



# U.S. Customs and Border Protection

## DTOPS User Guide



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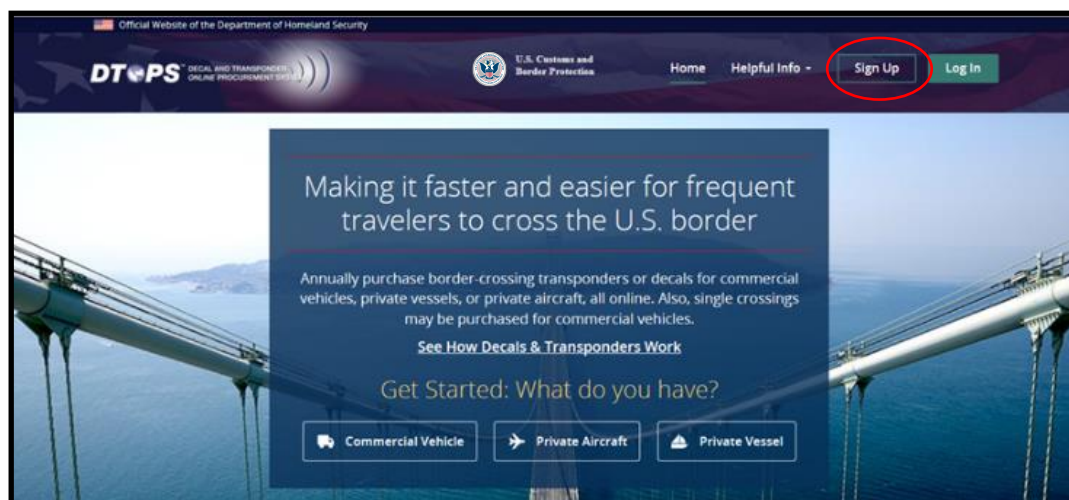
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## Registering a New User ID

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).

Click “SIGN UP”



Complete the required fields:

- First and Last Name
- Email
- Confirm Email

Then click “NEXT”

Returning User - Log In	New User - Sign Up
Step 1 (of 2) Name & Email	
All * fields are required	
* First Name:	Middle Name:
<input type="text" value="JOSEPH"/>	<input type="text"/>
* Last Name:	Suffix
<input type="text" value="DOE"/>	<input type="text" value="v"/>
* 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 field]

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

\* Confirm Password: [password field]

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

\* Security Question 1: [dropdown menu] \* Answer 1: [text field: ANYTOWN]

\* Security Question 2: [dropdown menu] \* Answer 2: [text field: MATH]

\* Security Question 3: [dropdown menu] \* Answer 3: [text field: 1234 MAIN STREET]

[BACK] [Cancel] [SUBMIT]

You will see this message.

Please wait while we process your registration. This could take a minute.

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."**

New User Sign Up Complete

\* required field

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: [password field]

[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 >

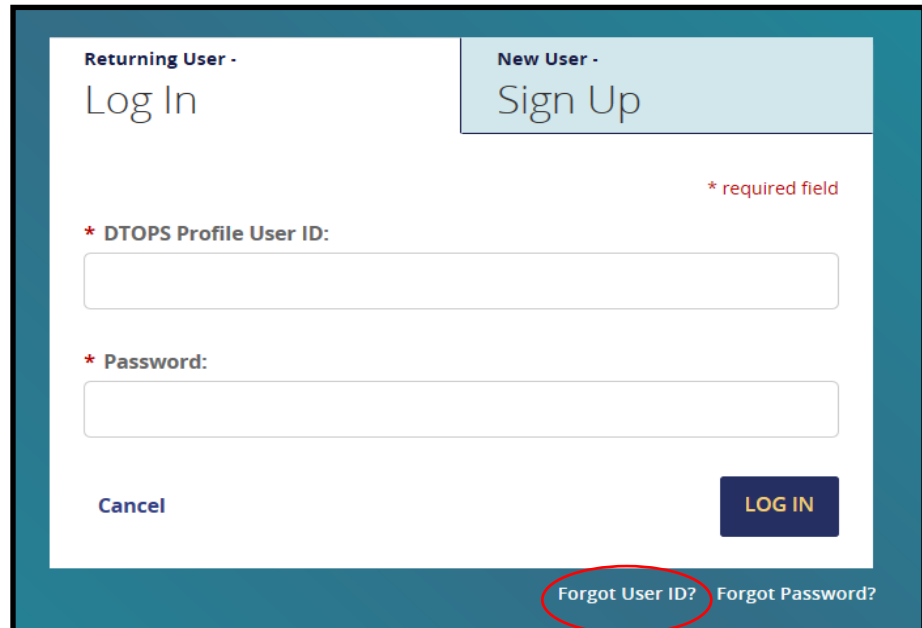
## Recover User ID

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 image shows a web interface for DTOPS with two tabs: "Returning User - Log In" and "New User - Sign Up". The "Log In" tab is active. It contains two required input fields: "DTOPS Profile User ID:" and "Password:". Below the fields are "Cancel" and "LOG IN" buttons. At the bottom right, there are two links: "Forgot User ID?" (circled in red) and "Forgot Password?". A red asterisk and the text "\* required field" are positioned above the input fields.

Returning User - Log In

New User - Sign Up

\* required field

\* DTOPS Profile User ID:

\* Password:

Cancel

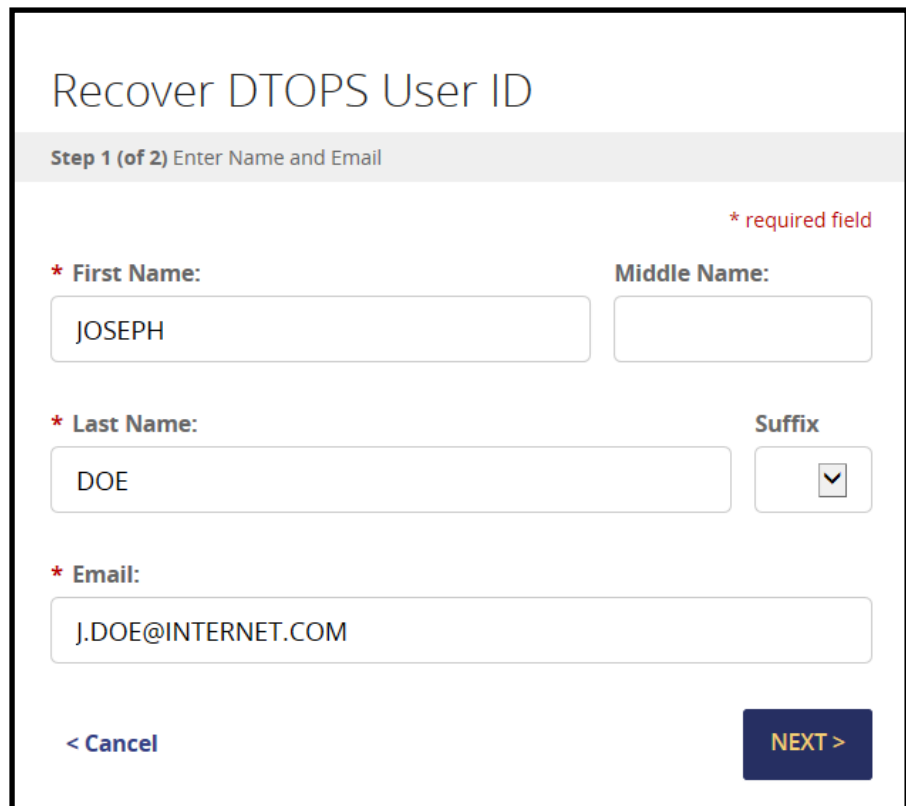
LOG IN

Forgot User ID? Forgot Password?

Complete the required fields:

- First Name
- Last Name
- Email

Click “**NEXT**”



The image shows the "Recover DTOPS User ID" screen, specifically "Step 1 (of 2) Enter Name and Email". It contains three required input fields: "First Name:" (with "JOSEPH" entered), "Last Name:" (with "DOE" entered), and "Email:" (with "J.DOE@INTERNET.COM" entered). There are also fields for "Middle Name:" and "Suffix:" (a dropdown menu). At the bottom are "< Cancel" and "NEXT >" buttons. A red asterisk and the text "\* required field" are positioned above the input fields.

Recover DTOPS User ID

Step 1 (of 2) Enter Name and Email

\* required field

\* First Name: Middle Name:

JOSEPH

\* Last Name: Suffix

DOE

\* Email:

J.DOE@INTERNET.COM

< Cancel

NEXT >



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 "LOGIN"

## 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.

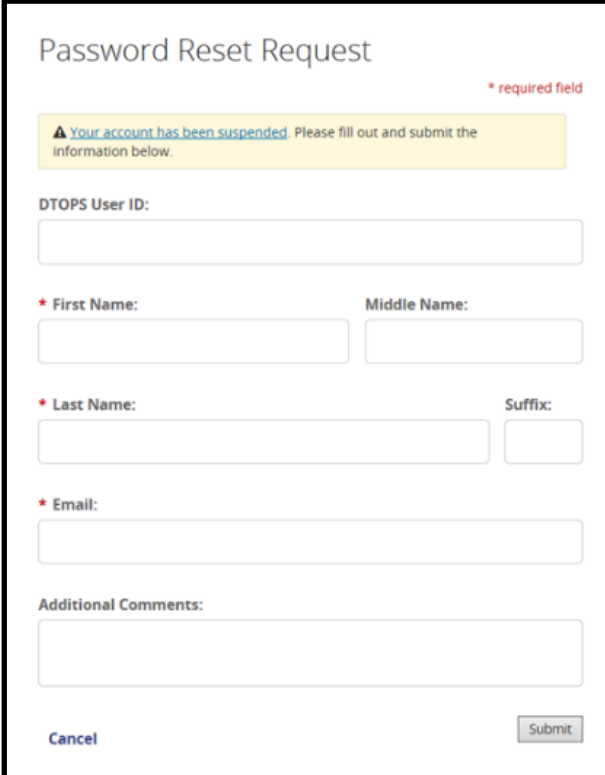
PRINT

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.



The form is titled "Password Reset Request". At the top right, there is a red asterisk and the text "\* required field". Below the title, there is a yellow warning box with a triangle icon and the text: "⚠ Your account has been suspended. Please fill out and submit the information below." The form contains several input fields: "DTOPS User ID:" with a text box; "\* First Name:" and "Middle Name:" with text boxes; "\* Last Name:" and "Suffix:" with text boxes; and "\* Email:" with a text box. There is also an "Additional Comments:" section with a larger text box. At the bottom left is a "Cancel" button, and at the bottom right is a "Submit" button.

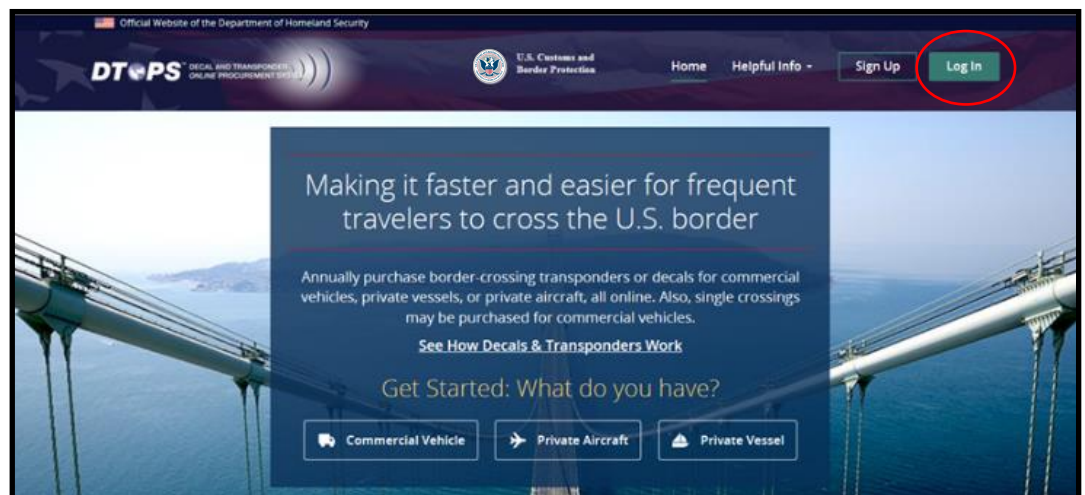
If your account has been suspended, you may also call the help desk to have it reset.

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

Returning User - Log In

New User - Sign Up

\* required field

\* DTOPS Profile User ID:

\* Password:

Cancel

LOG IN

Forgot User ID? **Forgot Password?**

Enter User ID and click "NEXT"

Recover Password

Step 1 (of 3) Enter DTOPS User ID

\* required field

\* DTOPS User ID:

J00035369D

< Cancel

NEXT >

Answer the Security Question and click “NEXT”

The screenshot shows the 'Recover Password' interface at Step 2 (of 3) 'Answer Security Question'. The title 'Recover Password' is at the top. Below it, a grey bar indicates 'Step 2 (of 3) Answer Security Question'. A red asterisk and the text '\* required field' are in the top right. A question box asks 'What is your favorite vacation spot?:' with a question mark icon. Below this, a red asterisk and the text '\* Answer:' are shown. A text input field contains the word 'HAWAII'. At the bottom, there are three buttons: '< BACK' (blue outline), 'Cancel' (blue text), and 'NEXT >' (blue solid).

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 ~!@#%&\*( )\_-+={}|;:/?.,<>"'

The screenshot shows the 'Recover Password' interface at Step 3 (of 3) 'Reset Password'. The title 'Recover Password' is at the top. Below it, a grey bar indicates 'Step 3 (of 3) Reset Password'. A red asterisk and the text '\* required field' are in the top right. There are two input fields: '\* Set Your Password:' and '\* Confirm Password:', both containing masked characters. To the right of these fields is a box titled 'Password Requirements:' listing rules: 'Must be 8-12 characters long', 'At least 1 special character: ~!@#%&\*( )\_-+={}|;:/?.,<>"'', 'At least 1 alphabetic character', and 'At least 1 number'. Further right is a box titled 'Not Allowed' listing restrictions: 'Your first or last name', 'A previous password', and 'More than 2 repeated characters'. At the bottom, there are three buttons: '< BACK' (blue outline), 'Cancel' (blue text), and 'SUBMIT >' (blue solid).

Click “SUBMIT”

The password has been changed.

Click “LOGIN”

The screenshot shows the 'Password Recovery Complete' screen. The title 'Password Recovery Complete' is at the top. Below it, the text 'Your password has been changed.' is displayed. At the bottom, there are two buttons: 'RETURN TO HOME' (blue outline) and 'LOG IN >' (blue solid).

## 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 (Decal and Transponder Online Procurement System) interface. At the top, it says 'Official Website of the Department of Homeland Security' and 'U.S. Customs and Border Protection'. The user is logged in as 'JOSEPH DOE' with account ID 'J00527670'. A dropdown menu is open under the 'Welcome, JOSEPH DOE' header, showing options: 'Change Password', 'Change Security Questions', 'Update Name & Email' (highlighted with a red circle), 'Messages', and 'Sign Out'. Below the menu, there are tabs for 'Quick Start', 'Orders', 'Inventory', 'Registered Owners', and 'Contact Info'. A section titled 'What would you like to do today?' offers various actions for different vehicle types: Commercial Vehicle, Private Aircraft, and Private Vessel (30 ft. & over). For each vehicle type, there are buttons for 'Pay Annual User Fee', 'Pay a Single Crossing Fee', 'Renew a Transponder', 'Print an Individual Receipt', and 'Other Options' (which includes 'Replace a Decal' and 'Exchange a Decal'). There is also a 'Manage Purchasing Account' section with buttons for 'View a List of Your Inventory', 'Activate / Deactivate a Vehicle', 'Print Order Receipts', 'Add a Registered Owner (only for vehicles)', and 'Modify Existing Order'.

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

Once all changes are complete, click “**SAVE**”

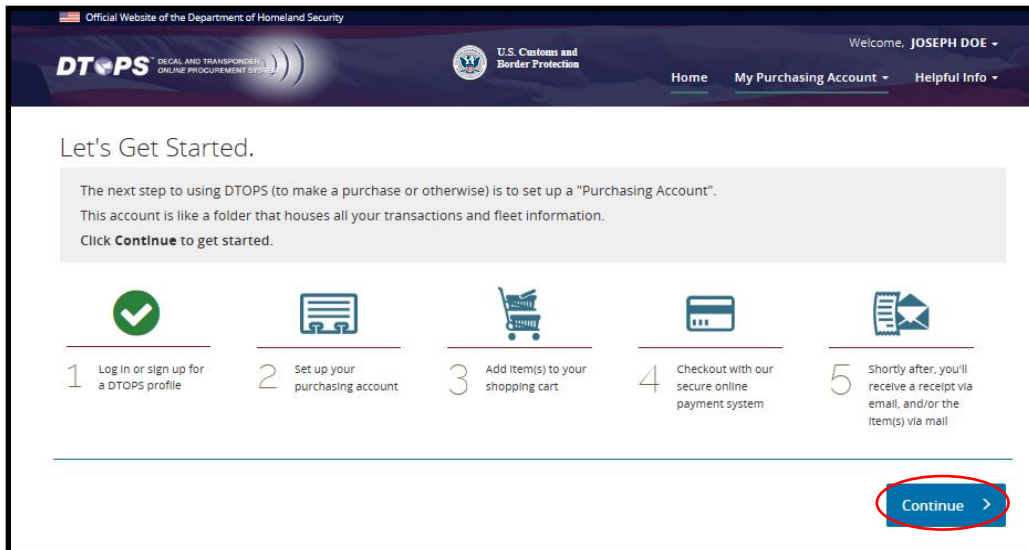
The screenshot shows the 'My DTOPS Profile' page. At the top, it says 'Official Website of the Department of Homeland Security' and 'U.S. Customs and Border Protection'. The user is logged in as 'JOSEPH DOE' with account ID 'J00035369D'. The page has tabs for 'Change Password', 'Change Security Questions', 'Update Name & Email' (selected), and 'Messages'. The main section is titled 'Update Your DTOPS Profile Name and Email:'. It contains a form with the following fields: 'First Name' (JOSEPH), 'Middle Name' (empty), 'Last Name' (DOE), 'Suffix' (dropdown menu), 'Email' (JDOE@INTERNET.COM), and 'Confirm Email' (JDOE@INTERNET.COM). There are 'Cancel' and 'Save' buttons at the bottom. The 'Save' button is highlighted with a red circle.

The information has been updated.  
Click “**OK**”

The confirmation message is displayed in a blue-bordered box. It says 'Confirmation' in large text, followed by 'Your information has been updated.' and 'Please click the "OK" to continue.' There is a blue button with the text 'OK' at the bottom right.

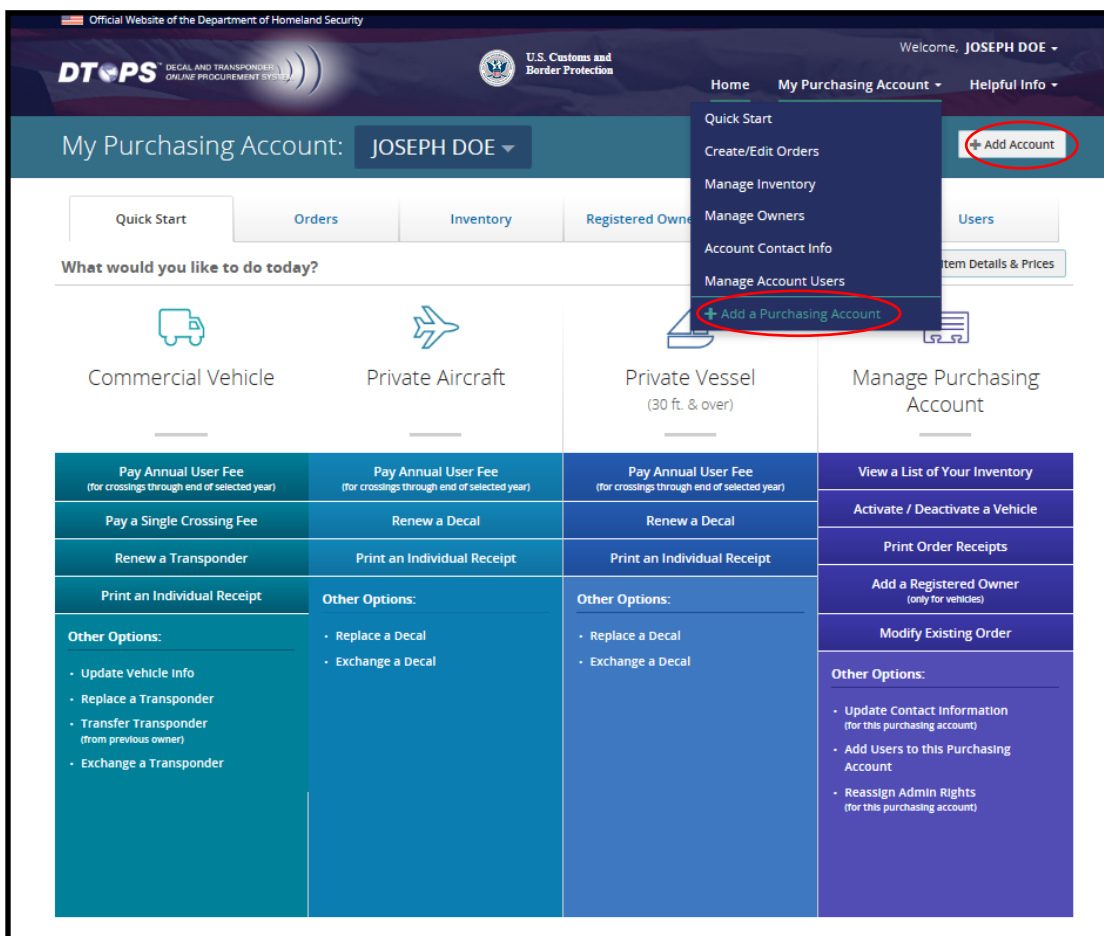
## Registering a New Account

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 wizard. The first step, 'Name Your Purchasing Account', is active. The form includes a text input for the account name, currently containing 'JOSEPH DOE'. Below the input is a link to 'See Examples of Proper / Improper Names' and a note about a 45-character limit. Two images illustrate incorrect naming conventions: an airplane tail with 'tail number' and a ship with 'vessel name'. A checkbox is checked, certifying the user as the administrator. A 'Next >' button is at the bottom right.

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

Set Up Purchasing Account



Name Your Purchasing Account

\* Enter Purchasing Account Name: This should be the name of a company or individual. [?](#)

JOSEPH DOE

[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.

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

[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](#)

[Next >](#)

Enter the physical address.

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

If "No", enter shipping address.

Clickon "NEXT"

The screenshot shows the 'Addresses' step of the wizard. The second step, 'Addresses', is active. The form asks for the physical address and whether it is the same as the shipping address. Both sections have dropdowns for country (UNITED STATES), text inputs for address lines (123 MAIN ST), city (ANYTOWN), state (VIRGINIA), and ZIP code (44444). A 'Yes' button is selected for the shipping address question. A '< Back' button is at the bottom left, and a 'Next >' button is at the bottom right.

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

Set Up Purchasing Account

Addresses

What is the physical address for the company/individual? [?](#)

\* Country: UNITED STATES

\* Address line 1: 123 MAIN ST

Address line 2:

\* City: ANYTOWN

\* State / Province / Region: VIRGINIA

\* ZIP code / Postal code: 44444 [?](#)

\* Is the shipping address the same? [?](#)

☒ YES ☐ NO

\* Country: UNITED STATES

\* Address line 1: 123 MAIN ST

Address line 2:

\* City: ANYTOWN

\* State / Province / Region: VIRGINIA

\* ZIP code / Postal code: 44444 [?](#)

[Back](#) [Next >](#)



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.

\* required

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

\* required field

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:

444444444

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 link to '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, it states 'Your purchasing account is now ready to use. You will receive a confirmation email shortly.' It then displays 'Your Purchasing Account ID is: J00527652' and 'Your Purchasing Account Name is: JOSEPH DOE'. A note indicates '\* required field'. At the bottom, there is a 'Continue >' button circled in red. A five-step process bar is also visible at the bottom of the page, with steps 1 through 5: 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, and 5. Shortly after, you'll receive a receipt via email, and/or the item(s) via mail.

## 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@cbp.dhs.gov](mailto:decals@cbp.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” dropdown menu.

Official Website of the Department of Homeland Security

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 Users

What would you like to do today?

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

+ Add Account

+ Add a Purchasing Account

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>Replace a Transponder</li><li>Transfer Transponder (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>

Click **“Link to my old purchasing account”**

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

Set Up Purchasing Account

Progress: Name Your Purchasing Account (Active) | 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 NOT use a tail number, vessel name, User ID, etc. as a purchasing account name.



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

**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](#)

[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**

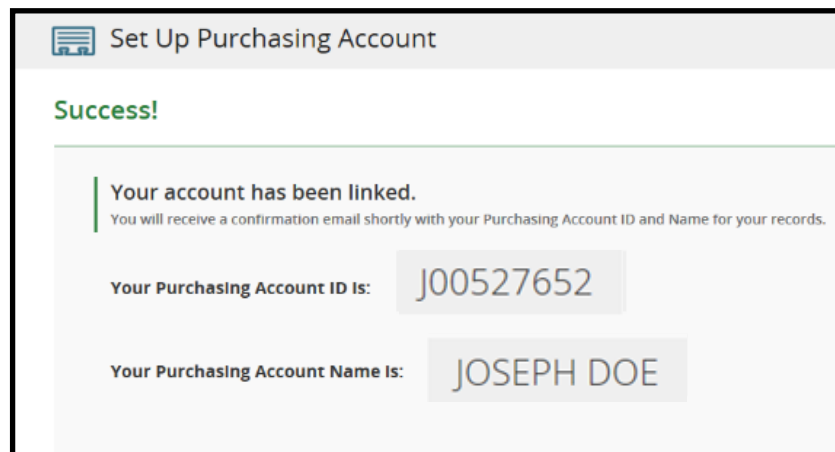
The transponder or decal should have been purchased using the old account you are trying to access.

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

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

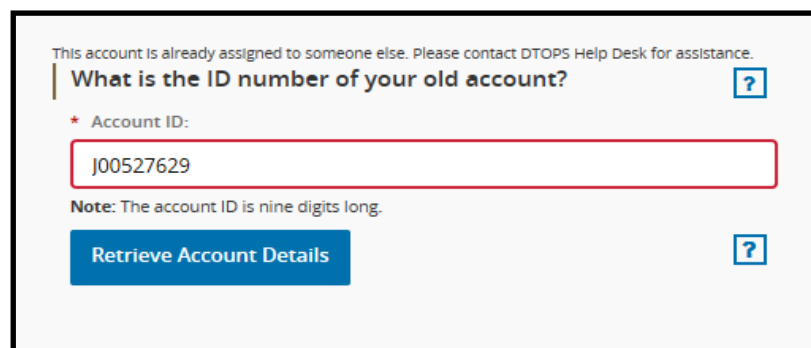
[< Back](#) [Submit](#)

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

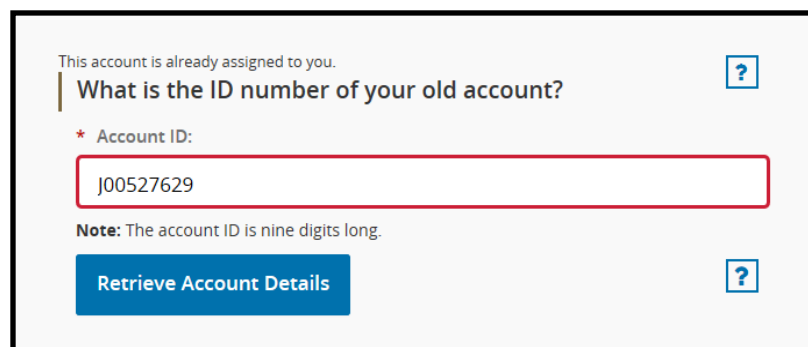


## Error Messages

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.

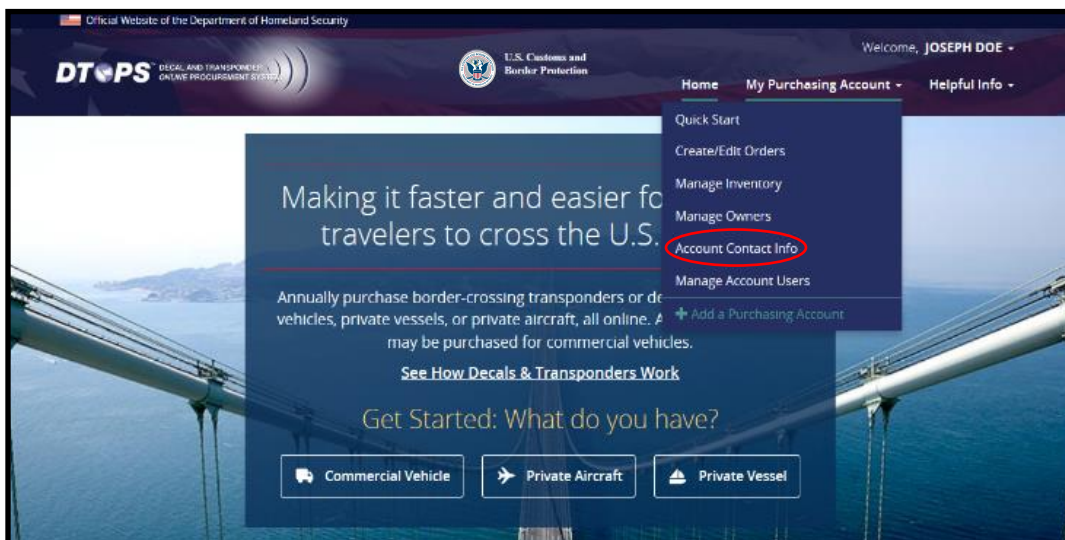


If you have more than one account connected to your User ID, click "**My Purchasing Account**" then click "**Switch Purchase Accounts**" to see available accounts.

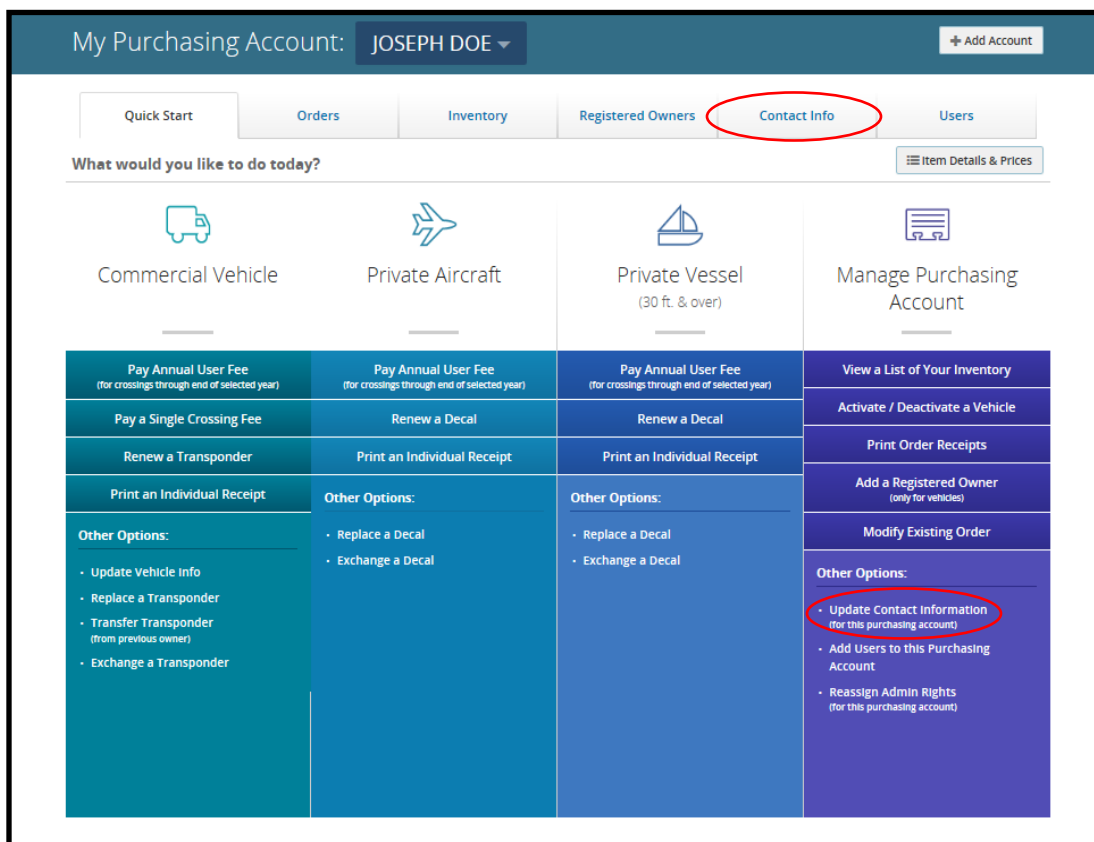
## Updating Account Information

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.

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.

📄 Purchasing Account Name

JOSEPH DOE

✎ Update Name

🏠 Physical Address

123 MAIN ST  
ANYTOWN, VA 00000  
UNITED STATES

✉ Shipping/Mailing Address

123 MAIN ST  
ANYTOWN, VA 00000  
UNITED STATES

✎ Update Addresses

💬 Primary Contact Information

Name: JOSEPH DOE

Contact Type: Company Representative

Phone: 0000000000

Fax:

Email Address: JOHNDOE@INTERNET.COM

Alternate Email:

💬 Secondary Contact Information

Name:

Contact Type:

Phone:

Fax:

Email Address:

Alternate Email:

✎ Update Contact Info

ⓘ Note: if you change your email address here, please also [update it on your DTOPS Profile](#).

19

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.

JOSEPH DOE

[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.

[CANCEL & GO BACK](#) [Save](#)

Update Purchasing Account Addresses ✕

\* required field

**Physical Address for the company/individual:** ?

\* Country: UNITED STATES ?

\* Is the shipping address the same? ?  
☒ YES ☐ NO

\* Address line 1: 123 MAIN ST

Address line 2:

\* City: ANYTOWN

\* State / Province / Region: VIRGINIA ?

\* ZIP code / Postal code: 00000 ?

[CANCEL & GO BACK](#) [Save](#)

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: JOSEPH  MI:  \* Last / Patronymal Name: DOE  Suffix: ☒

\* Phone Format: United States, Canada, +  \* Phone Type: Cell ☒ \* Country Code:  \* Phone Number: 0000000000  Extension:

[Add Alternate Phone Number](#)

Tax Form: United States, Canada, +  Tax Number:

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

[Add Alternate Email](#) [Add Secondary Contact](#)

[CANCEL & GO BACK](#) [Save](#)



## Single Crossing Fee – Commercial Vehicle

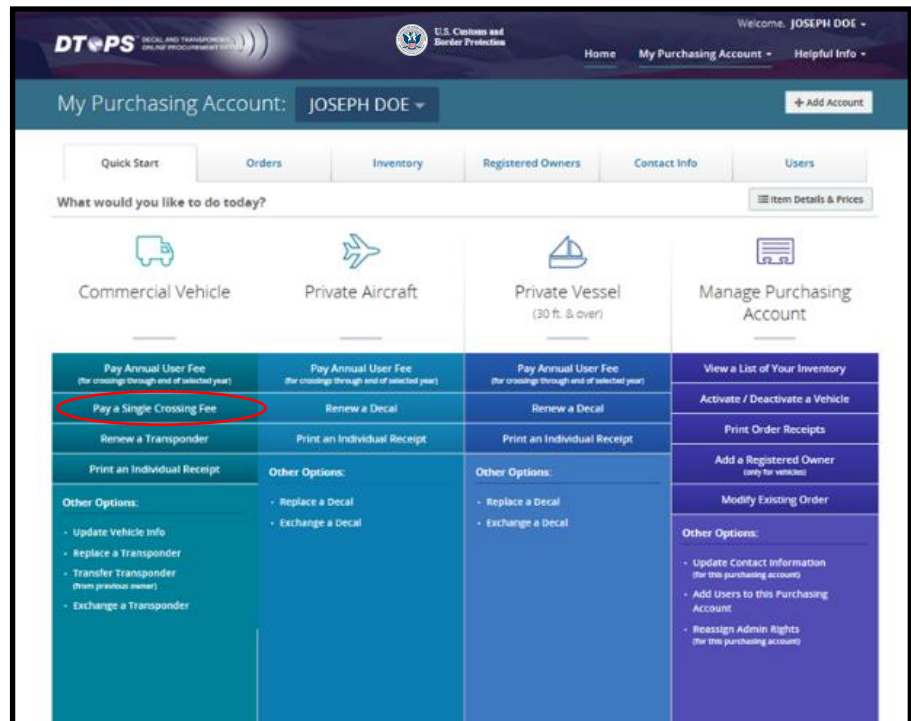
For a one time crossing in a commercial vehicle.

