



U.S. Customs and
Border Protection

DTOPS DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

USER GUIDE



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Registering a New User ID

Note: You should only register for DTOPS if you have never previously registered. If you have registered before, see the section for recovering your User ID or Password. ([Previous Registration](#) pg. 5)

Click the blue button **Register**.



Enter your information and choose your password.

The password must follow these rules:

- Must start with a Numeric Character
- Must not be the User's First or Last name
- At least one character must be used ~!@#%\$%^&*()-_+={}|;:/?.,<>"'
- No previous passwords
- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1

Then click the **Next** button.



Select 5 security questions.

Note: You will be asked these questions if you forget your password or User ID.

Then click the *Next* button.

*** Mandatory Fields**

DTOPS User Registration - Security Questions

Select 5 Security questions and answer them on the next screen.

Security Questions

- What was your childhood home address?
- What is/was the name of your first pet?
- What is/was your father's profession?
- What is your favorite vacation spot?
- What is your favorite movie?
- What is your favorite restaurant?
- What was your favorite subject in school?
- What is your place of birth (i.e. city, state)?

< Back Reset Next >

Answer the 5 questions.

Note: You will be asked 3 of these 5 questions when you try to recover your password or User ID, so keep them in a safe place.

Then click the *Next* button.

*** Mandatory Fields**

DTOPS User Registration - Security Questions Answers

Supply answers to the Questions you selected.

What was your childhood home address?: * 123 MAIN ST

What is/was the name of your first pet?: * PUPPY

What is your favorite restaurant?: * DOE'S RESTAURANT

What was your favorite subject in school?: * SPEECH

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

< Back Reset Next >

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*.

Then click *Login*.



DTOPS User Registration - User Information

This is your DTOPS User ID. Please record or print this ID and store it in a safe place, as **you will need this ID everytime you log into DTOPS.**

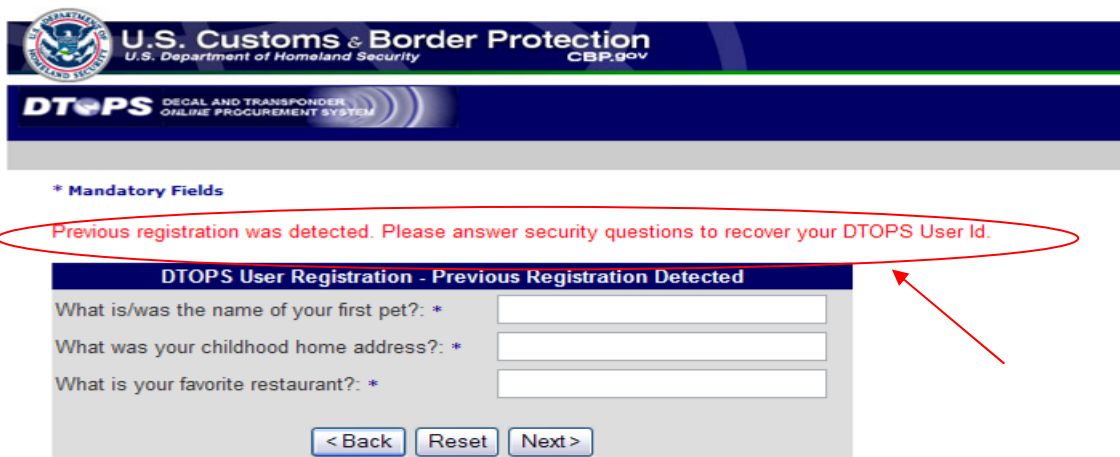
This completes the registration process. In order to purchase a decal or transponder, you will need to login to DTOPS and enter your conveyance information.


User ID: **J00002811D**

[Print](#) [Login](#)

Previous Registration

If you get this error message, answer the security questions to recover your User ID and reset your password.



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DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

*** Mandatory Fields**

Previous registration was detected. Please answer security questions to recover your DTOPS User Id.

DTOPS User Registration - Previous Registration Detected

What is/was the name of your first pet?: *

What was your childhood home address?: *

What is your favorite restaurant?: *

[< Back](#) [Reset](#) [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.

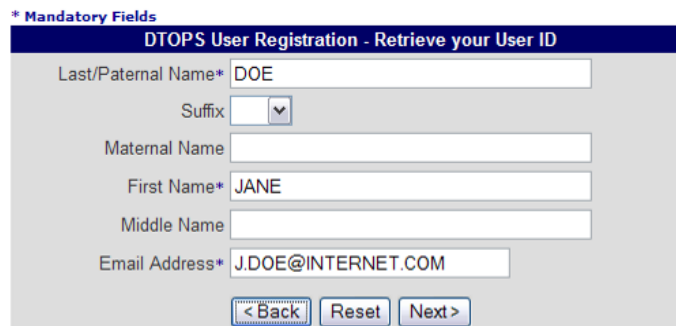
If you do not know your User ID, Click the **Recover User ID** button.



The image shows a web page with two main sections: 'Existing DTOPS User' and 'New DTOPS User'. The 'Existing DTOPS User' section has fields for 'DTOPS User ID' and 'Password', a 'Sign In' button, and a link for 'Forgot your password or user ID?'. Below this link are two buttons: 'Recover Password' and 'Recover User ID'. A red arrow points to the 'Recover User ID' button, which is also circled in red. The 'New DTOPS User' section has a 'Register' button and a note that new users need to provide personal information.

Fill out your information.

