel decal)	1	12/31/2016	\$27.50
Shipping			\$0.00
<b>Total</b>			<b>\$27.50</b>

[View Full Order Details](#)

Yes, I understand that fees are **NON-REFUNDABLE**.

**Payment Confirmation Email**

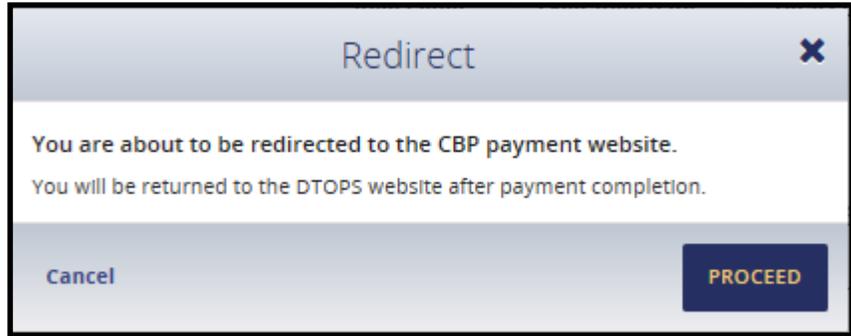
A payment confirmation will be emailed to:

Your Profile Email: J.DOE@INTERNET.COM  
[Update Email](#)

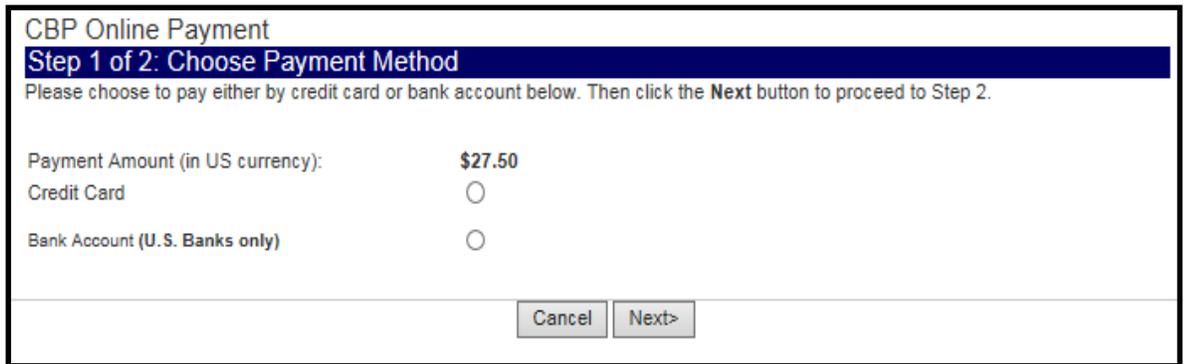
Plus these Purchasing Account Email(s):  
Primary: J.DOE@INTERNET.COM  
[Update Email\(s\)](#)

[Back](#) [Make Payment](#)

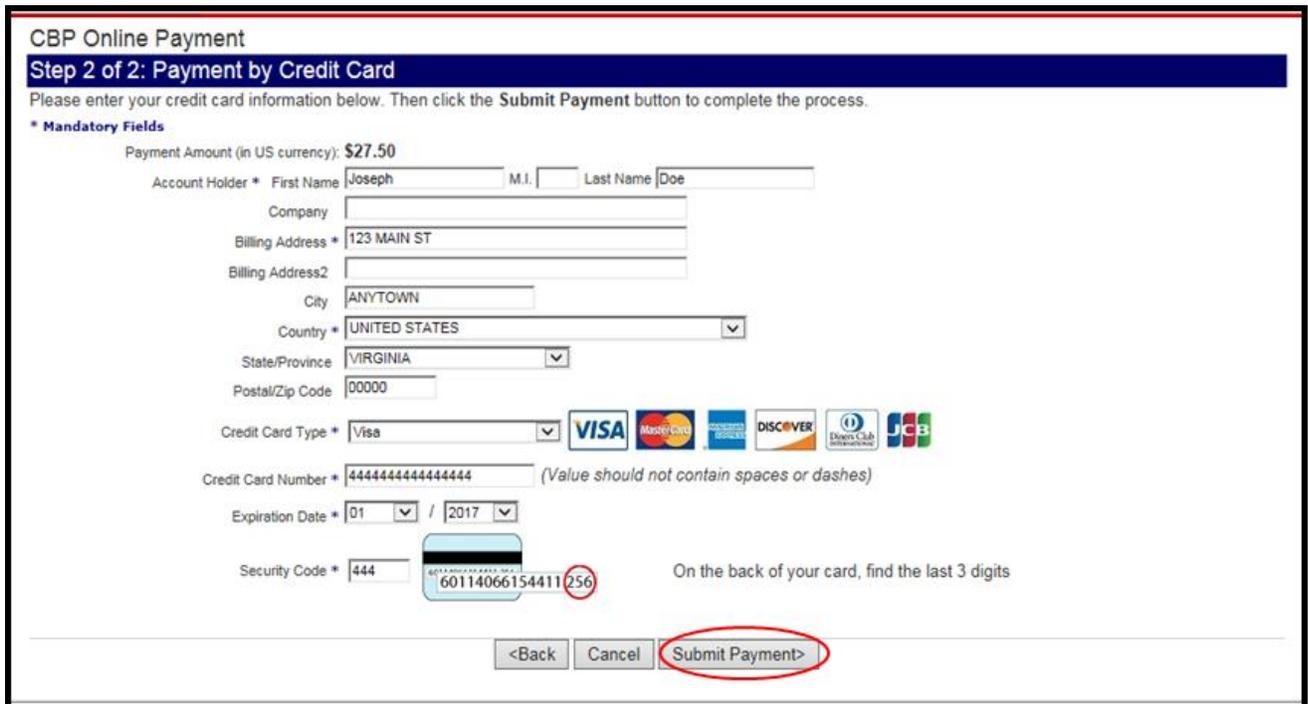
You will be redirected to the payment website, click "PROCEED"



Choose your payment method.  
Note: Paying by bank account will add 4 days to processing time.  
Click "Next"

A form titled "CBP Online Payment" with a sub-header "Step 1 of 2: Choose Payment Method". Below the sub-header is the instruction: "Please choose to pay either by credit card or bank account below. Then click the Next button to proceed to Step 2." The form contains two radio button options: "Payment Amount (in US currency): \$27.50" followed by "Credit Card" and "Bank Account (U.S. Banks only)". At the bottom right, there are "Cancel" and "Next>" buttons.

If you choose Credit Card, enter the required information and click "Submit Payment"

A form titled "CBP Online Payment" with a sub-header "Step 2 of 2: Payment by Credit Card". Below the sub-header is the instruction: "Please enter your credit card information below. Then click the Submit Payment button to complete the process." The form includes a "Mandatory Fields" section with the following fields: "Payment Amount (in US currency): \$27.50", "Account Holder \* First Name" (Joseph), "M.I." (empty), "Last Name" (Doe), "Company" (empty), "Billing Address \*" (123 MAIN ST), "Billing Address2" (empty), "City" (ANYTOWN), "Country \*" (UNITED STATES), "State/Province" (VIRGINIA), "Postal/Zip Code" (00000), "Credit Card Type \*" (Visa), "Credit Card Number \*" (4444444444444444), "Expiration Date \*" (01 / 2017), and "Security Code \*" (444). A small image of a credit card shows the number 60114066154411256. At the bottom, there are "<Back", "Cancel", and "Submit Payment" buttons. The "Submit Payment" button is circled in red.

If you choose Bank Account, enter the required information and click **“Submit Payment”**

**CBP Online Payment**  
**Step 2 of 2: Payment by Bank Account (U.S. Banks only)**

Please enter your bank account information below. Then click the **Submit Payment** button to complete the process.

A direct debit authorization must be received before 3:55 PM Eastern Time if payment is to occur as early as the next day. If the U.S. Treasury Department's designated depository is closed on a scheduled payment date (including weekends and some holidays), the payment will occur the next day the depository is open. A direct debit authorization must be initiated no more than 30 days in advance.

**\* Mandatory Fields**

Payment Amount (in US currency): **\$27.50**

Account Holder \* First Name  M.I.  Last Name

Company

Account Type \*

Routing Number \*

Account Number \*

Confirm Account Number \*

Check Number

Routing Number      Account Number      Check Number

Once the payment is processed, you will receive a payment confirmation. Your order has been submitted for processing.

Please print this page for your records.

**My Purchasing Account: JOSEPH DOE**

**Payment Confirmation**

**Success!**

**Your order payment has been successfully submitted**

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

**Payment Summary**

Payment Tracking #	10726463
Payment Date	May 5, 2016 11:20:42 AM
Payer Name	JOSEPH DOE
Order Number	42768
Payment Amount	\$27.50

**Contact Information**

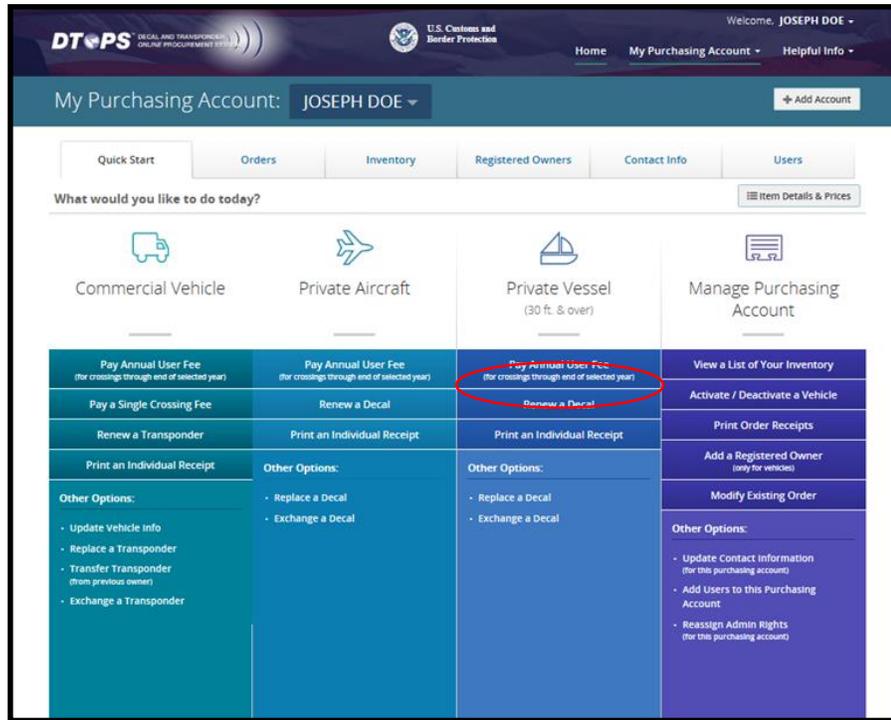
My Profile Email	JDOE@INTERNET.COM
Primary Purchasing Account Email	JOHNDOE@INTERNET.COM
Billing Address	123 MAIN ST ANYTOWN, VA 00000

## Renewal – Private Vessel

For vessels purchased in the account the previous year.