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:

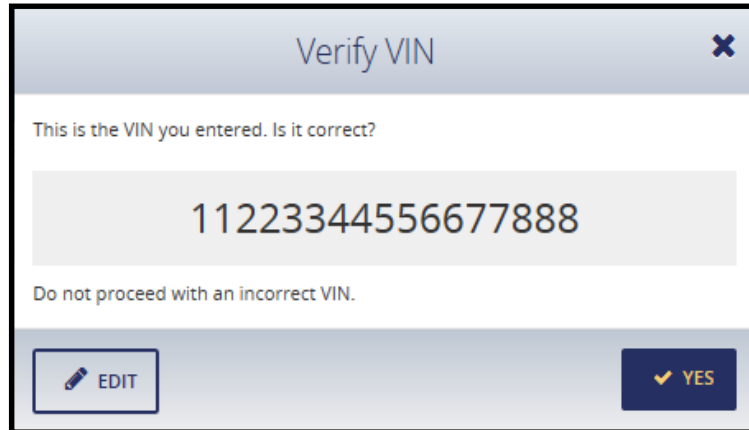
Cancel      Next

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

A screenshot of a 'Verify VIN' screen. At the top, it says 'Verify VIN' with a close button. Below, 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.

Verify VIN

This is the VIN you entered. Is it correct?

11223344556677888

Do not proceed with an incorrect VIN.

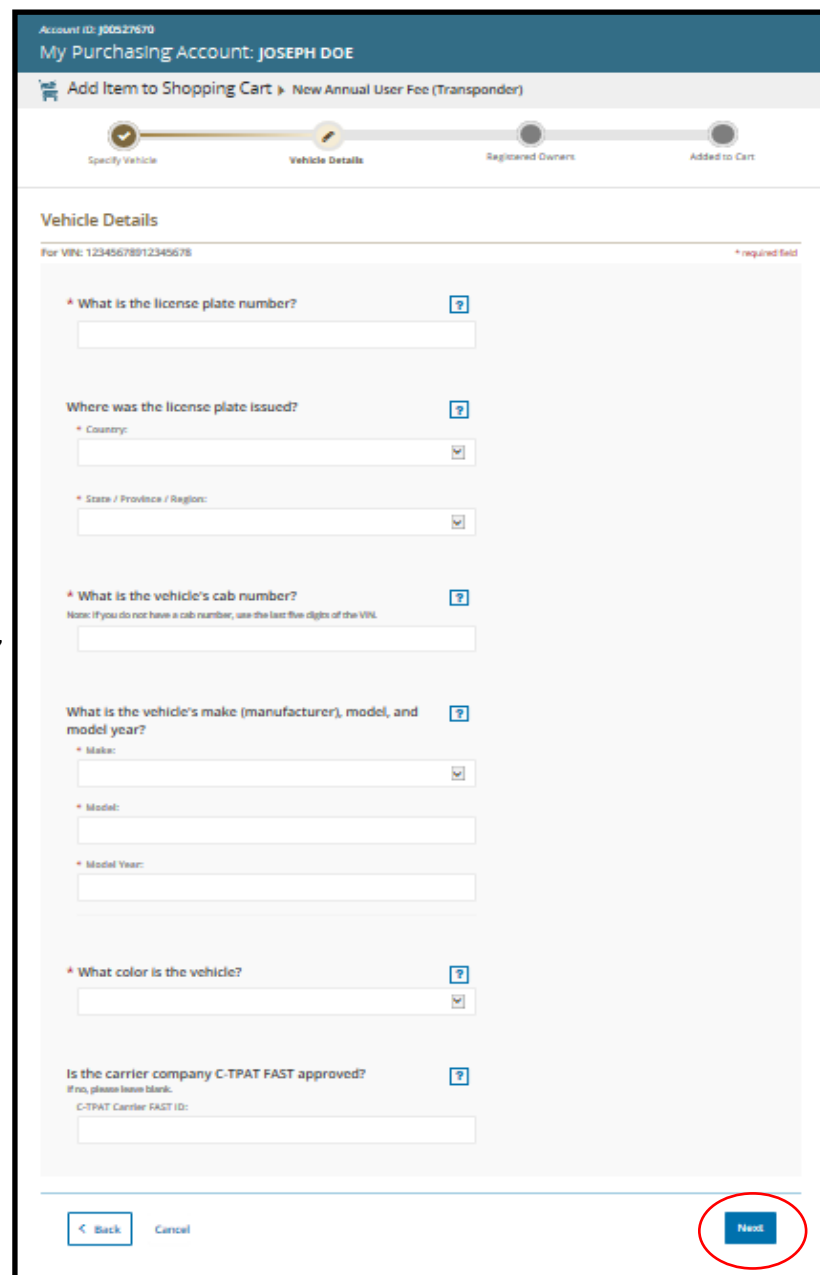
EDIT YES

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.

A screenshot of a 'Vehicle Details' form. At the top, it shows 'Account ID: J00527679' and 'My Purchasing Account: JOSEPH DOE'. Below, there's a progress bar with four steps: 'Specify Vehicle', 'Vehicle Details' (current), 'Registered Owners', and 'Added to Cart'. The form title is 'Vehicle Details' and it says 'For VIN: 12345678912345678'. The form contains several required fields with question mark icons: '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 to use the last five digits of the VIN if not available), '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 to leave blank if no). At the bottom, there are 'Back', 'Cancel', and 'Next' buttons. The 'Next' button is circled in red.

Account ID: J00527679

My Purchasing Account: JOSEPH DOE

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

Specify Vehicle Vehicle Details Registered Owners Added to Cart

Vehicle Details

For VIN: 12345678912345678

\* required field

\* What is the license plate number?

Where was the license plate issued?

\* Country:

\* State / Province / Region:

\* What is the vehicle's cab number?

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?

\* Make:

\* Model:

\* Model Year:

\* 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

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?

+ Add Registered Owner

Back

Cancel

Submit

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**”

DTSPS DRIVER TRAINING SYSTEM PROGRAM  
Account ID: J00529485  
My Purchasing Account: JOHN 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:

50807

Total Items in this order: 1

Total Cost for Item(s) added:

\$13.20

for 1 item(s)

Details for Added Item(s):

Single Crossing Fee (good for one crossing before 12/31/2018) for the following vehicles:

VIN	Plate, State, Country	Cab Number
998811223344	987654, NE, US	9

Add Another VIN to this Order

View Order Details

Proceed to Checkout >

Need Help?  
Here are some Frequently Asked Questions (FAQs) related to this page:

View All FAQs

Order Basics

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


The screenshot shows the DTOPS checkout page for user JOHN DOE. The page title is "Checkout Details". It displays the order number 50807 and a table of items. A red oval highlights a checkbox labeled "Yes, I understand that fees are NON-REFUNDABLE". Below this is a checkbox for "Payment Confirmation Email". At the bottom, there are "Back" and "Make Payment" buttons.

Items in This Order	Item Count	Expiration Date	Total Cost
Single Crossing Fee for vehicle 2018	1	12/31/2018	\$13.20
<b>Total</b>			<b>\$13.20</b>


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

The screenshot shows a "Redirect" dialog box with a close button (X) in the top right corner. The text inside reads: "You are about to be redirected to the CBP payment website. You will be returned to the DTOPS website after payment completion." At the bottom, there are two buttons: "Cancel" and "PROCEED". The "PROCEED" button is highlighted with a red oval.

Enter the required credit card information and click “**Submit Payment**”



DTOPS  
DECAL AND TRANSPONDER  
ONLINE PROCUREMENT SYSTEM



### DTOPS Single Crossing QAX

#### Review and submit payment

\* Indicates required fields

Agency Tracking ID: 10068890

Payment Amount: \$13.20

Payment Method: Plastic Card

Account Holder Name: John Doe

Card Type: MASTERCARD

Card Number: \*\*\*\*\*5100

Billing Address: 124 South Main

Billing Address 2:

City: Mayberry

Country: United States

State/Province: AL

ZIP/Postal Code: 46278

To complete this transaction, please indicate your acceptance of the Authorization and Disclosure agreement by selecting the designated checkbox.

☒ I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

[Previous](#) [Cancel](#) [Submit](#)

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

Click **“Download Receipt”**

Official Website of the Department of Homeland Security

DTAPS DIGITAL TRANSACTION AND PAYMENT SYSTEM

U.S. Customs and Border Protection

Welcome: JOHN DOE

Home My Purchasing Account Helpful Info

Account ID: J00529485

My Purchasing Account: JOHN 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 #	10995890
Payment Date	Feb 22, 2018 10:13:49 AM
Order Number	50807
Payment Amount	\$13.20

Contact Information

My Profile Email	MELINDA.K.DASHIELL@CBP.DHS.GOV
Primary Purchasing Account Email	MELINDA.K.DASHIELL@CBP.DHS.GOV

Download Receipt Print Page Go To Orders

Need Help?

Here are some Frequently Asked Questions (FAQs) related to this page:

**About Decals, Transponders, and Single Crossing Fees**

- What is the expiration date for transponders, decals, and single crossing fees?

**Vehicle Information**

- Some of the information for my vehicle was previously entered incorrectly or has changed. How do I update it?

**Order Basics**

- How long are orders kept in the Order History?

**Receipts**

- If I do not or did not print the payment confirmation page, can I access it later?

View All FAQs

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

JOHN DOE  
ATTN: JOHN DOE  
6650 TELECOM DR  
INDIANAPOLIS, IN 462782009  
UNITED STATES

Account Number: 300529495  
Applicant Phone Number: 3176144453  
Applicant Fax Number: -  
Contact Name: JOHN DOE  
Email: MELINDA.K.DASHIELL@CBP.DHS.GOV

Last Paid Order Number: 50714  
The Issue Type and the payment information below reflect the last paid order

COMMERCIAL TRUCK

Manufacturer	License Plate	Model Year	VIN	Color	Cab#	Status	Issue Type
PETERBILT	YZDE IN USA	2017	3344556677881122	MULTI-COLORED	567	Active	Single Crossing Fee

Single User Fee Expiration Date - 12/31/2018 - \$13.20

For Questions: Call 317-298-1245 or send an email to [decals@cbp.dhs.gov](mailto:decals@cbp.dhs.gov)

Total User Fee Amount: \$13.20  
Payment Type: Credit Card  
Payment Tracking #: 10994865  
Payment Date: 2018-02-08 09:22:44.0

All transactions are final. No refunds or credits will be approved.

1 / 1

+

-

Print

## 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

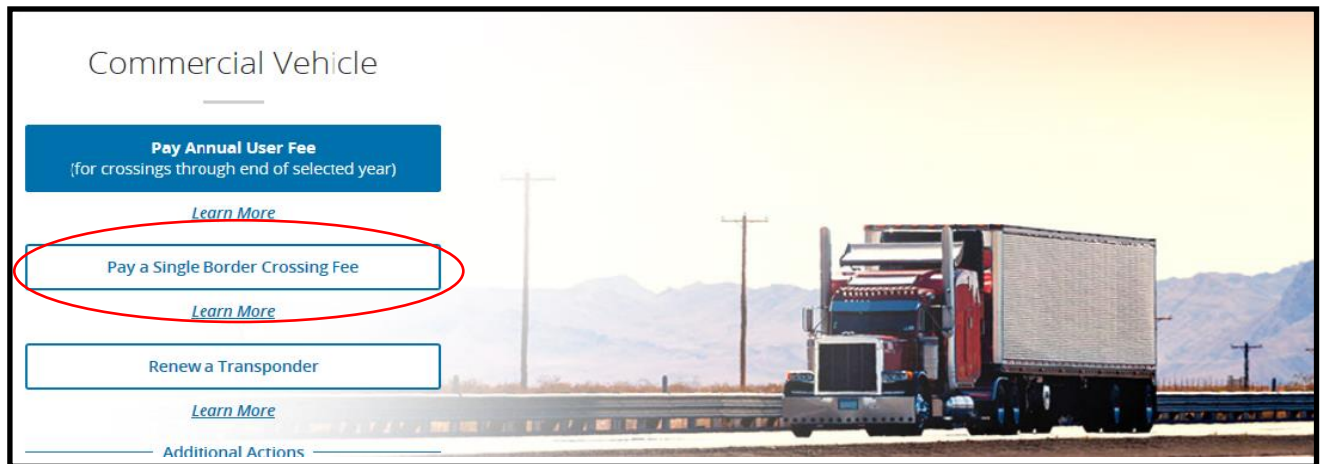
Get Started: What do you have?

 **Commercial Vehicle**

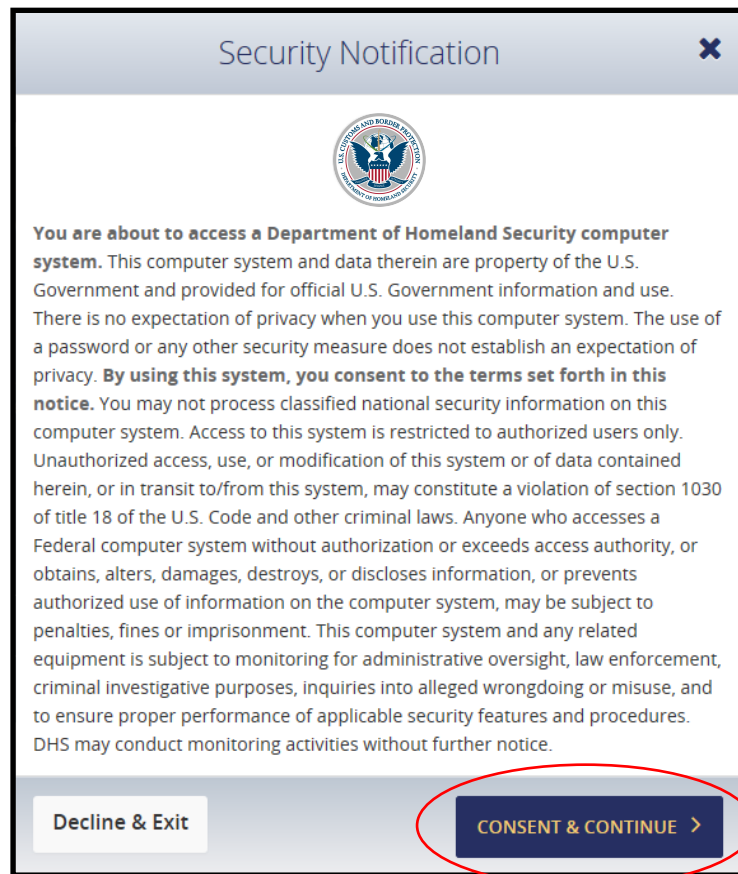
 **Private Aircraft**

 **Private Vessel**

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



You will receive a security notification, Click **"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.

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](#)

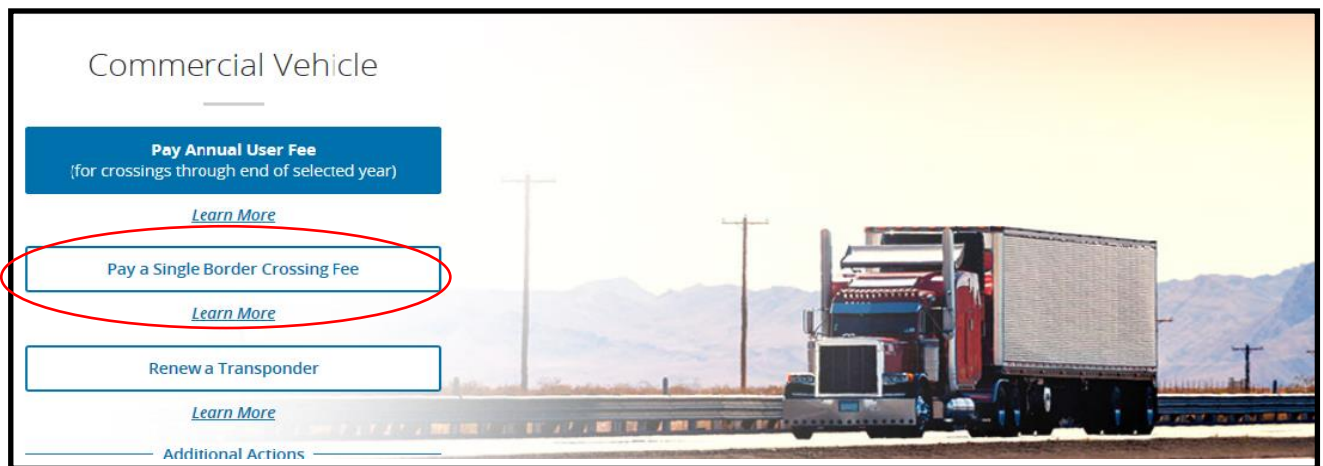
Get Started: What do you have?

Commercial Vehicle

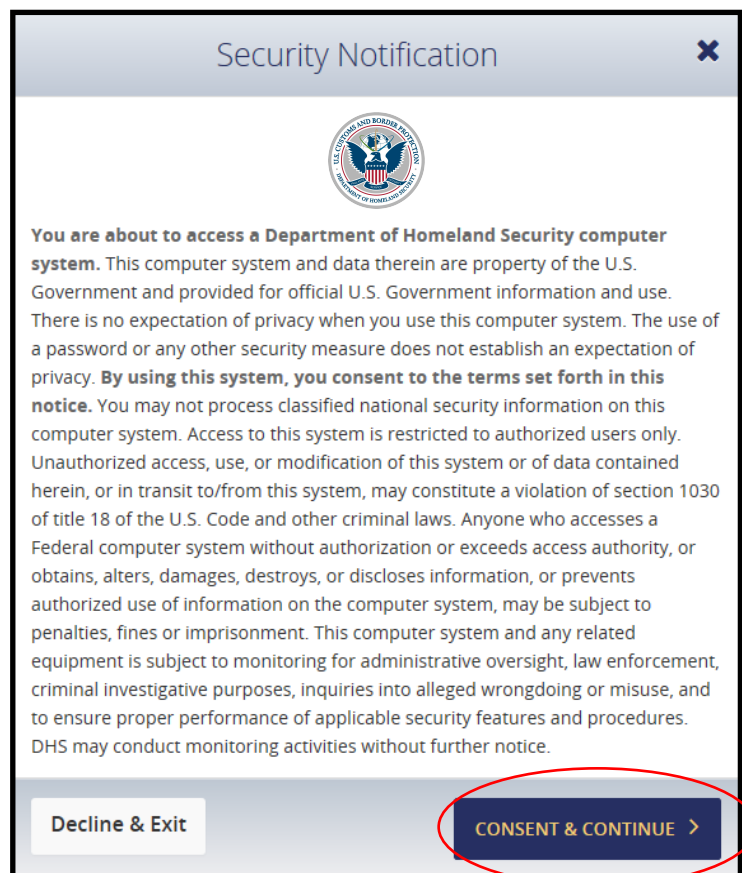
Private Aircraft

Private Vessel

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

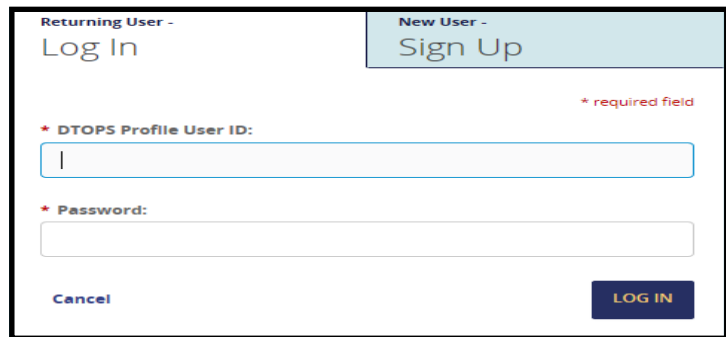


You will receive a security notification, Click **"Consent & Continue"**



Enter your DTOPS User ID and password

Click “Log In”

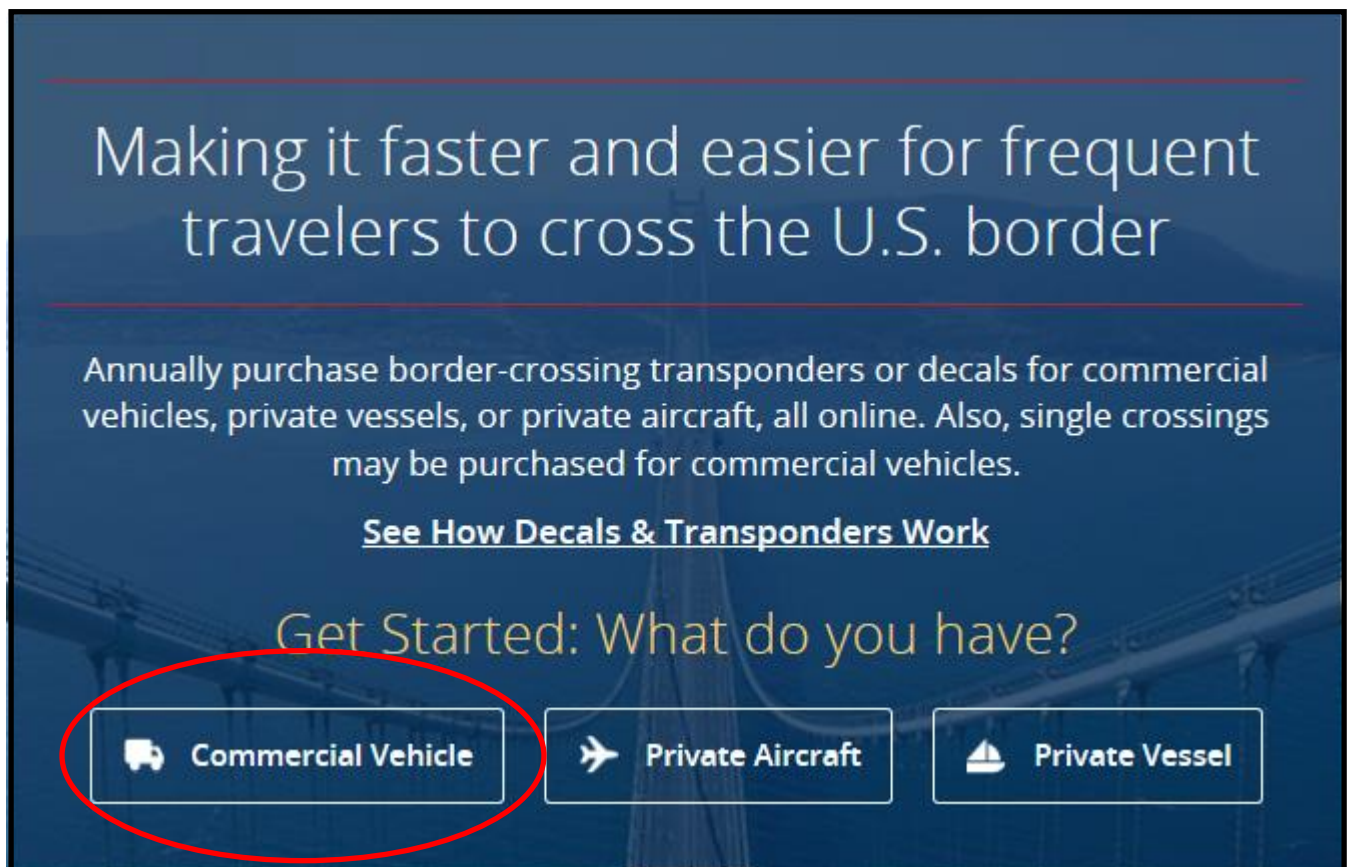


The image shows a web form for logging in or signing up. It has two tabs: 'Returning User - Log In' (active) and 'New User - Sign Up'. The 'Log In' section contains two required fields: 'DTOPS Profile User ID:' and 'Password:'. Both fields have a red asterisk and the text '\* required field' to their right. Below the fields are two buttons: 'Cancel' and 'LOG IN'.

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

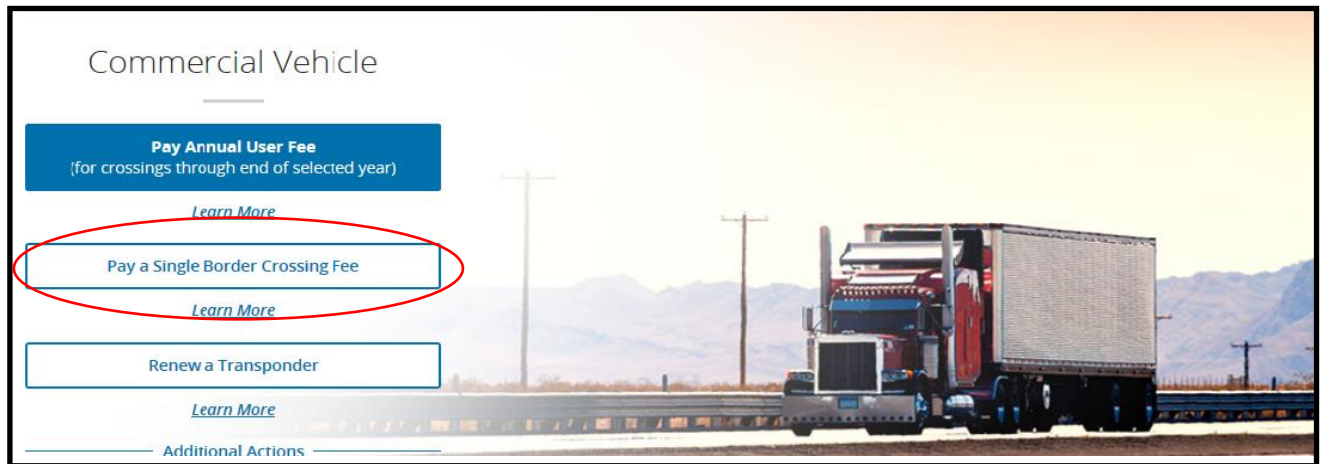
### Method 3 – Single Crossing Fee – Commercial Vehicle - Existing DTOPS User Home Screen (signed in)

Select “Commercial Vehicle” from the home screen.



The image shows the DTOPS Home Screen. The background is a dark blue gradient with a faint image of a bridge. The text 'Making it faster and easier for frequent travelers to cross the U.S. border' is at the top. Below it, a paragraph states: '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.' A link 'See How Decals & Transponders Work' is provided. The section 'Get Started: What do you have?' features three buttons: 'Commercial Vehicle' (with a truck icon), 'Private Aircraft' (with an airplane icon), and 'Private Vessel' (with a sailboat icon). The 'Commercial Vehicle' button is circled in red.

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

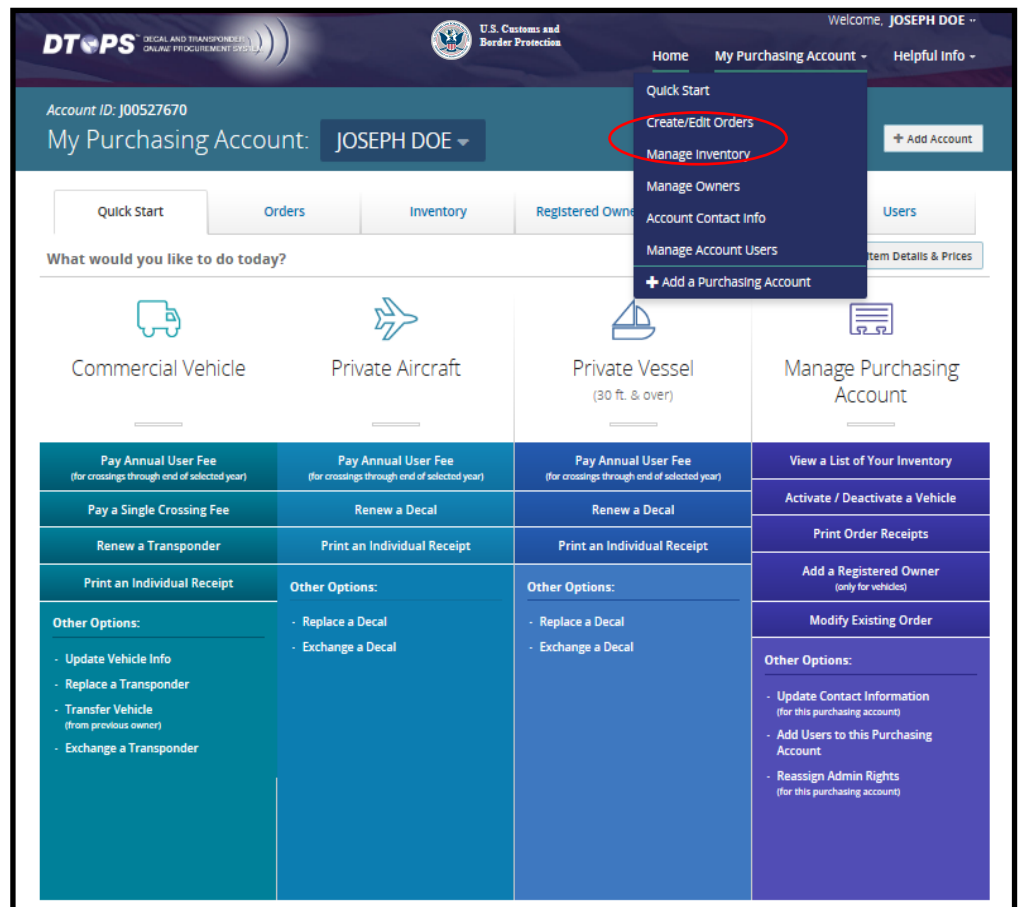


You will be redirected to the start of a Single Crossing Fee order.

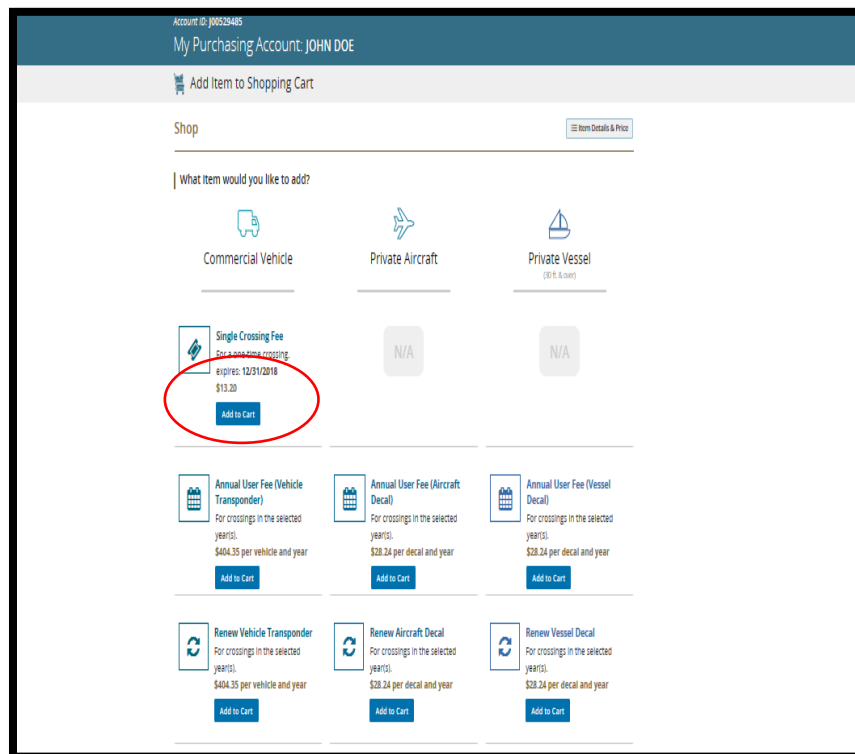
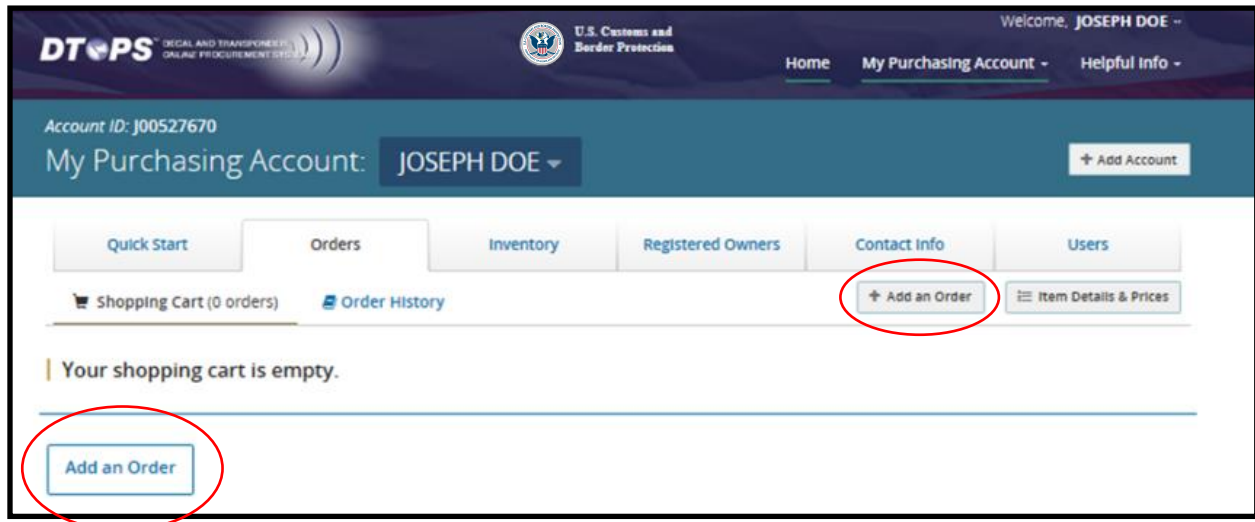
#### Method 4 – Single Crossing Fee – Commercial Vehicle - Existing DTOPS User (signed in)

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.