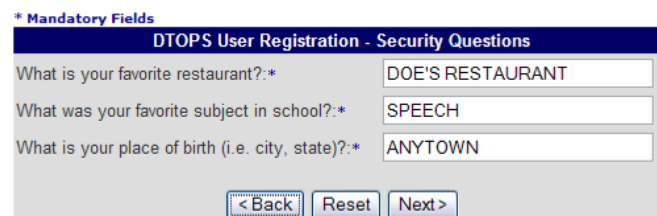
Click the **Next** button.



The image shows a form titled 'DTOPS User Registration - Retrieve your User ID'. It has several input fields: 'Last/Paternal Name*' (filled with 'DOE'), 'Suffix' (a dropdown menu), 'Maternal Name', 'First Name*' (filled with 'JANE'), 'Middle Name', and 'Email Address*' (filled with 'J.DOE@INTERNET.COM'). At the bottom, there are three buttons: '< Back', 'Reset', and 'Next >'.

Answer your security questions.

Click the **Next** button.

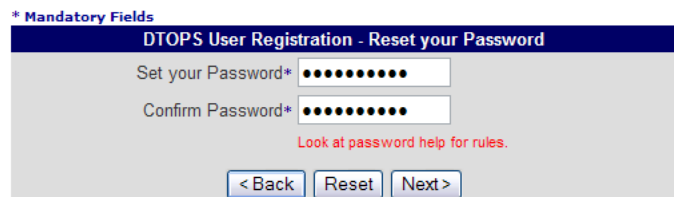


The image shows a form titled 'DTOPS User Registration - Security Questions'. It has three questions with corresponding input fields: 'What is your favorite restaurant?*' (filled with 'DOE'S RESTAURANT'), 'What was your favorite subject in school?*' (filled with 'SPEECH'), and 'What is your place of birth (i.e. city, state)?*' (filled with 'ANYTOWN'). At the bottom, there are three buttons: '< Back', 'Reset', and 'Next >'.

Choose a new password.
It must follow the password rules.

- Must start with a Numeric Character
- Must not be the User's First or Last name
- At least one character must be used ~!@#%&^&*()-_+={}|;:/?.,<>""
- No previous passwords
- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1

Click the **Next** button.

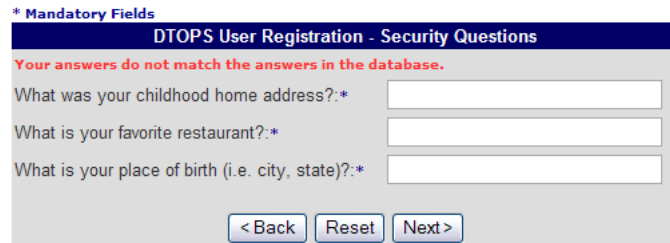


The image shows a form titled 'DTOPS User Registration - Reset your Password'. It has two input fields: 'Set your Password*' and 'Confirm Password*', both filled with dots. Below the fields is a red link that says 'Look at password help for rules.' At the bottom, there are three buttons: '< Back', 'Reset', and 'Next >'.

This is your User ID.
Click the **Login** button.



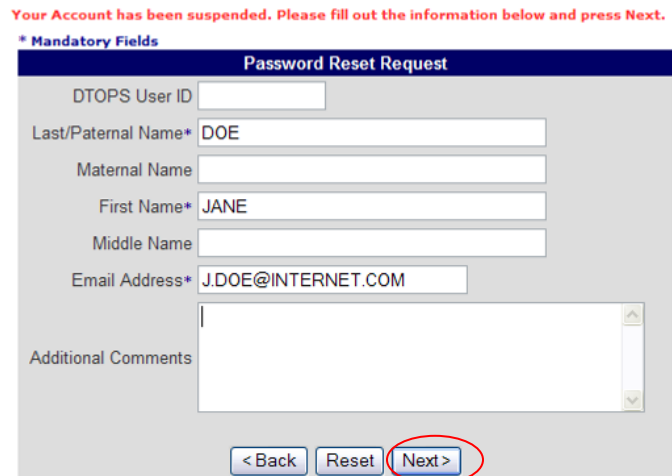
The system will allow you 3 attempts to answer the questions correctly.



If you do not answer the questions correctly, your account will be suspended.

Fill out the form and click **Next**.

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.



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 at (317) 298-1245 or by e-mail at decals@dhs.gov.

Recover Password

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

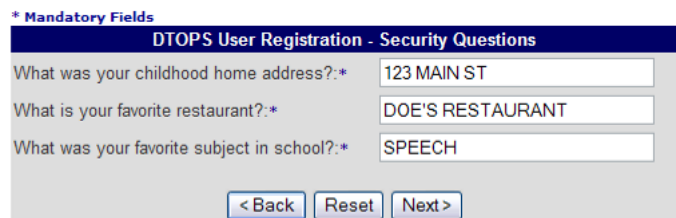
If you know your User ID
Click **Recover Password**.



Enter your DTOPS User ID and click **Next**.



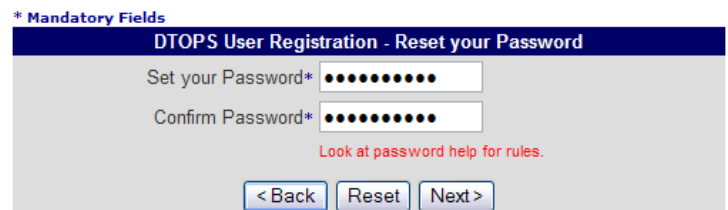
Answer your security questions exactly as you entered them during the registration process. Then click **Next**.