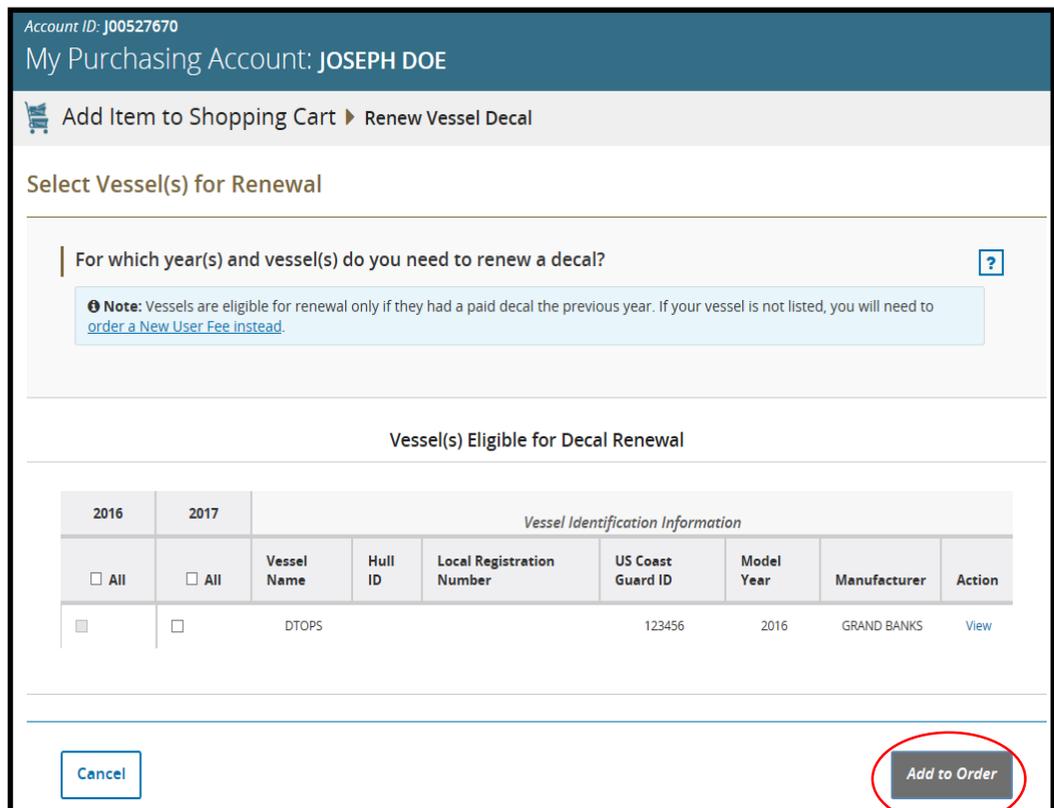
From the Quick Start tab, click **“Pay Annual User Fee”** under the Private Vessel column

Note: If there are multiple accounts connected to the User ID, click **“Open”** under the Purchasing Account Name to access the Quick Start page for the correct account.



Click in the box for the year you are currently applying. If applying for two years at the same time, click both boxes.

Click **“Add to Order”**



If the order contains everything you wish to order, click **“Proceed to checkout”**

If you need to order more decals, click **“Add Another Item to this Order”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▸ Renew Vessel Decal

Item Successfully Added to Cart

You can now add another item or proceed to checkout.

Your Order Number is: 43158 Total Items in this order: 1

Total Cost for item(s) added: \$27.50 for 1 Item(s)

Summary of Added Item(s):

- Decals Renewed for 2016: 0
- Decals Renewed for 2017: 2
- Total Items added to order: 1

Add Another Item to this Order View Order Details **Proceed to Checkout**

On the checkout page:

Verify the shipping address is correct

Choose your shipping method

Verify that you understand that fees are non-refundable

Update Email addresses if they are out of date

Click **“Make Payment”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Checkout

Checkout Details

Shipping

The item(s) will be shipped to:

Shipping Address: 1234 MAIN STREET  
ANYTOWN IN 46278  
UNITED STATES  
[Update Address](#)

\* Yes, the shipping address is correct.

\* How would you like your item(s) shipped? [?](#)

Please allow 4-6 weeks for processing during periods of heavy order volumes.

Standard Shipping \$0.00  
 Expedited Shipping \$6.00

Warning: Expedited shipping is not available to a P.O. Box.

Total Order Cost

Order Number: 43122

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2016 (new aircraft decal)	1	12/31/2016	\$27.50
Shipping			\$0.00
<b>Total</b>			<b>\$27.50</b>

[View Full Order Details](#)

\* Yes, I understand that fees are **NON-REFUNDABLE**.

**Payment Confirmation Email**

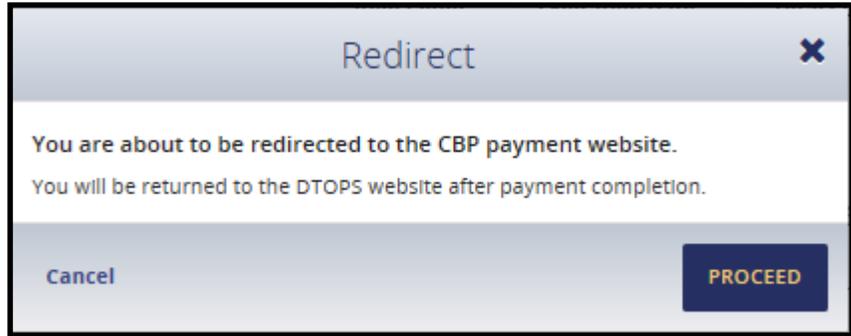
A payment confirmation will be emailed to:

Your Profile Email: J.DOE@INTERNET.COM  
[Update Email](#)

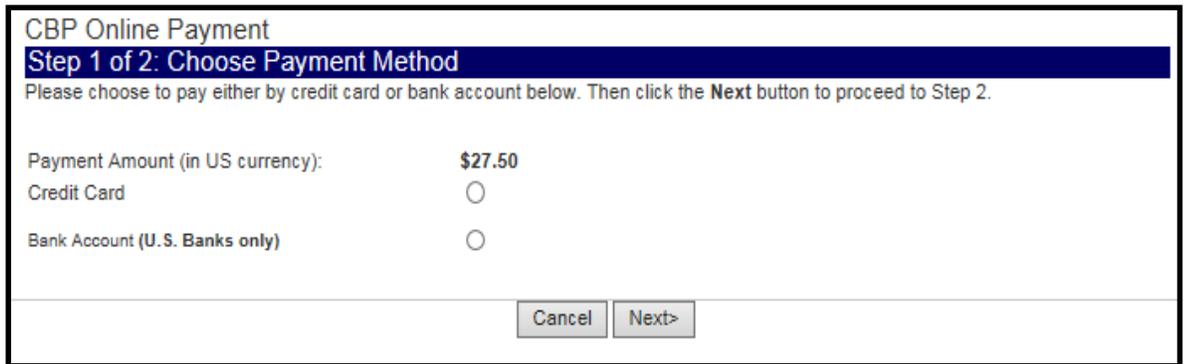
Plus these Purchasing Account Email(s):  
Primary: J.DOE@INTERNET.COM  
[Update Email\(s\)](#)

[Back](#) **Make Payment**

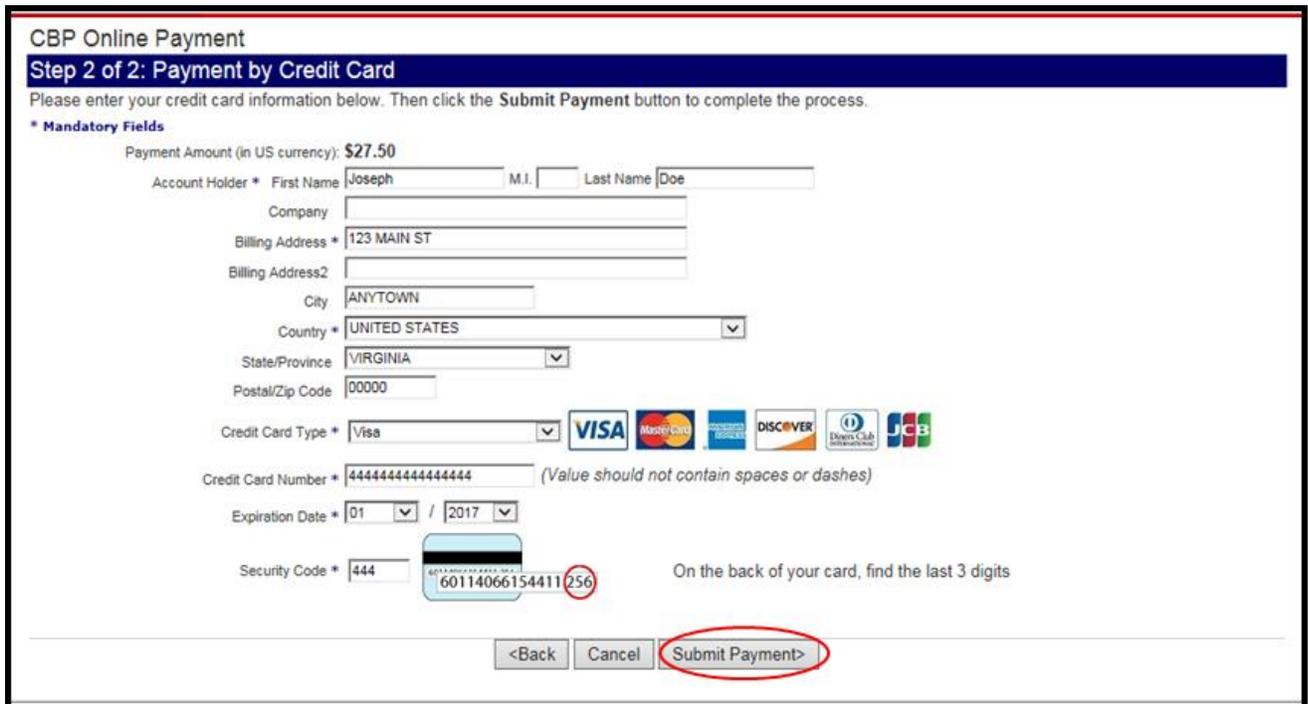
You will be redirected to the payment website, click "PROCEED"



Choose your payment method.  
Note: Paying by bank account will add 4 days to processing time.  
Click "Next"

A form titled "CBP Online Payment" with a sub-header "Step 1 of 2: Choose Payment Method". Below the sub-header is the instruction: "Please choose to pay either by credit card or bank account below. Then click the Next button to proceed to Step 2." The form contains two radio button options: "Payment Amount (in US currency): \$27.50" followed by "Credit Card" and "Bank Account (U.S. Banks only)". At the bottom right, there are "Cancel" and "Next>" buttons.