Click “Add an Order”



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

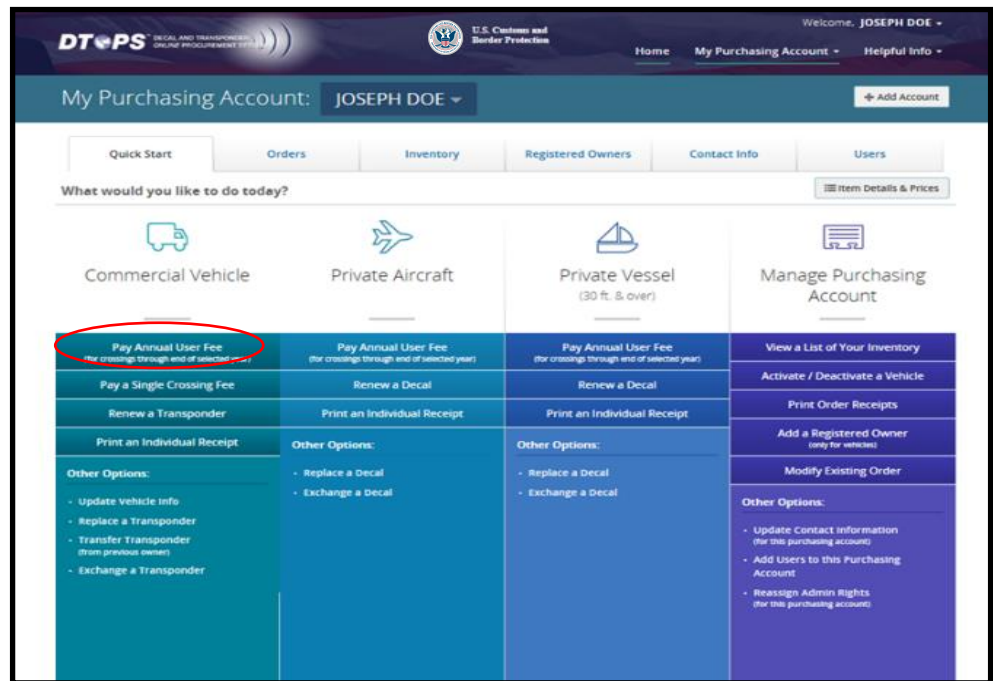


## New User Fee – Commercial Vehicle

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"

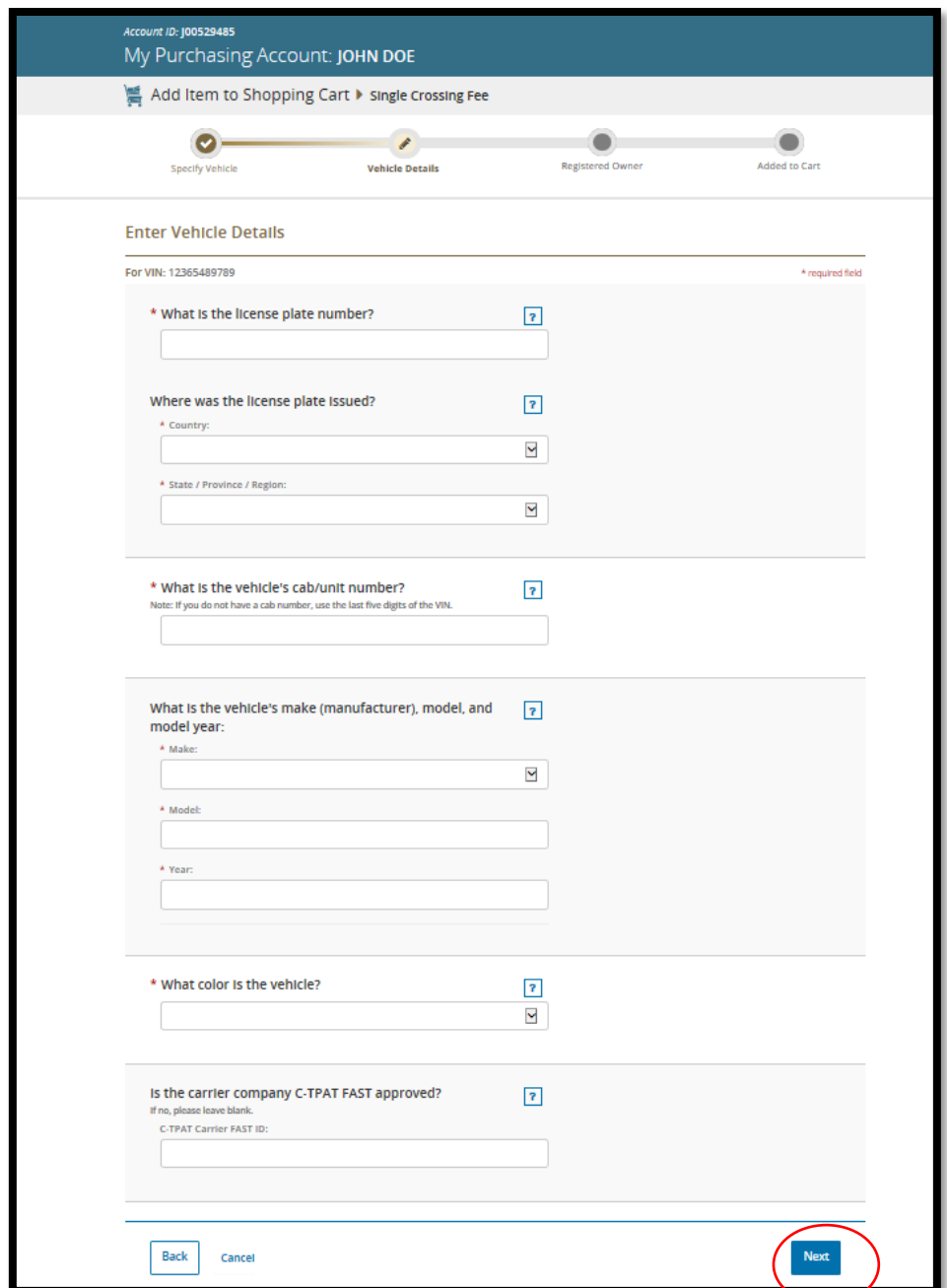
A screenshot of a 'Verify VIN' web form. At the top, it says 'Verify VIN' with a close button. Below, it asks 'This is the VIN you entered. Is it correct?' and displays the VIN '12345678912345678' in a large box. A warning message states 'Do not proceed with an incorrect VIN.' At the bottom, there are 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.

Click "Next"

A screenshot of the 'Enter Vehicle Details' web form. The top header shows 'Account ID: J00529485' and 'My Purchasing Account: JOHN DOE'. Below is a shopping cart icon and 'Add Item to Shopping Cart' with a 'Single Crossing Fee' link. A progress bar has four steps: 'Specify Vehicle' (checked), 'Vehicle Details' (active), 'Registered Owner', and 'Added to Cart'. The form title is 'Enter Vehicle Details' for VIN '12365489789'. It contains several required fields: 'What is the license plate number?' (text input), 'Where was the license plate issued?' (Country and State/Province dropdowns), 'What is the vehicle's cab/unit number?' (text input with a note to use last five digits of VIN if blank), 'What is the vehicle's make (manufacturer), model, and model year?' (Make, Model, and Year dropdowns), 'What color is the vehicle?' (text input), and 'Is the carrier company C-TPAT FAST approved?' (text input with a note to leave blank if no). At the bottom are 'Back' and 'Next' buttons, with the 'Next' button circled in red.

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

< Back Cancel Submit

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

< Back Cancel Submit



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

You can now add another item or proceed to checkout.

Your Order Number is: 50809 Total items in this order: 1

Total Cost for Item(s) added: \$404.35 for 1 item(s)

Details for Added Item(s):

New Annual User Fee for 2018 (Transponder) for the following vehicles:

VIN	Plate, State, Country	Cab Number
1 1234567123456	123, MC, MX	12

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”**

Checkout

Checkout Details

The item(s) will be shipped to:

Shipping Address: 6650 TELECOM DR, INDIANAPOLIS, IN 462762009, UNITED STATES

Yes, the shipping address is correct.

How would you like your item(s) shipped?

Expedited Shipping \$6.00

Standard Shipping \$0.00

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

Total Order Cost (U.S. Dollars)

Order Number: 50844

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2018 (new vehicle transponder)	1	12/31/2018	\$404.35
Shipping			\$0.00
Total			\$404.35

Yes, I understand that fees are NON-REFUNDABLE

Payment Confirmation Email

A payment confirmation will be emailed to:

Your Profile Email: JOHNDOE@EMAIL.COM

Plus these Purchasing Account Email(s):

Primary: MELINDA.K.DAGHELL@CBP.DHS.GOV

Back Make Payment

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

Redirect

×

You are about to be redirected to the CBP payment website.

You will be returned to the DTOPS website after payment completion.

Cancel


PROCEED

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


Decal and Transponder On-line Procurement System

Please select a payment method:

☐ I want to pay with a withdrawal from a checking or savings account (ACH)



☒ I want to pay with a debit or credit card



Cancel

Continue

If you choose Credit Card, enter the required information and click “Continue”

**Decal and Transponder On-line Procurement System**

**Please provide the Credit or Debit Card Information below**

\* indicates required fields

Agency Tracking ID: 10996043  
Payment Amount: \$404.35

\* Country:

\* Billing Address:


Billing Address 2:

\* City:

State/Province:

ZIP/Postal Code:

\* Account Holder Name:



\* Card Number:

\* Expiration Date:

\* Card Security Code:

[Previous](#) [Cancel](#) [Continue](#)

If you choose BankAccount, enter the required information and click “Continue”

**Decal and Transponder On-line Procurement System**

**Please enter checking or savings account information below.**

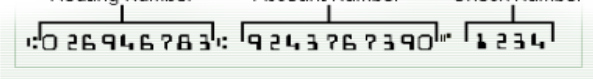
\* indicates required fields

Agency Tracking ID: 10996043  
Payment Amount: \$404.35

\* Account Holder Name:

\* Account Type:

Routing Number      Account Number      Check Number



\* Routing Number:

\* Account Number:

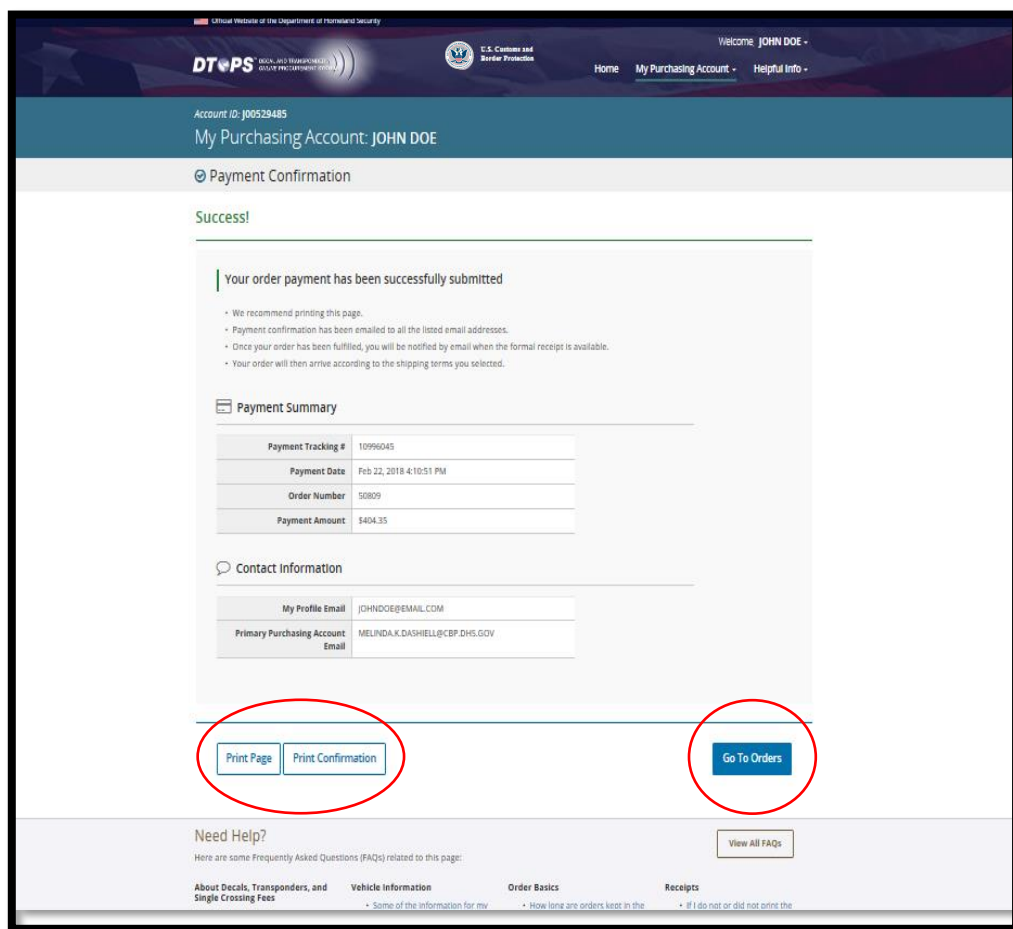
\* Confirm Account Number:

[Previous](#) [Cancel](#) [Continue](#)

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.

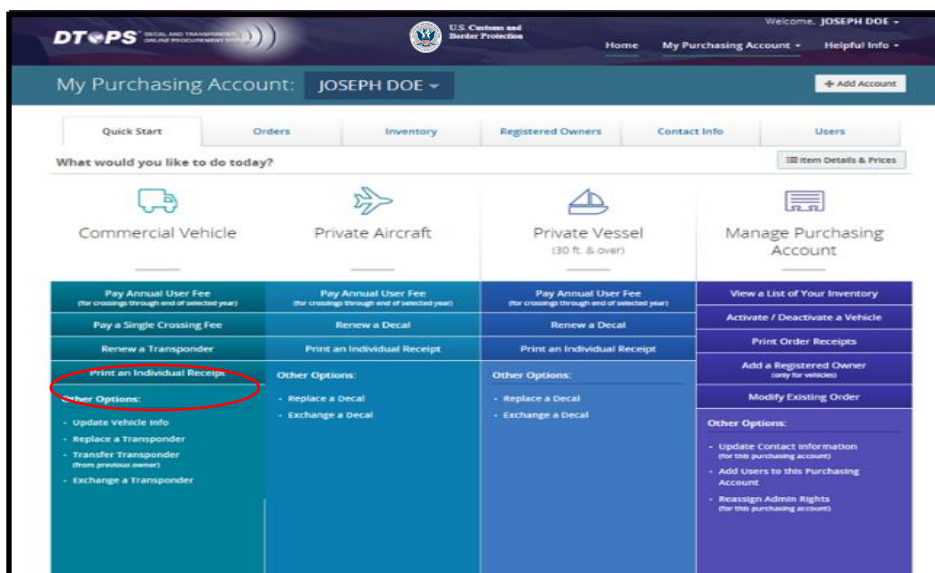


## New User Fee – Commercial Vehicle – Single Crossing Fee History

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)
Your Most Recent Vehicle						
<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.

Click “Next”

### Vehicle Details

For VIN: 11223344556677888

\* required field

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

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

\* Country:

\* State / Province / Region:

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

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? [?](#)

\* Make:

\* Model:

\* Model Year:

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

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

If no, please leave blank.

C-TPAT Carrier FAST ID:

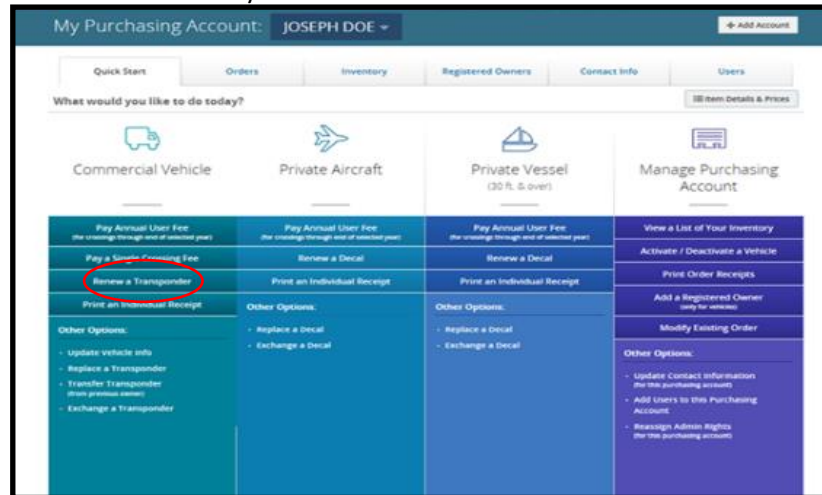
< Back Cancel Next

## 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:

Broken Windshield  
Transponder Not Functioning  
Transponder Not Received  
Other

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.

Account ID: A00000089  
My Purchasing Account: ARNOLD BROS TRANSPORT LTD

Add Item to Shopping Cart ▶ Renew Transponder

Select Vehicle(s) for Renewal

For which year(s) and vehicle(s) do you need to renew a transponder?  
If the vehicle does not have a transponder (or the transponder on the truck does not match the transponder number displayed), check the box to send a transponder and provide the reason it's needed.

SEARCH

Vehicles Eligible for Transponder Renewal for 2016

Renew	Is New Transponder Needed?	Reason Needed	Transponder Number	Cab Number	VIN	License Plate Number	C-TPAT FAST ID (if applicable)	Registered Owner
<input type="checkbox"/> All	<input type="checkbox"/> Yes	<input type="text"/>	60234654002186DD <a href="#">Edit Vehicle</a>	654KM	1230006520VB25803	2012NN		FORD MOTOR COMPANY

Vehicles Eligible for Transponder Renewal for 2017

Renew	Is New Transponder Needed?	Reason Needed	Transponder Number	Cab Number	VIN	License Plate Number	C-TPAT FAST ID (if applicable)	Registered Owner
<input type="checkbox"/> All	<input type="checkbox"/> Yes	<input type="text"/>	60234654002186DD <a href="#">Edit Vehicle</a>	654KM	1230006520VB25803	2012NN		FORD MOTOR COMPANY

Can't find a vehicle in the list?

- Check the conveyance status of the vehicle on the inventory page.
- If only Single Crossing Fees have been paid for the vehicle before, then order a New User Fee instead.

Cancel LIST ALL

Click "SUBMIT"

SUBMIT

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: J00529485  
My Purchasing Account: JOHN DOE

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

Specify Vehicle Vehicle Details Registered Owners Added to Cart

Item Successfully Added to Cart

You can now add another item or proceed to checkout.

Your Order Number is: 50844 Total Items in this order: 1 Total Cost for Item(s) added: \$404.35 for 1 Item(s)

Details for Added Item(s):

New Annual User Fee for 2018 (Transponder) for the following vehicles:

VIN	Plate, State, Country	Cal Number
1	988B1223544	9876N NE US

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

Need Help?  
Here are some Frequently Asked Questions (FAQs) related to this page:  
View All FAQs

Order Basics

Verify that you understand that fees are non-refundable

Click **"Make Payment"**

Checkout

Checkout Details

The item(s) will be shipped to:

Shipping Address: 6650 TELECOM DR  
INDIANAPOLIS IN 462782009  
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 and delivery of all items for volumes.

Expedited Shipping \$6.00  
Standard Shipping \$0.00

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

Total Order Cost (U.S. Dollars)

Order Number: 50844

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2018 (new vehicle transponder)	1	12/31/2018	\$404.35
Shipping			\$0.00
Total			\$404.35

View Full Order Details

Yes, I understand that fees are NON-REFUNDABLE.

Payment Confirmation Email

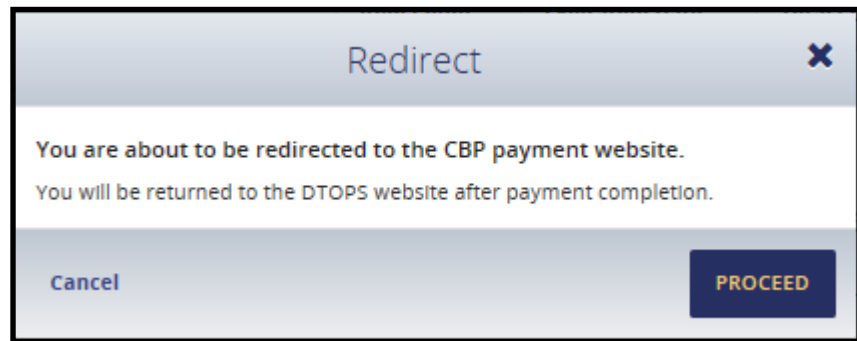
A payment confirmation will be emailed to:

Your Profile Email: J0HND0E@EMAIL.COM  
Update Email

Plus these Purchasing Account Email(s):  
Primary: MELINDA.K.DASHIELL@CBP.DHS.GOV  
Update Email(s)

Back Make Payment

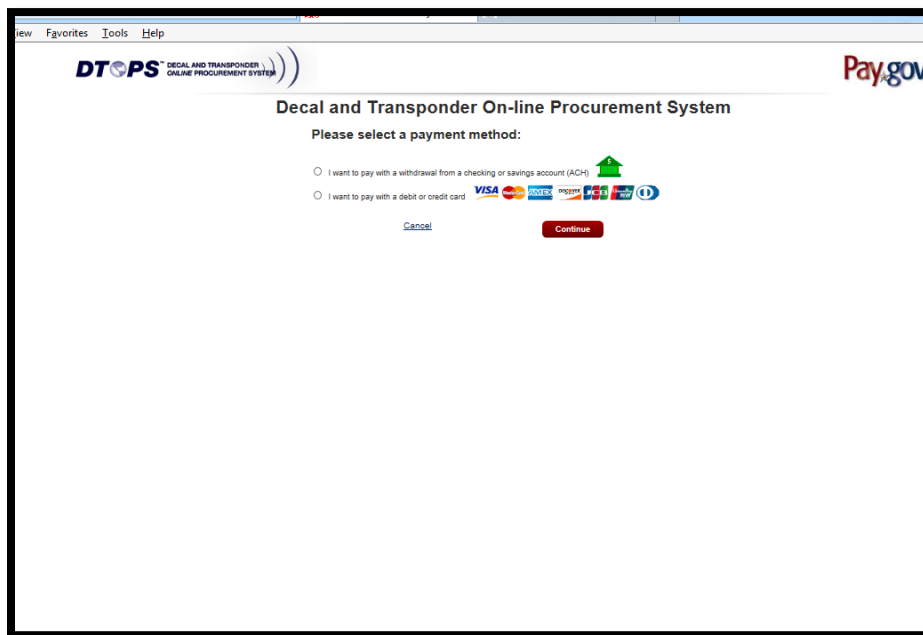
You will be redirected to the payment website, click **"PROCEED"**



Choose your payment method.

Note: Paying by bank account will add 4 days to processing time.

Click **"Continue"**





If you choose Credit Card, enter the required information and click “Continue”

The screenshot shows the DTOPS (Decal and Transponder On-line Procurement System) interface. At the top left is the DTOPS logo, and at the top right is the Pay.gov logo. The main heading is "Decal and Transponder On-line Procurement System". Below this, it says "Please provide the Credit or Debit Card Information below" with a note that an asterisk indicates required fields. The form displays the Agency Tracking ID as 10698840 and the Payment Amount as \$404.35. Required fields include Country, Billing Address, Billing Address 2, City, State/Province, ZIP/Postal Code, and Account Holder Name. There is a section for credit cards with logos for VISA, MasterCard, Discover, and American Express. Below these are fields for Card Number, Expiration Date, and Card Security Code. At the bottom are links for "Previous", "Cancel", and a red "Continue" button.

If you choose Bank Account, enter the required information and click “Continue”

The screenshot shows the DTOPS (Decal and Transponder On-line Procurement System) interface for bank account payment. At the top left is the DTOPS logo, and at the top right is the Pay.gov logo. The main heading is "Decal and Transponder On-line Procurement System". Below this, it says "Please enter checking or savings account information below." with a note that an asterisk indicates required fields. The form displays the Agency Tracking ID as 10698840 and the Payment Amount as \$404.35. Required fields include Account Holder Name, Account Type (a dropdown menu), Routing Number, Account Number, and Check Number. There is a section for bank account numbers with a visual representation of a check number field. Below these are fields for Routing Number, Account Number, and Confirm Account Number. At the bottom are links for "Previous", "Cancel", and a red "Continue" button.

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.

The screenshot shows a web interface for a purchasing account. At the top, a dark blue header contains the text "Account ID: J00529405" and "My Purchasing Account: JOHN DOE". Below this is a light gray bar with "Payment Confirmation" and a circular icon. The main content area is white and features a green "Success!" message. A box titled "Your order payment has been successfully submitted" contains a list of four bullet points: "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.", and "Your order will then arrive according to the shipping terms you selected." Below this is a "Payment Summary" section with a table of four rows: "Payment Tracking # 10998840", "Payment Date Feb 26, 2018 9:57:09 AM", "Order Number 50844", and "Payment Amount \$404.35". A "Contact Information" section follows with a table of two rows: "My Profile Email JOHNDOE@EMAIL.COM" and "Primary Purchasing Account Email MELINDA.K.DASHIELLO@CBP.DHS.GOV". At the bottom, there are three buttons: "Print Page" and "Print Confirmation" (both circled in red), and "Go To Orders". A footer bar at the very bottom contains the text "Need Help?".

Account ID: J00529405  
My Purchasing Account: JOHN 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 #	10998840
Payment Date	Feb 26, 2018 9:57:09 AM
Order Number	50844
Payment Amount	\$404.35

Contact Information

My Profile Email	JOHNDOE@EMAIL.COM
Primary Purchasing Account Email	MELINDA.K.DASHIELLO@CBP.DHS.GOV

Print Page Print Confirmation Go To Orders

Need Help?

## 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**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

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

Include in Order

Select the reason for the replacement

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 <input type="checkbox"/> Transponder Not Functioning <input type="checkbox"/> Transponder Not Received <input type="checkbox"/> Other	E517201625651AB0 <a href="#">View</a>	5	12345678912345678	558562		JO

Can't find a vehicle in the list?

< 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="radio"/> Standard Shipping	\$0.00
<input type="radio"/> 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
	<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](#)

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"

Redirect

You are about to be redirected to the CBP payment website.

You will be returned to the DTOPS website after payment completion.

Cancel

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

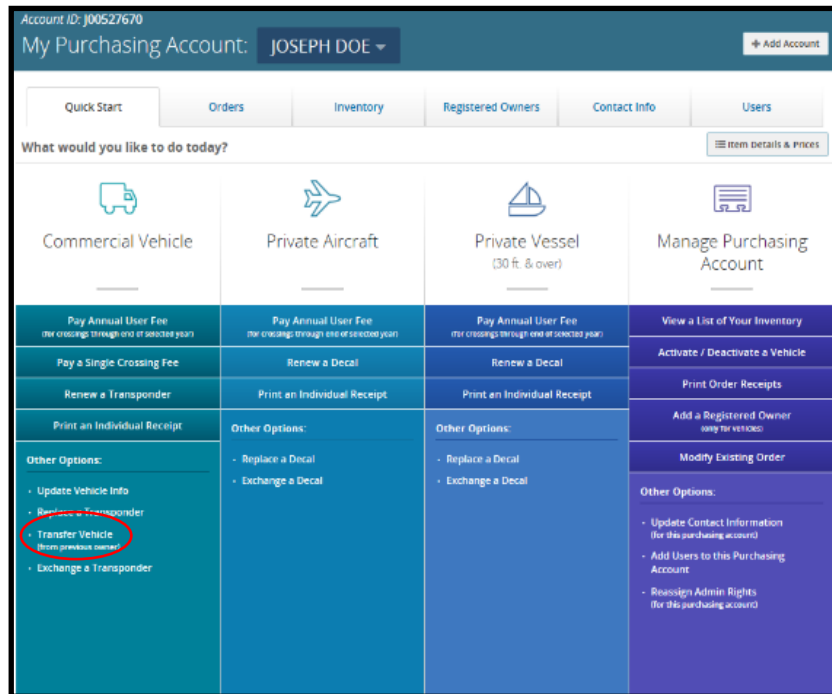
Print Page

Go To Orders

## Transfer – Commercial Vehicle

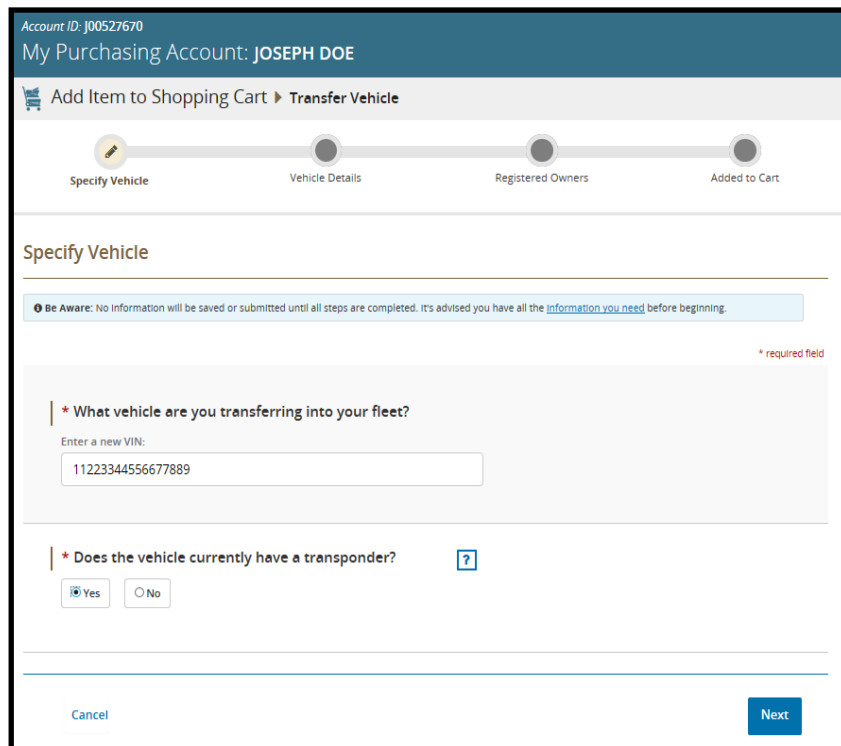
A vehicle with a transponder paid for the current year can be transferred from one account to another. Transponders may not be transferred from one vehicle to another.

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.

Verify VIN

This is the VIN you entered. Is it correct?

11223344556677889

Do not proceed with an incorrect VIN.

EDIT

✓ YES

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.

Verify Transponder

This is the transponder number on file for the VIN you entered.

E5182016125841AB

\* Is it the same as the transponder number on the actual vehicle?

☐ Yes

☐ No

RETURN TO SPECIFY VEHICLE PAGE

CONTINUE

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

Transponder Found

A transponder was found in the system associated with the VIN you entered.  
Please provide your reason for requesting a new transponder.

\* Reason:

RETURN TO SPECIFY VEHICLE PAGE

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?  
[+ Add Registered Owner](#)

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

☒ Yes ☐ No

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

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: 43139 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

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

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

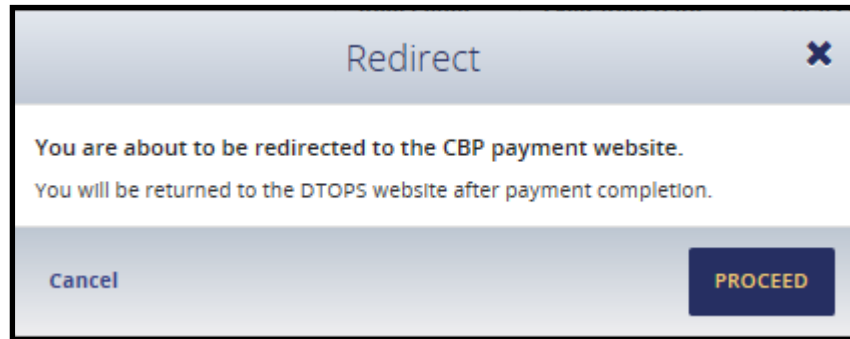
A payment confirmation will be emailed to:

Your Profile Email	J.DOE@INTERNET.COM <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](#)

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.

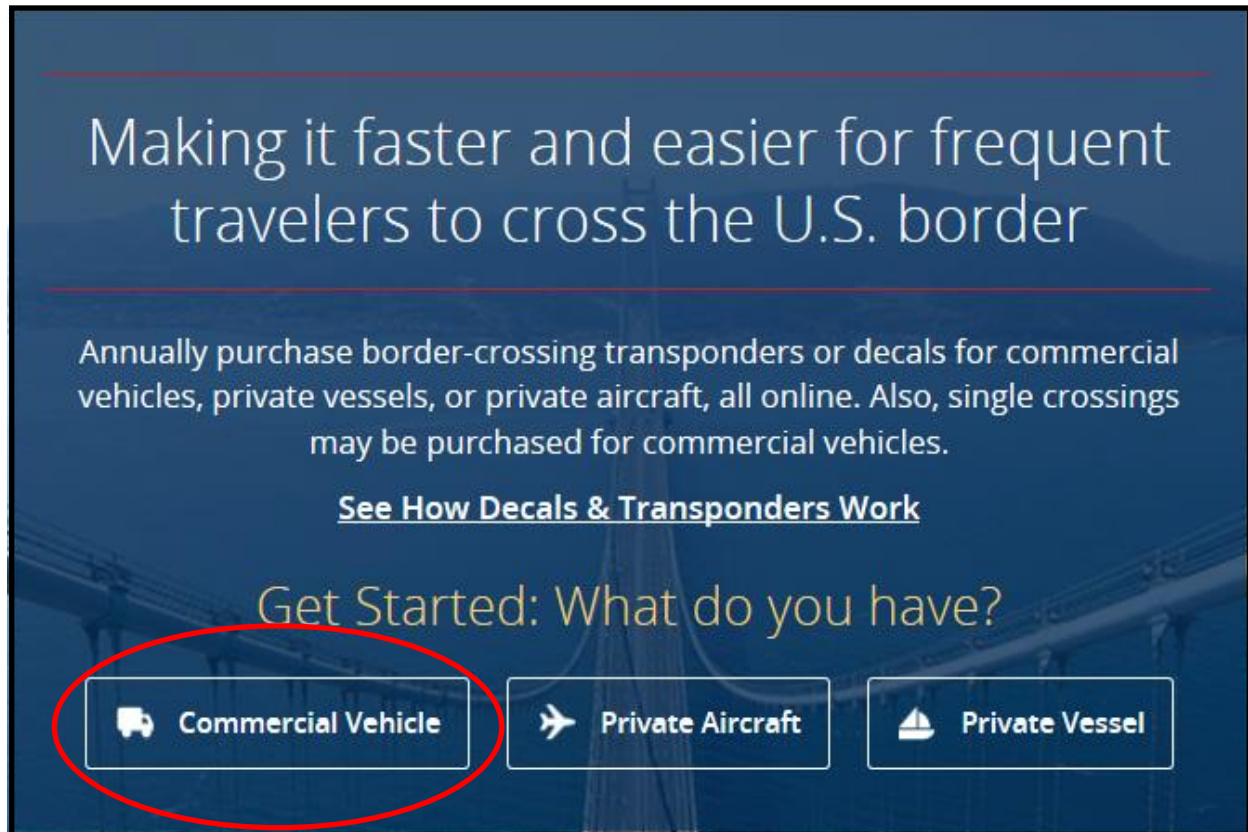
If you are unable to return the transponder to be exchanged, please include the reason in writing why you are unable to return the transponder.

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

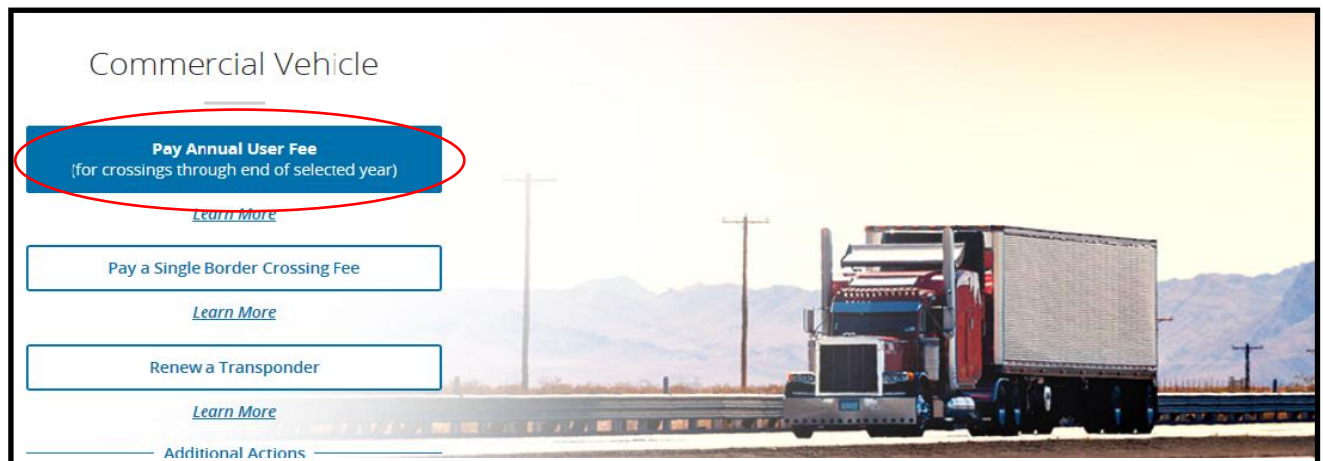
## Alternative Order Methods – New User Fee – Commercial Vehicle

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


Select “**Commercial Vehicle**” from the home screen.