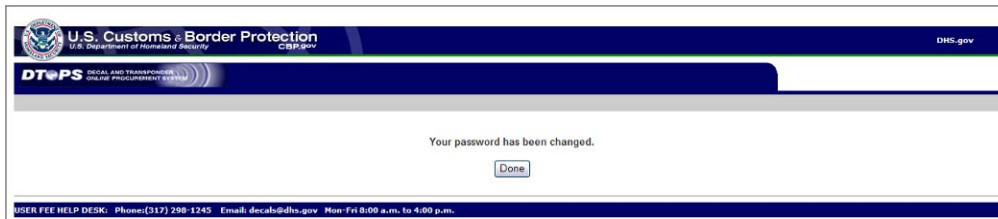
Choose a new password.
It must follow the password rules.

- Must start with a Numeric Character
- Must not be the User's First or Last name
- At least one character must be used ~!@#%&^&*()-_+={}[];:/?.,<>"`
- No previous passwords
- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1

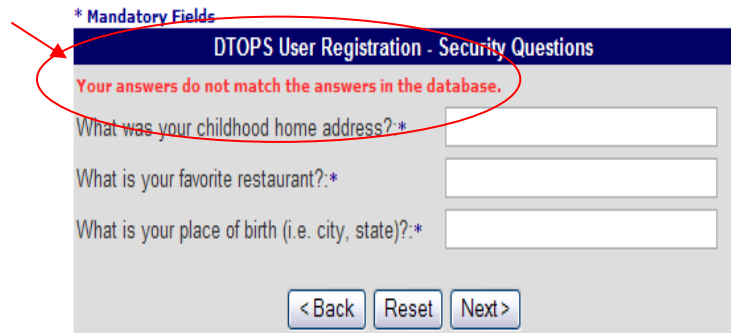
Click the **Next** button.



You will see this screen when your password has been changed.



If you answer the security questions incorrectly, you will see this message.



After three failed attempts your account will be suspended.

Fill out the form and click the *Next* button.

Once we have received your request, we will reset the password as soon as possible. A temporary password will arrive via e-mail.

Your Account has been suspended. Please fill out the information below and press Next.

A screenshot of the 'Password Reset Request' form. The form includes the following fields: 'DTOPS User ID' (J00002811D), 'Last/Paternal Name*' (DOE), 'Maternal Name', 'First Name*' (JOHN), 'Middle Name', and 'Email Address*' (J.DOE@INTERNET.COM). There is an 'Additional Comments' text area at the bottom. A red asterisk indicates mandatory fields. At the bottom are '< Back', 'Reset', and 'Next >' buttons.

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 at (317) 298-1245 or by e-mail at decals@dhs.gov.

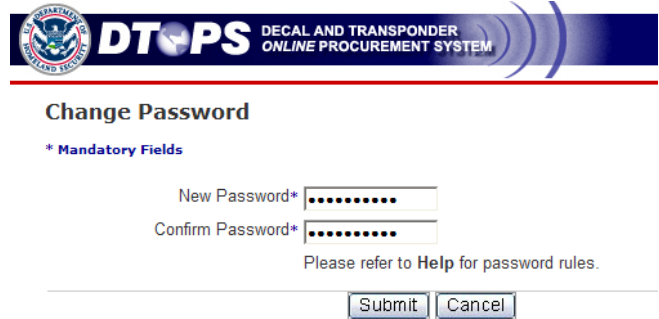
Change Password

Every 90 days DTOPS will require you to change your password.

Choose a new password.

It must follow the password rules.

- Must start with a Numeric Character
- Must not be the User's First or Last name
- At least one character must be used
~!@#%&^&*()-_+={}|;:/?.,<>"`
- No previous passwords
- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1

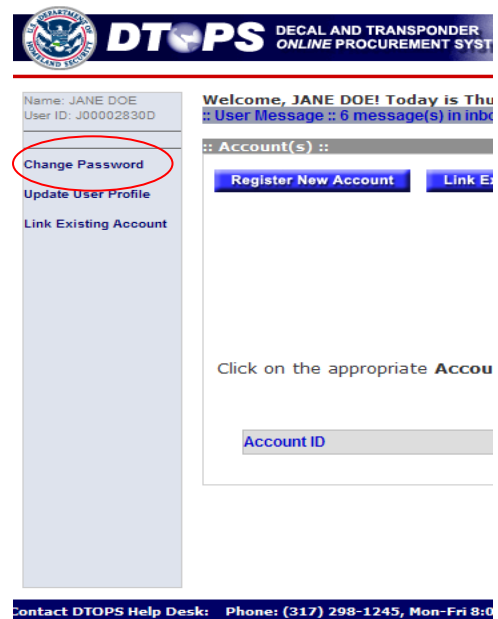


The screenshot shows the DTOPS 'Change Password' form. At the top is the DTOPS logo and the text 'DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM'. Below the logo is the title 'Change Password' and a section for '* Mandatory Fields'. There are two password input fields: 'New Password*' and 'Confirm Password*', both containing masked characters. Below the fields is a note: 'Please refer to Help for password rules.' At the bottom right are 'Submit' and 'Cancel' buttons.

Click the **Submit** button.

If you choose, you may also change your password once you have signed into DTOPS.

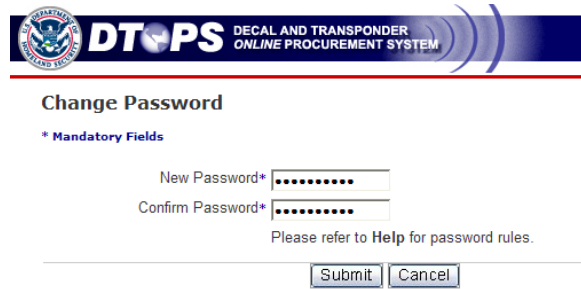
Click **Change Password** in the left-hand menu of the homepage.