If you choose Credit Card, enter the required information and click "Submit Payment"

A form titled "CBP Online Payment" with a sub-header "Step 2 of 2: Payment by Credit Card". Below the sub-header is the instruction: "Please enter your credit card information below. Then click the Submit Payment button to complete the process." The form includes a "Mandatory Fields" section with the following fields: "Payment Amount (in US currency): \$27.50", "Account Holder \* First Name [Joseph] M.I. [ ] Last Name [Doe]", "Company [ ]", "Billing Address \* [123 MAIN ST]", "Billing Address2 [ ]", "City [ANYTOWN]", "Country \* [UNITED STATES]", "State/Province [VIRGINIA]", "Postal/Zip Code [00000]", "Credit Card Type \* [Visa] with logos for VISA, MasterCard, American Express, DISCOVER, Diners Club International, and JCB. Below the logos is the text "(Value should not contain spaces or dashes)". "Credit Card Number \* [4444444444444444]", "Expiration Date \* [01] / [2017]", "Security Code \* [444] with a red circle around the last three digits (256). To the right of the security code is the text "On the back of your card, find the last 3 digits". At the bottom, there are "<Back", "Cancel", and "Submit Payment" buttons, with "Submit Payment" circled in red.

If you choose Bank Account, enter the required information and click "Submit Payment"

CBP Online Payment

**Step 2 of 2: Payment by Bank Account (U.S. Banks only)**

Please enter your bank account information below. Then click the **Submit Payment** button to complete the process.

A direct debit authorization must be received before 3:55 PM Eastern Time if payment is to occur as early as the next day. If the U.S. Treasury Department's designated depository is closed on a scheduled payment date (including weekends and some holidays), the payment will occur the next day the depository is open. A direct debit authorization must be initiated no more than 30 days in advance.

**\* Mandatory Fields**

Payment Amount (in US currency): **\$27.50**

Account Holder \* First Name  M.I.  Last Name

Company

Account Type \*

Routing Number \*

Account Number \*

Confirm Account Number \*

Check Number

Routing Number      Account Number      Check Number

<Back    Cancel    Submit Payment>

Once the payment is processed, you will receive a payment confirmation. Your order has been submitted for processing.

Please print this page for your records.

My Purchasing Account: **JOSEPH DOE**

Payment Confirmation

**Success!**

Your order payment has been successfully submitted

- We recommend printing this page.
- Payment confirmation has been emailed to all the listed email addresses.
- Once your order has been fulfilled, you will be notified by email when the formal receipt is available.
- Your order will then arrive according to the shipping terms you selected.

**Payment Summary**

Payment Tracking #	10726463
Payment Date	May 5, 2016 11:20:42 AM
Payer Name	JOSEPH DOE
Order Number	42768
Payment Amount	\$27.50

**Contact Information**

My Profile Email	JDOE@INTERNET.COM
Primary Purchasing Account Email	JOHNDOE@INTERNET.COM
Billing Address	123 MAIN ST ANYTOWN, VA 00000

[Print Page](#)      [Go To Orders](#)

## Replacement - Vessel

When a decal has been damaged due to repair or repainting. The following documents must be submitted to obtain a new decal:

- A copy of the itemized receipt.
- A copy of the paid repair or repainting invoice including the conveyance identification.
- A signed statement with a brief explanation of the circumstances that required the repair or repainting, with a contact name and telephone number.
- The aircraft tail number or vessel name.

If the decal was not received by standard mail, a replacement may be requested within 6 months of the purchase date.

Decals lost by customer and/or company representatives will not be replaced.

*Mail, fax, or email the above documents to:*

Email: [decals@dhs.gov](mailto:decals@dhs.gov)

Fax: 317-290-3219

**U.S. Customs and Border Protection**  
ATTN: DTOPS Program Administrator  
6650 Telecom Drive, Suite 100  
Indianapolis, IN 46278

### Need a Paper Application?

1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.

## Exchange - Vessel

Because a decal is assigned to a specific conveyance, it cannot be transferred. CBP will exchange a user fee paid for one conveyance and apply it to a different conveyance of the same type; see below:

The following documentation must be submitted for decal exchanges:

- **Unused decal.**
- Itemized receipt that was issued to you with the decal.
- New application (CF339V or CF339A) for the vessel or aircraft that will be assigned the replacement decal. New Payment is no longer required.
- Signed statement with a brief explanation of the circumstances that required the exchange, with a contact name and telephone number.

*\* The exception to the 30-day rule: If you purchased a transponder prior to January 1st, it may be exchanged through January 31st of the renewal year.*

*Mail, fax, or email the above documents to:*

Email: [decals@dhs.gov](mailto:decals@dhs.gov)

Fax: 317-290-3219

**U.S. Customs and Border Protection**  
ATTN: DTOPS Program Administrator  
6650 Telecom Drive, Suite 100  
Indianapolis, IN 46278

### Need a Paper Application?

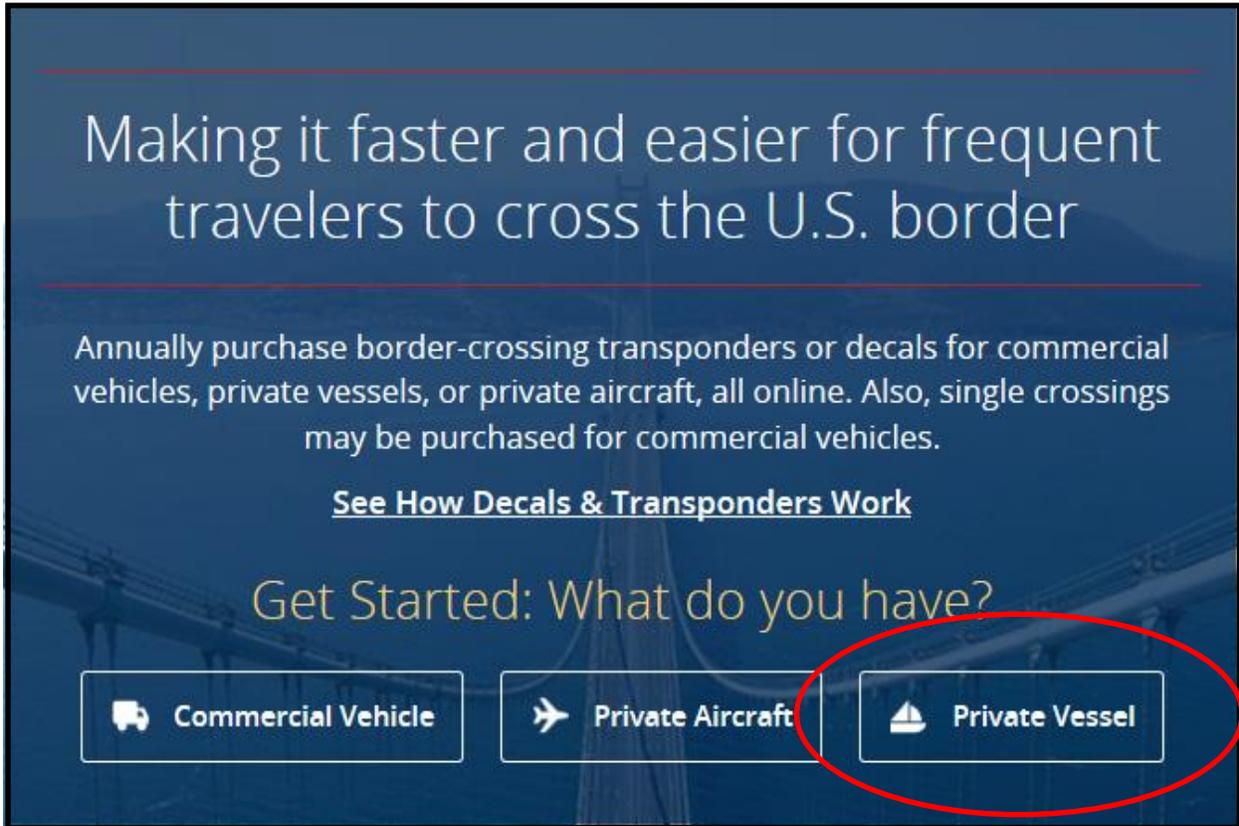
1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.

## Alternative Order Methods – New User Fee – Private Vessel

### Method 1 – New User Fee – Private Vessel - New DTOPS User

Select “Private Vessel” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

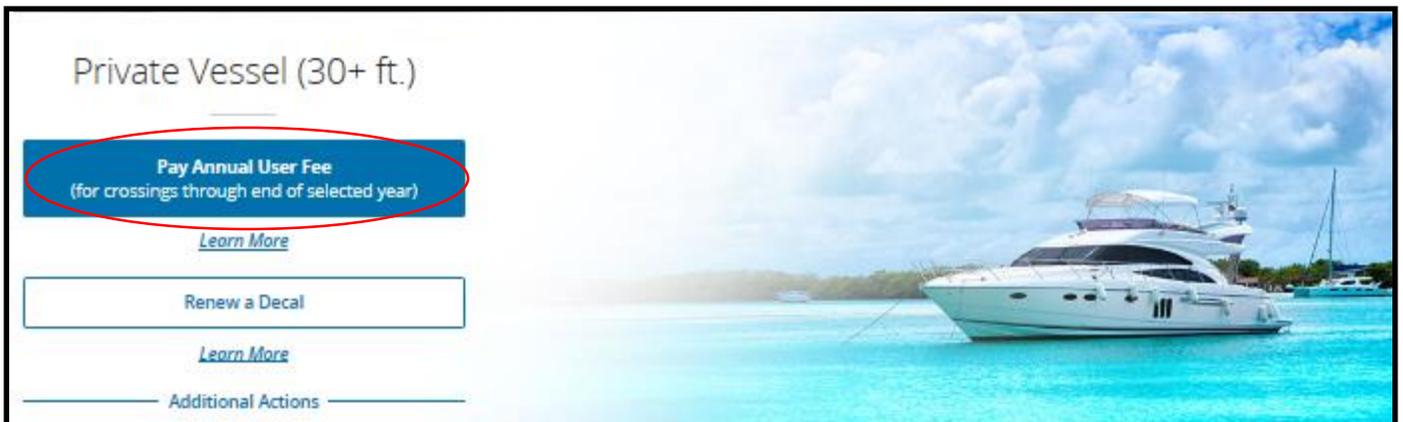
Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

The banner features a dark blue background with a faint image of a bridge. The text is white and yellow. The 'Private Vessel' button is circled in red.

The page will scroll down to the Private Vessel options. Click “Pay Annual User Fee”



Private Vessel (30+ ft.)

[Learn More](#)

[Learn More](#)

Additional Actions

The page shows a white yacht on turquoise water under a blue sky with clouds. The 'Pay Annual User Fee' button is circled in red.