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



✕
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  
New User Fee order.

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:**

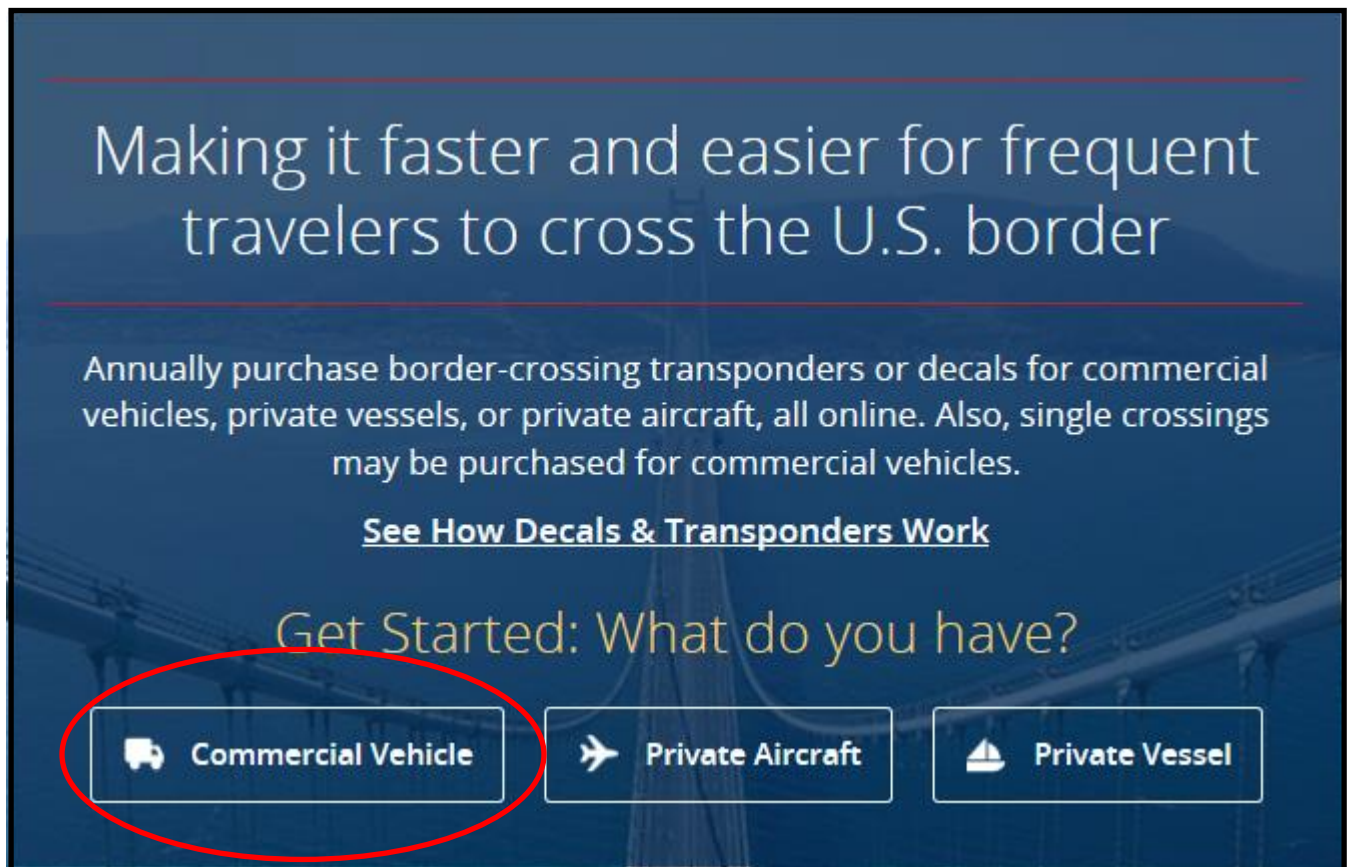
Cancel

NEXT >

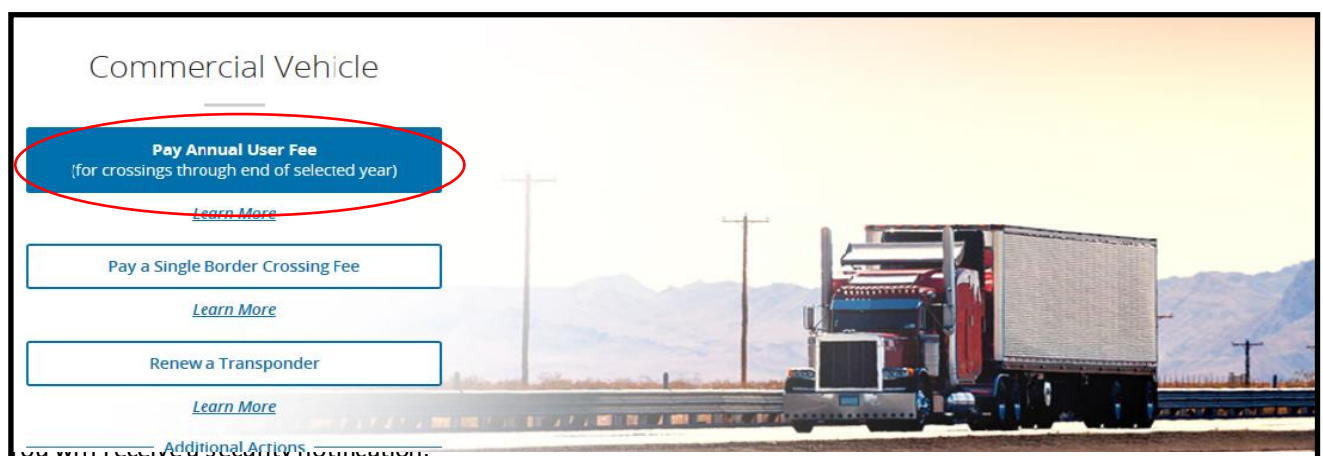


## Method 2 – New User Fee – Commercial Vehicle - Existing DTOPS User (not signed in)

Select “**Commercial Vehicle**” from the home screen.




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





Click “Consent & Continue”

Security Notification



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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:

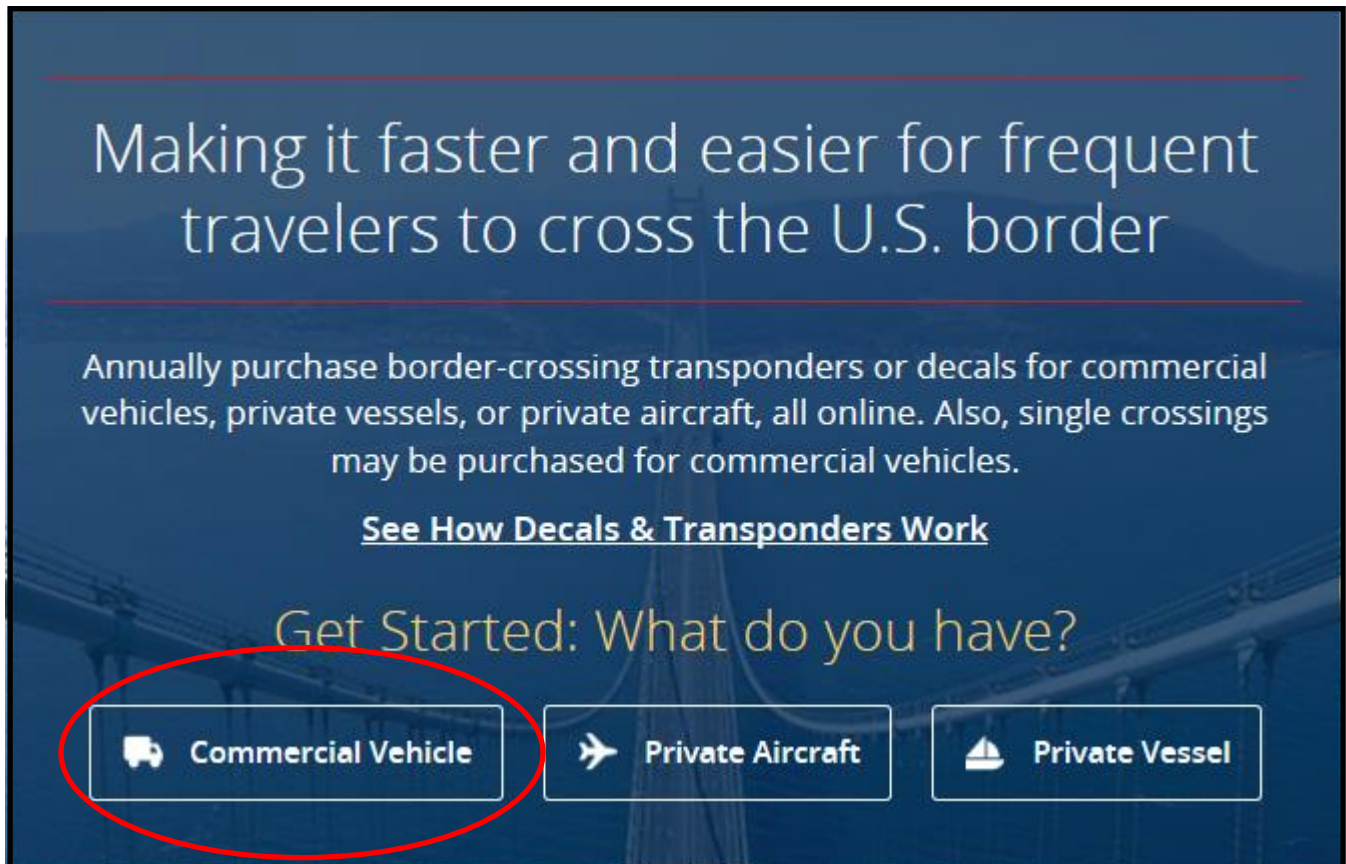
Cancel

LOG IN

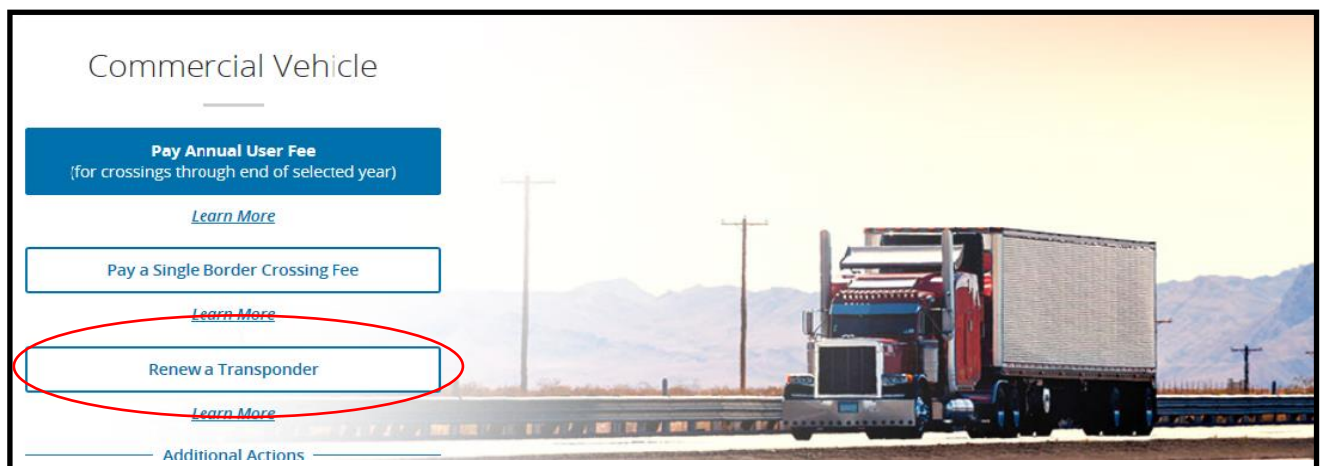
After logging in, you will be redirected to the start of a New User Fee order.

### 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**”

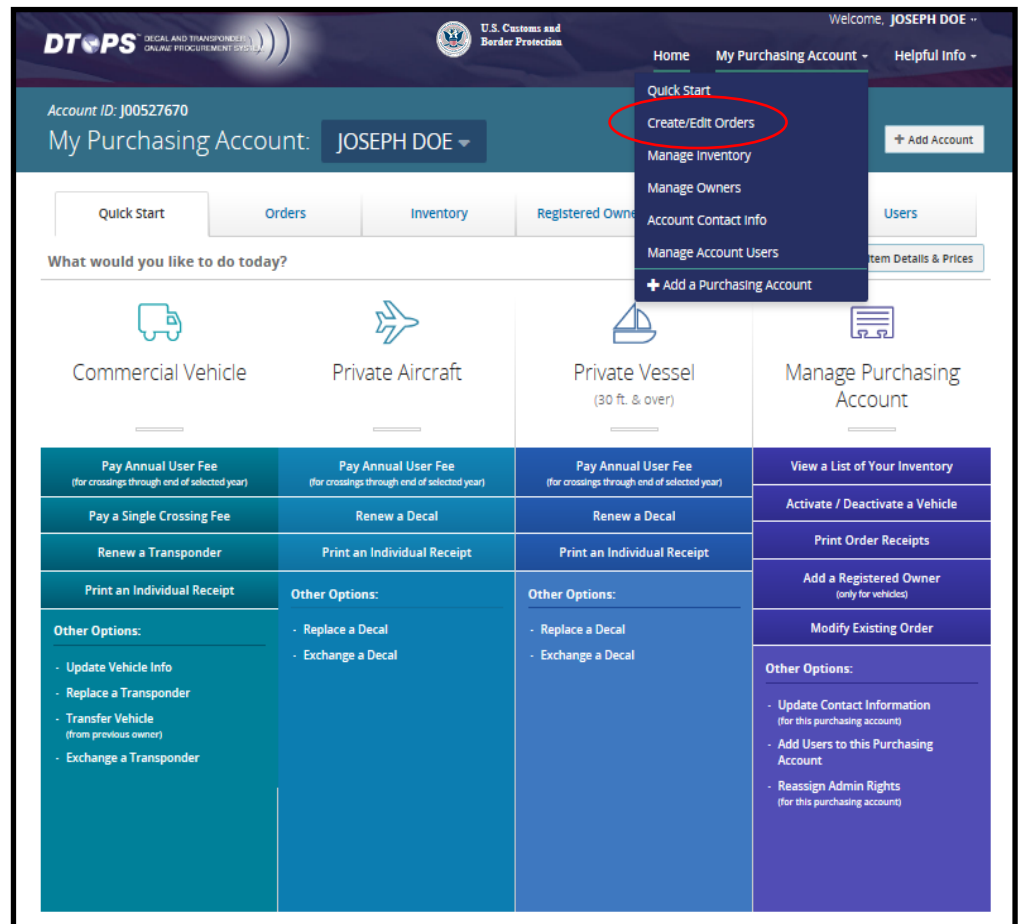


Your will be redirected to the start of a New User Fee order.

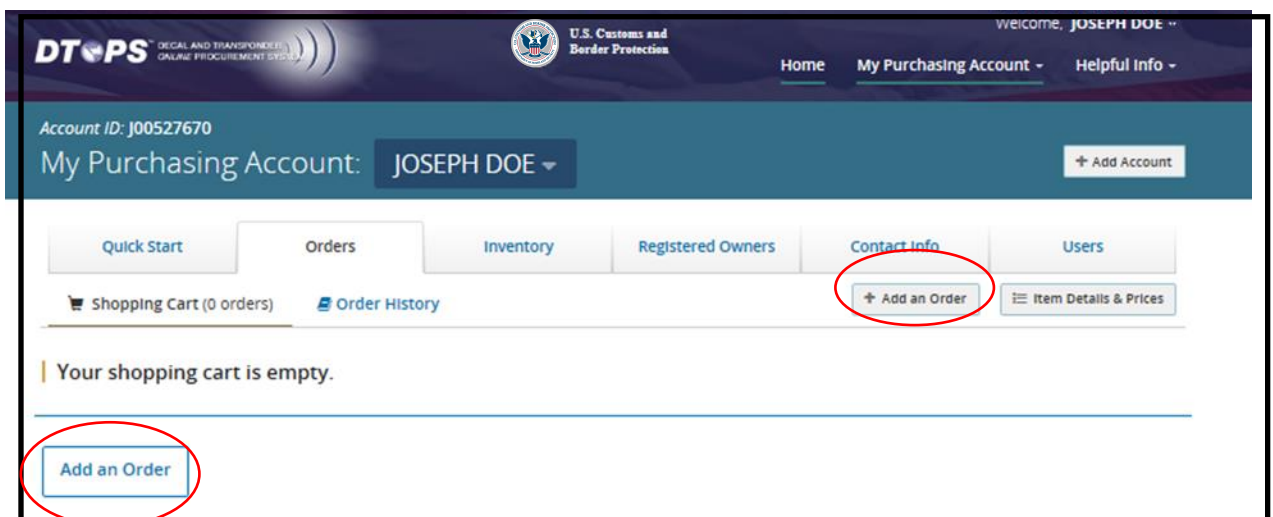
#### Method 4 – New User Fee – Commercial Vehicle - Existing DTOPS User (signed in)

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: J00529485  
My Purchasing Account: JOHN DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

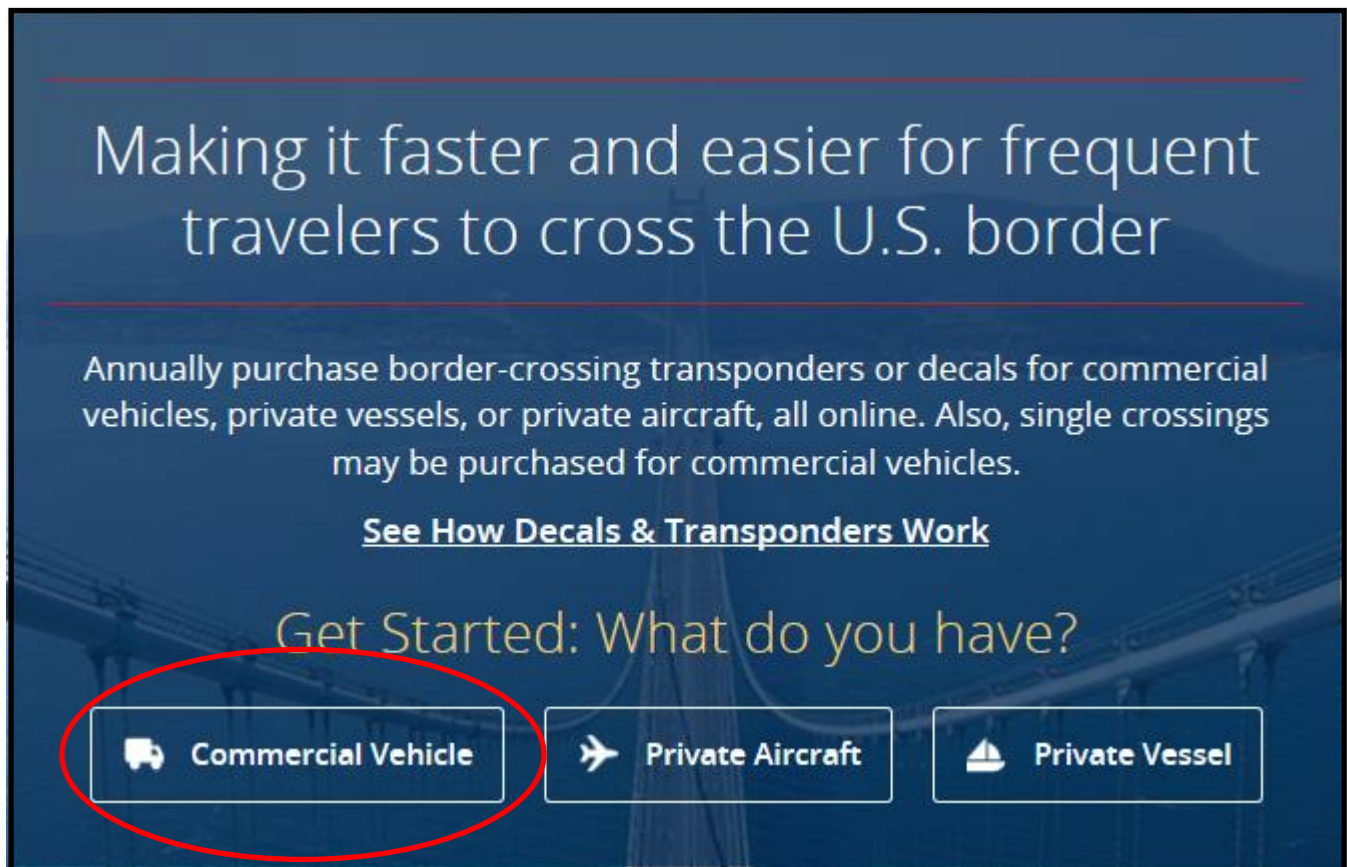
| What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel <small>(30 ft. &amp; over)</small>
<b>Single Crossing Fee</b> For a one-time crossing. expires: 12/31/2018 \$13.20 <a href="#">Add to Cart</a>	N/A	N/A
<b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>
<b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Renew Vessel Decal</b> For crossings in the selected year(s). \$28.24 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
Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>

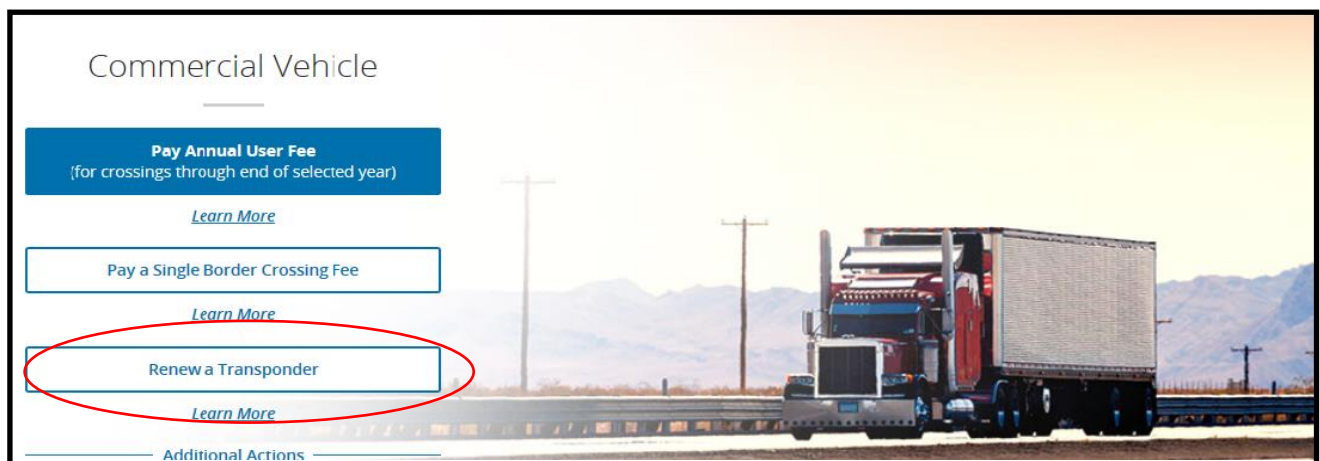
You will be redirected to the start of a New User Fee order.

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

Select “**Commercial Vehicle**” from the home screen.




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





Click “Consent & Continue”

Security Notification



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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:

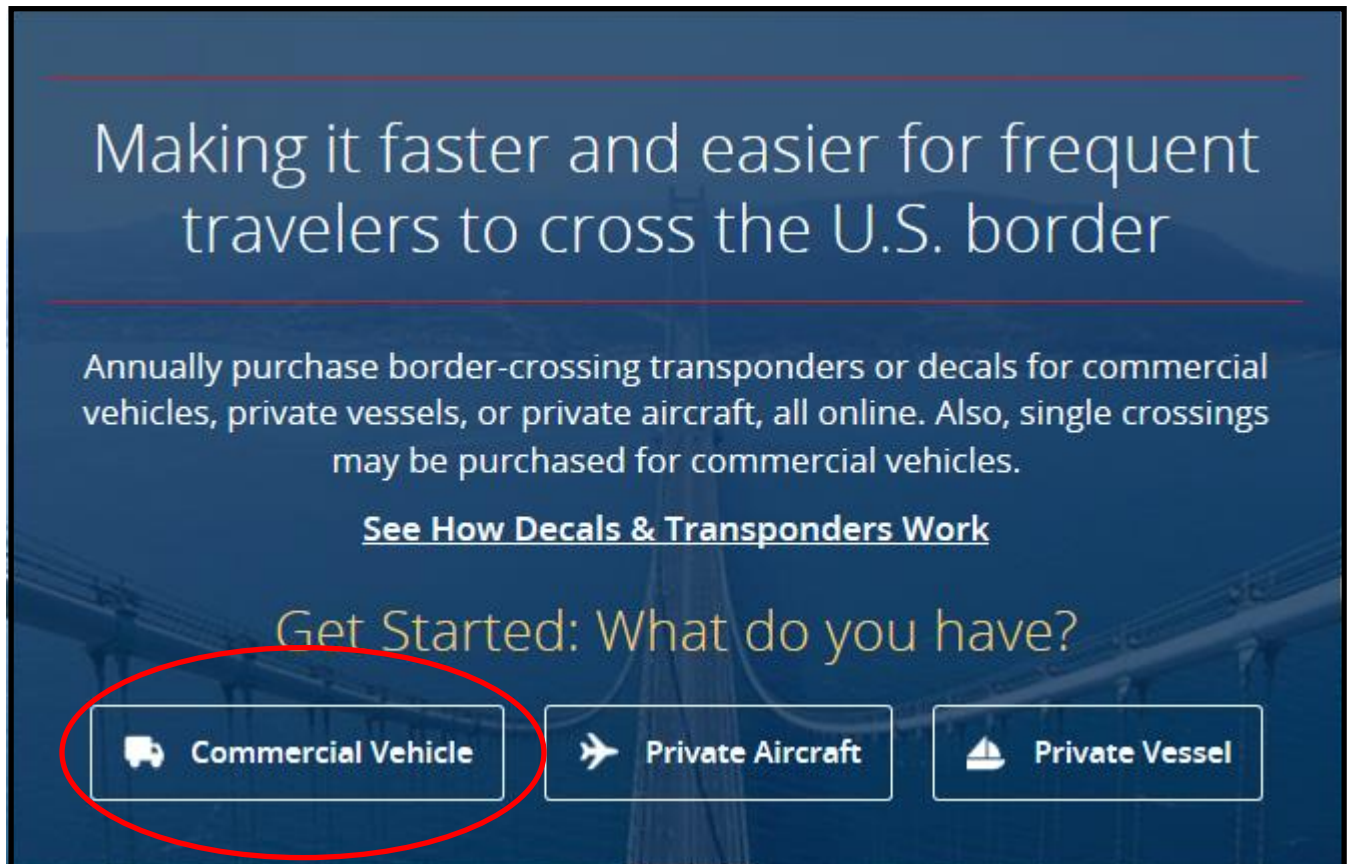
Cancel

LOG IN

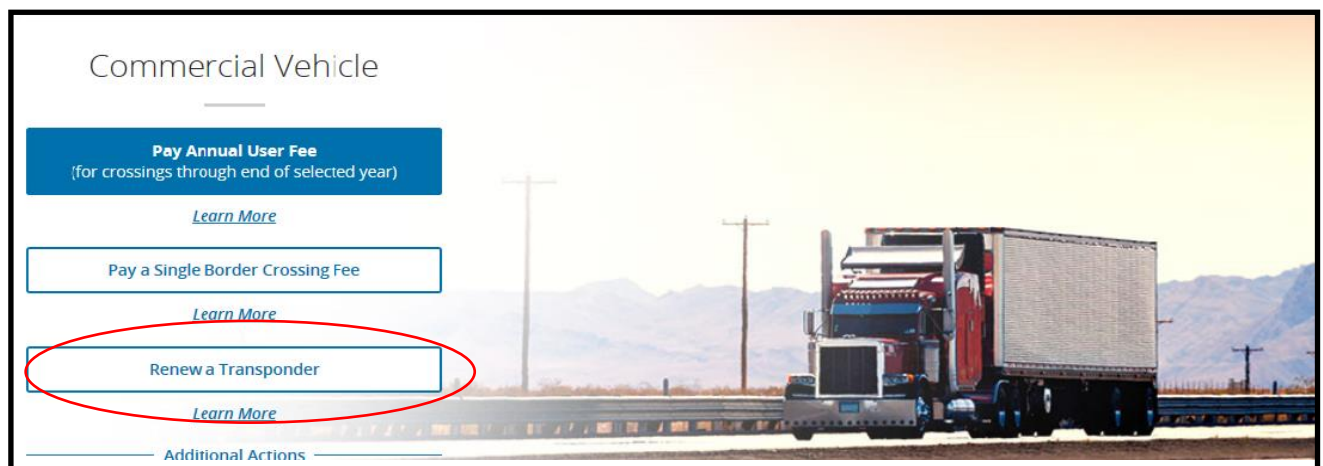
After logging in, you will be redirected to the start of a Renewal order.

## Method 2 – Renewal – 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**”

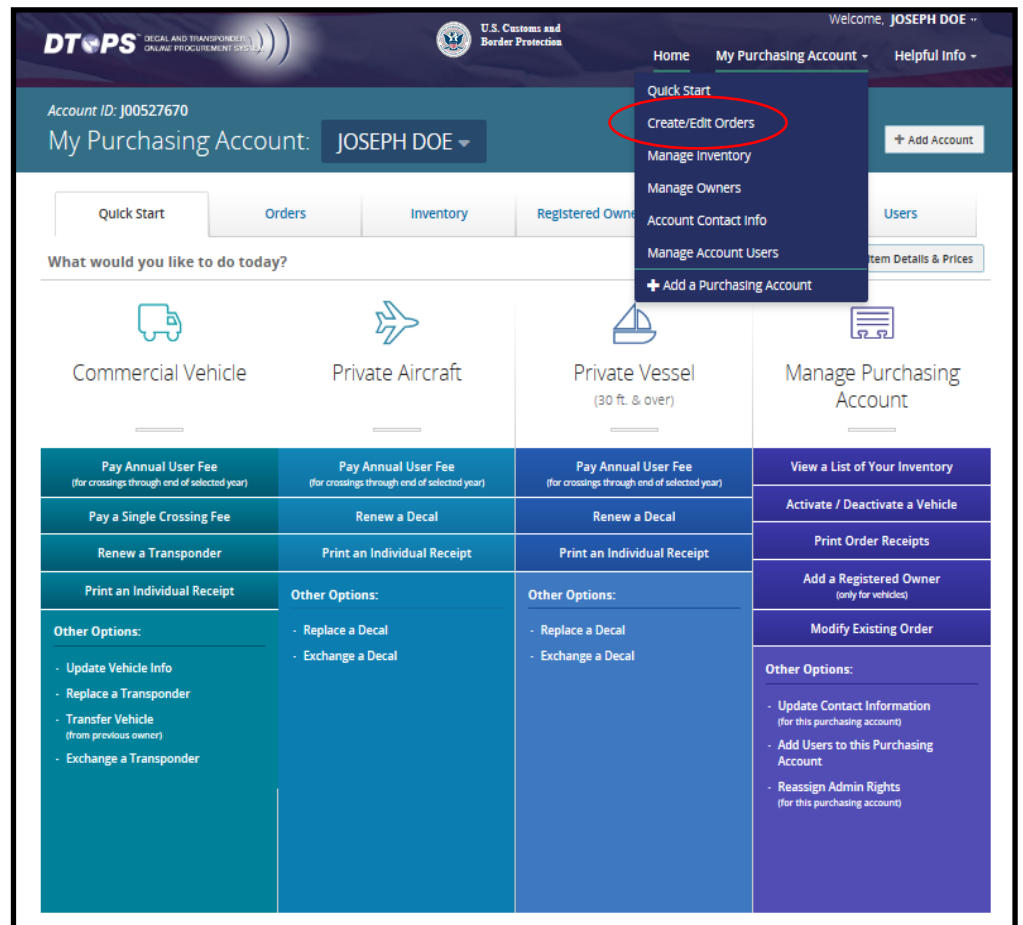


You will be redirected to the start of a Renewal order.

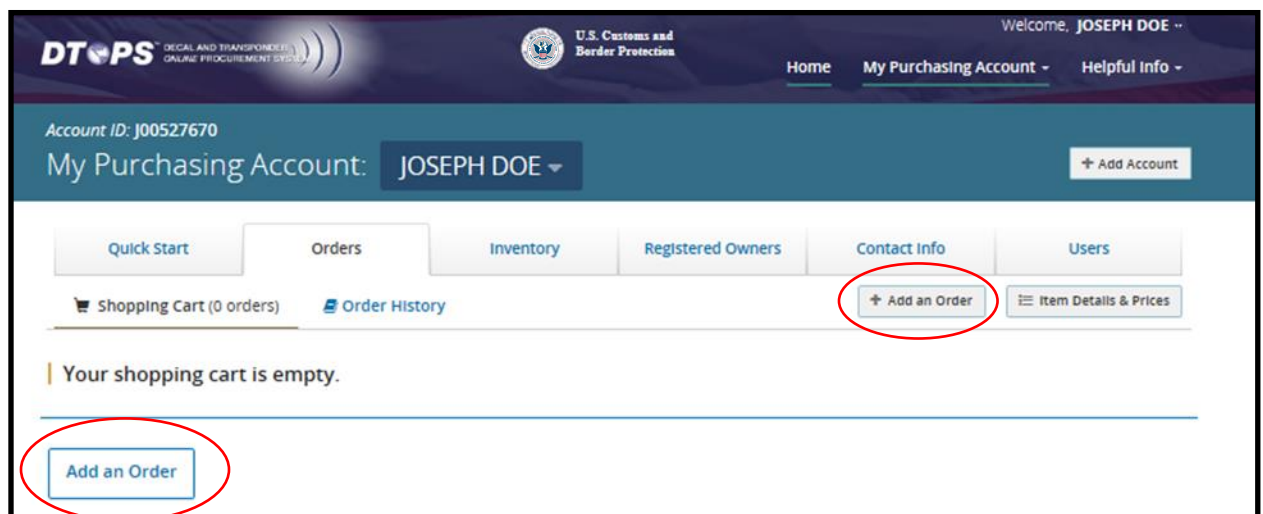
### Method 3 – Renewal – Commercial Vehicle - Existing DTOPS User (signed in)

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: J00529485  
My Purchasing Account: JOHN DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

| What item would you like to add?