The screenshot shows the DTOPS homepage. At the top is the DTOPS logo and the text 'DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM'. Below the logo is the user's name 'Name: JANE DOE' and 'User ID: J00002830D'. To the right is a welcome message: 'Welcome, JANE DOE! Today is Thu' and a link to 'User Message : 6 message(s) in inb'. Below the welcome message is a section for 'Account(s) ::' with buttons for 'Register New Account' and 'Link E'. Below this is a prompt: 'Click on the appropriate Accou' and an input field for 'Account ID'. At the bottom is a footer: 'Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:0'. In the left-hand menu, the 'Change Password' link is circled in red.

Choose a new password.
It must follow the password rules.

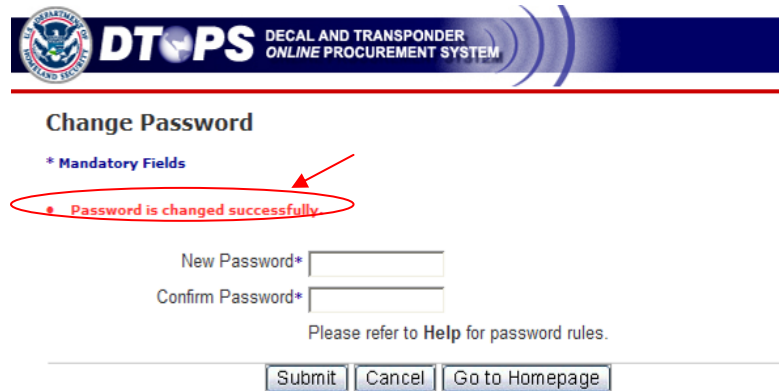
- Must start with a Numeric Character
- Must not be the User's First or Last name
- At least one character must be used
~!@#\$\$%^&*()-_+={}|];:/?.,<>""`
- No previous passwords
- Minimum Length: 8
- Maximum Length: 12
- Maximum Repeated Characters: 2
- Minimum Alphabetic Characters Required: 1
- Minimum Numeric Characters Required: 1



Click the *Submit* button.

This message means the password has been changed.

Then click the *Go to Homepage* button.

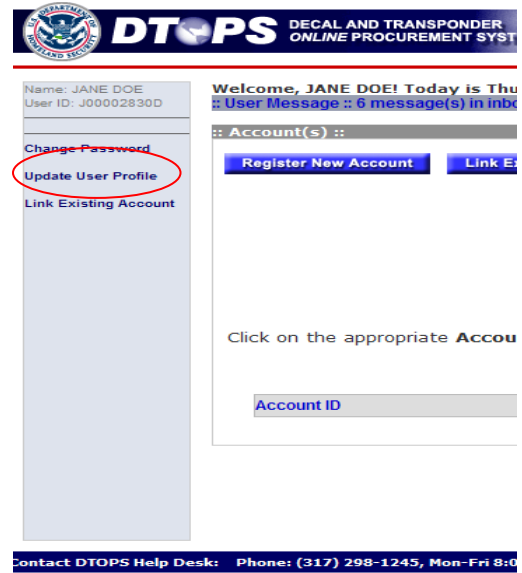


If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Updating Profile Information

You can update the e-mail address or name for the User ID when you are signed into DTOPS.

Click *Update User Profile* from the left-hand menu.



Update User :: Profile

* Mandatory Fields

Please confirm and update user information.

Update the User Information.

Click the *Update* button.

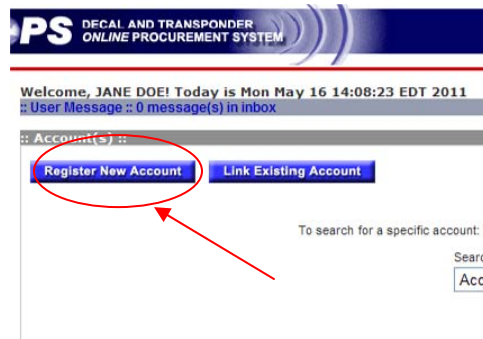
Last/Paternal Name*	DOE
Suffix	<input type="text"/>
Maternal Name	<input type="text"/>
First Name*	JANE
Middle Name	<input type="text"/>
Email Address*	J.DOE@INTERNET.COM
Confirm Email Address*	J.DOE@INTERNET.COM

Cancel Update

Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Register New Account

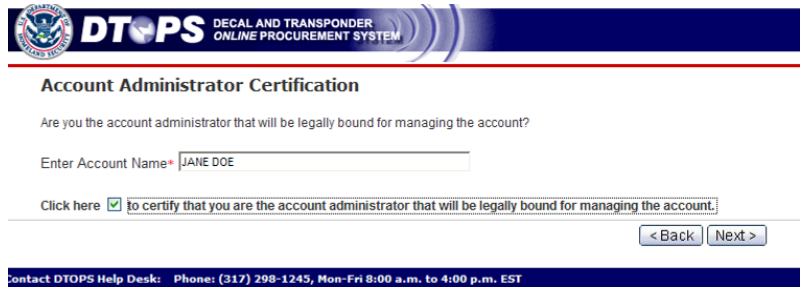
Click the *Register New Account* button.



Fill in the Account Name.