You will receive a security notification,  
Click **“Consent & Continue”**

✕

## Security Notification



**You are about to access a Department of Homeland Security computer system.** This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. **By using this system, you consent to the terms set forth in this notice.** You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

Decline & ExitCONSENT & CONTINUE >

**Follow the steps on page 1  
to Sign Up for a User ID**

**Follow the steps on page 11  
to register for a Purchasing Account**

After setting up a User ID and Purchasing Account,  
you will be redirected to the start of a New User Fe

**See page 94 for order help**

Returning User -  
Log InNew User -  
Sign Up

All \* fields are required

**\* First Name:**  **Middle Name:**

**\* Last Name:**  **Suffix:**

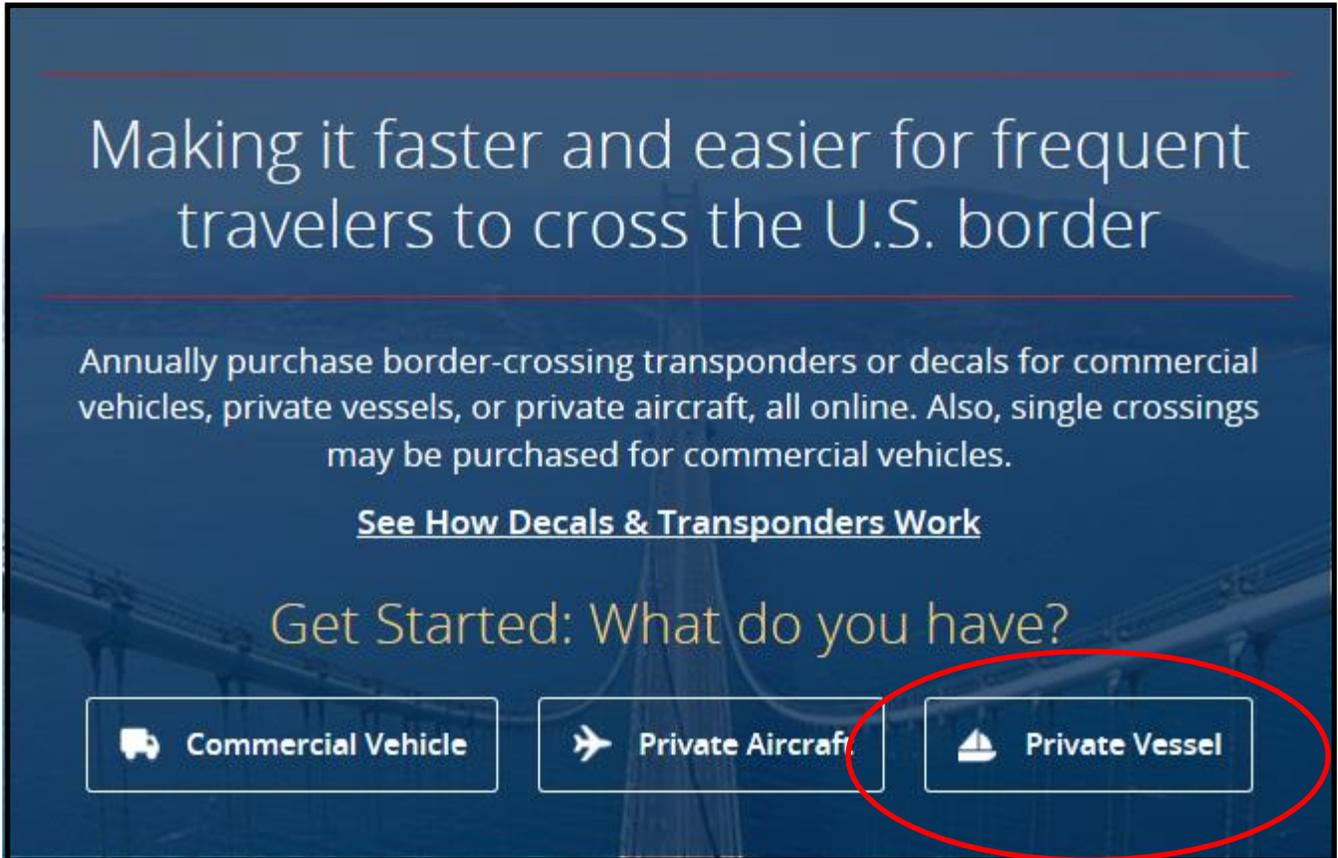
**\* Email:**

**\* Confirm Email:**

CancelNEXT >

## Method 2 – New User Fee – Private Vessel - Existing DTOPS User (not signed in)

Select “Private Vessel” from the home screen.



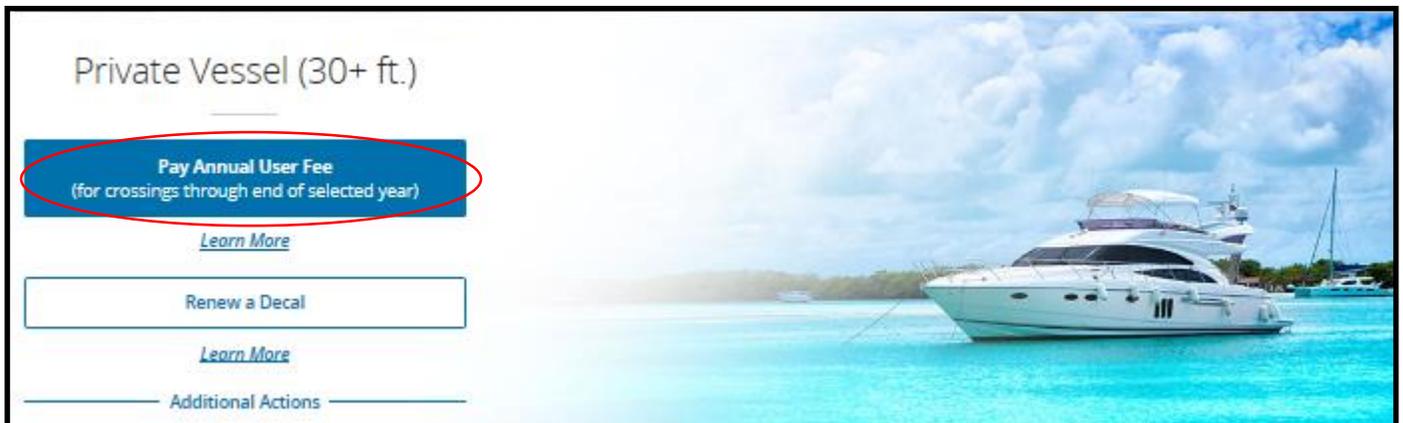
Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

The page will scroll down to Private Vessel options. Click “Pay Annual User Fee”



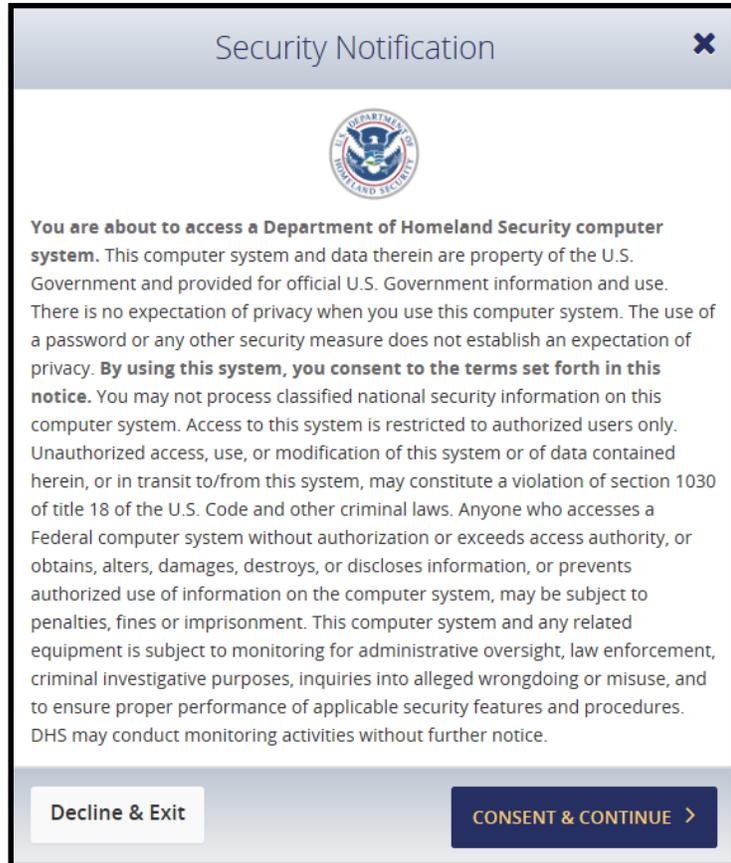
Private Vessel (30+ ft.)

[Learn More](#)

[Learn More](#)

Additional Actions

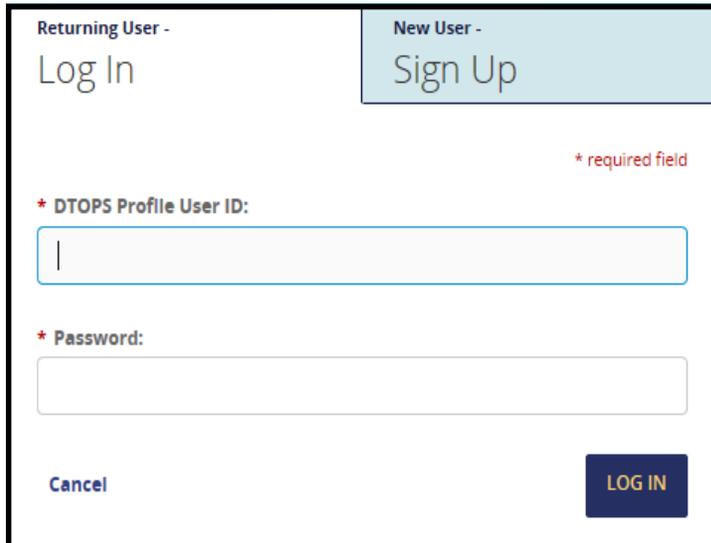
You will receive a security notification,  
Click **“Consent & Continue”**



The image shows a "Security Notification" window with a close button (X) in the top right corner. At the top center is the Department of Homeland Security seal. Below the seal is a paragraph of text: "You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. **By using this system, you consent to the terms set forth in this notice.** You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice." At the bottom of the window are two buttons: "Decline & Exit" on the left and "CONSENT & CONTINUE >" on the right.