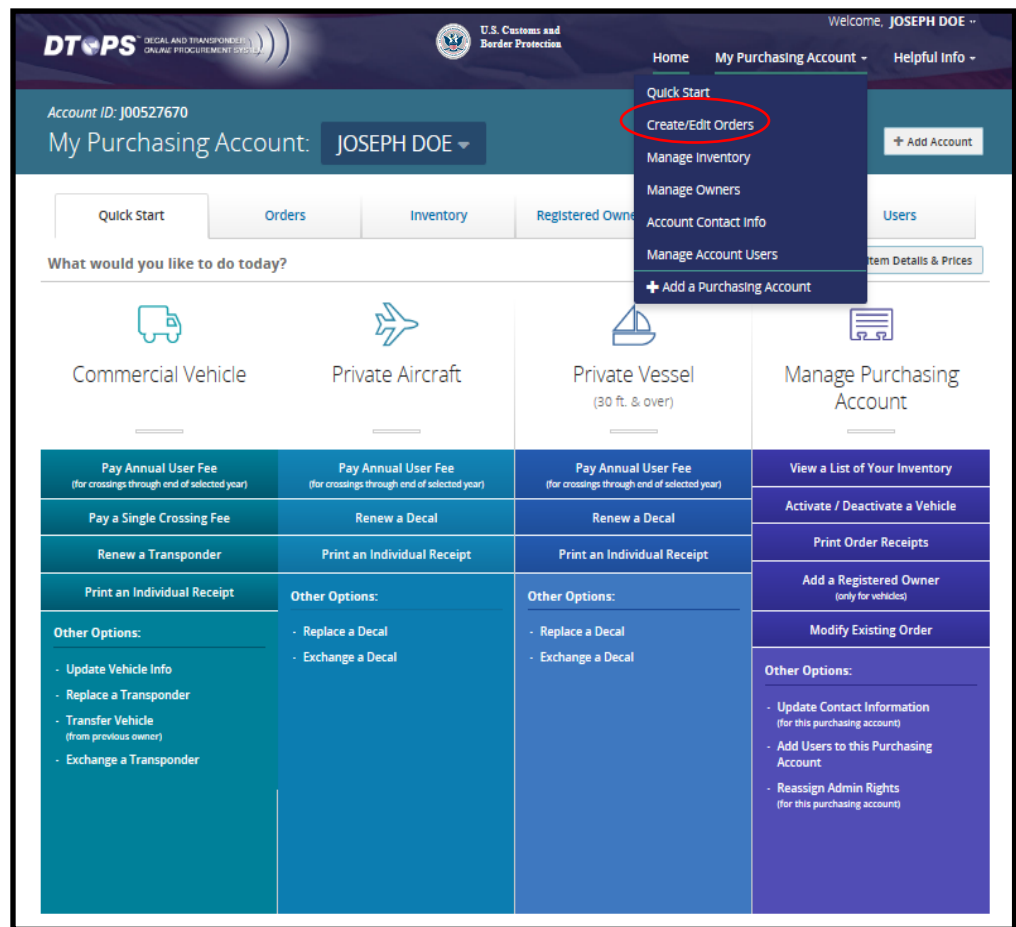
Commercial Vehicle	Private Aircraft	Private Vessel <small>(30 ft. &amp; over)</small>
<b>Single Crossing Fee</b> For a one-time crossing. expires: 12/31/2018 \$13.20 <a href="#">Add to Cart</a>	N/A	N/A
<b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>
<b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Renew Vessel Decal</b> For crossings in the selected year(s). \$28.24 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
Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>

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

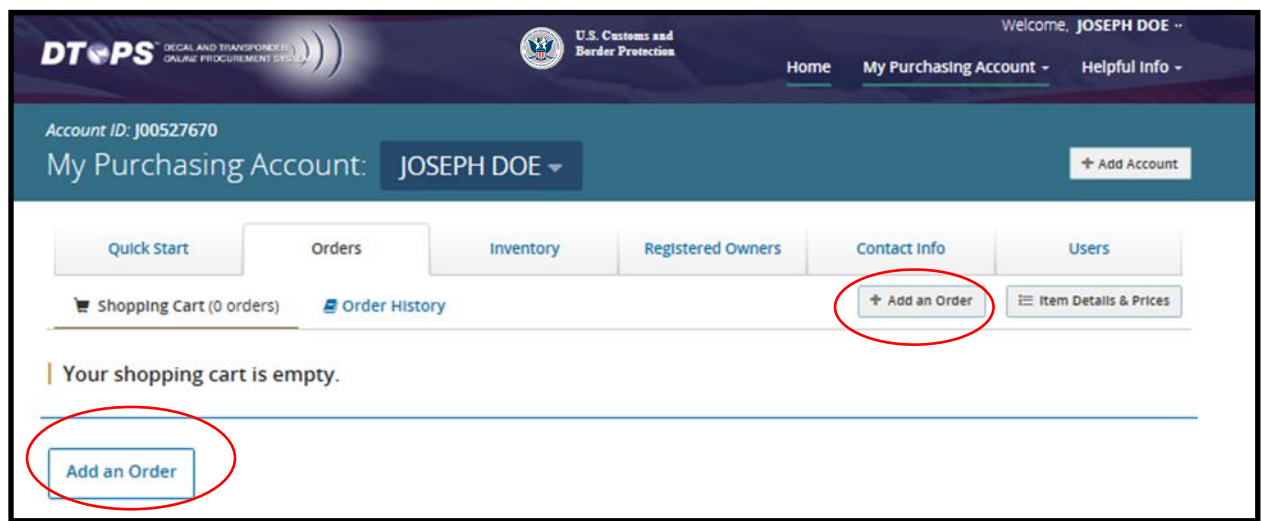
## Alternative Order Method – Replacement – Commercial Vehicle - Create/Edit Orders

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.



Click “Add an Order”



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

Account ID: J00529485

My Purchasing Account: JOHN DOE

Add Item to Shopping Cart

Shop 

Item Details & Price

What item would you like to add?

Commercial Vehicle

**Single Crossing Fee**  
For a one-time crossing.  
expires: 12/31/2018  
\$13.20  

Add to Cart

**Annual User Fee (Vehicle Transponder)**  
For crossings in the selected year(s).  
\$404.35 per vehicle and year  

Add to Cart

**Renew Vehicle Transponder**  
For crossings in the selected year(s).  
\$404.35 per vehicle and year  

Add to Cart

**Replace Vehicle Transponder**  
\$0.00  

Add to Cart

**Transfer Vehicle**  
from previous owner  
\$0.00  

Add to Cart

Exchanges cannot be done online  
[see instructions](#)

Private Aircraft

N/A

**Annual User Fee (Aircraft Decal)**  
For crossings in the selected year(s).  
\$28.24 per decal and year  

Add to Cart

**Renew Aircraft Decal**  
For crossings in the selected year(s).  
\$28.24 per decal and year  

Add to Cart

Replacements cannot be done online  
[see instructions](#)

N/A

Exchanges cannot be done online  
[see instructions](#)

Private Vessel  
(30 ft. & over)

N/A

**Annual User Fee (Vessel Decal)**  
For crossings in the selected year(s).  
\$28.24 per decal and year  

Add to Cart

**Renew Vessel Decal**  
For crossings in the selected year(s).  
\$28.24 per decal and year  

Add to Cart

Replacements cannot be done online  
[see instructions](#)

N/A

Exchanges cannot be done online  
[see instructions](#)

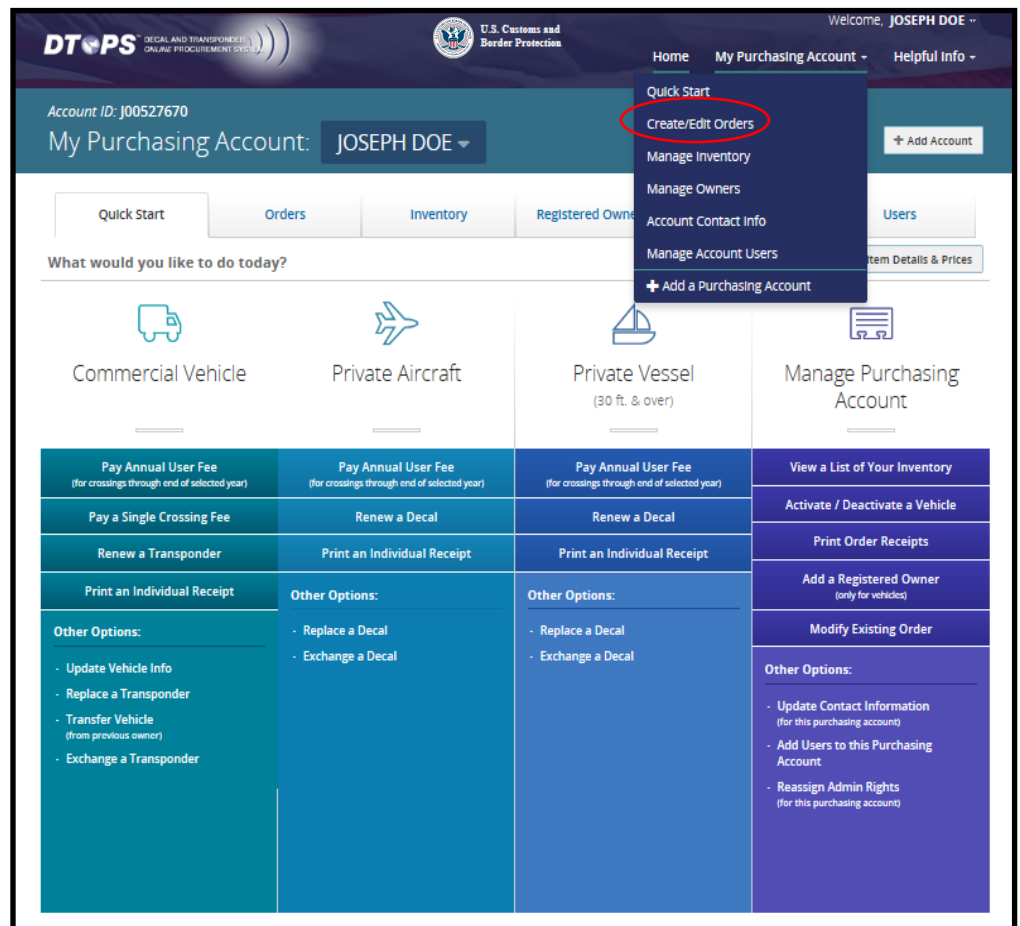
You will be redirected to the start of a Replacement order.

71

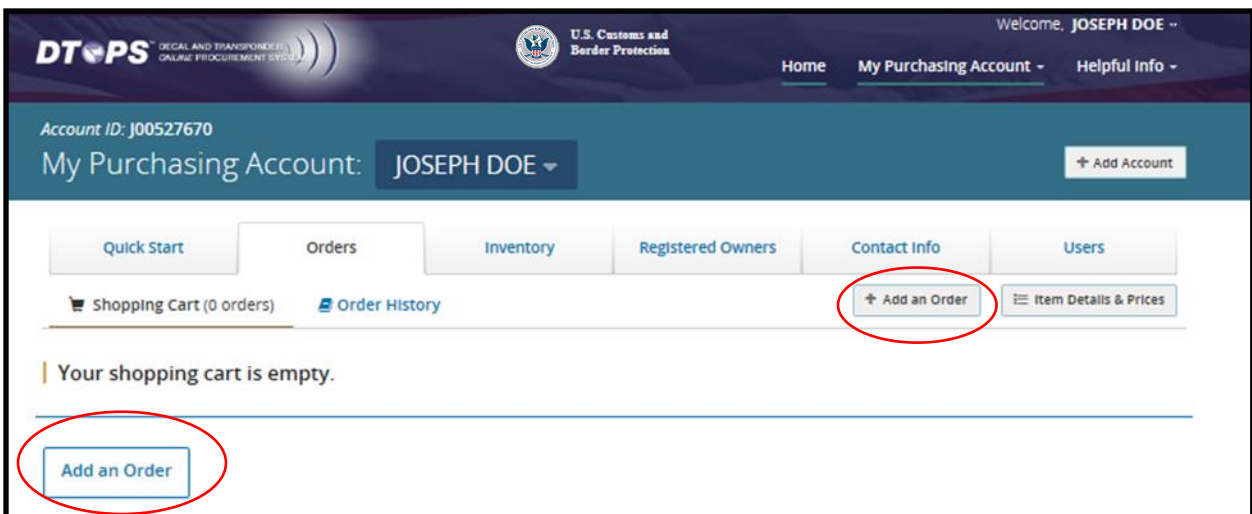
## Alternative Order Method – Transfer – Commercial Vehicle - Create/Edit Orders

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.



Click “Add an Order”



Select “Add to Cart” under Transfer Vehicle in the Commercial Vehicle Column

Account ID: J00529485  
My Purchasing Account: JOHN DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

| What item would you like to add?

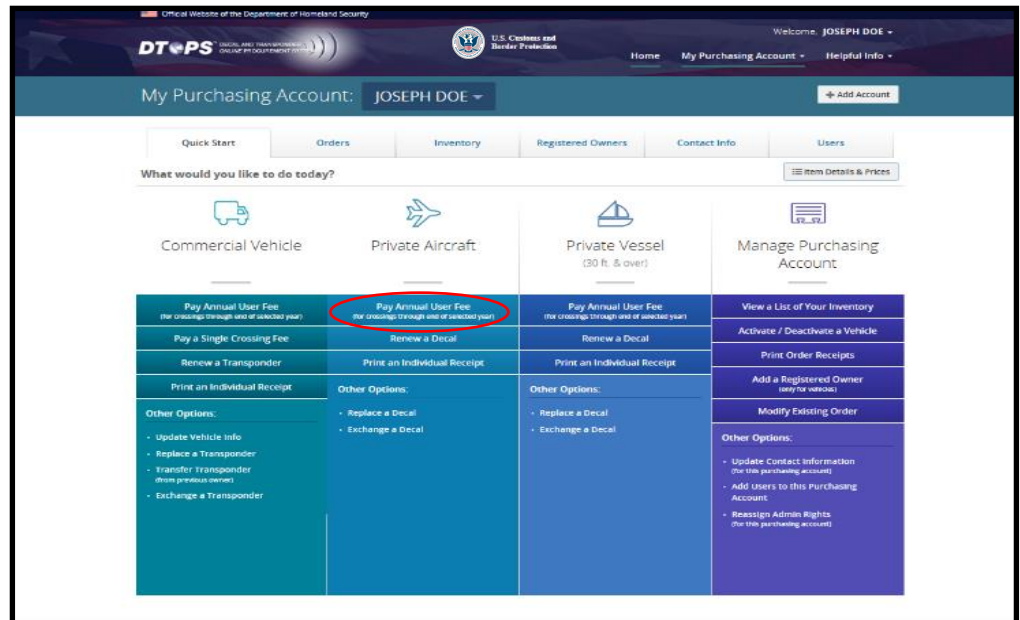
Commercial Vehicle	Private Aircraft	Private Vessel (50 ft. & over)
<b>Single Crossing Fee</b> For a one-time crossing. expires: 12/31/2018 \$13.20 <a href="#">Add to Cart</a>	N/A	N/A
<b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>
<b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Renew Vessel Decal</b> For crossings in the selected year(s). \$28.24 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
Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>

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

## New User Fee – Private Aircraft

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

On QuickStart 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”**

The screenshot shows the 'Add Aircraft Details' form. The user is logged in as JOSEPH DOE. The page has a navigation bar with links: Home, My Purchasing Account, and Helpful Info. Below the navigation bar, there are tabs for Quick Start, Orders, Inventory, Registered Owners, Contact Info, and Users. The main content area is titled 'What would you like to do today?' and features four columns: Commercial Vehicle, Private Aircraft, Private Vessel (30 ft. & over), and Manage Purchasing Account. The 'Private Aircraft' column has a red circle around the 'Pay Annual User Fee (for crossing through and of selected year)' option. Other options in this column include 'Pay a Single Crossing Fee', 'Renew a Decal', 'Print an Individual Receipt', and 'Other Options' (Update Vehicle Info, Replace a Transponder, Transfer Transponder from previous owner, Exchange a Transponder). The 'Private Vessel' column has similar options. The 'Manage Purchasing Account' column has options like 'View a List of Your Inventory', 'Activate / Deactivate a Vehicle', 'Print Order Receipts', 'Add a Registered Owner (only for vehicles)', 'Modify Existing Order', and 'Other Options' (Update Contact Information for this purchasing account, Add users to this purchasing account, Reassign Admin Rights for this purchasing account).

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:

2016

\* Manufacturer:

BOEING ☒

\* Tail Number:

N0000

Cancel Next

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

Account ID: J00529485  
My Purchasing Account: JOHN 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: 50871 Total items in this order: 1

Total Cost for item(s) added: \$28.24 for 1 item(s)

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

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

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

Shipping

The item(s) will be shipped to:

Shipping Address: 6650 TELECOM DR  
INDIANAPOLIS IN 462782009  
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.

☐ Expedited Shipping \$6.00

☐ Standard Shipping \$0.00

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

Total Order Cost (U.S. Dollars)

Order Number: 50871

Item(s) in This Order	Item Count	Expiration Date	Total Cost
Annual User Fee for 2018 (new aircraft decal)	1	12/31/2018	\$28.24
Shipping			\$0.00
<b>Total</b>			<b>\$28.24</b>

[View Full Order Details](#)

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

☒ Payment Confirmation Email

A payment confirmation will be emailed to:

Redirect

You are about to be redirected to the CBP payment website.  
You will be returned to the DTOPS website after payment completion.

[Cancel](#) [PROCEED](#)

Choose your payment method.

Note: Paying by bank account will add 4 days to processing time.

Click "Next"

The screenshot shows the 'Decal and Transponder On-line Procurement System' interface. At the top left is the DTOPS logo, and at the top right is the Pay.gov logo. The main heading is 'Decal and Transponder On-line Procurement System'. Below it, the instruction 'Please select a payment method:' is displayed. There are two radio button options: 'I want to pay with a withdrawal from a checking or savings account (ACH)' and 'I want to pay with a debit or credit card'. To the right of the second option are logos for VISA, MasterCard, AMEX, Discover, and JCB. A green house icon with a dollar sign is positioned above the second option. At the bottom, there are 'Cancel' and 'Continue' buttons.

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


The screenshot shows the 'Decal and Transponder On-line Procurement System' interface for credit card payment. The heading is 'Decal and Transponder On-line Procurement System'. Below it, the instruction 'Please provide the Credit or Debit Card Information below' is displayed, with a note '\* indicates required fields'. The form includes the following fields: 'Agency Tracking ID: 10999844', 'Payment Amount: \$28.24', '\* Country:', '\* Billing Address:', 'Billing Address 2:', '\* City:', 'State/Province:', 'ZIP/Postal Code:', '\* Account Holder Name:', and logos for VISA, MasterCard, AMEX, Discover, and JCB. Below these are fields for '\* Card Number:', '\* Expiration Date:', and '\* Card Security Code:'. At the bottom, there are 'Previous', 'Cancel', and 'Continue' buttons.

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

The screenshot shows the 'Decal and Transponder On-line Procurement System' interface for bank account payment. The heading is 'Decal and Transponder On-line Procurement System'. Below it, the instruction 'Please enter checking or savings account information below.' is displayed, with a note '\* indicates required fields'. The form includes the following fields: 'Agency Tracking ID: 10999844', 'Payment Amount: \$28.24', '\* Account Holder Name:', '\* Account Type:' (with a dropdown menu), 'Routing Number', 'Account Number', 'Check Number', and a visual representation of a check number '1234'. Below these are fields for '\* Routing Number:', '\* Account Number:', and '\* Confirm Account Number:'. At the bottom, there are 'Previous', 'Cancel', and 'Continue' buttons.




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.

 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 #	10999844
Payment Date	Feb 26, 2018 3:47:29 PM
Order Number	50871
Payment Amount	\$28.24

 Contact Information

My Profile Email	JOHNDOE@EMAIL.COM
Primary Purchasing Account Email	MELINDA.K.DASHIELL@CBP.DHS.GOV

[Print Page](#)

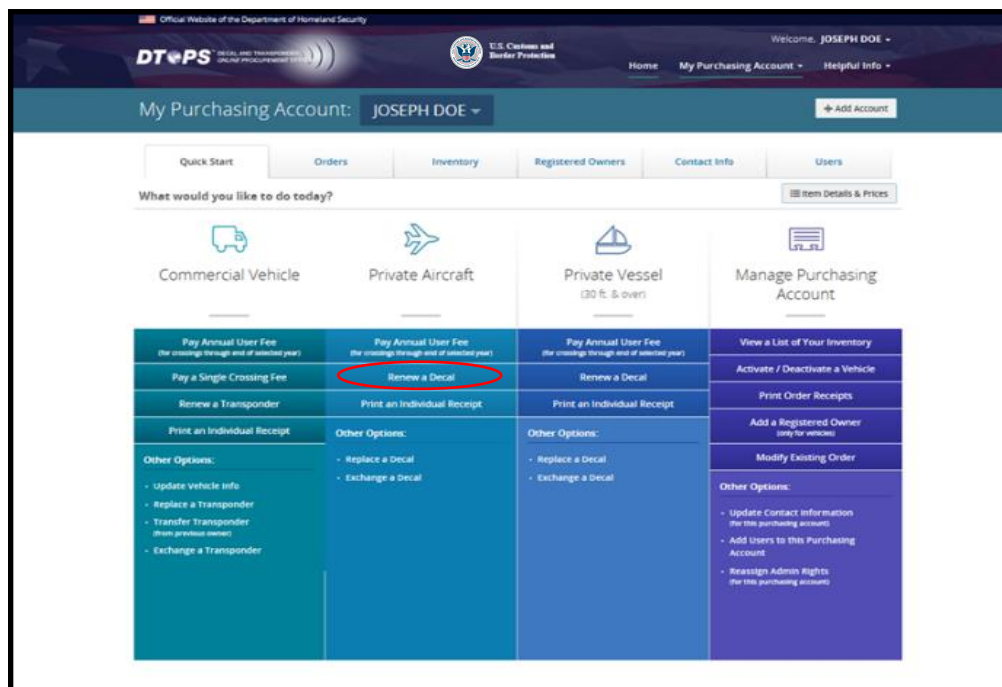
[Print Confirmation](#)

[Go To Orders](#)

## Renewal – Private Aircraft

For aircraft purchased in the account the previous year.

On QuickStart page, choose **“Renew a Decal”** under Private Aircraft column.



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”**

My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Renew Aircraft Decal

**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>

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

Account ID: J00529485  
My Purchasing Account: JOHN 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: 50871 Total items in this order: 1

Total Cost for item(s) added: \$28.24 for 1 item(s)

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

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

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”**  
You will be redirected to the

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 46208  
UNITED STATES  
[Update Address](#)

☐ Yes, the shipping address is correct.

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

Please allow 1-2 weeks for processing during periods of heavy order volume.

☐ Standard Shipping \$3.00

☐ Expedited Shipping \$6.00

**Warning: Expedited shipping is not available for P.M. See.**

**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**

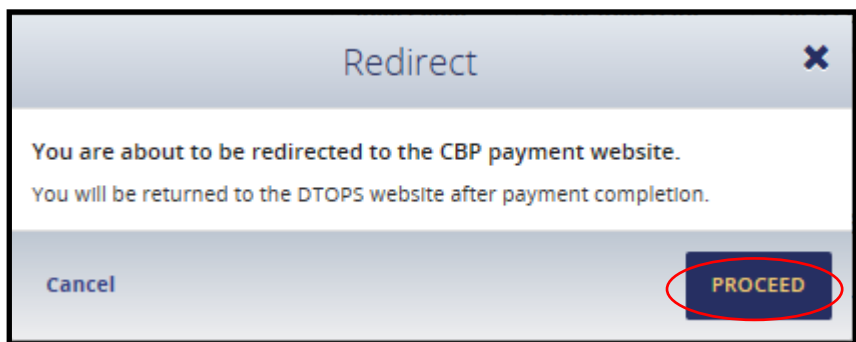
A payment confirmation will be emailed to:

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

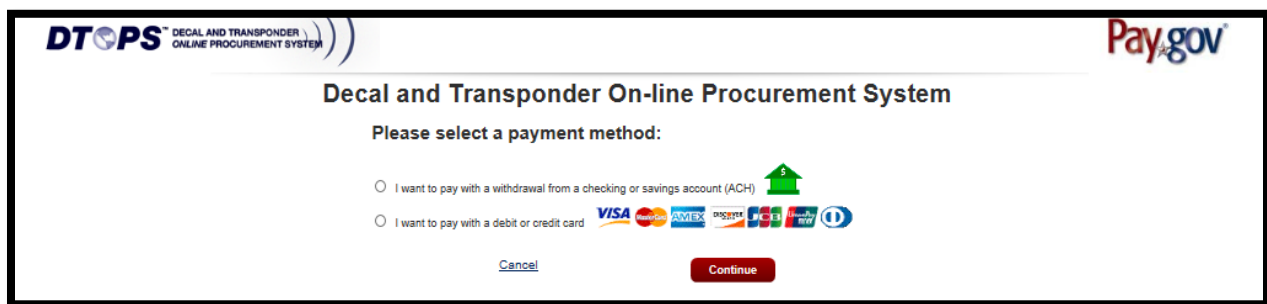
Plus those Purchasing Account Email(s):  
Primary: J.DOE@INTERNET.COM  
[Update Email\(s\)](#)

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

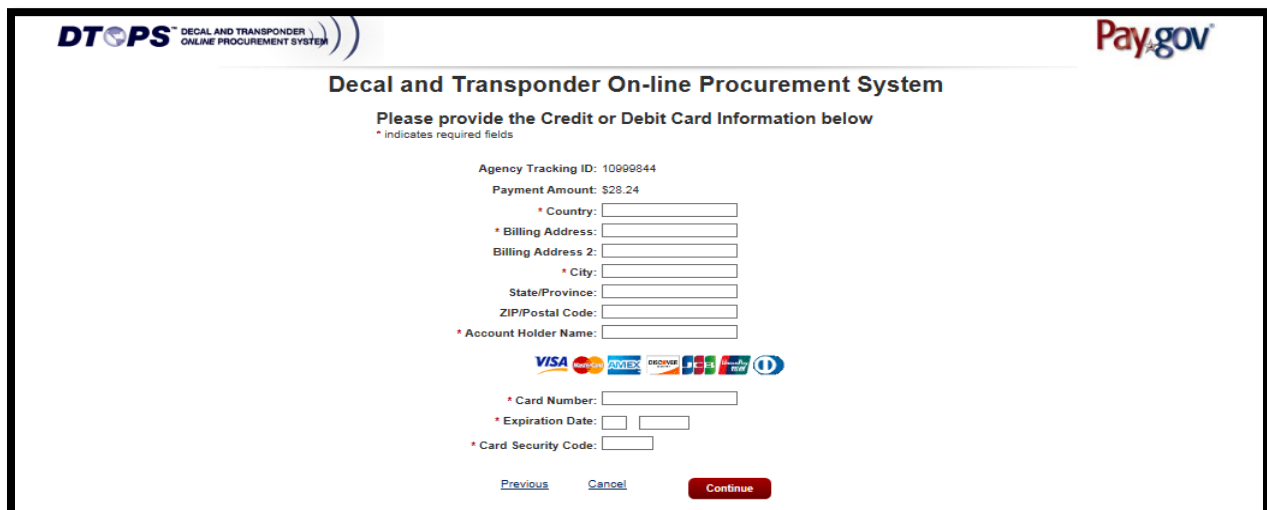
You will be redirected to the payment website, click **"PROCEED"**



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

The screen displays the "DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM" logo on the left and the "Pay.gov" logo on the right. The main heading is "Decal and Transponder On-line Procurement System". Below it, the instruction "Please select a payment method:" is followed by two radio button options: "I want to pay with a withdrawal from a checking or savings account (ACH)" and "I want to pay with a debit or credit card". To the right of the second option are logos for VISA, MasterCard, AMEX, Discover, and others. At the bottom, there are "Cancel" and "Continue" buttons.

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

The screen displays the "DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM" logo on the left and the "Pay.gov" logo on the right. The main heading is "Decal and Transponder On-line Procurement System". Below it, the instruction "Please provide the Credit or Debit Card Information below" is followed by a note: "\* indicates required fields". The form includes the following fields: "Agency Tracking ID: 10999844", "Payment Amount: \$28.24", "\* Country:", "\* Billing Address:", "Billing Address 2:", "\* City:", "State/Province:", "ZIP/Postal Code:", "\* Account Holder Name:", logos for VISA, MasterCard, AMEX, Discover, and others, "\* Card Number:", "\* Expiration Date:", and "\* Card Security Code:". At the bottom, there are "Previous", "Cancel", and "Continue" buttons.

If you choose BankAccount, enter the required information and click “Continue”

The screenshot shows the DTOPS (Decal and Transponder On-line Procurement System) payment interface. At the top, the DTOPS logo and the Pay.gov logo are visible. The main heading is "Decal and Transponder On-line Procurement System". Below this, a prompt asks the user to "Please enter checking or savings account information below." and notes that an asterisk indicates required fields. The form displays the "Agency Tracking ID: 10999844" and the "Payment Amount: \$28.24". It includes input fields for "Account Holder Name" and a dropdown for "Account Type". Below these are fields for "Routing Number", "Account Number", and "Check Number", each with a corresponding MICR line (the numbers 1026946783, 9243767390, and 1234 respectively). At the bottom, there are fields for "Routing Number", "Account Number", and "Confirm Account Number", followed by "Previous", "Cancel", and "Continue" buttons.

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.

#### 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 #	10999844
Payment Date	Feb 26, 2018 3:47:29 PM
Order Number	50871
Payment Amount	\$28.24

##### Contact Information

My Profile Email	JOHNDOE@EMAIL.COM
Primary Purchasing Account Email	MELINDA.K.DASHIELL@CBP.DHS.GOV

[Print Page](#) [Print Confirmation](#)

[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?

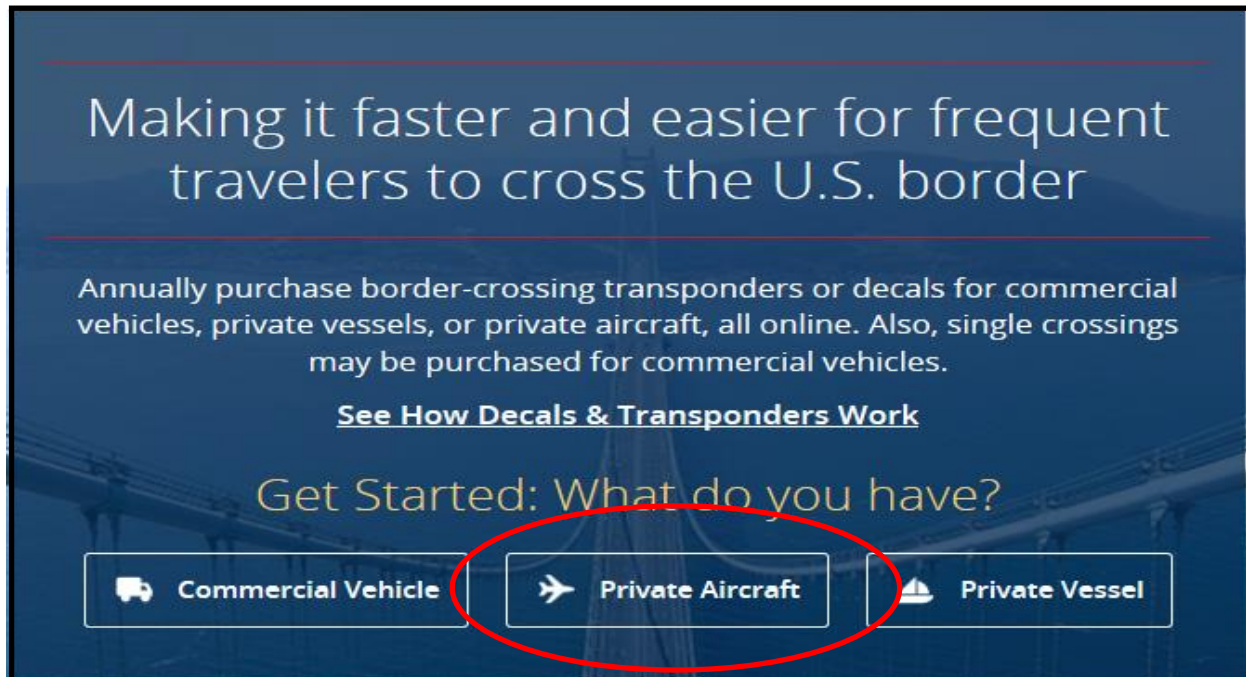
1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
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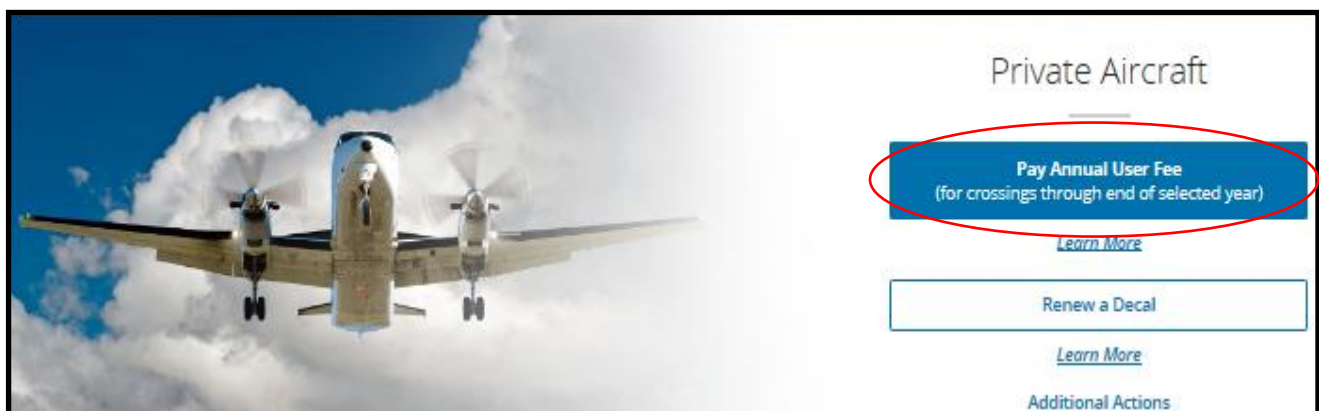
## Alternative Order Methods – New User Fee – Private Aircraft

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

Select “**Private Aircraft**” from the home screen.




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



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  
New User Fee order.