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

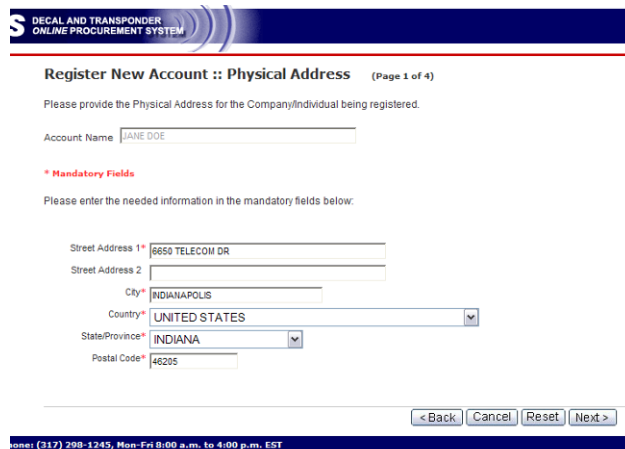
Click in the box to certify you are the account administrator.
(Your User ID will be set up as the Admin for the online account.)



Click the *Next* button.

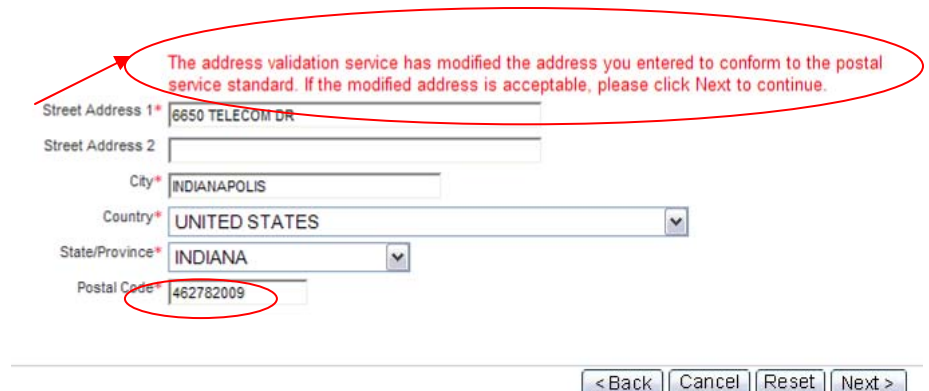
Enter the Physical Address.

Click the *Next* button.



After you see this message,

Click the *Next* button.
Note: This usually means the Postal Code has been changed.



Enter the Shipping Address.

Note: If the shipping address is the same as the physical address, click this box.

Click the *Next* button.

You may see this message again,
Click the *Next* button.

Enter the Primary Contact
Details.

Click the *Next* button.

Enter the Secondary Contact Details.

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

Click the *Next* button.

Register New Account :: Secondary Contact Details (Page 4 of 4)

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

Last/Paternal Name:
Suffix:
Maternal Name:
First Name:
Middle Initial:
Contact Type:

Note: A Secondary Contact is only required if the Primary Contact is a broker.

Phone: Phone Format: North America, Phone Type: Business, Country Code: , Region/City Code: , Area Code: 317, Phone Number: 5551245, Extension:
Alternate Phone: Phone Format: , Phone Type: , Country Code: , Region/City Code: , Area Code: , Phone Number: , Extension:
Fax: Phone Format: , Country Code: , Region/City Code: , Area Code: , Phone Number:
Email Address: Confirm Email Address:
Alternate Email Address: Confirm Alternate Email Address:

< Back Cancel Reset Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

This is your new Account ID.

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

Click the *Go to Homepage* button.

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Register New Account Confirmation

Your account has been successfully created. You will receive Confirmation Email shortly.
Your Account ID is **J00502811**.
To make a purchase, add/update conveyances, etc., please click the "Go to Homepage" button below, and then select "Create/Manage Orders".

[Go to Homepage](#) [Create New Account](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Name: JANE DOE
User ID: J00002830D

Welcome, JANE DOE! Today is Mon May 16 14:14:52 EDT 2011
User Message: 0 message(s) in inbox

Change Password
Update User Profile
Link Existing Account

Account(s) ::

[Register New Account](#) [Link Existing Account](#)

To search for a specific account: Select the Search Field, select the Criteria, type in the Search Value, and click "Search".

Search Field: Account ID, Criteria: Ends With, Search Value:

Click on the appropriate **Account ID** link below to manage the specific account or create an order for that Account.

Page: 1 of 1

Account ID	Account Name	Physical Address
J00502811	JANE DOE	6650 TELECOM DR INDIANAPOLIS IN UNITED STATES 462782009

Click on the number.