Enter you DTOPS User ID and  
password

Click **“Log In”**



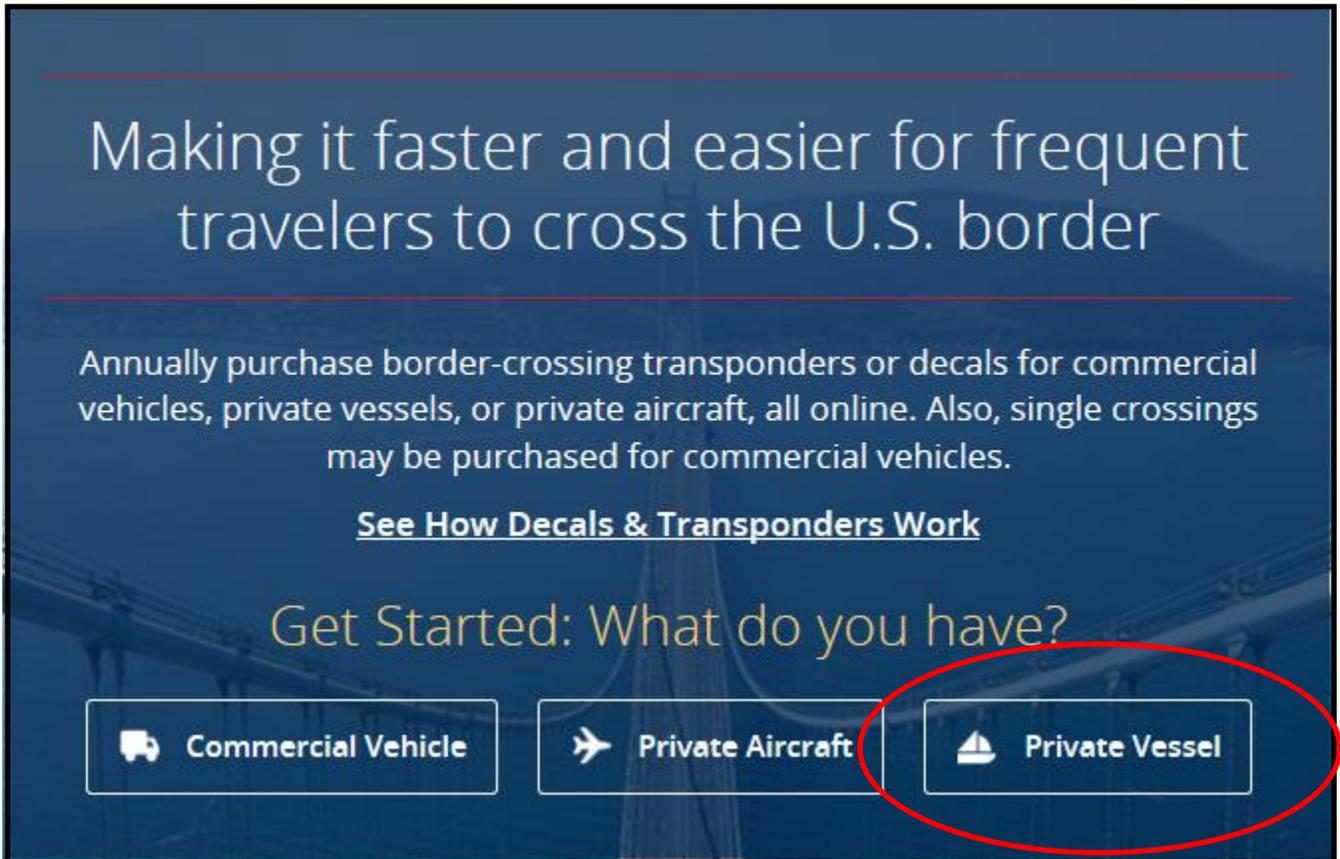
The image shows a login/sign up form. At the top, there are two tabs: "Returning User - Log In" (selected) and "New User - Sign Up". Below the tabs, there are two input fields. The first is labeled "\* DTOPS Profile User ID:" and has a red asterisk indicating it is a required field. The second is labeled "\* Password:" and also has a red asterisk. At the bottom left is a "Cancel" button, and at the bottom right is a "LOG IN" button.

After logging in, you will be redirected to the start of New User Fee order.

**See page 94 for order help**

### Method 3 – New User Fee – Private Vessel - Existing DTOPS User Home Screen (signed in)

Select “Private Vessel” from the home screen.



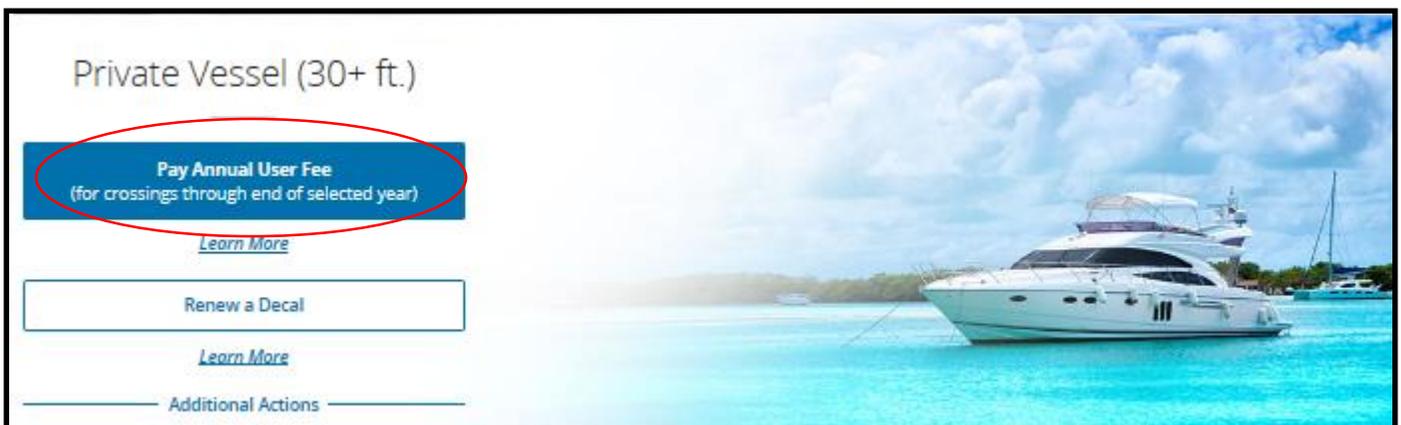
Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

[See How Decals & Transponders Work](#)

Get Started: What do you have?

The page will scroll down to the Private Vessel options. Click “Pay Annual User Fee”



Private Vessel (30+ ft.)

[Learn More](#)

[Learn More](#)

Additional Actions

You will be redirected to the start of a New User Fee order.

See page 94 for order help

## Method 4 – New User Fee – Private Vessel - Existing DTOPS User (signed in)

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the “My Purchasing Account” dropdown.

The screenshot shows the DTOPS My Purchasing Account dashboard for user JOSEPH DOE. The account ID is J00527670. The dashboard features a navigation bar with 'Home', 'My Purchasing Account', and 'Helpful Info'. A dropdown menu is open under 'My Purchasing Account', with 'Create/Edit Orders' highlighted. Below the navigation bar, there are tabs for 'Quick Start', 'Orders', 'Inventory', and 'Registered Owners'. The main content area is titled 'What would you like to do today?' and includes a 'Shopping Cart (0 orders)' and 'Order History' link. The 'Add an Order' button is circled in red. Below this, there is a message 'Your shopping cart is empty.' and another 'Add an Order' button, also circled in red.

Click “Add an Order”

The screenshot shows the DTOPS My Purchasing Account dashboard for user JOSEPH DOE. The account ID is J00527670. The dashboard features a navigation bar with 'Home', 'My Purchasing Account', and 'Helpful Info'. A dropdown menu is open under 'My Purchasing Account', with 'Add an Order' highlighted. Below the navigation bar, there are tabs for 'Quick Start', 'Orders', 'Inventory', 'Registered Owners', 'Contact Info', and 'Users'. The main content area is titled 'Your shopping cart is empty.' and includes a 'Shopping Cart (0 orders)' and 'Order History' link. The 'Add an Order' button is circled in red.

Select "Add to Cart" under Annual User Fee (Vessel Decal) in the Private Vessel Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online see instructions	Replacements cannot be done online see instructions
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

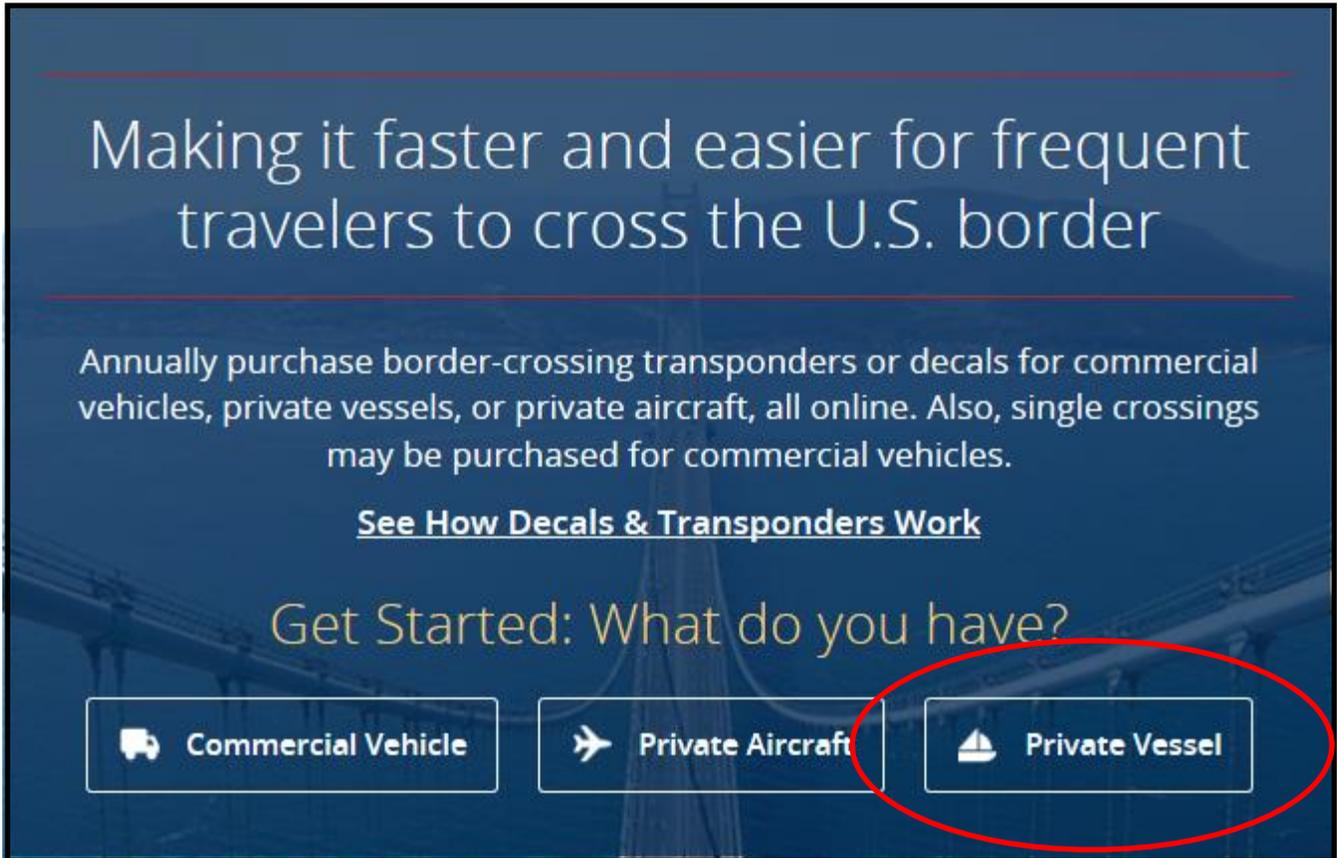
You will be redirected to the start of a New User Fee order.

See page 94 for order help

## Alternative Order Methods – Renewal – Private Vessel

### Method 1 – Renewal – Private Vessel - Existing DTOPS User (not signed in)

Select “Private Vessel” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

Annually purchase border-crossing transponders or decals for commercial vehicles, private vessels, or private aircraft, all online. Also, single crossings may be purchased for commercial vehicles.