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:

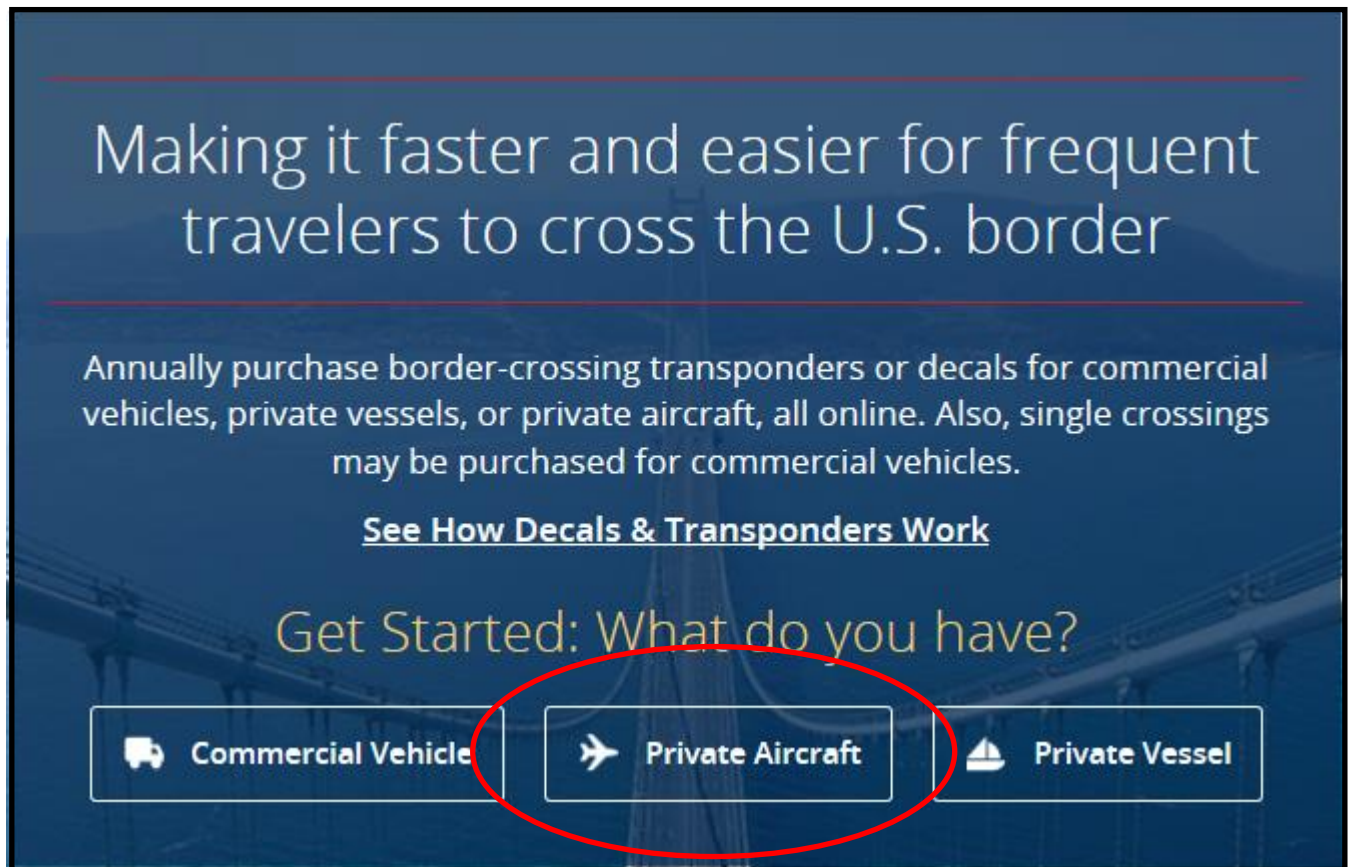
Cancel

NEXT >



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

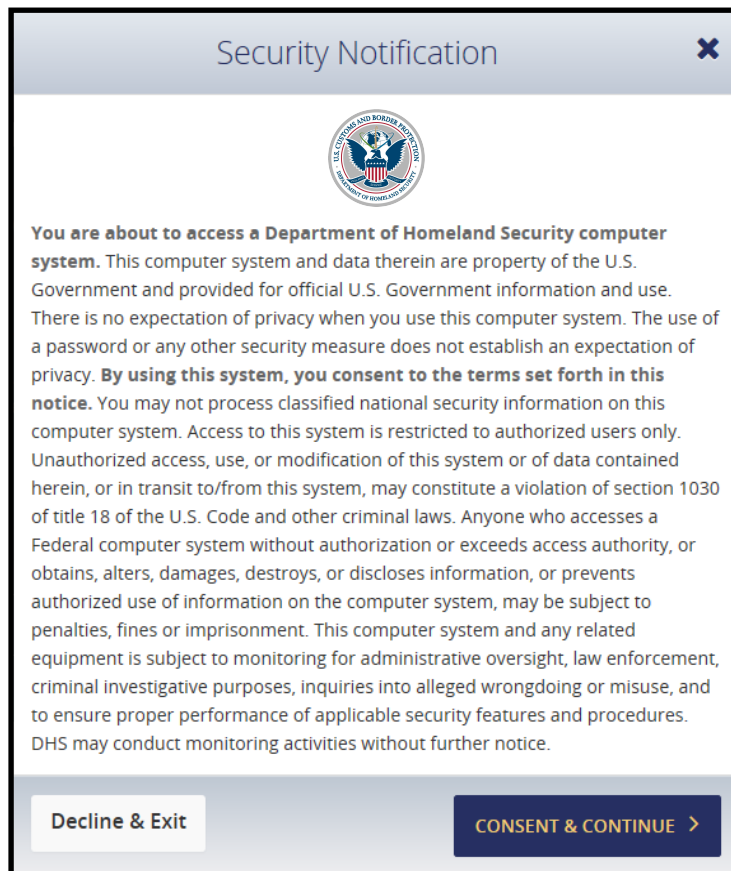
Select “**Private Aircraft**” from the home screen.



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




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



A security notification dialog box titled "Security Notification" with a close button (X) in the top right corner. It features the Department of Homeland Security seal. The text informs the user that they are accessing a DHS computer system and that all data is property of the U.S. Government. It states that there is no expectation of privacy and that using the system constitutes consent to the terms. It also mentions that unauthorized access is a violation of law and that DHS may monitor activities. At the bottom, there are two buttons: "Decline & Exit" and "CONSENT & CONTINUE >".

**Security Notification**

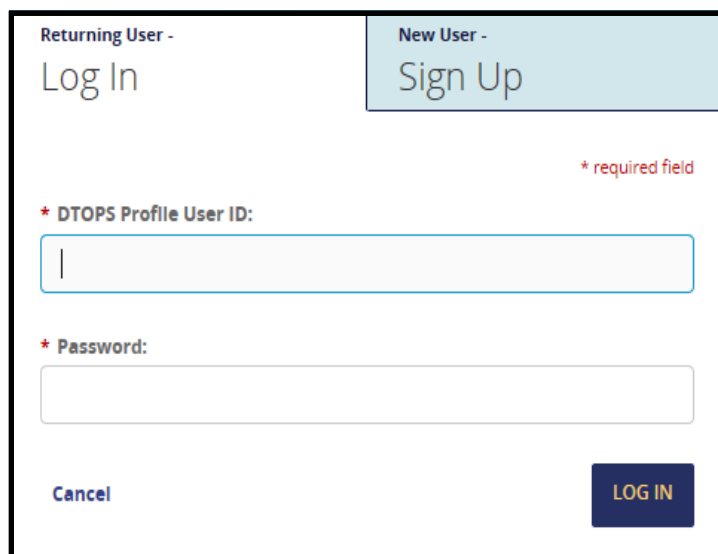


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**Decline & Exit** **CONSENT & CONTINUE >**

Enter your DTOPS User ID and  
password

Click **“Log In”**



A user login and sign up form. It has two tabs: "Returning User - Log In" and "New User - Sign Up". The "Log In" tab is active. Below the tabs, there are two required fields: "DTOPS Profile User ID:" and "Password:". Each field has a text input box. At the bottom, there are two buttons: "Cancel" and "LOG IN". A red asterisk and the text "\* required field" are located to the right of the input fields.

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

**\* DTOPS Profile User ID:**

**\* Password:**

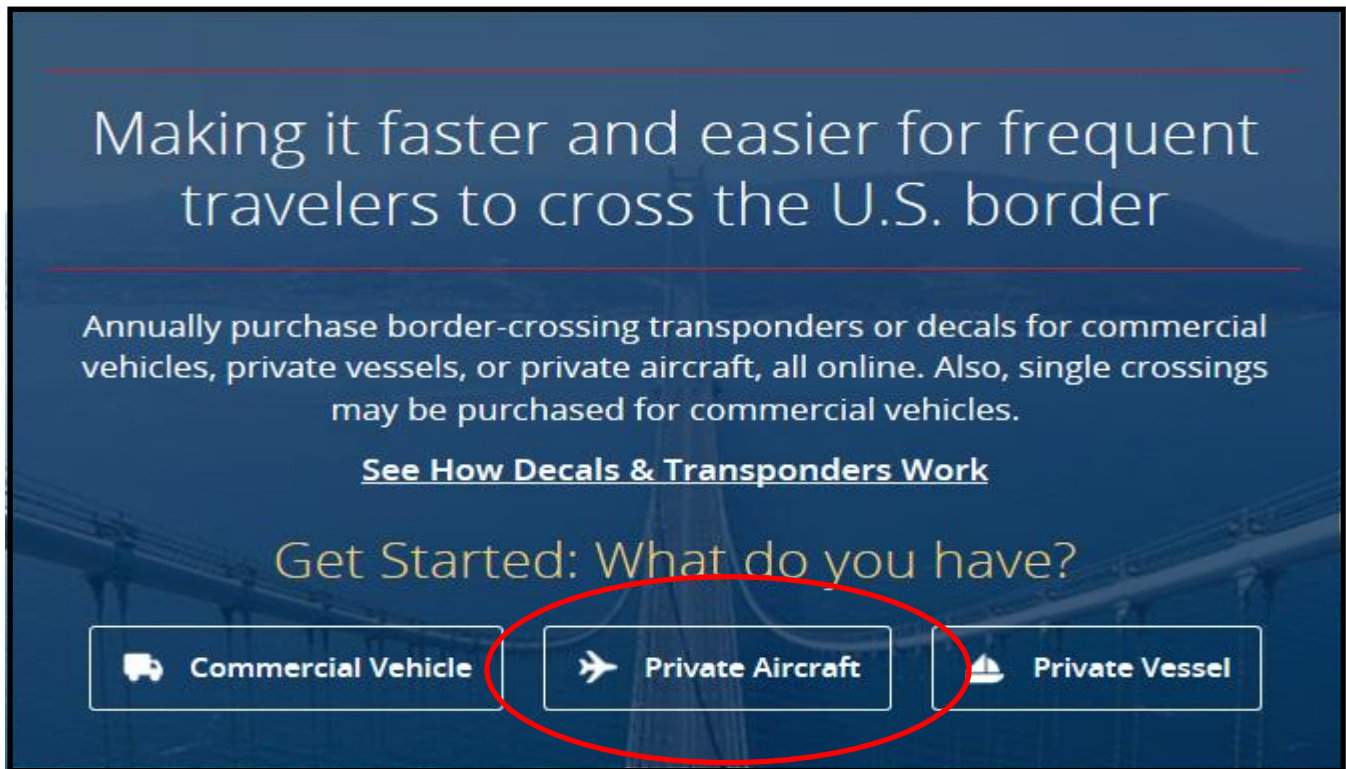
**Cancel** **LOG IN**

\* required field

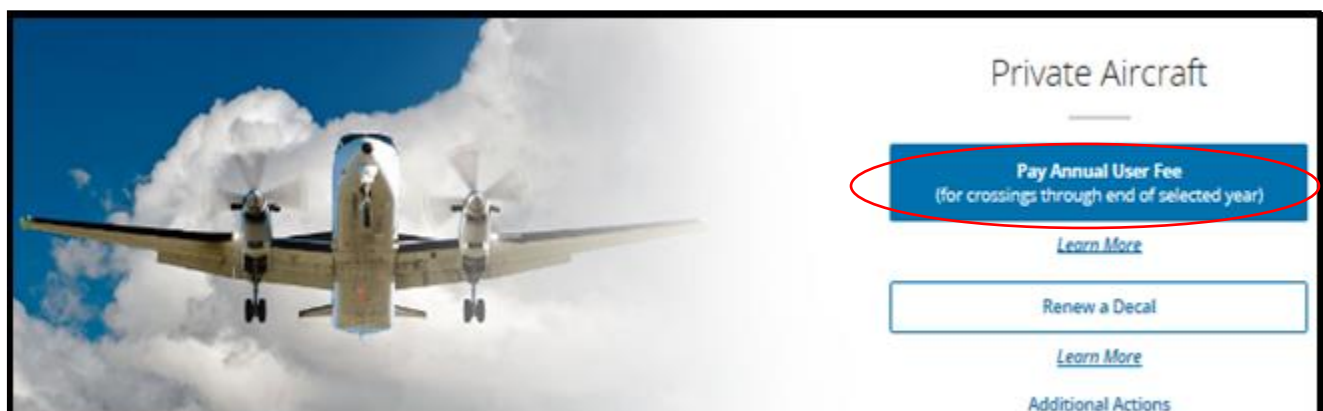
After logging in, you will be redirected to the start of New User Fee order.

### 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**”

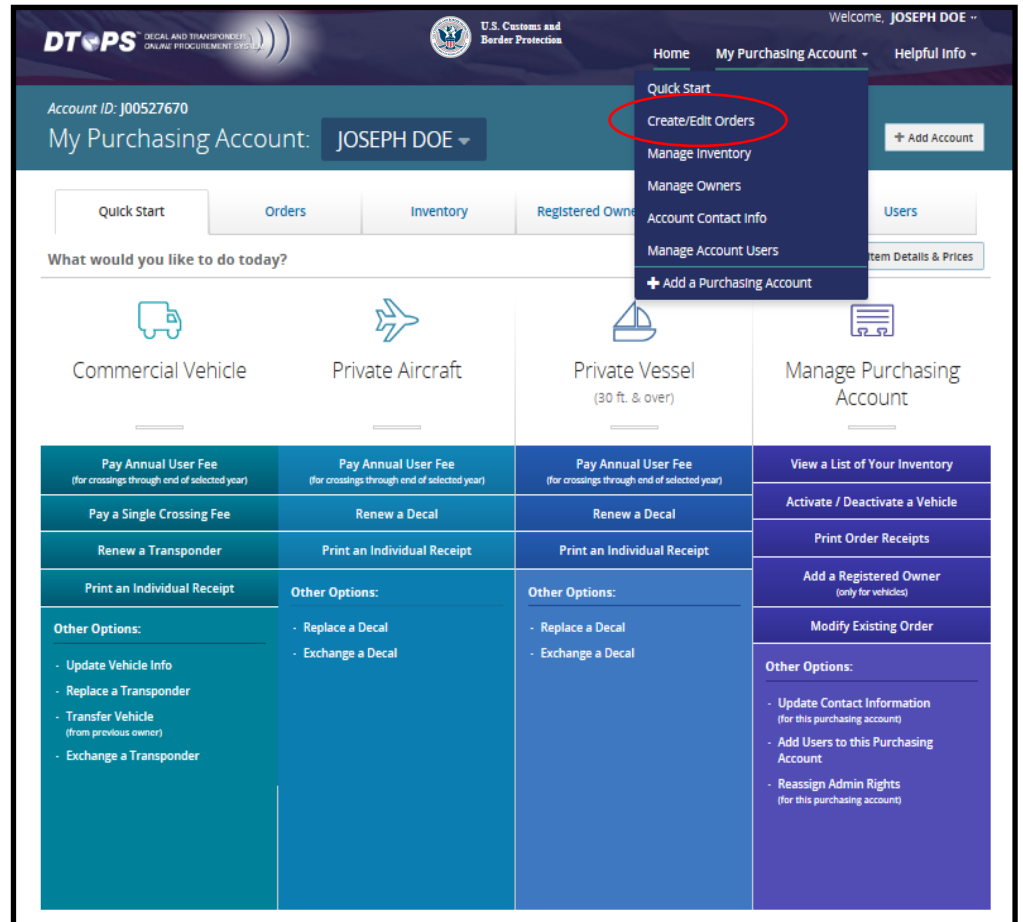


You will be redirected to the start of a New User Fee order.

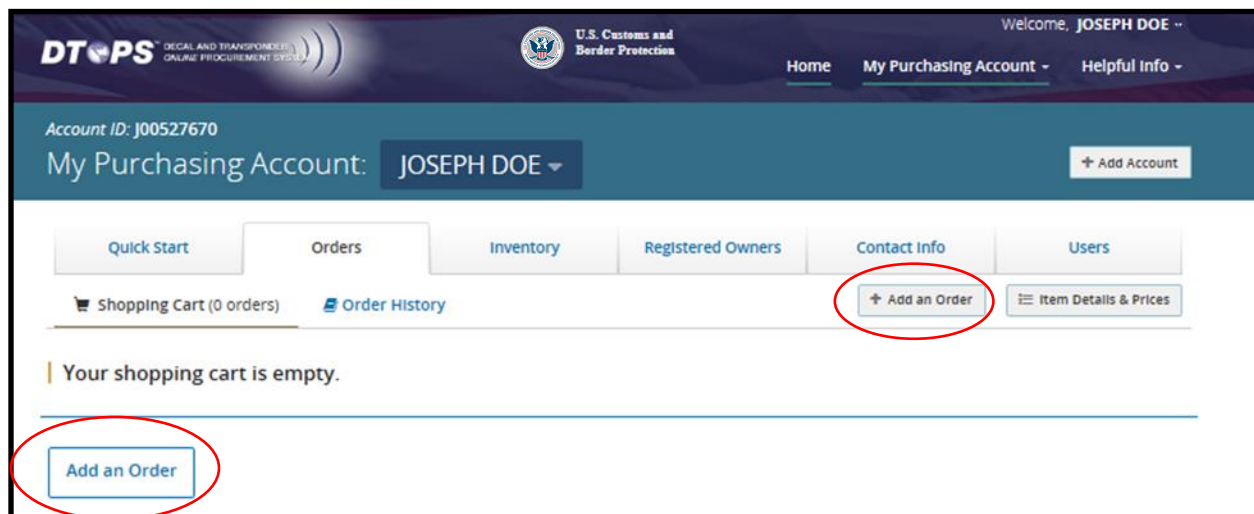
## Method 4 – New User Fee – Private Aircraft - Existing DTOPS User (signed in)

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: J00529485  
My Purchasing Account: JOHN DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

| What item would you like to add?

Commercial Vehicle	Private Aircraft	Private Vessel (50 ft. & over)
<b>Single Crossing Fee</b> For a one-time crossing. expires: 12/31/2018 \$13.20 <a href="#">Add to Cart</a>	N/A	N/A
<b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>
<b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a>	<b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a>	<b>Renew Vessel Decal</b> For crossings in the selected year(s). \$28.24 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>

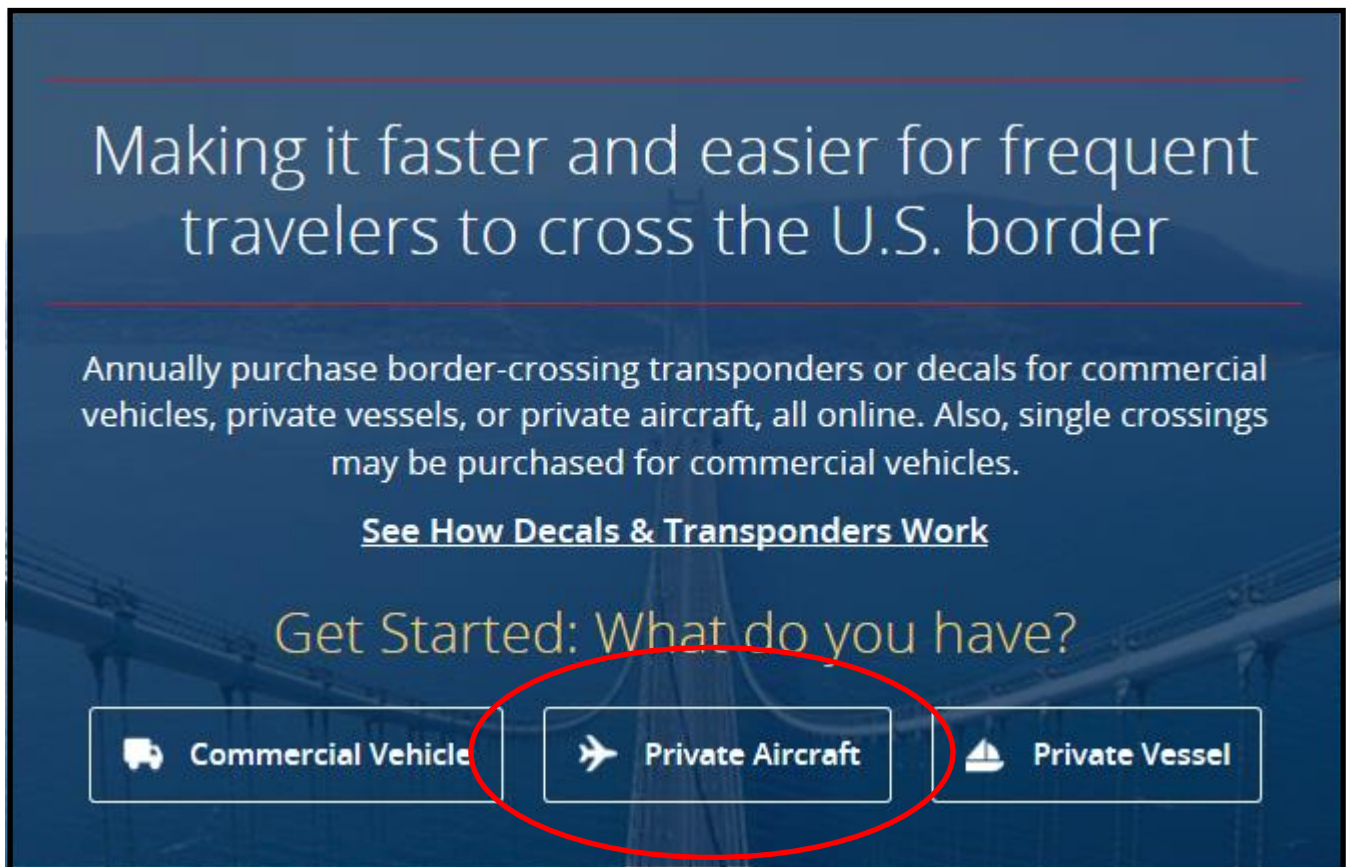
You will be redirected to the start of a New User Fee order.



## Alternative Order Methods – Renewal – Private Aircraft

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

Select “**Private Aircraft**” from the home screen.



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



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

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

Security Notification



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Decline & Exit

CONSENT & CONTINUE >

Enter your DTOPS User ID and  
password

Click **"Log In"**

Returning User -  
Log In

New User -  
Sign Up

\* required field

\* DTOPS Profile User ID:

\* Password:

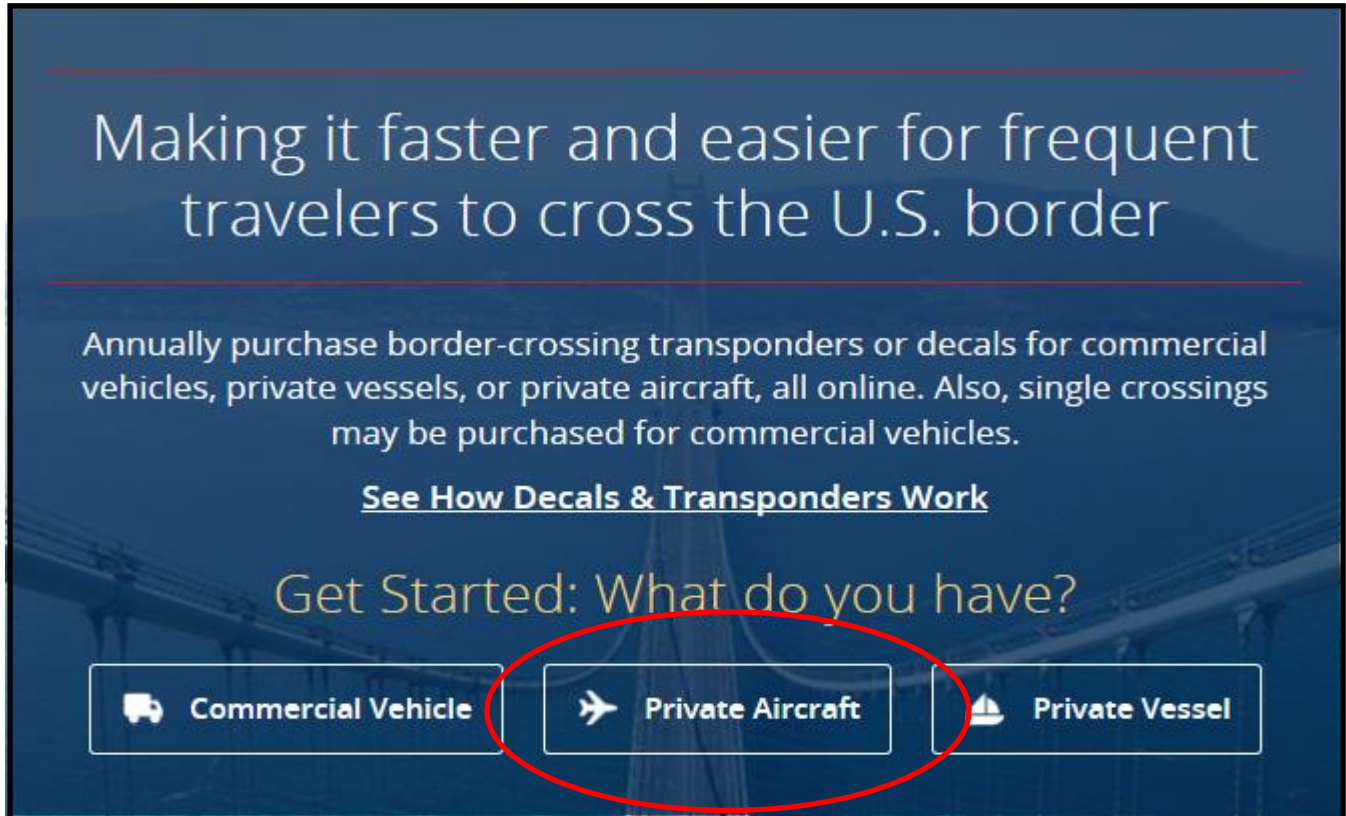
Cancel

LOG IN

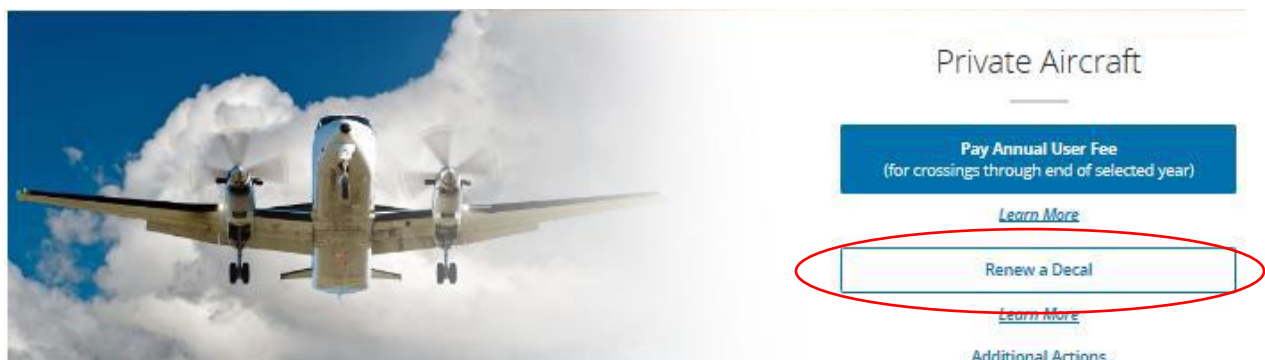
After logging in, you will be redirected to the start of Renewal order.

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

Select “**Private Aircraft**” from the home screen.



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

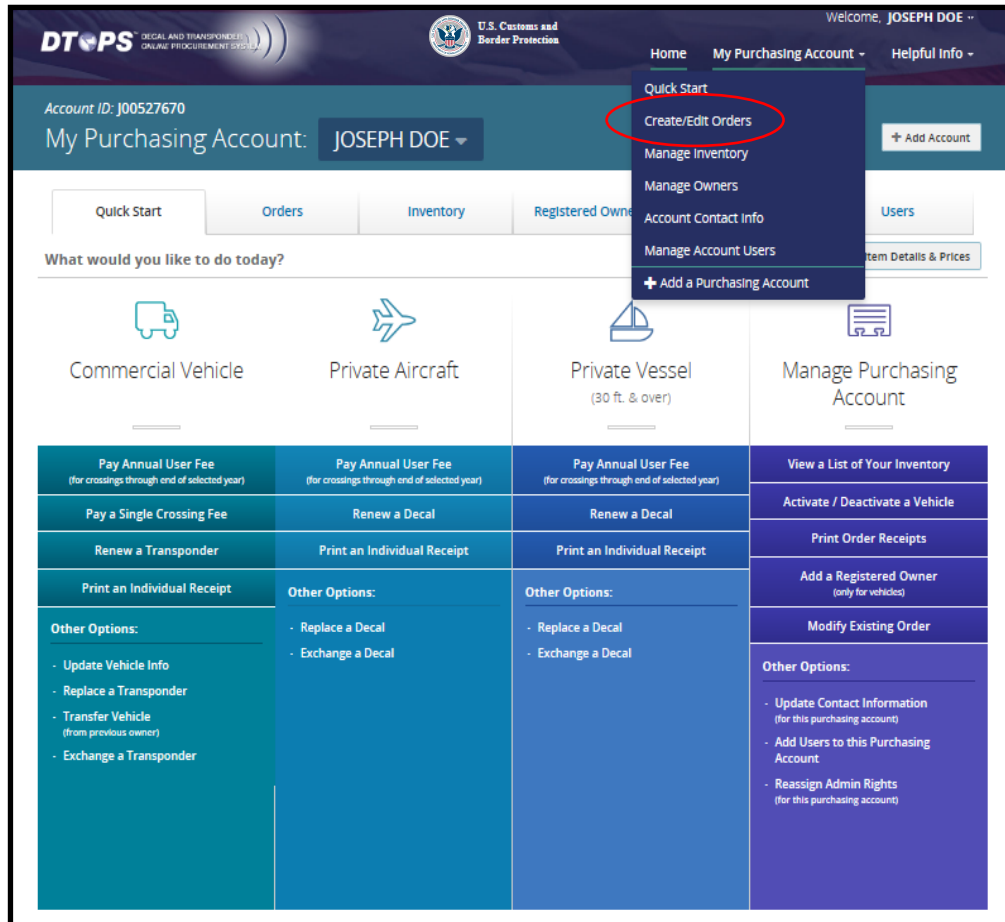




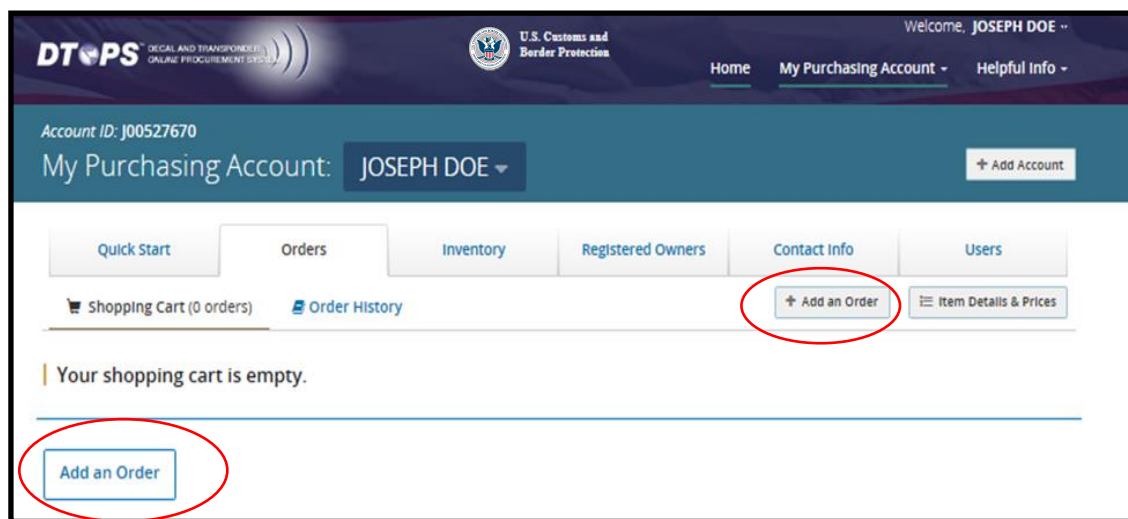
### Method 3 – Renewal – Private Aircraft - Existing DTOPS User (signed in)

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: J00529485

My Purchasing Account: JOHN 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)

Single Crossing Fee

For a one-time crossing.  
expires: 12/31/2018  
\$13.20

Add to Cart

N/A

N/A

Annual User Fee (Vehicle Transponder)

For crossings in the selected year(s).  
\$404.35 per vehicle and year

Add to Cart

Annual User Fee (Aircraft Decal)

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Annual User Fee (Vessel Decal)

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Renew Vehicle Transponder

For crossings in the selected year(s).  
\$404.35 per vehicle and year

Add to Cart

Renew Aircraft Decal

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Renew Vessel Decal

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Replace Vehicle Transponder

\$0.00

Add to Cart

Replacements cannot be done online  
see instructions

Replacements cannot be done online  
see instructions

Transfer Vehicle

from previous owner  
\$0.00

Add to Cart

N/A

N/A

Exchanges cannot be done online  
see instructions

Exchanges cannot be done online  
see instructions

Exchanges cannot be done online  
see instructions

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

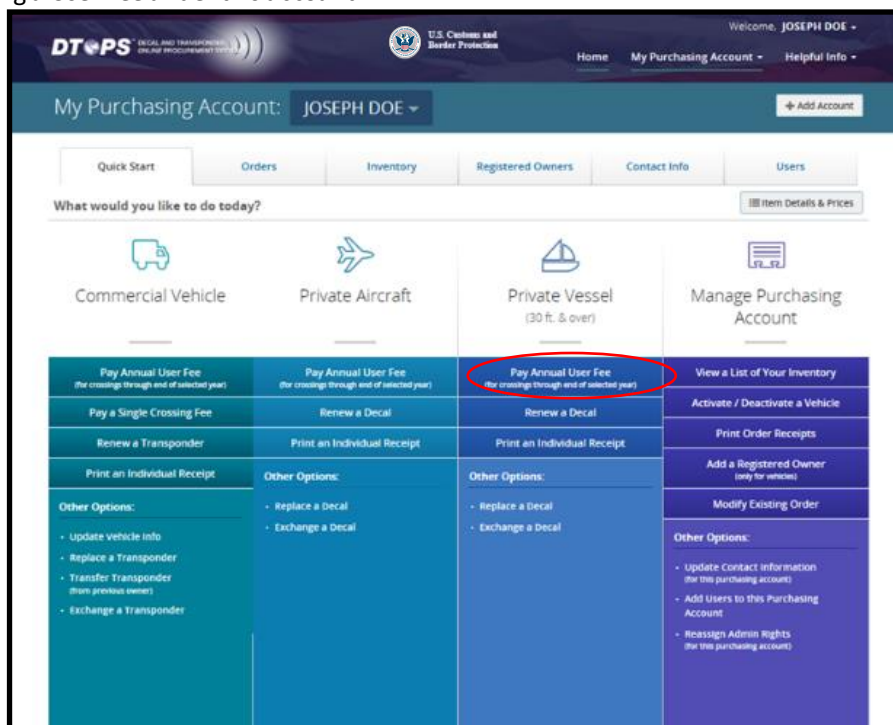
94

## 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. The form is titled 'Add Item to Shopping Cart > New Annual User Fee (Vessel Decal)'. It contains several sections: 1. 'For which year(s) do you need to pay the annual user fee?' with a dropdown menu showing '2016'. 2. 'What vessel will have the decal attached to it?' with fields for 'Model Year' (2016), 'Manufacturer' (GRAND BANKS), and 'Vessel Name' (DTOPS). 3. 'What is the identification number of the vessel?' with a dropdown menu showing 'U.S. Coast Guard ID' and a text field containing '123456'. Below this are fields for 'Local Registration Number' and 'Hull ID'. The 'Next' button is circled in red.

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: J00529485  
My Purchasing Account: JOHN 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: 50877 Total Items in this order: 1

Total Cost for item(s) added: \$28.24 for 1 item(s)

Buttons: 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 not available to a 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\(s\)](#)

Buttons: < Back, Make Payment

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

Redirect

You are about to be redirected to the CBP payment website.  
You will be returned to the DTOPS website after payment completion.