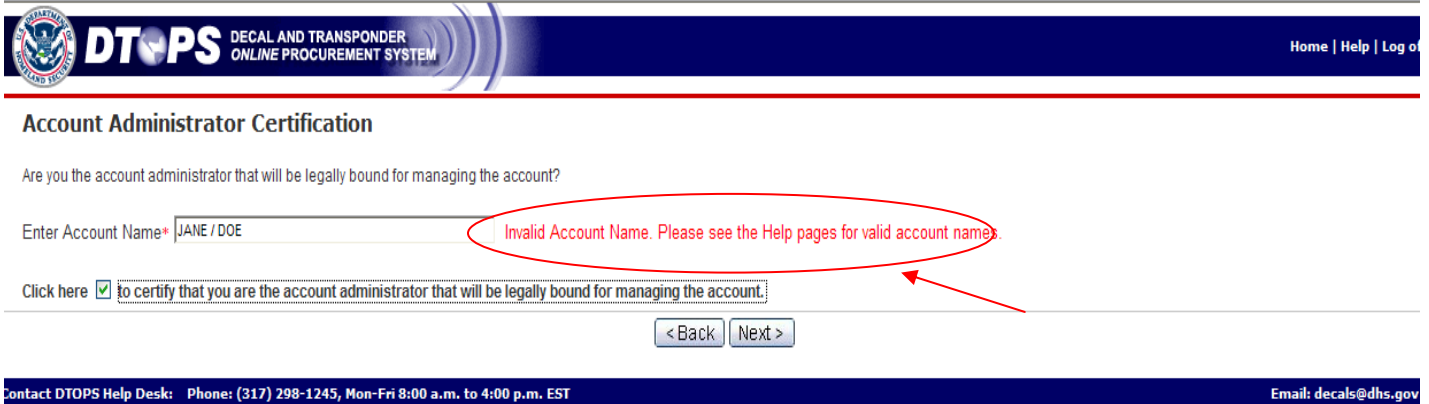
Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

You will now see your Account ID listed on your Homepage.

(To continue ordering, click on the Account ID to go to the Account page.)

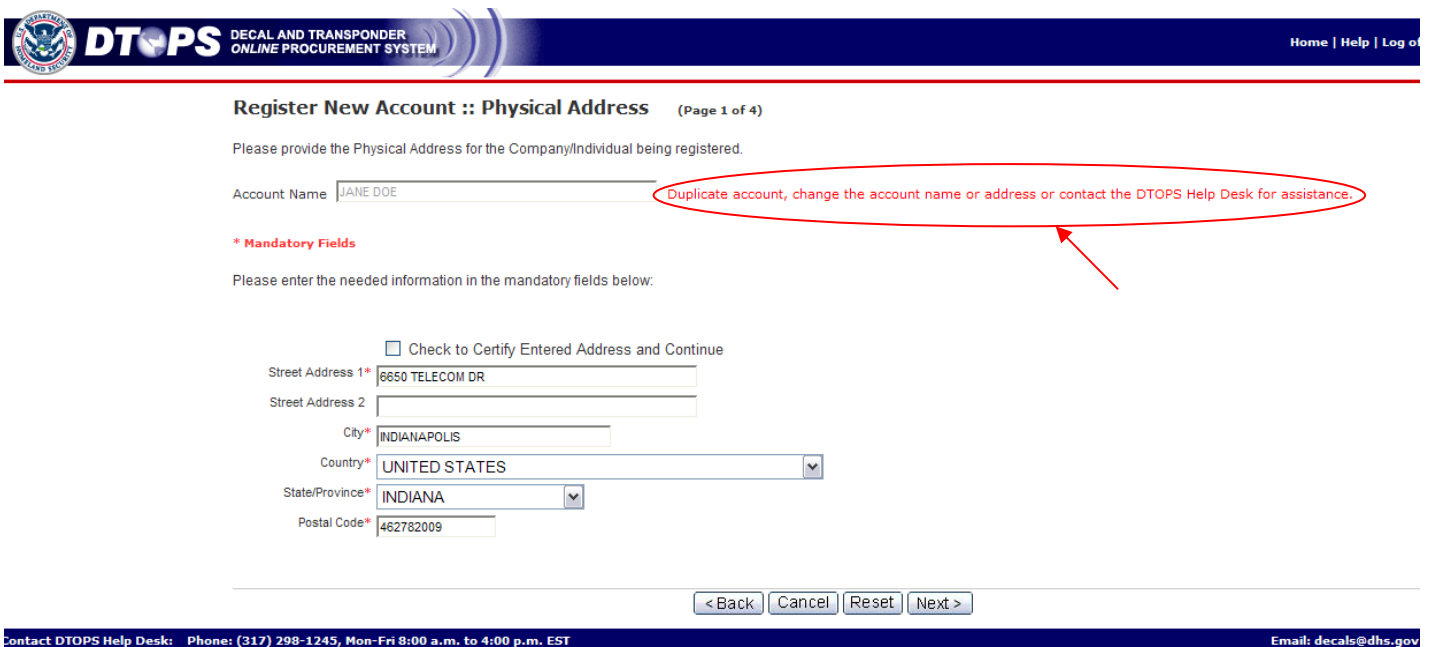
Error Messages

Invalid Account Name: If you get this error message remove the special character from the name. The account name can not contain any of the following characters: ! @ # \$ % ^ * () _ + = { } | [] \ ; < > ? / ~



The screenshot shows the DTOPS (Decal and Transponder Online Procurement System) interface. At the top, there is a navigation bar with the DTOPS logo and the text 'DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM'. On the right side of the bar, there are links for 'Home | Help | Log out'. Below the navigation bar, the page title is 'Account Administrator Certification'. The main content area asks, 'Are you the account administrator that will be legally bound for managing the account?'. There is a text input field for 'Enter Account Name*' containing 'JANE / DOE'. To the right of this field, a red oval highlights an error message: 'Invalid Account Name. Please see the Help pages for valid account name.'. Below the input field, there is a checkbox labeled 'Click here' which is checked, with the text 'to certify that you are the account administrator that will be legally bound for managing the account.'. At the bottom of the form, there are two buttons: '< Back' and 'Next >'. A red arrow points from the error message to the checkbox. At the very bottom of the page, there is a dark blue footer bar with the text 'Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST' on the left and 'Email: decals@dhs.gov' on the right.

Duplicate Account: If you get this error message, contact the Help desk at (317) 298-1245 for assistance. This means you already have an account and do not need to register for a new one.