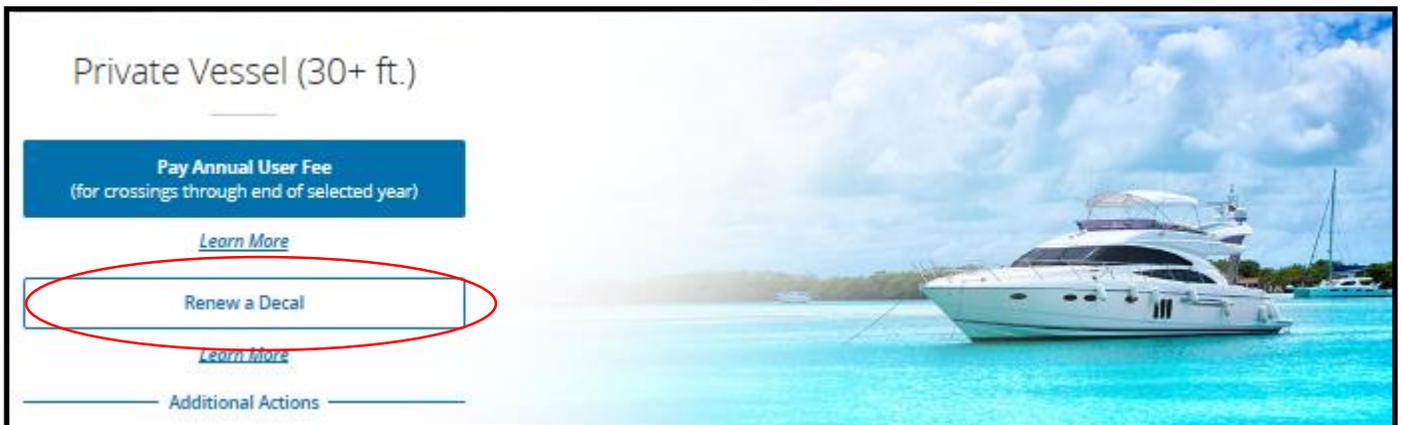
[See How Decals & Transponders Work](#)

Get Started: What do you have?

[Commercial Vehicle](#) [Private Aircraft](#) [Private Vessel](#)

The image shows a dark blue banner with white text. At the bottom, there are three white buttons with icons: a truck for 'Commercial Vehicle', an airplane for 'Private Aircraft', and a sailboat for 'Private Vessel'. The 'Private Vessel' button is circled in red.

The page will scroll down to Private Vessel options. Click “Renew a Decal”



Private Vessel (30+ ft.)

**Pay Annual User Fee**  
(for crossings through end of selected year)

[Learn More](#)

[Renew a Decal](#)

[Learn More](#)

Additional Actions

The image shows a white background with a blue sky and a white yacht in the background. On the left, there is a blue box with white text. Below it is a red oval around a button that says 'Renew a Decal'.

You will receive a security notification,  
Click **“Consent & Continue”**

**Security Notification**



**You are about to access a Department of Homeland Security computer system.** This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. **By using this system, you consent to the terms set forth in this notice.** You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

**Decline & Exit**      **CONSENT & CONTINUE >**

Enter you DTOPS User ID and  
password

Click **“Log In”**

**Returning User - Log In**      **New User - Sign Up**

\* required field

\* **DTOPS Profile User ID:**

\* **Password:**

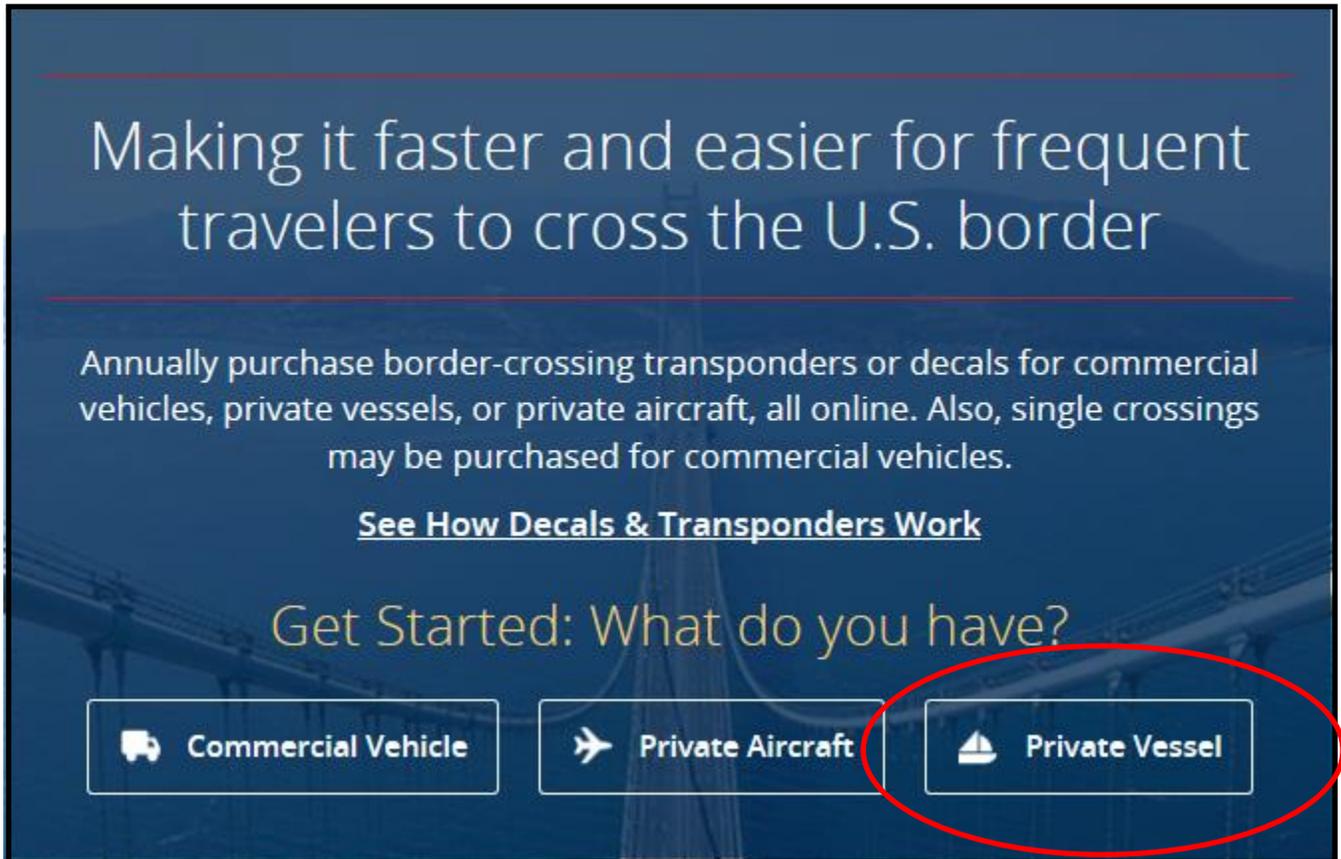
**Cancel**      **LOG IN**

After logging in, you will be redirected to the start of Renewal order.

**See page 98 for order help**

## Method 2 – Renewal – Private Vessel - Existing DTOPS User Home Screen (signed in)

Select “Private Vessel” from the home screen.



Making it faster and easier for frequent travelers to cross the U.S. border

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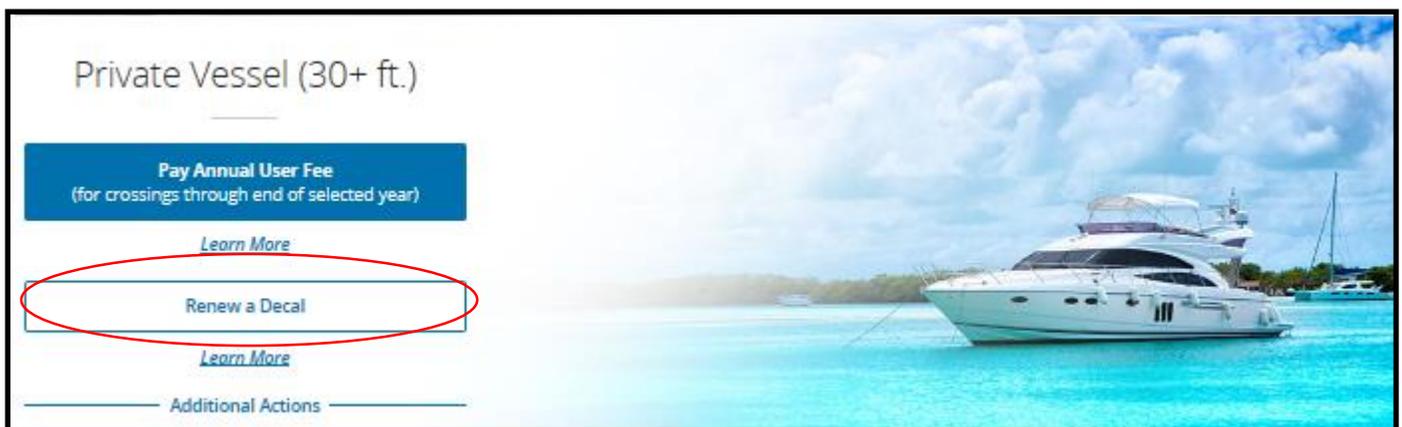
[See How Decals & Transponders Work](#)

Get Started: What do you have?

[Commercial Vehicle](#) [Private Aircraft](#) [Private Vessel](#)

The image shows a dark blue banner with white text. At the bottom, there are three white buttons with icons and text: 'Commercial Vehicle' (truck icon), 'Private Aircraft' (airplane icon), and 'Private Vessel' (sailboat icon). The 'Private Vessel' button is circled in red.

The page will scroll down to the Private Vessel options. Click “Renew a Decal”



Private Vessel (30+ ft.)

[Pay Annual User Fee](#)  
(for crossings through end of selected year)

[Learn More](#)

[Renew a Decal](#)

[Learn More](#)

Additional Actions

The image shows a white background with a blue sky and a white yacht in the background. On the left, there is a blue button for 'Pay Annual User Fee' and a 'Learn More' link. Below that is a white button for 'Renew a Decal' which is circled in red, and another 'Learn More' link. At the bottom, there is a section for 'Additional Actions'.

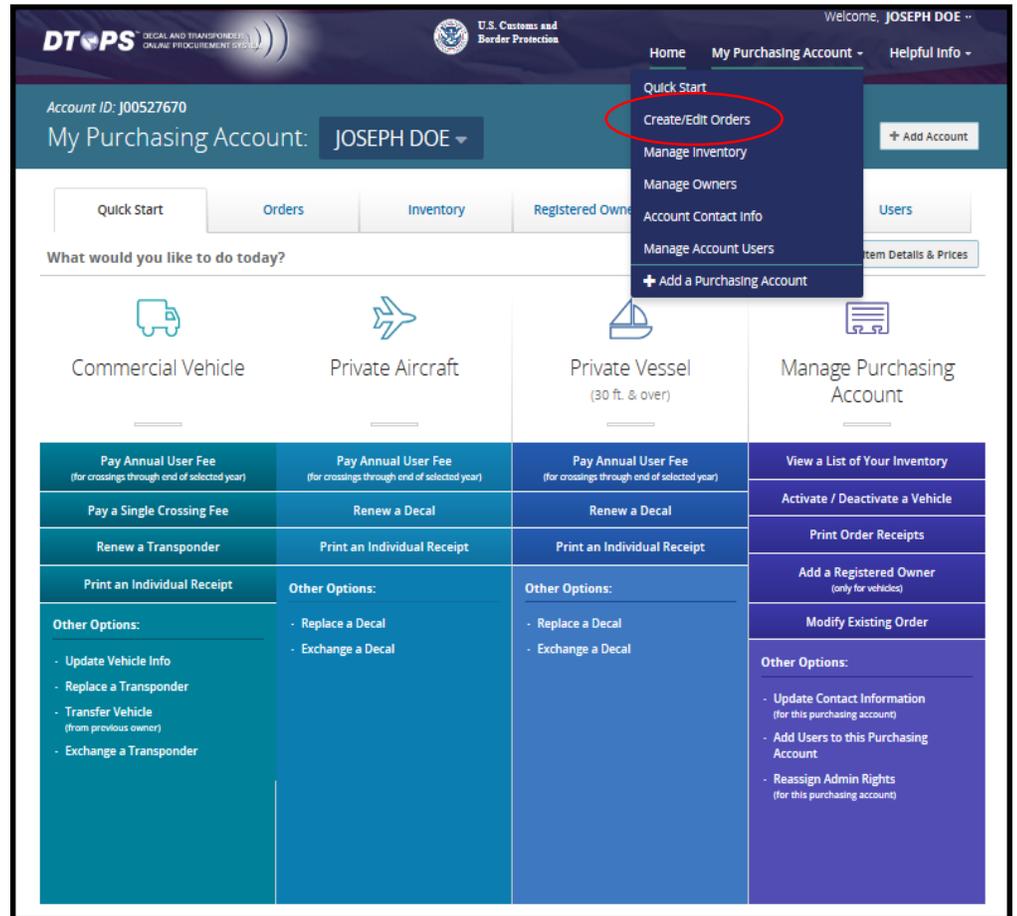
You will be redirected to the start of a Renewal order.