Cancel

PROCEED

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

DTOPS<sup>™</sup> DECAL AND TRANSPONDER  
ONLINE PROCUREMENT SYSTEM


Pay.gov<sup>®</sup>







Decal and Transponder On-line Procurement System

Please select a payment method:

☐ I want to pay with a withdrawal from a checking or savings account (ACH)

☐ I want to pay with a debit or credit card



Cancel

Continue

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

DTOPS<sup>™</sup> DECAL AND TRANSPONDER  
ONLINE PROCUREMENT SYSTEM

Pay.gov<sup>®</sup>

Decal and Transponder On-line Procurement System

Please provide the Credit or Debit Card Information below

\* Indicates required fields

Agency Tracking ID: 10999844

Payment Amount: \$28.24

\* Country:

\* Billing Address:







Billing Address 2:

\* City:

State/Province:

ZIP/Postal Code:

\* Account Holder Name:

\* Card Number:

\* Expiration Date:

\* Card Security Code:

Previous

Cancel

Continue

If you choose BankAccount, enter the required information and click “Continue”

The screenshot shows the 'Decal and Transponder On-line Procurement System' payment page. It includes the DTGPS logo and the Pay.gov logo. The page title is 'Decal and Transponder On-line Procurement System'. Below the title, it says 'Please enter checking or savings account information below.' and '\* indicates required fields'. The form contains the following fields and information:

- Agency Tracking ID: 10999844
- Payment Amount: \$28.24
- \* Account Holder Name:
- \* Account Type:
- Routing Number:
- Account Number:
- Check Number:
- \* Routing Number:
- \* Account Number:
- \* Confirm Account Number:

At the bottom, there are three buttons: 'Previous', 'Cancel', and 'Continue'.

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.

Payment Confirmation

Success!

The screenshot shows the 'Payment Confirmation' page. It includes a green 'Success!' banner. Below the banner, it says 'Your order payment has been successfully submitted'. There are four bullet points:

- 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.

Below the bullet points, there is a 'Payment Summary' section with a table:

Payment Summary	
Payment Tracking #	10999844
Payment Date	Feb 26, 2018 3:47:29 PM
Order Number	50871
Payment Amount	\$28.24

Below the table, there is a 'Contact Information' section with a table:

Contact Information	
My Profile Email	JOHNDOE@EMAIL.COM
Primary Purchasing Account Email	MELINDA.K.DASHIELL@CBP.DHS.GOV

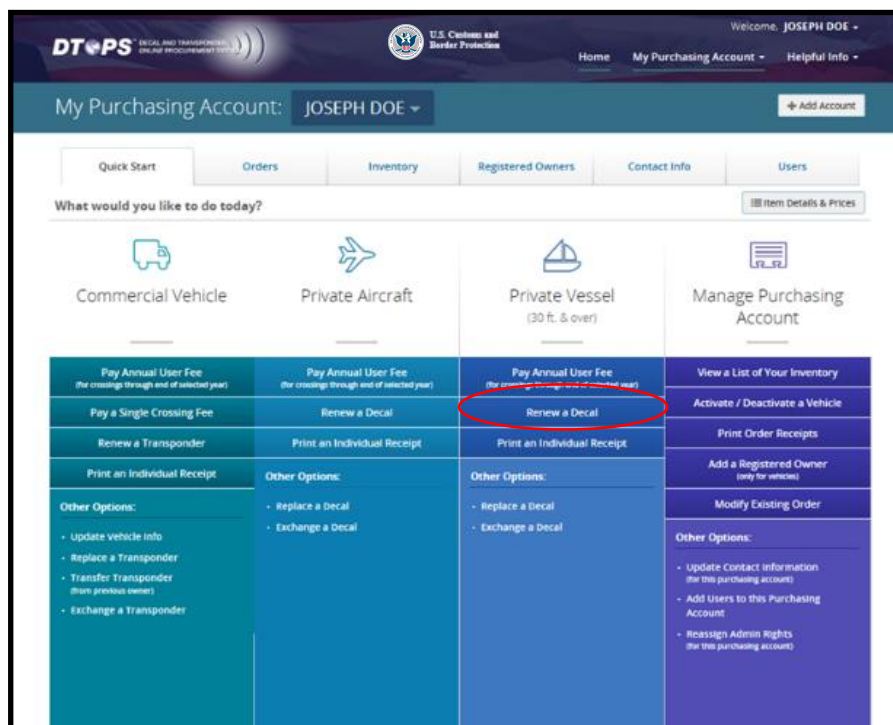
At the bottom, there are three buttons: 'Print Page', 'Print Confirmation', and 'Go To Orders'.

## 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”**

Account ID: J00527670  
My Purchasing Account: JOSEPH DOE

Add Item to Shopping Cart ▶ Renew Vessel Decal

### Select Vessel(s) for Renewal

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

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

#### Vessel(s) Eligible for Decal Renewal

2016	2017	Vessel Identification Information						
<input type="checkbox"/> All	<input type="checkbox"/> All	Vessel Name	Hull ID	Local Registration Number	US Coast Guard ID	Model Year	Manufacturer	Action
<input type="checkbox"/>	<input type="checkbox"/>	DTOPS			123456	2016	GRAND BANKS	<a href="#">View</a>

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: J00529485  
My Purchasing Account: JOHN 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: 50877 Total Items in this order: 1

Total Cost for item(s) added: \$28.24 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: 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
Total			\$27.50

[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"**

Redirect

You are about to be redirected to the CBP payment website.

You will be returned to the DTOPS website after payment completion.

Cancel

PROCEED

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

DTOPS

DECAL AND TRANSPONDER  
ONLINE PROCUREMENT SYSTEM

Pay.gov

Decal and Transponder On-line Procurement System

Please select a payment method:

☐ I want to pay with a withdrawal from a checking or savings account (ACH)

☐ I want to pay with a debit or credit card

Cancel

Continue

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

DTOPS

DECAL AND TRANSPONDER  
ONLINE PROCUREMENT SYSTEM

Pay.gov

Decal and Transponder On-line Procurement System

Please provide the Credit or Debit Card Information below

\* indicates required fields

Agency Tracking ID: 10999844

Payment Amount: \$28.24

\* Country:

\* Billing Address:

Billing Address 2:

\* City:

State/Province:

ZIP/Postal Code:

\* Account Holder Name:

VISA

MasterCard

AMERICAN EXPRESS

Discover

UnionPay

Interac

Novus

\* Card Number:

\* Expiration Date:

\* Card Security Code:

Previous

Cancel

Continue

If you choose Bank Account, enter the required information and click “Continue”

The screenshot shows the 'Decal and Transponder On-line Procurement System' payment page. It includes the DTOPS logo and the Pay.gov logo. The main heading is 'Decal and Transponder On-line Procurement System'. Below it, the instruction is 'Please enter checking or savings account information below.' followed by a note '\* Indicates required fields'. The form contains the following fields and information:

- Agency Tracking ID: 10999844
- Payment Amount: \$28.24
- \* Account Holder Name:
- \* Account Type:
- Routing Number:
- Account Number:
- Check Number:
- \* Routing Number:
- \* Account Number:
- \* Confirm Account Number:

At the bottom, there are three buttons: 'Previous', 'Cancel', and 'Continue'.

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

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 #	10999844
Payment Date	Feb 26, 2018 3:47:29 PM
Order Number	50871
Payment Amount	\$28.24

#### Contact Information

My Profile Email	JOHNDOE@EMAIL.COM
Primary Purchasing Account Email	MELINDA.K.DASHIELL@CBP.DHS.GOV

[Print Page](#) [Print Confirmation](#)

[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?

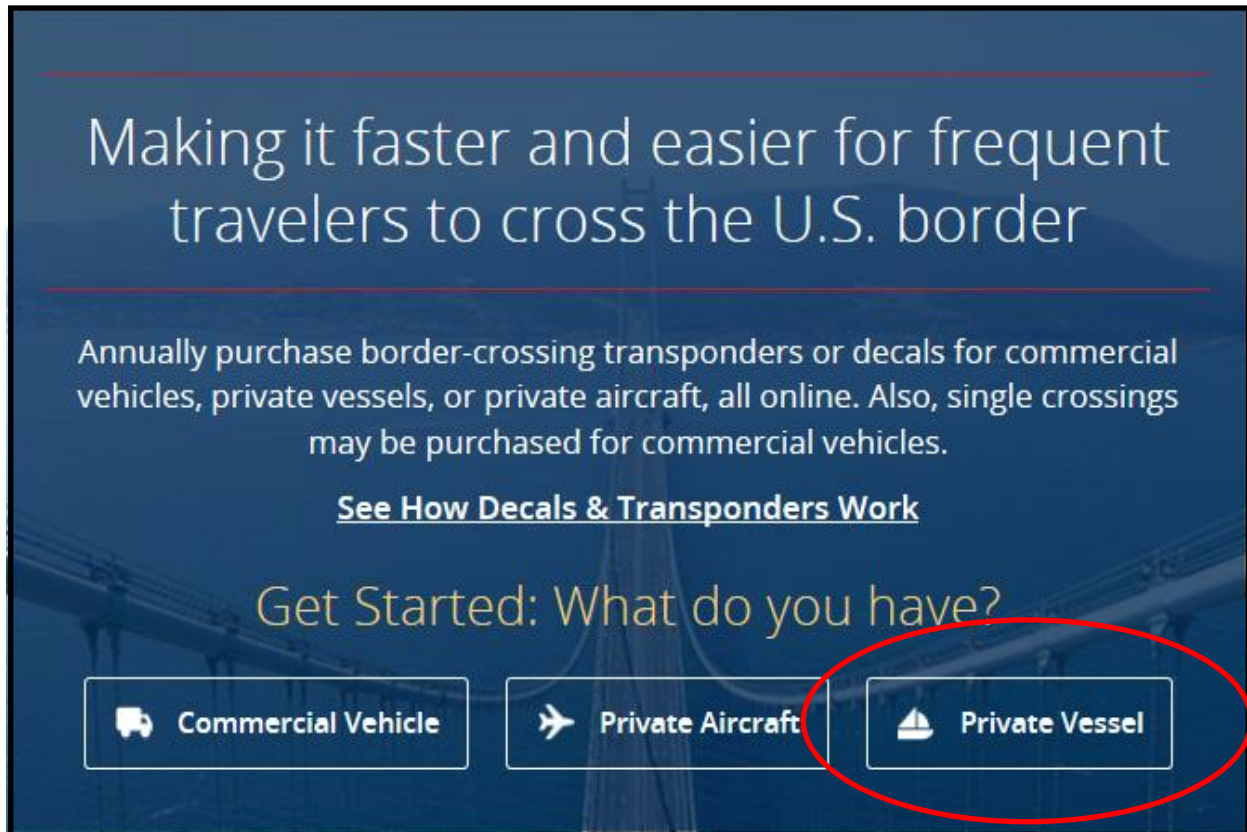
1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

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

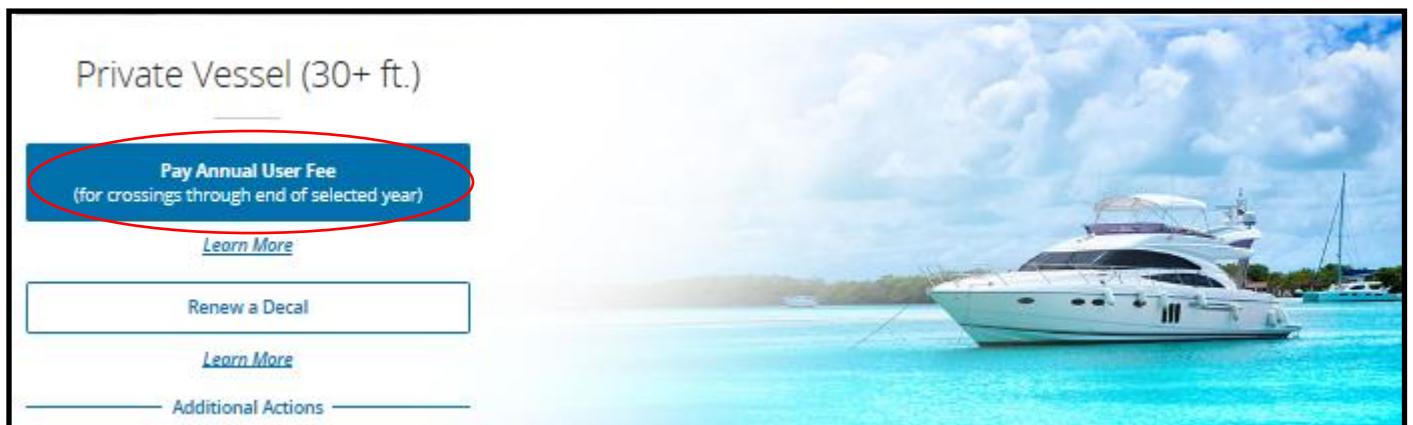
## Alternative Order Methods – New User Fee – Private Vessel

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

Select “**Private Vessel**” from the home screen.




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



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 New User Fee order.

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:

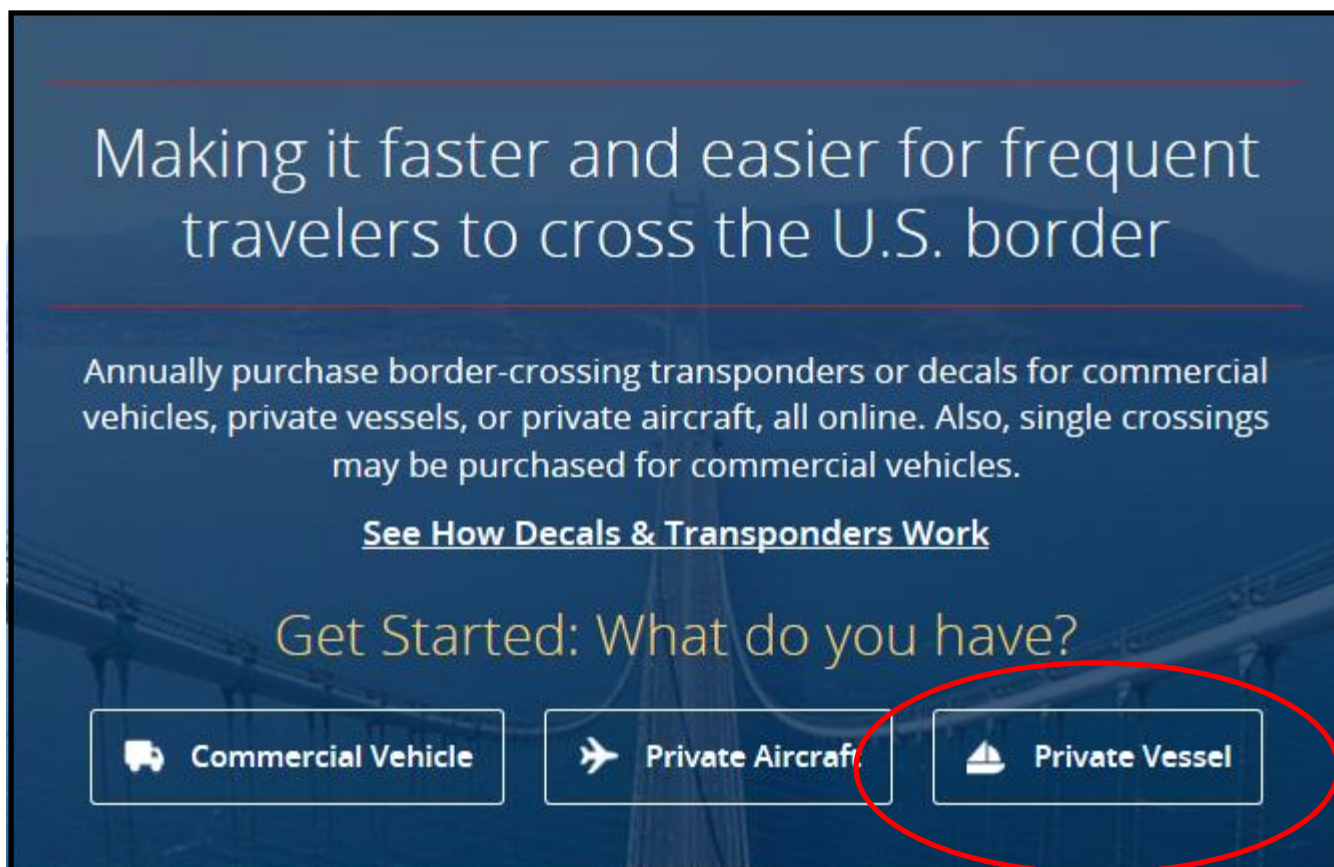
Cancel

NEXT >

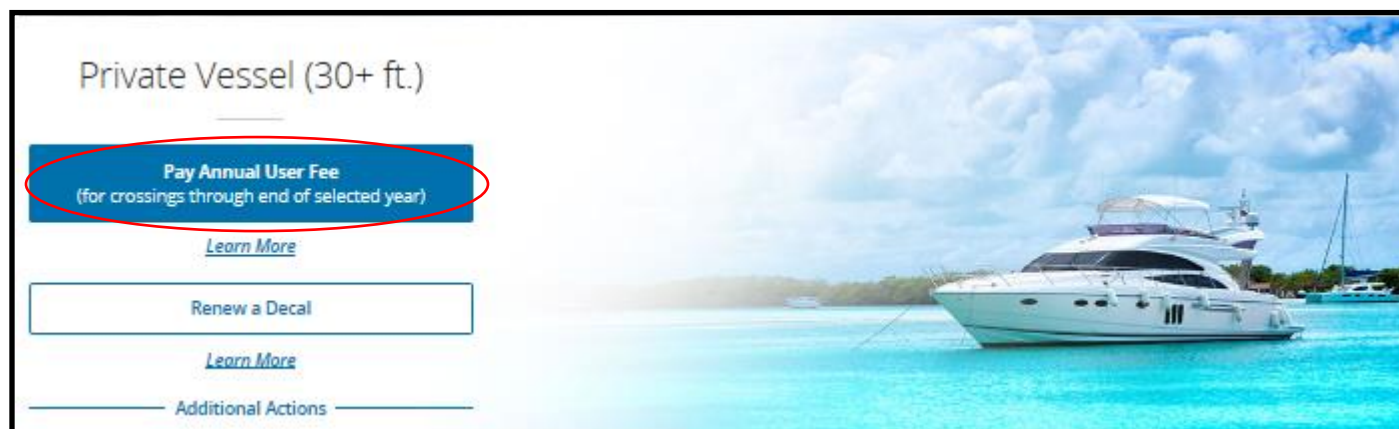


## Method 2 – New User Fee – Private Vessel - Existing DTOPS User (not signed in)

Select “**Private Vessel**” from the home screen.




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



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 your DTOPS User ID and  
password

Click “Log In”

Returning User -  
Log In

New User -  
Sign Up

\* required field

\* DTOPS Profile User ID:

\* Password:

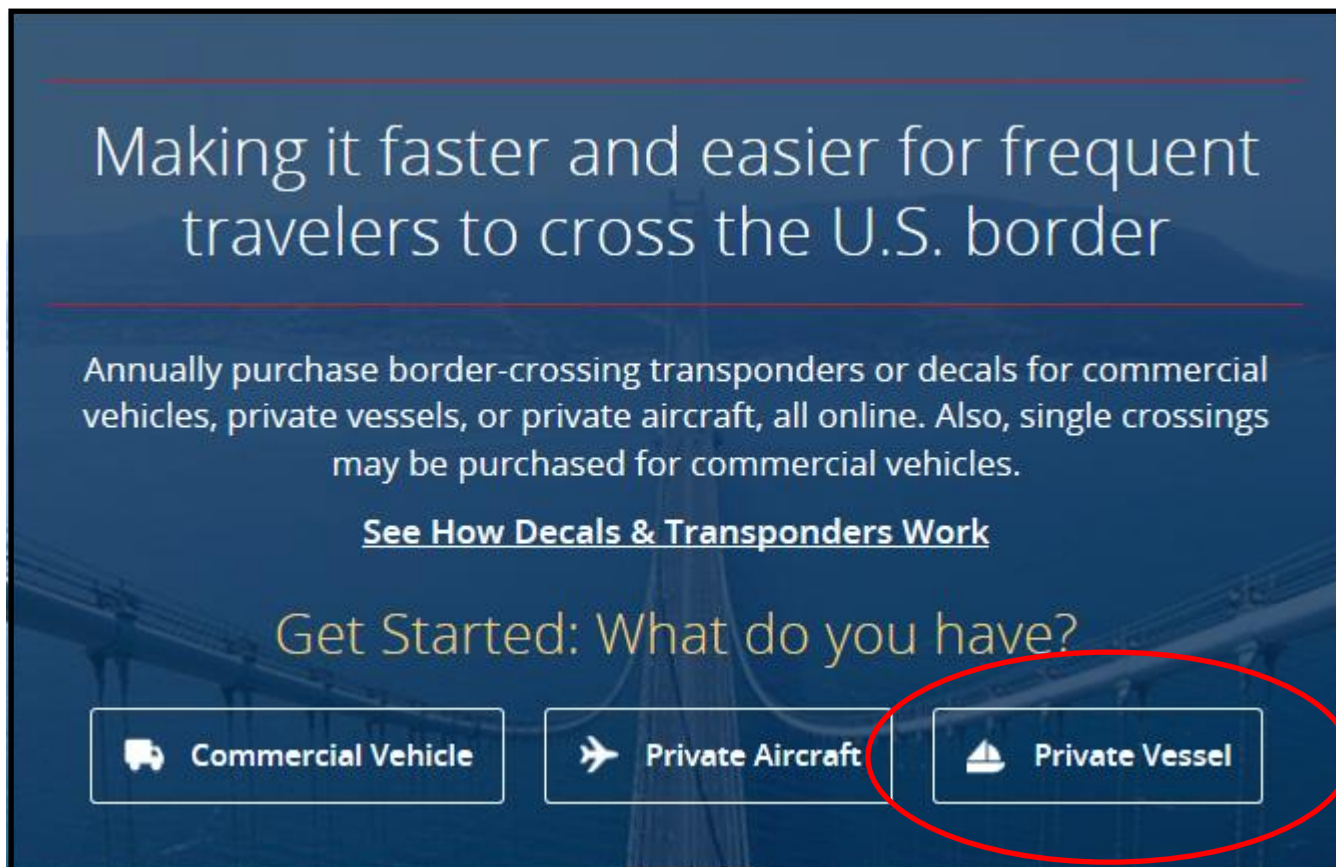
Cancel

LOG IN

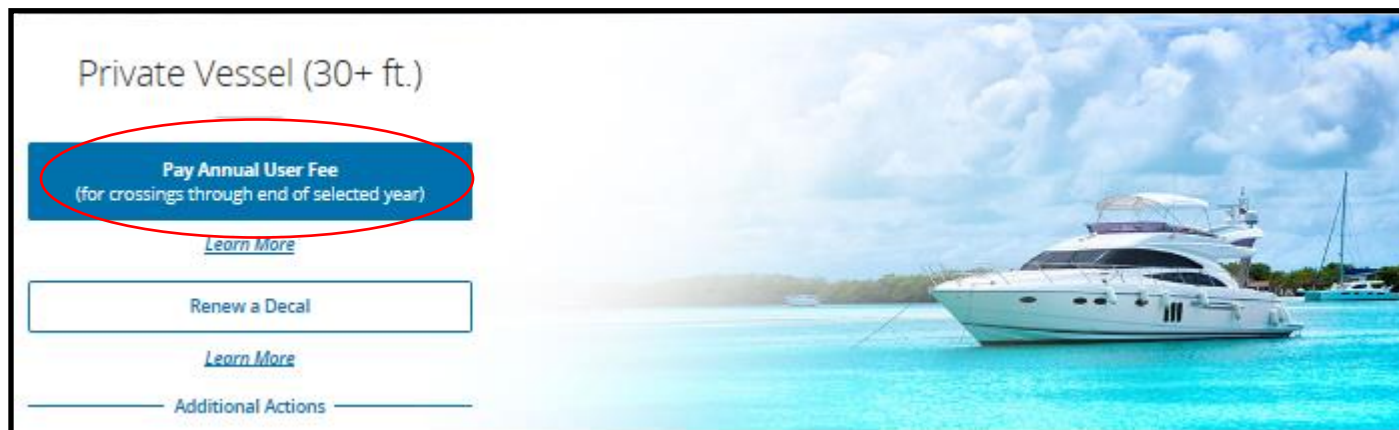
After logging in, you will be redirected to the start of New User Fee order.

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

Select “**Private Vessel**” from the home screen.



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



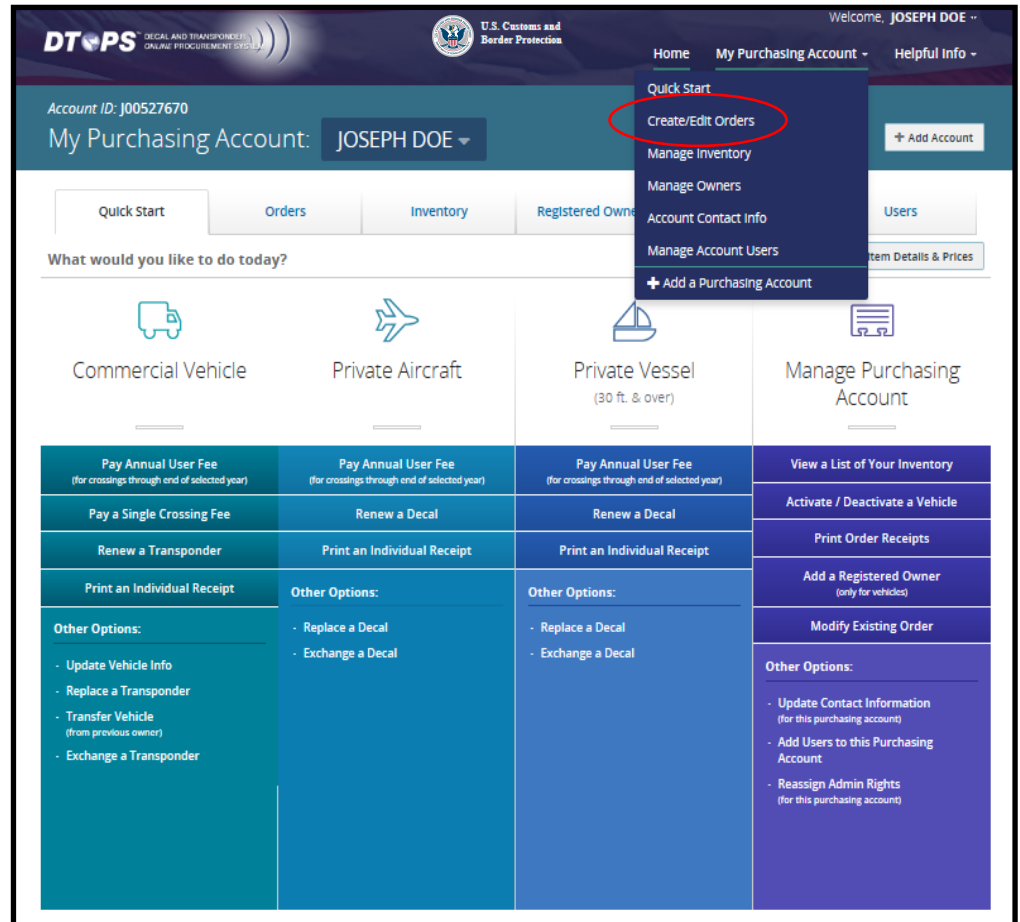
You will be redirected to the start of a New User Fee order.



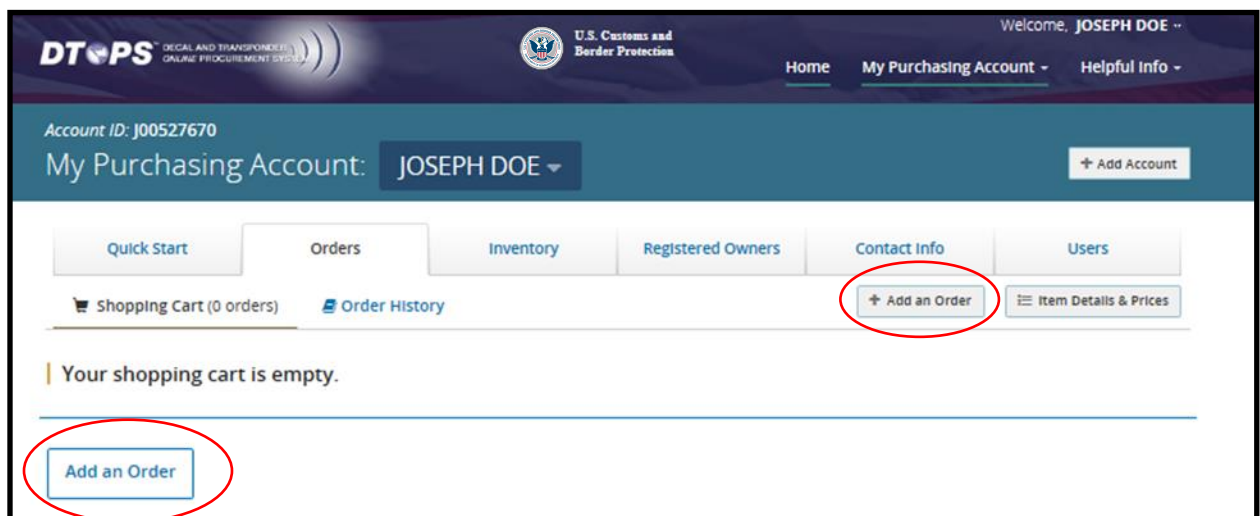
## Method 4 – New User Fee – Private Vessel - Existing DTOPS User (signed in)

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.



Click “Add an Order”



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

Account ID: J00529485  
My Purchasing Account: JOHN DOE

Add Item to Shopping Cart

Shop [Item Details & Price](#)

What item would you like to add?

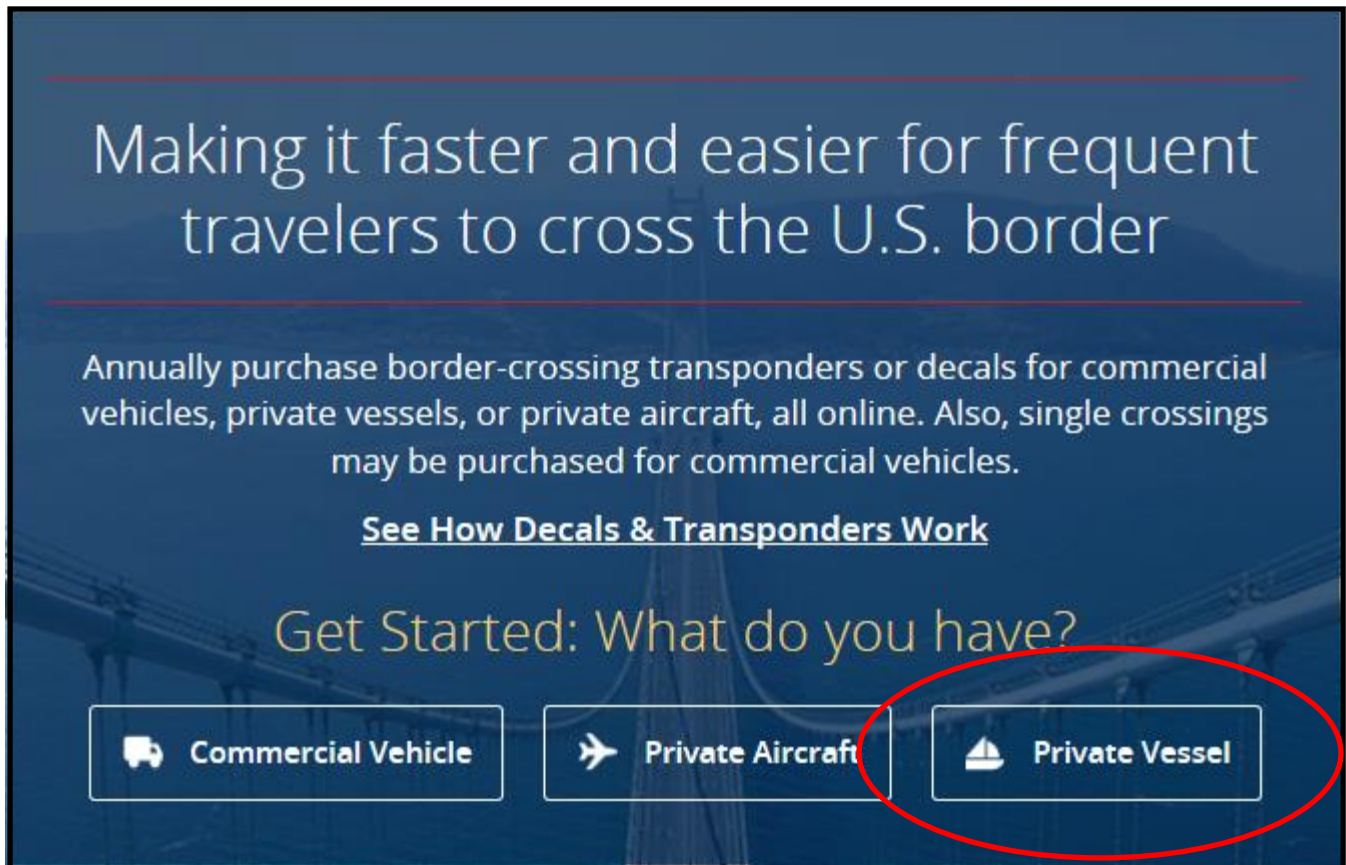
Commercial Vehicle	Private Aircraft	Private Vessel (30 ft. & over)
<div> <b>Single Crossing Fee</b> For a one-time crossing. expires: 12/31/2018 \$13.20 <a href="#">Add to Cart</a></div>	N/A	N/A
<div> <b>Annual User Fee (Vehicle Transponder)</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a></div>	<div> <b>Annual User Fee (Aircraft Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a></div>	<div> <b>Annual User Fee (Vessel Decal)</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a></div>
<div> <b>Renew Vehicle Transponder</b> For crossings in the selected year(s). \$404.35 per vehicle and year <a href="#">Add to Cart</a></div>	<div> <b>Renew Aircraft Decal</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a></div>	<div> <b>Renew Vessel Decal</b> For crossings in the selected year(s). \$28.24 per decal and year <a href="#">Add to Cart</a></div>
<div> <b>Replace Vehicle Transponder</b> \$0.00 <a href="#">Add to Cart</a></div>	Replacements cannot be done online <a href="#">see instructions</a>	Replacements cannot be done online <a href="#">see instructions</a>
<div> <b>Transfer Vehicle</b> from previous owner \$0.00 <a href="#">Add to Cart</a></div>	N/A	N/A
Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>	Exchanges cannot be done online <a href="#">see instructions</a>

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

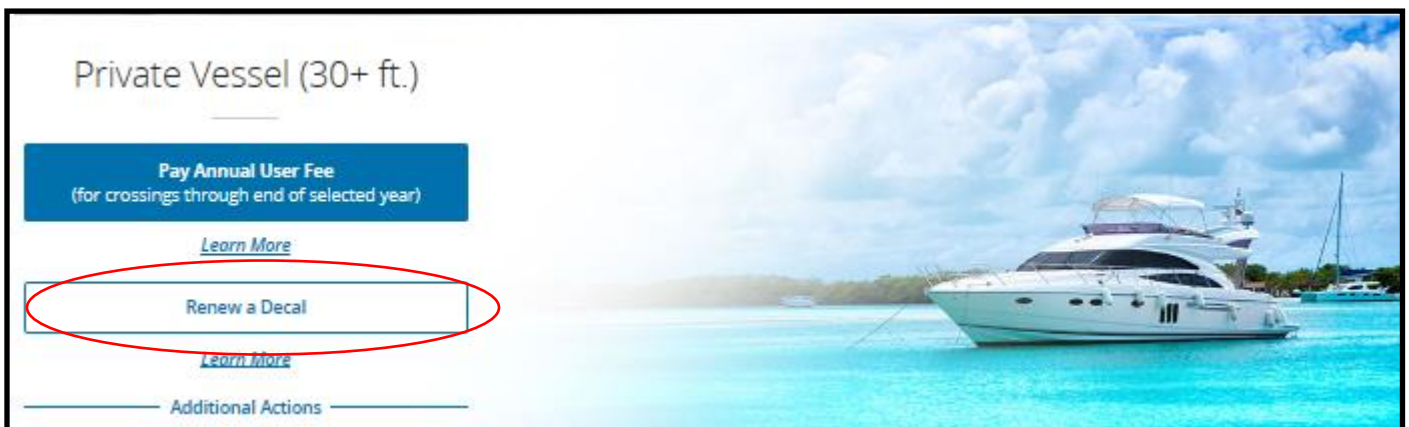
## Alternative Order Methods – Renewal – Private Vessel

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

Select “**Private Vessel**” from the home screen.