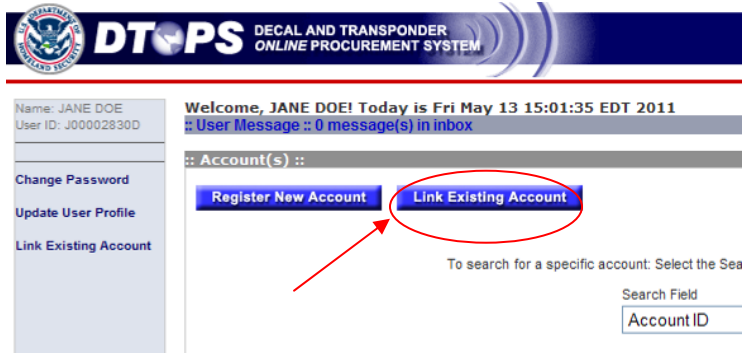


The screenshot shows the DTOPS 'Register New Account :: Physical Address' page (Page 1 of 4). The page title is 'Register New Account :: Physical Address (Page 1 of 4)'. Below the title, it says 'Please provide the Physical Address for the Company/Individual being registered.'. There is a text input field for 'Account Name' containing 'JANE DOE'. To the right of this field, a red oval highlights an error message: 'Duplicate account, change the account name or address or contact the DTOPS Help Desk for assistance.'. Below the input field, there is a red asterisk followed by the text '* Mandatory Fields'. Below that, it says 'Please enter the needed information in the mandatory fields below:'. There is a checkbox labeled 'Check to Certify Entered Address and Continue'. Below the checkbox, there are several input fields: 'Street Address 1*' containing '6650 TELECOM DR', 'Street Address 2*', 'City*' containing 'INDIANAPOLIS', 'Country*' containing 'UNITED STATES', 'State/Province*' containing 'INDIANA', and 'Postal Code*' containing '462782009'. At the bottom of the form, there are four buttons: '< Back', 'Cancel', 'Reset', and 'Next >'. A red arrow points from the error message to the 'Check to Certify Entered Address and Continue' checkbox. At the very bottom of the page, there is a dark blue footer bar with the text 'Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST' on the left and 'Email: decals@dhs.gov' on the right.

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.

Click the *Link Existing Account* button.



The screenshot shows the DTOPS (Decal and Transponder Online Procurement System) user interface. At the top, there is a header with the DTOPS logo and the text "DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM". Below the header, the user is logged in as "JANE DOE" with user ID "J00002830D". The page displays a "Welcome, JANE DOE! Today is Fri May 13 15:01:35 EDT 2011" message and a "User Message :: 0 message(s) in inbox" notification. A navigation menu on the left includes "Change Password", "Update User Profile", and "Link Existing Account". The main content area shows a "Account(s) ::" section with two buttons: "Register New Account" and "Link Existing Account". The "Link Existing Account" button is circled in red, and a red arrow points to it from the left. Below the buttons, there is a search field labeled "Search Field" and "Account ID".

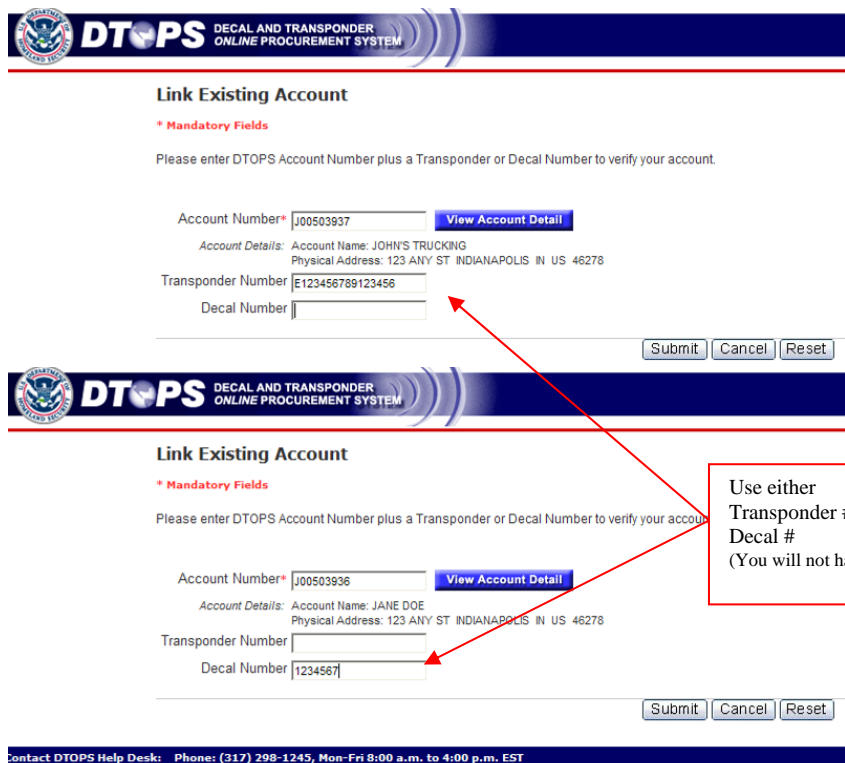
Enter the Account number.

Click *View Account Detail*.

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

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

Then click the *Submit* button.