See page 98 for order help

### Method 3 – Renewal – Private Vessel - Existing DTOPS User (signed in)

Click My Purchasing Account dropdown and select “Create/Edit Orders”

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the “My Purchasing Account” dropdown.



Click “Add an Order”



Select "Add to Cart" under Renew Vessel Decal in the Private Vessel Column

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
 <b>Single Crossing Fee</b> For a one-time crossing, expires: 12/31/2016 \$13.05 <a href="#">Add to Cart</a>	N/A	N/A
 <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$401.67 per vehicle and year <a href="#">Add to Cart</a>	 <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>	 <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$27.50 per decal and year <a href="#">Add to Cart</a>
 <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a>	Replacements cannot be done online see instructions	Replacements cannot be done online see instructions
 <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a>	N/A	N/A

You will be redirected to the start of a Renewal order.

See page 98 for order help

## Order Status Explanation

To view orders, click **“Orders”** on Quick Start page or **“Create/Edit Orders”** under the **“My Purchasing Account”** drop down menu.

Official Website of the Department of Homeland Security

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

U.S. Customs and Border Protection

Welcome, JOSEPH DOE

Home My Purchasing Account Helpful Info

My Purchasing Account: JOSEPH DOE

Quick Start **Orders** Inventory Registered Owners

Shopping Cart (1 orders) Order History

Your shopping cart has orders that have been created but not yet paid.

Page: 1 of 1

Order Number	Last Status Update	Order Status	# of Items	Total Cost
42858 Checkout + Add an Item View Details	5/9/16	Order Unpaid	2	\$55.00

**Cart Total** 1 order, 2 total items **\$55.00**

Add an Order

Unpaid orders appear under the **“Shopping Cart”** section.

My Purchasing Account: JOSEPH DOE

Quick Start **Orders** Inventory Registered Owners Contact Info Users

**Shopping Cart (1 orders)** Order History

Your shopping cart has orders that have been created but not yet paid.

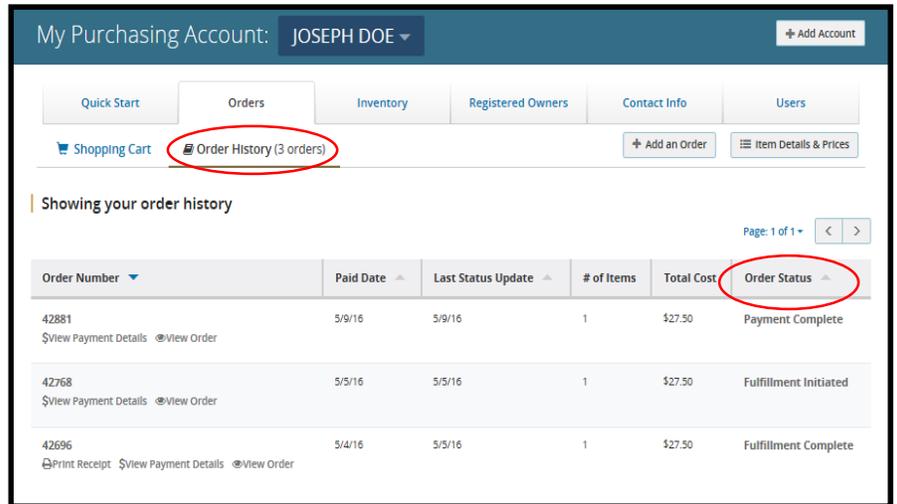
Page: 1 of 1

Order Number	Last Status Update	Order Status	# of Items	Total Cost
42858 Checkout + Add an Item View Details	5/9/16	Order Unpaid	2	\$55.00

**Cart Total** 1 order, 2 total items **\$55.00**

Add an Order

You can see the status of paid orders under the **“Order History”** section.



ORDER STATUS	EXPLANATION
<b>Order Unpaid</b>	Order still needs to be completed. Click <b>“Checkout”</b> under the order number.
<b>Payment Complete</b>	Your payment has been submitted. No further action is required.
<b>Payment Initiated</b>	The payment was started but may not have been successful. Please allow 1 hour for the system to reset to <b>“Order Unpaid”</b> or <b>“Fulfillment Initiated”</b> .
<b>Payment Denied</b>	The payment was denied. Please try a different form of payment.
<b>Fulfillment Initiated</b>	Your order is currently being processed.
<b>Fulfillment Complete</b>	Your order has finished processing and your decal or transponder has been mailed (if requested). The receipt is available to print by clicking on <b>“Print Receipt”</b> under the order number.

## Inventory

To view or edit conveyance information in your account, you can click on the **Inventory** tab or “**View a List of Your Inventory**” from the Quick Start page.

Account ID: J00527629  
My Purchasing Account: JOSEPH DOE

Quick Start | Orders | **Inventory** | Registered Owners | Contact Info | Users

What would you like to do today? Item Details & Prices

Commercial Vehicle | Private Aircraft | Private Vessel (30 ft. & over) | Manage Purchasing Account

Pay Annual User Fee (for crossings through end of selected year) | Pay Annual User Fee (for crossings through end of selected year) | Pay Annual User Fee (for crossings through end of selected year) | **View a List of Your Inventory**

Pay a Single Crossing Fee | Renew a Decal | Renew a Decal | Activate / Deactivate a Vehicle

Renew a Transponder | Print an Individual Receipt | Print an Individual Receipt | Print Order Receipts

Print an Individual Receipt | Other Options: | Other Options: | Add a Registered Owner (only for vehicles)

Other Options: | Other Options: | Other Options: | Modify Existing Order

- Update Vehicle Info
- Replace a Transponder
- Transfer Vehicle (from previous owner)
- Exchange a Transponder
- Replace a Decal
- Exchange a Decal
- Replace a Decal
- Exchange a Decal
- Update Contact Information (for this purchasing account)
- Add Users to this Purchasing Account
- Reassign Admin Rights (for this purchasing account)

Choose Commercial Vehicle, Private Aircraft or Private Vessel on the Inventory screen.

Account ID: B00004153  
My Purchasing Account: B N DULAYS TRUX

Quick Start | Orders | **Inventory** | Registered Owners | Contact Info | Users

**Commercial Vehicles (41)** | Private Aircraft | Private Vessels

Listed are all the vehicles in your inventory from *paid* orders.  
Inventory is only added via an order.

Filter Table: All Vehicles | **Active Vehicles Only** | Deactivated Vehicles Only | Suspended Vehicles Only

Note: Only vehicles deactivated during the current year are available to view.

SEARCH Showing all: 25

Vehicle Information				Transponder Information			Single Crossing Fee Info	
Cab #	VIN	Plate #, State	Status	Status	Fee Year	Number	Status (expires on)	# until Price Drops
1 0001 <a href="#">View/Edit</a>	1XKDB9X65J102622 <a href="#">Get Individual Receipt</a>	RA4035911, MO	Active	Active	2008 & 2011	E022465400275712		
2 01123 <a href="#">View/Edit</a>	00236598758PKHUJTMN <a href="#">Get Individual Receipt</a>	456894P, TAM	Active	Active	2011	E02246540027175E		

## Commercial Vehicles

Under the **Commercial Vehicles** tab you will see information about the vehicles in your DTOPS account. You may filter by “All Vehicles”, “Active Vehicles Only”, “Deactivated Vehicles Only,” or “Suspended Vehicles Only”. From this screen, you can print a copy of a receipt for paid vehicles by clicking “**Get Individual Receipt**”.

Account ID: B00004153  
My Purchasing Account: B N DULAYS TRUX

Quick Start | Orders | Inventory | Registered Owners | Contact Info | Users

**Commercial Vehicles (41)** | Private Aircraft | Private Vessels

Listed are all the vehicles in your inventory from *paid* orders.  
Inventory is only added via an order.

Filter Table: All Vehicles | **Active Vehicles Only** | Deactivated Vehicles Only | Suspended Vehicles Only

Note: Only vehicles deactivated during the current year are available to view.

SEARCH Showing all: 25

	Vehicle Information				Transponder Information			Single Crossing Fee Info	
	Cab #	VIN	Plate #, State	Status	Status	Fee Year	Number	Status (expires on)	# until Price Drops
1	0001 <a href="#">View/Edit</a>	1XKDD89X65J102622 <a href="#">Get Individual Receipt</a>	RA4035911, MO	Active	Active	2008 & 2011	E022465400275712		
2	01123 <a href="#">View/Edit</a>	00236598758PKHUYTMN <a href="#">Get Individual Receipt</a>	456894P, TAM	Active	Active	2011	E02246540027175E		

You may also click on “**View/Edit**” for a specific vehicle to update it. By clicking on “**View/Edit**”, the system will bring you to a screen where you can update several fields for the vehicle.

### Edit Vehicle Details

For VIN: 1XP5DB9X65NB46258

\* required field

\* **Vehicle's Status:** Active

\* **What is the license plate number?** PW8020

**Where was the license plate issued?**

\* Country: CANADA

\* State / Province / Region: License State/Province of Issuance\* ONTARIO

\* **What is the vehicle's cab number?** 0525  
Note: If you do not have a cab number, use the last five digits of the VIN.

**Vehicle's make (manufacturer), model, and model year:**

Make	PETERBILT
Model	MISSING
Model Year	2005

\* **What color is the vehicle?** COPPER

**Does the vehicle have a transponder?**

Transponder Number: 0322895500DDE000

Transponder Status: Active

**Is the carrier company C-TPAT FAST approved?**  
If no, please leave blank.  
C-TPAT Carrier FAST ID: \_\_\_\_\_

\* **Who is the registered owner of the vehicle?** Registered Owner: S.T CARRIER  
[Change Registered Owner](#)

CANCEL & GO BACK | SAVE

The fields available for update are:

- Vehicle Status?
- License plate number
- License plate country and state/province/region
- Cab number
- Color
- C-TPAT Fast ID
- Registered Owner

To update a VIN, Make, Model or Model Year, you must contact the help desk.