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



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:

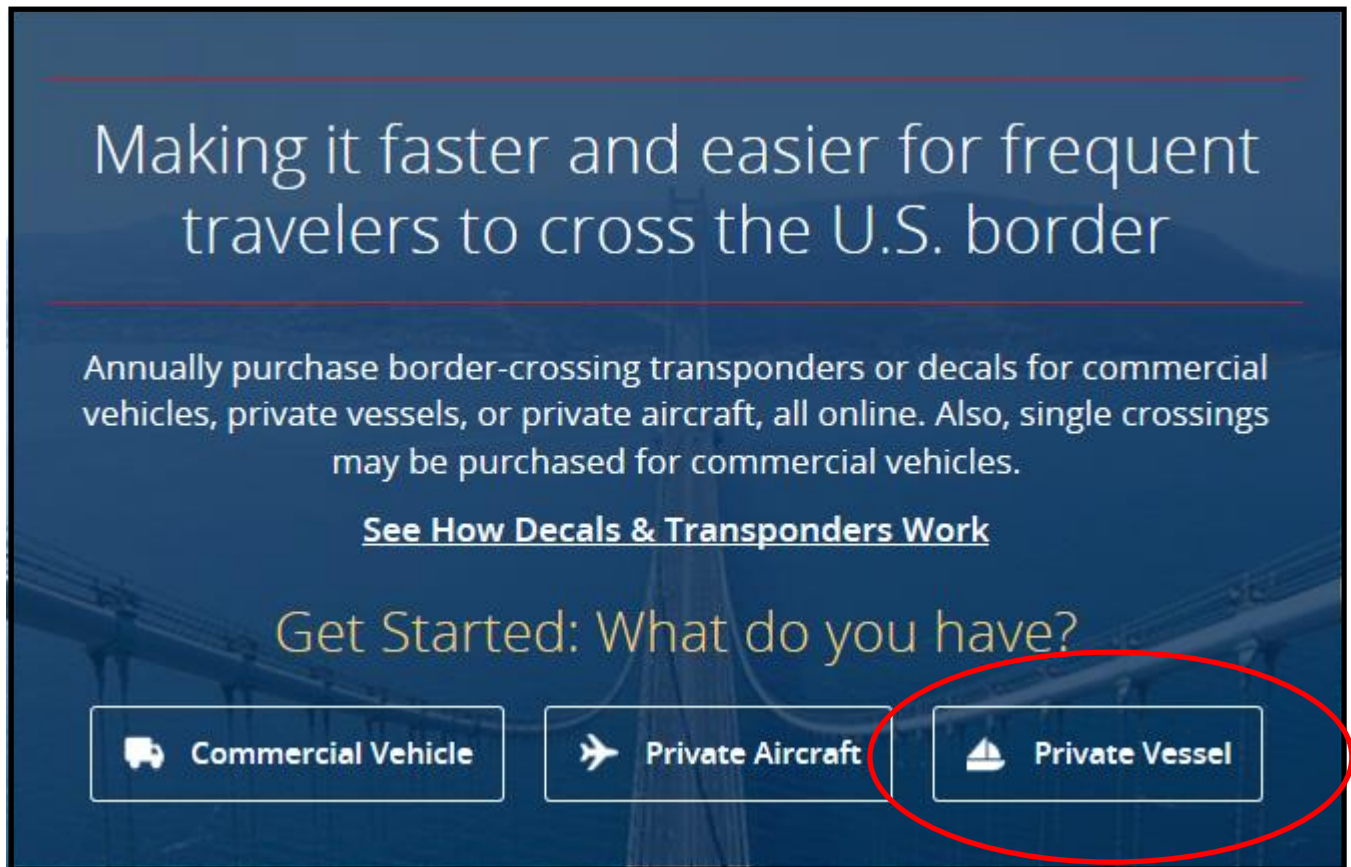
Cancel

LOG IN

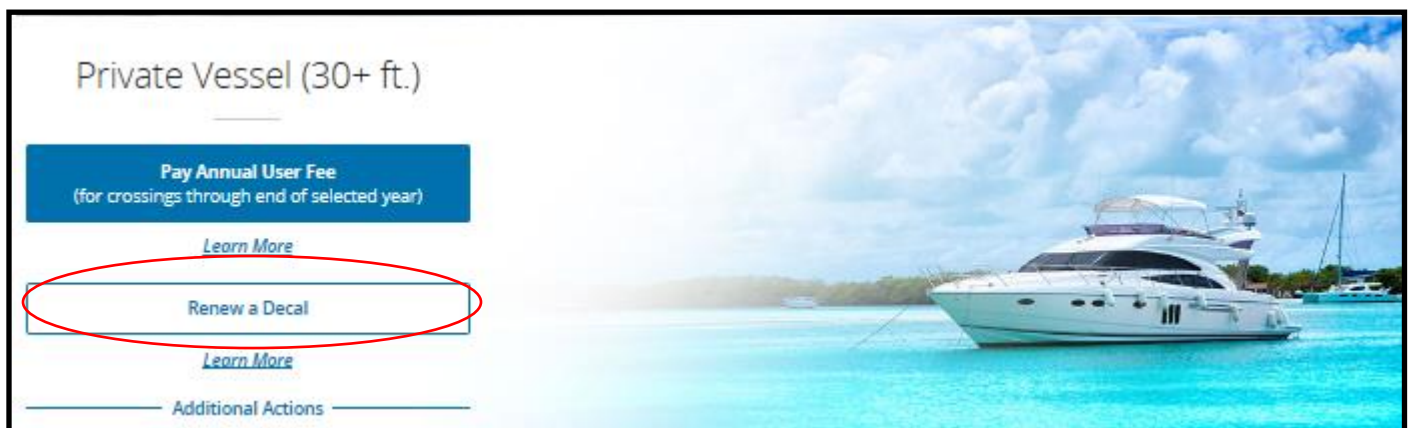
After logging in, you will be redirected to the start of Renewal order.

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

Select “**Private Vessel**” from the home screen.



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



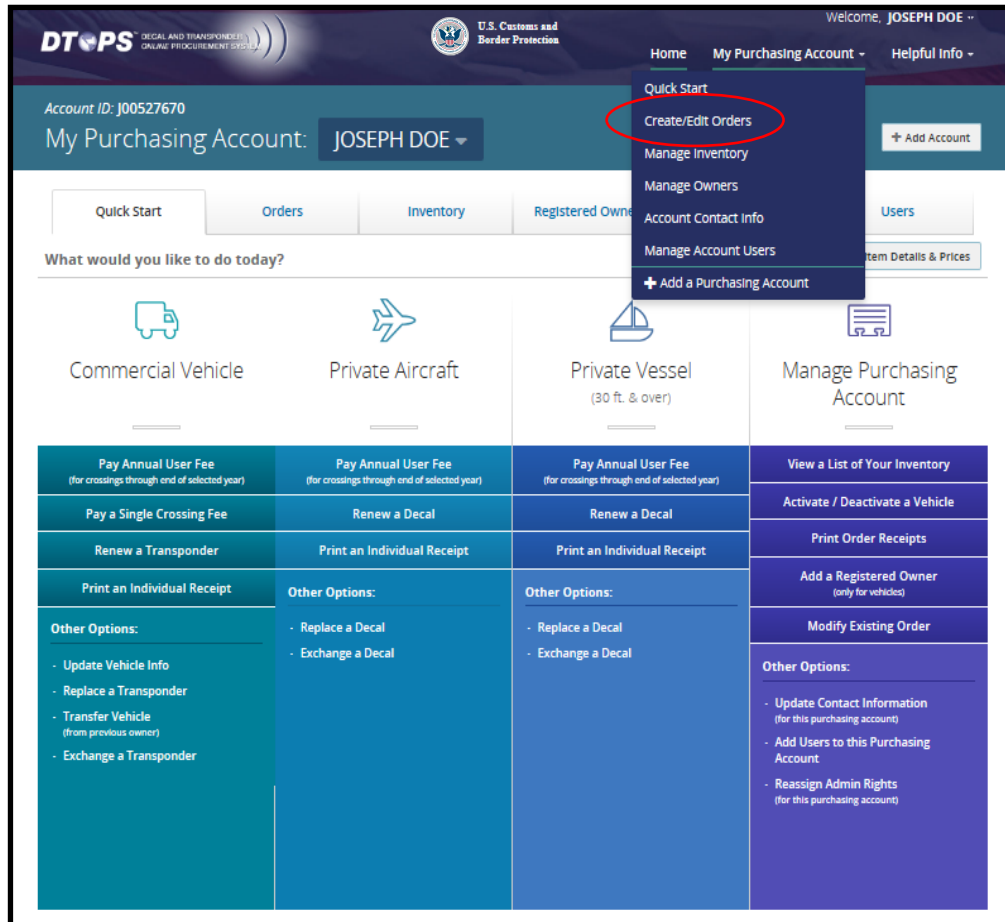
You will be redirected to the start of a Renewal order.



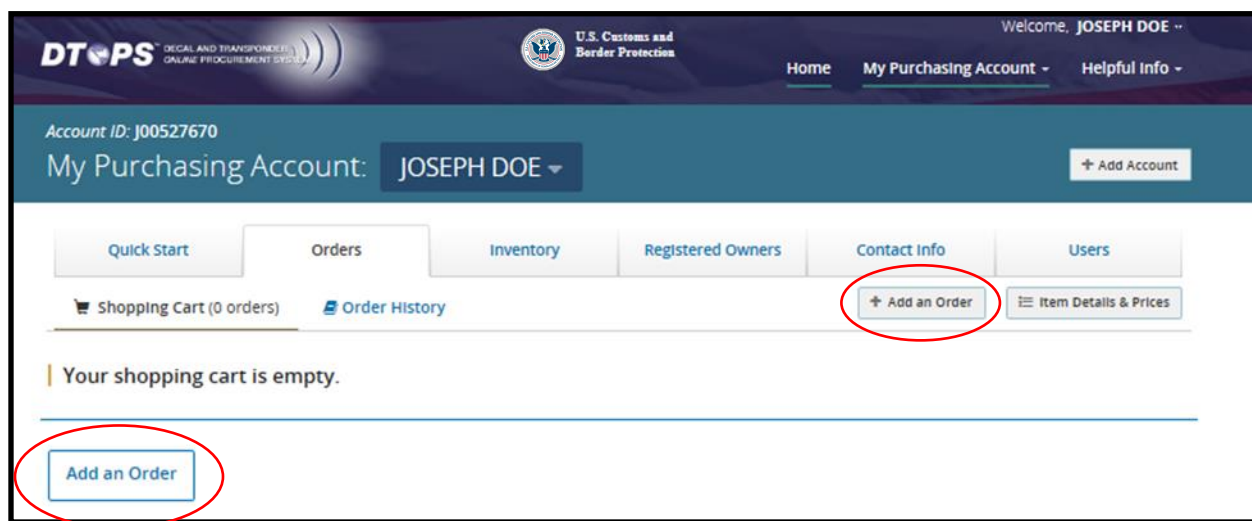
### Method 3 – Renewal – Private Vessel - Existing DTOPS User (signed in)

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: J00529485

My Purchasing Account: JOHN 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)

Single Crossing Fee

For a one-time crossing.  
expires: 12/31/2018

\$13.20

Add to Cart

N/A

N/A

Annual User Fee (Vehicle Transponder)

For crossings in the selected year(s).  
\$404.35 per vehicle and year

Add to Cart

Annual User Fee (Aircraft Decal)

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Annual User Fee (Vessel Decal)

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Renew Vehicle Transponder

For crossings in the selected year(s).  
\$404.35 per vehicle and year

Add to Cart

Renew Aircraft Decal

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Renew Vessel Decal

For crossings in the selected year(s).  
\$28.24 per decal and year

Add to Cart

Replace Vehicle Transponder

\$0.00

Add to Cart

Replacements cannot be done online  
see instructions

Replacements cannot be done online  
see instructions

Transfer Vehicle

from previous owner

\$0.00

Add to Cart

N/A

N/A

Exchanges cannot be done online  
see instructions

Exchanges cannot be done online  
see instructions

Exchanges cannot be done online  
see instructions

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

115

## 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 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
<input type="checkbox"/> 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
<input type="checkbox"/> 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.

My Purchasing Account: JOSEPH DOE

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

Shopping Cart | **Order History (3 orders)** | Add an Order | Item Details & Prices

Showing your order history

Order Number	Paid Date	Last Status Update	# of Items	Total Cost	Order Status
42881 View Payment Details View Order	5/9/16	5/9/16	1	\$27.50	Payment Complete
42768 View Payment Details View Order	5/5/16	5/5/16	1	\$27.50	Fulfillment Initiated
42696 Print Receipt View Payment Details View Order	5/4/16	5/5/16	1	\$27.50	Fulfillment Complete

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 “Order Unpaid” or “Fulfillment Initiated”.
<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 ▾ [+ Add Account](#)

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 a Single Crossing Fee

Renew a Transponder

Print an Individual Receipt

Other Options:

- Update Vehicle Info
- Replace a Transponder
- Transfer Vehicle  
(from previous owner)
- Exchange a Transponder

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

Renew a Decal

Print an Individual Receipt

Other Options:

- Replace a Decal
- Exchange a Decal

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

Renew a Decal

Print an Individual Receipt

Other Options:

- Replace a Decal
- Exchange a Decal

**View a List of Your Inventory**

Activate / Deactivate a Vehicle

Print Order Receipts

Add a Registered Owner  
(only for vehicles)

Modify Existing Order

Other Options:

- 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 ▾ [+ Add Account](#)

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 23

Vehicle Information				Transponder Information			Single Crossing Fee Info	
Ceb #	VIN	Plate #, State	Status	Status	Fee Year	Number	Status (expires on)	# until Price Drops
1	0001	1XND01896GJ102622 <a href="#">Get Individual Receipt</a>	94-0035911, MO	Active	Active	2008 & 2011	102246540027172	
2	01123	00236598758PKHUYTW <a href="#">Get Individual Receipt</a>	486894P, TAM	Active	Active	2011	8022465400271758	

## 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** [Add Account](#)

[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.

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>	1XXDOB9X65J102622 <a href="#">Get Individual Receipt</a>	RA4035911, MO	Active	Active	2006 & 2011	E022465400275712		
2	01123 <a href="#">View/Edit</a>	00236598758PKHLUYIMN <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

**\* 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?** [?](#)  
Note: If you do not have a cab number, use the last five digits of the VIN.  
0525

**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

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	BOLING	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

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	Valid	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@cbp.dhs.gov](mailto:decals@cbp.dhs.gov) to have it updated. Aircraft/Vessel details may not be edited online.

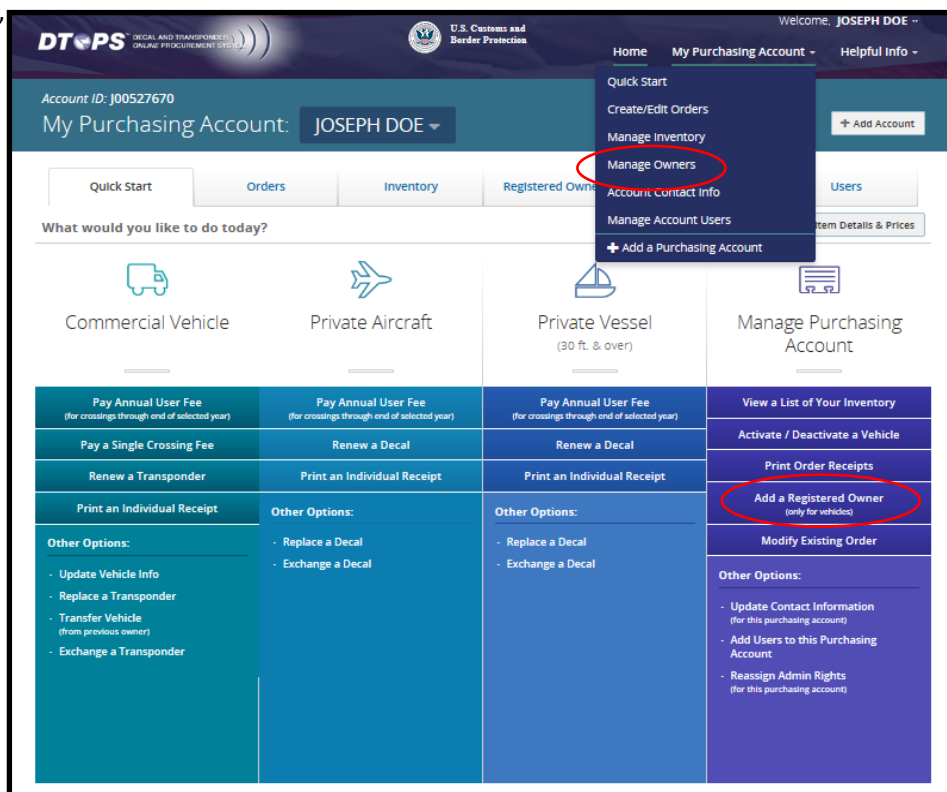
## Manage Registered Owners

### Edit Registered Owner

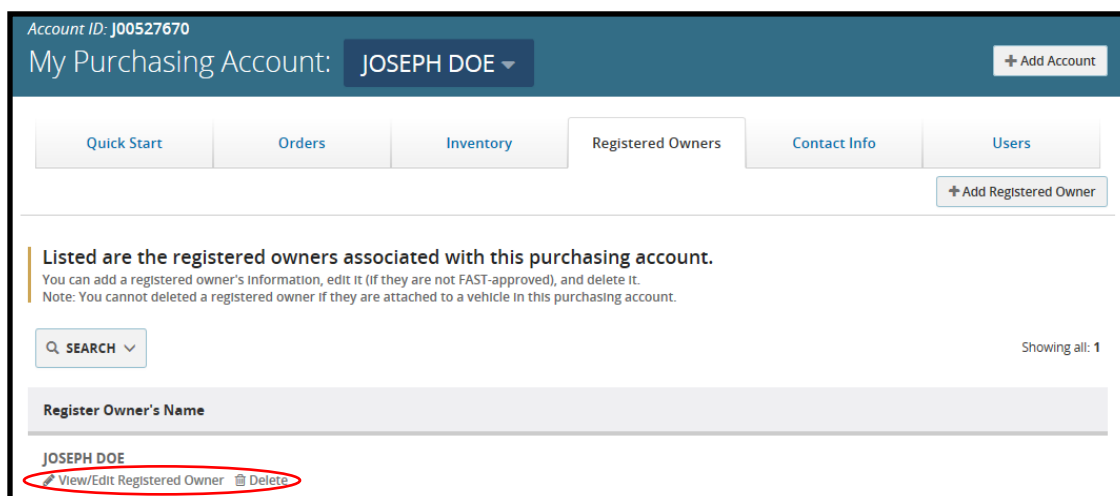
Click the “My Purchasing Account” dropdown and select “Manage Owners”

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.



To edit existing Registered owner Information, click “View/Edit Registered Owner” under the appropriate Registered Owner’s 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”**

The screenshot shows the 'Edit Registered Owner' form. At the top, there's a title bar with 'Edit Registered Owner' and a close icon. Below it, a red asterisk indicates a required field. The form has several sections: 'What is the registered owner's name?' with a text input field containing 'JOSEPH DOE' and a help icon; 'What is the address printed on the vehicle's registration?' with a dropdown for 'Country' set to 'UNITED STATES', a text input for 'Address line 1' containing '1234 MAIN STREET', another text input for 'Address line 2', a text input for 'City' containing 'ANYTOWN', a dropdown for 'State / Province / Region' set to 'INDIANA', and a text input for 'ZIP code / Postal code' containing '00000'. At the bottom, there are two buttons: 'CANCEL & GO BACK' and 'SAVE'. The 'SAVE' button is circled in red.

## Add Registered Owner

To add a Registered Owner for future use, click **“+ Add Registered Owner”**

The screenshot shows the 'My Purchasing Account' page. At the top, there's a header with 'Account ID: J00527670' and 'My Purchasing Account: JOSEPH DOE'. Below the header, there's a navigation bar with tabs: 'Quick Start', 'Orders', 'Inventory', 'Registered Owners', 'Contact Info', and 'Users'. The 'Users' tab is selected. Below the navigation bar, there's a button labeled '+ Add Registered Owner', which is circled in red. Below this button, there's a section titled 'Listed are the registered owners associated with this purchasing account.' with a note: '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.' Below this, there's a search bar with a magnifying glass icon and a dropdown arrow. To the right of the search bar, it says 'Showing all: 1'. Below the search bar, there's a table with one row containing the name 'JOSEPH DOE'. Below the table, there are two links: 'View/Edit Registered Owner' and 'Delete'.

## Manage Users

### Add User to Account

Click **My Purchasing Account** dropdown and select **"Manage Account Users"**

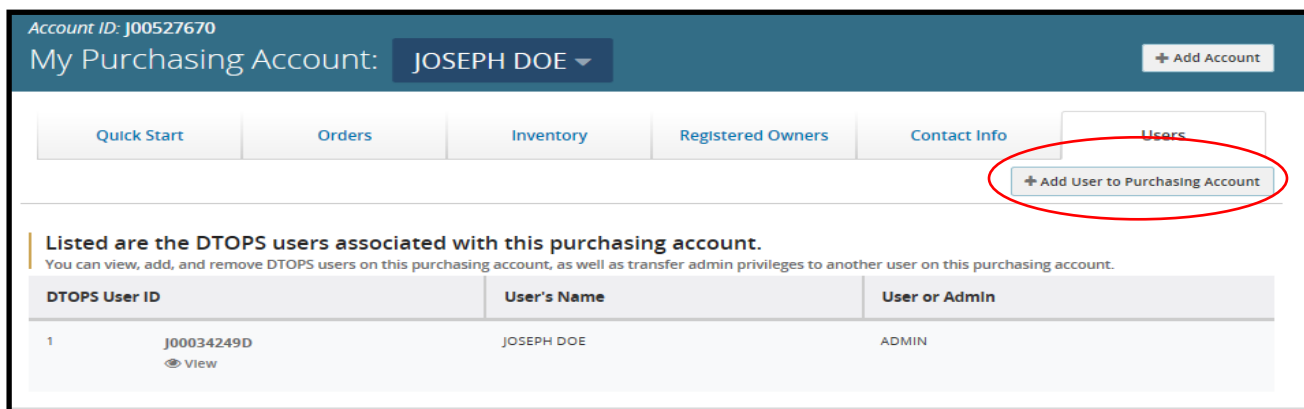
Or, click **"Add Users to this Purchasing Account"** under **Manage Purchasing Account**

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.



Click **"Add User to Purchasing Account"**

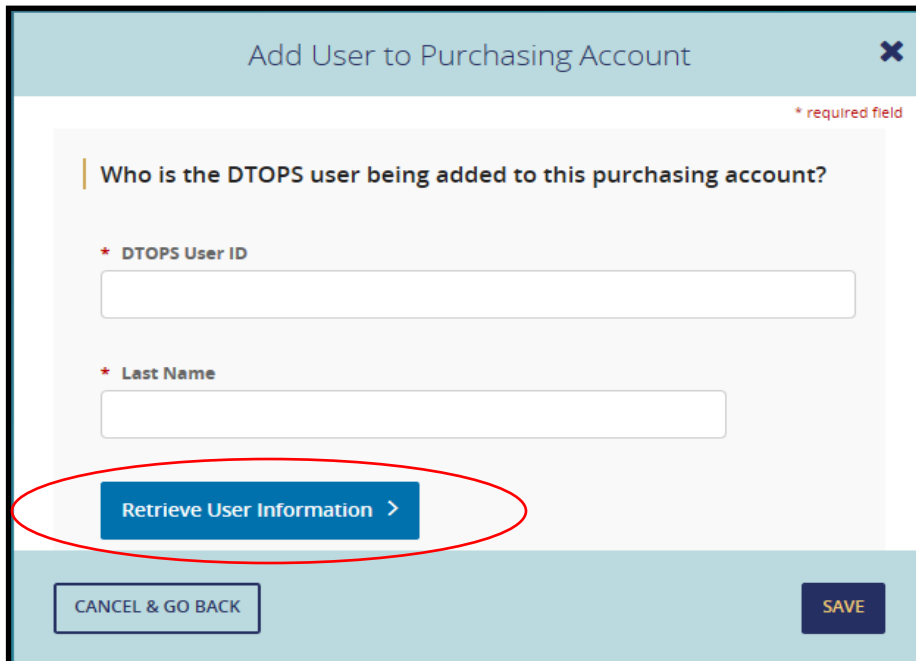


Enter the User ID and Last Name of the User to be added.

Note: New Users must register for a User ID before being added to an account.

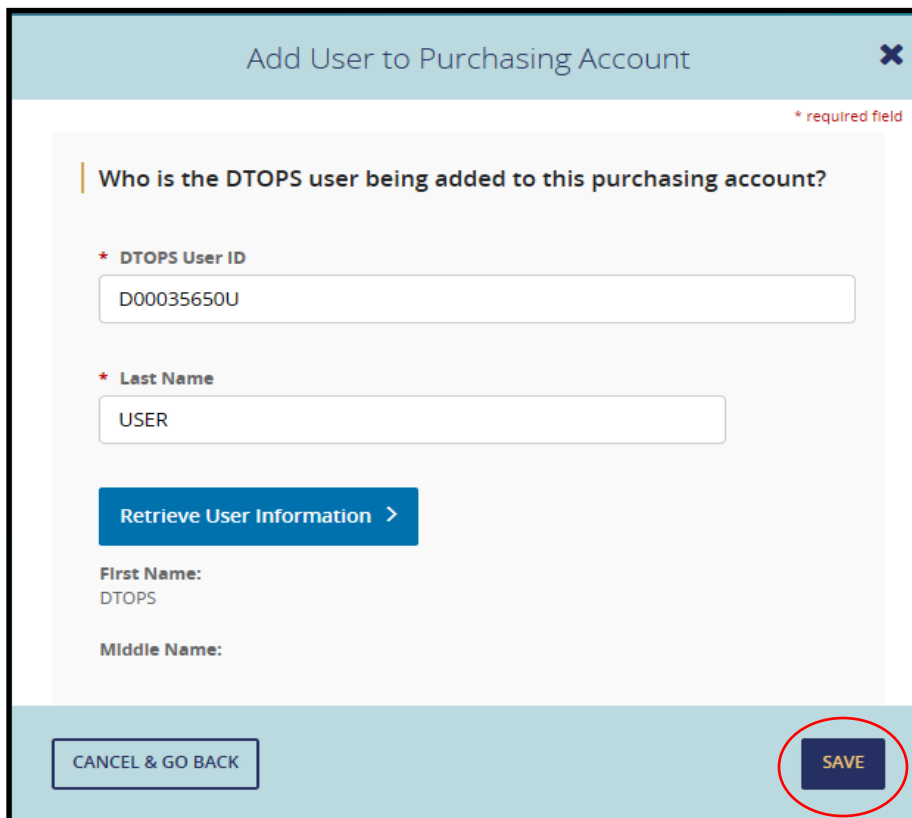


Click “Retrieve User Information”



The screenshot shows a web form titled "Add User to Purchasing Account" with a close button (X) in the top right corner. A red asterisk and the text "\* required field" are in the top right. The main heading is "Who is the DTOPS user being added to this purchasing account?". Below this are two required fields: "DTOPS User ID" and "Last Name", both with empty text boxes. A blue button labeled "Retrieve User Information >" is circled in red. At the bottom, there are two buttons: "CANCEL & GO BACK" and "SAVE".

Click “Save”



The screenshot shows the same "Add User to Purchasing Account" form. The "DTOPS User ID" field now contains the text "D00035650U" and the "Last Name" field contains the text "USER". The "Retrieve User Information >" button is still present. Below the form, there are labels for "First Name:" (with the value "DTOPS") and "Middle Name:". At the bottom, the "SAVE" button is circled in red, while the "CANCEL & GO BACK" button remains unchanged.

## Reassign Administrator Rights

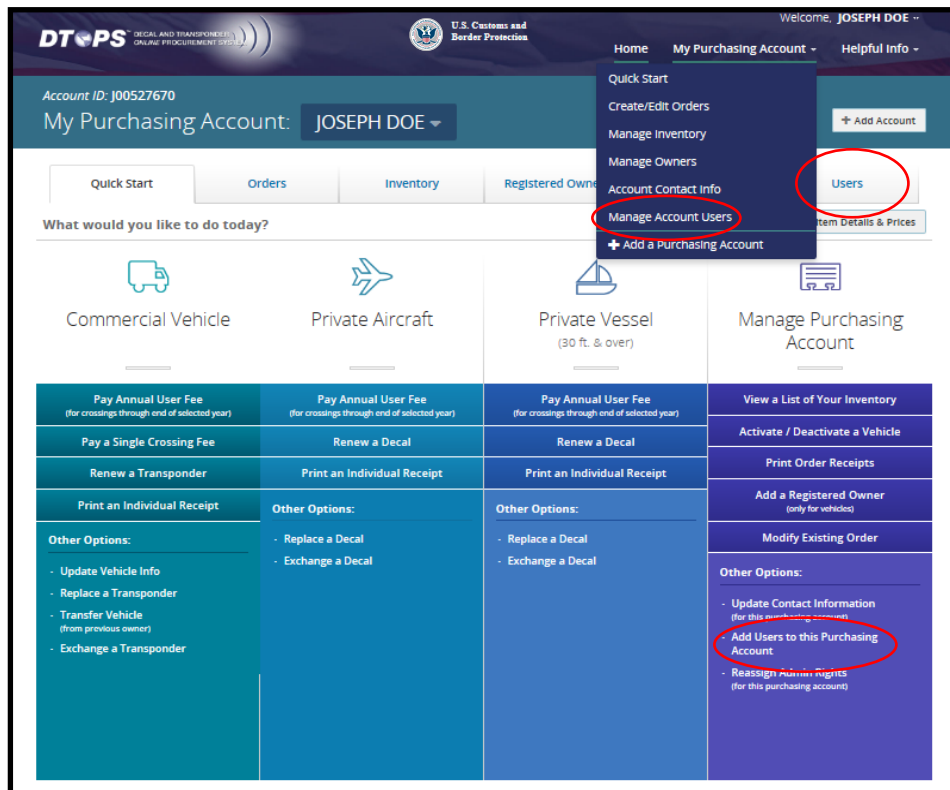
Note: In order to reassign administrative rights, the person must already be added as a User on the Account.

Click the “My Purchasing Account” dropdown and select “Manage Account Users”

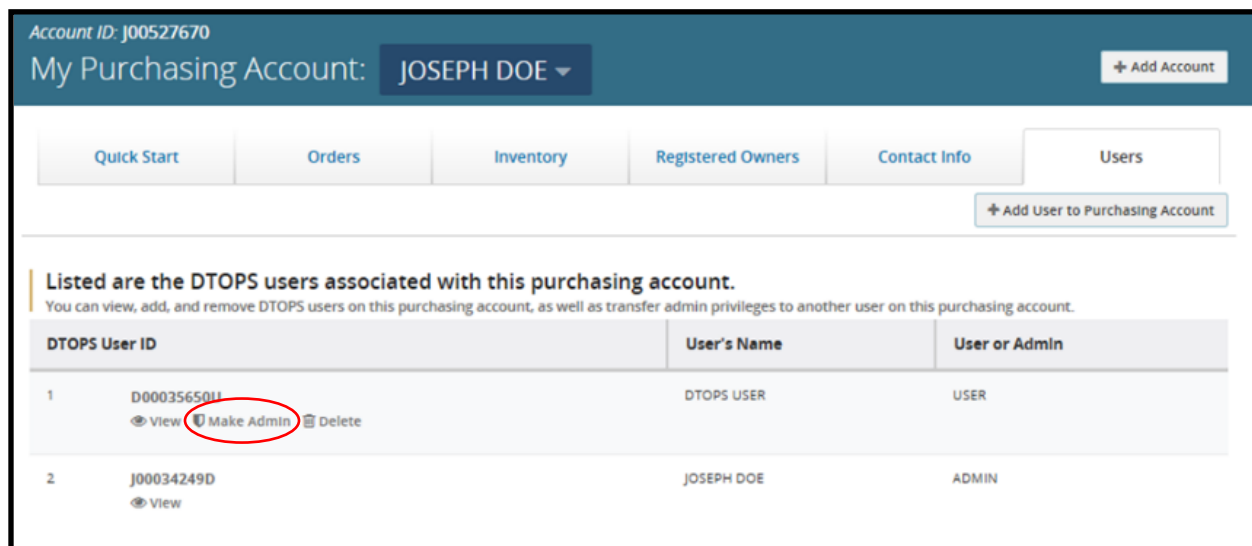
Or, click “Add Users to this Purchasing Account” under Manage Purchasing Account

Or, click the “Users” tab.

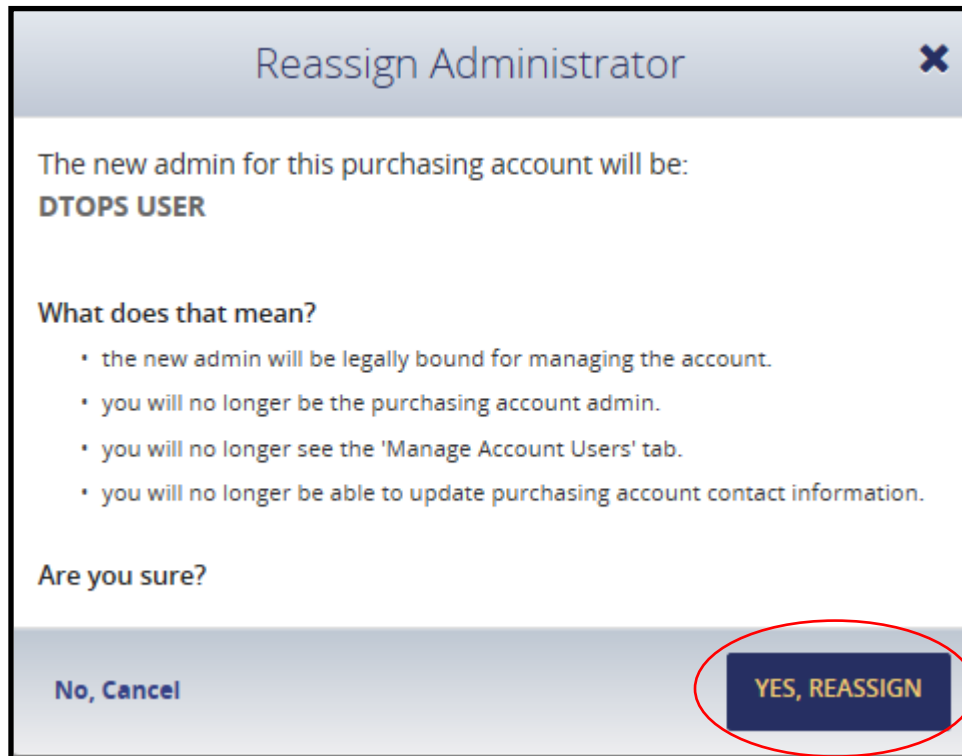
Note: If there are multiple accounts connected to the User ID, click “Open” under the Purchasing Account Name to access the My Purchasing Account dropdown.



Click “Make Admin” under the appropriate User ID



You will receive this message, click **“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.