After updating a field, click **“Save”** and the system will take you back to your conveyance list.

Once a field has been updated, you can print an updated copy of the receipt from the conveyance list by clicking **“Get Individual Receipt”**.

## Aircraft/Vessels

Private Aircraft and Private Vessel information may be viewed by clicking either the **Private Aircraft** or **Private Vessel** tabs.

From this screen, you can see past decal information and specific conveyance information such as manufacturer, model year and identification numbers. You can also print a receipt for a current decal by clicking **“Get Individual Receipt”**.

Account ID: J00527629  
My Purchasing Account: JOSEPH DOE

Quick Start | Orders | Inventory | Registered Owners | Contact Info | Users

Commercial Vehicles | **Private Aircraft (3)** | Private Vessels

Listed are all the aircraft in your inventory from *paid* orders.  
Inventory is only added via an order.

SEARCH [v] Showing all: 3

	Tail Number	Model Year	Manufacturer	Decal Status	Fee Year	Decal Number
1	N0000 <a href="#">View/Edit</a>	2016	BEECH			
2	N0000 <a href="#">View/Edit</a>	2016	BOEING	Active	2016	6151340
3	N0001 <a href="#">View/Edit</a>	2016	BEECH			

Account ID: A00099970  
My Purchasing Account: ALAN BURKE

Quick Start | Orders | Inventory | Registered Owners | Contact Info | Users

Commercial Vehicles | Private Aircraft | **Private Vessels (1)**

Listed are all the vessels in your inventory from *paid* orders.  
Inventory is only added via an order.

SEARCH [v] Showing all: 1

	Vessel Name	Hull ID	Local Registration #	US Coast Guard ID	Model Year	Manufacturer	Decal Status	User Fee Year	Decal Number
1	CIVIL TWILIGHT <a href="#">View/Edit</a>	PAS47135A404		1152882	2004	PASSPORT	Void	2007	7536356

Click View/Edit on the previous screen to view the Aircraft details

### View Aircraft Details

Please call the CBP help desk (317) 298-1245 to update any field.

---

**Aircraft Information** ?

Model Year:	2016
Manufacturer:	BOEING
Tail Number:	N0000

---

**Decal Information** ?

Decal Number:	6151340
Decal Year:	2016

**BACK**

Click View/Edit on the previous screen to view the Vessel details

### View Vessel Details

Please call the CBP help desk (317) 298-1245 to update any field.

---

**Vessel Information** ?

Model Year:	2016
Manufacturer:	GRAND BANKS
Vessel Name:	DTOPS

---

**Vessel Identification** ?

U.S. Coast Guard ID:	123456
Local Registration Number:	
Hull ID:	

---

**Decal Information** ?

Decal Number:	6826480
Decal Year:	2016

**BACK**

Note: If any information is incorrect, you will need to contact our help desk by phone 317-298-1245 or by email [decals@dhs.gov](mailto:decals@dhs.gov) to have it updated. Aircraft/Vessel details may not be edited online.

## Manage Registered Owners

### Edit Registered Owner

Click the “My Purchasing Account” dropdown and select “Manage Owners”

Or click “Add a Registered Owner” under the “Manage Purchasing Account” section

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the “My Purchasing Account” dropdown.

The screenshot shows the DTOPS web application interface. At the top, the user is logged in as JOSEPH DOE. A dropdown menu is open under 'My Purchasing Account', with 'Manage Owners' highlighted. The main dashboard features four columns: Commercial Vehicle, Private Aircraft, Private Vessel (30 ft. & over), and Manage Purchasing Account. The 'Manage Purchasing Account' column contains a list of actions, with 'Add a Registered Owner (only for vehicles)' circled in red.

To edit existing Registered owner Information, click “View/Edit Registered Owner” under the appropriate Registered Owner’s name.

The screenshot shows the 'Registered Owners' section of the DTOPS web application. It includes a search bar and a list of registered owners. The name 'JOSEPH DOE' is listed, and the 'View/Edit Registered Owner' link is circled in red. The interface also shows a 'Delete' button next to the name.

**Note: From this screen, you can also Delete Registered Owners. You will not be able to delete a Registered Owner if they are attached to any vehicle in your Inventory.**

Edit necessary information by typing in the appropriate field and click **“Save”**

Account ID: J00527670

### Edit Registered Owner

\* required field

\* What is the registered owner's name? ?

JOSEPH DOE

e.g. John Doe Jr., Bob's Trucking Company

\* What is the address printed on the vehicle's registration? ?

\* Country:

UNITED STATES

\* Address line 1:

1234 MAIN STREET

Address line 2:

\* City:

ANYTOWN

\* State / Province / Region:

INDIANA

\* ZIP code / Postal code: ?

00000

CANCEL & GO BACK SAVE

## Add Registered Owner

To add a Registered Owner for future use, click **“+ Add Registered Owner”**

Account ID: J00527670

My Purchasing Account: JOSEPH DOE + Add Account

Quick Start Orders Inventory Registered Owners Contact Info Users

+ Add Registered Owner

Listed are the registered owners associated with this purchasing account.  
You can add a registered owner's information, edit it (if they are not FAST-approved), and delete it.  
Note: You cannot delete a registered owner if they are attached to a vehicle in this purchasing account.

SEARCH Showing all: 1

Registered Owner's Name
JOSEPH DOE View/Edit Registered Owner Delete

See page 36 for help with adding a Registered Owner

## Manage Users

### Add User to Account

Click My Purchasing Account dropdown and select “Manage Account Users”

Or, click “Add Users to this Purchasing Account” under Manage Purchasing Account

Or, click the “Users” tab.

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

U.S. Customs and Border Protection

Welcome, JOSEPH DOE

Home My Purchasing Account Helpful Info

Account ID: J00527670

My Purchasing Account: JOSEPH DOE

Quick Start Orders Inventory Registered Owners

What would you like to do today?

Commercial Vehicle Private Aircraft Private Vessel (30 ft. & over) Manage Purchasing Account

Pay Annual User Fee (for crossings through end of selected year) View a List of Your Inventory

Pay a Single Crossing Fee Renew a Decal Activate / Deactivate a Vehicle

Renew a Transponder Print an Individual Receipt Print an Individual Receipt Print Order Receipts

Print an Individual Receipt Other Options: Other Options: Add a Registered Owner (only for vehicles)

Other Options: Replace a Decal Exchange a Decal Modify Existing Order

Other Options: Update Vehicle Info Replace a Transponder Transfer Vehicle (from previous owner) Exchange a Transponder

Other Options: Update Contact Information (for this purchasing account) Add Users to this Purchasing Account Reassign Admin Rights (for this purchasing account)

Click “+ Add User to Purchasing Account”

Account ID: J00527670

My Purchasing Account: JOSEPH DOE

Quick Start Orders Inventory Registered Owners Contact Info Users

+ Add User to Purchasing Account

Listed are the DTOPS users associated with this purchasing account.  
You can view, add, and remove DTOPS users on this purchasing account, as well as transfer admin privileges to another user on this purchasing account.

DTOPS User ID	User's Name	User or Admin
1 J00034249D View	JOSEPH DOE	ADMIN

Enter the User ID and Last Name of the User to be added.

Note: New Users must register for a User ID before being added to an account.

Click **“Retrieve User Information”**

Add User to Purchasing Account ✕

\* required field

Who is the DTOPS user being added to this purchasing account?

\* DTOPS User ID

\* Last Name

Retrieve User Information >

CANCEL & GO BACK SAVE

Click **“Save”**

Add User to Purchasing Account ✕

\* required field

Who is the DTOPS user being added to this purchasing account?

\* DTOPS User ID

\* Last Name

Retrieve User Information >

First Name:  
DTOPS

Middle Name:

CANCEL & GO BACK SAVE

## Reassign Administrator Rights

Note: In order to reassign administrative rights, the person must already be added as a User on the Account.

Click the “My Purchasing Account” dropdown and select “Manage Account Users”

Or, click “Add Users to this Purchasing Account” under Manage Purchasing Account

Or, click the “Users” tab.

Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.

DTOPS DIGITAL AND TRANSPARENT ONLINE PROCUREMENT SYSTEM U.S. Customs and Border Protection

Welcome: JOSEPH DOE

Home My Purchasing Account Helpful Info

Quick Start Create/Edit Orders Manage Inventory Manage Owners Account Contact Info **Users** Add Account

Account ID: J00527670 My Purchasing Account: JOSEPH DOE

Quick Start Orders Inventory Registered Owners

What would you like to do today?

Commercial Vehicle Private Aircraft Private Vessel (30 ft. & over) Manage Purchasing Account

Pay Annual User Fee (for crossings through end of selected year) Pay Annual User Fee (for crossings through end of selected year) Pay Annual User Fee (for crossings through end of selected year) View a List of Your Inventory

Pay a Single Crossing Fee Renew a Decal Renew a Decal Activate / Deactivate a Vehicle

Renew a Transponder Print an Individual Receipt Print an Individual Receipt Print Order Receipts

Print an Individual Receipt Other Options: Other Options: Other Options: Add a Registered Owner (only for vehicles)

Other Options: - Replace a Decal - Exchange a Decal - Replace a Decal - Exchange a Decal - Replace a Decal - Exchange a Decal Modify Existing Order

Other Options: - Update Vehicle Info - Replace a Transponder - Transfer Vehicle (from previous owner) - Exchange a Transponder - Update Contact Information (for this purchasing account) - **Add Users to this Purchasing Account** - Reassign Admin rights (for this purchasing account)

Click “Make Admin” under the appropriate User ID

Account ID: J00527670 My Purchasing Account: JOSEPH DOE Add Account

Quick Start Orders Inventory Registered Owners Contact Info **Users**

Add User to Purchasing Account

Listed are the DTOPS users associated with this purchasing account. You can view, add, and remove DTOPS users on this purchasing account, as well as transfer admin privileges to another user on this purchasing account.

DTOPS User ID	User's Name	User or Admin
1 D0003565011 View <b>Make Admin</b> Delete	DTOPS USER	USER
2 J00034249D View	JOSEPH DOE	ADMIN

You will receive this message, click **“YES, REASSIGN”**

### Reassign Administrator ✕

The new admin for this purchasing account will be:  
**DTOPS USER**

**What does that mean?**

- the new admin will be legally bound for managing the account.
- you will no longer be the purchasing account admin.
- you will no longer see the 'Manage Account Users' tab.
- you will no longer be able to update purchasing account contact information.

Are you sure?

[No, Cancel](#) [YES, REASSIGN](#)

Once administrative rights have been reassigned, you will lose the ability to make changes on the User Tab and will be redirected to the Purchasing Account list. Click **“open”** to re-enter the account.

## My Purchasing Account: [List All](#) + Add Account

Click on Open to access a purchasing account and make/manage an order or manage the account.

SEARCH ▾ Page: 1 of 1 < >

	Purchasing Account Name <span>▲</span>	Account ID <span>▲</span>	Physical Address	Go to Cart
1	JOSEPH DOE <a href="#">Open</a>	J00527670	1234 MAIN STREET ANYTOWN IN 46278 UNITED STATES	