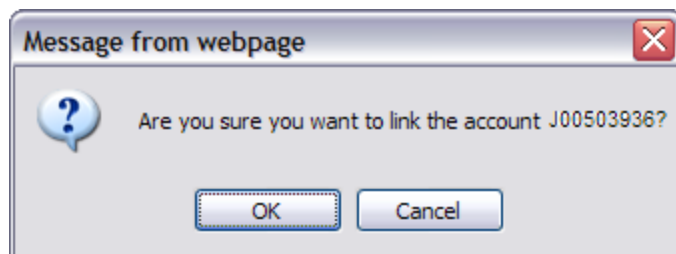


The top screenshot shows the "Link Existing Account" form. It includes a "Mandatory Fields" section with the instruction: "Please enter DTOPS Account Number plus a Transponder or Decal Number to verify your account." The form has four input fields: "Account Number*" (with value "J00503937"), "Transponder Number" (with value "E123456789123456"), and "Decal Number" (empty). A "View Account Detail" button is next to the Account Number field. Below the form are "Submit", "Cancel", and "Reset" buttons. A red arrow points from the "View Account Detail" button in this screenshot to the "Submit" button in the bottom screenshot.

The bottom screenshot shows the same form, but with the "Decal Number" field containing the value "1234567". A red box on the right side of the form contains the text: "Use either Transponder # OR Decal # (You will not have both.)". A red arrow points from this box to the "Decal Number" field.

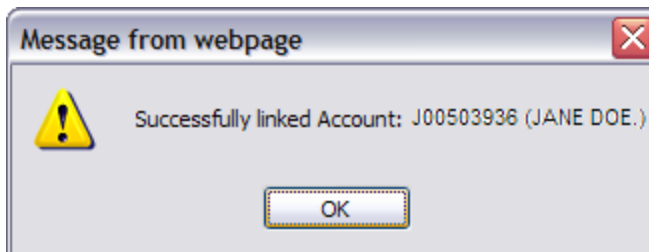
At the bottom of the page, there is a footer: "Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST".

This box will appear, then Click the *OK* button.



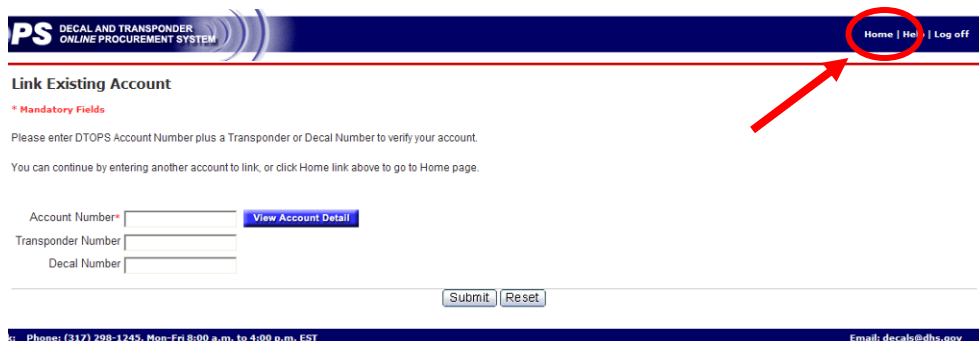
The screenshot shows a "Message from webpage" dialog box. It has a question mark icon and the text: "Are you sure you want to link the account J00503936?". Below the text are two buttons: "OK" and "Cancel".

This box will appear, then
Click the **OK** button.



The system will bring
you back to this page.

Click the **Home** link.
(Top right-hand corner)



Click on the number.

You will now see your Account ID listed on your Homepage.

(To continue ordering, click on the newly linked Account ID to go to the Account page.)

Error Messages

Account already assigned to you: If you get this error message, click the *Home* link and click on your account ID number.

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Link Existing Account

* Mandatory Fields

Please enter DTOPS Account Number plus a Transponder or Decal Number to verify your account.

Account Number* [View Account Detail](#) **This account is already assigned to you.**

Transponder Number

Decal Number

Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

Account already assigned to someone else: If you get this error message, contact the help desk at (317) 298-1245.

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Link Existing Account

* Mandatory Fields

Please enter DTOPS Account Number plus a Transponder or Decal Number to verify your account.

Account Number* [View Account Detail](#) **This account is already assigned to someone else! Contact DTOPS Help Desk**

Transponder Number

Decal Number

Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

Invalid Address: Remove all of the characters: ! @ # \$ % ^ * () _ + = { } | [] \ : ; < > ? / ~ from any field, and verify the address entered is still correct. Click the *Next* button. If you still receive the message after clicking *Next*, click in the box to certify the address is correct and click the *Next* button again.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Register New Account :: Physical Address (Page 1 of 4)

Please provide the Physical Address for the Company/Individual being registered.

Account Name

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

Street Address 1*
Street Address 2
City*
Country*
State/Province*
Postal Code*

Address Validation: Invalid Address
 Check to Certify Entered Address and Continue
Address 1*
Address 2

Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

Duplicate Account: This error means you already have an account and do not need to continue with the registration. Please contact the help desk for assistance linking your existing account.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Register New Account :: Physical Address (Page 1 of 4)

Please provide the Physical Address for the Company/Individual being registered.

Account Name

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

Street Address 1*
Street Address 2
City*
Country*
State/Province*
Postal Code*

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

Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Updating Account Information

From the homepage

Click your Account ID

The screenshot shows the DTOPS (Decal and Transponder Online Procurement System) homepage. On the left is a navigation menu with options: Change Password, Update User Profile, and Link Existing Account. The main content area displays a welcome message for 'JON DOE' and a search interface for accounts. Below the search interface is a table of accounts with columns for Account ID, Account Name, and Physical Address. The Account ID 'J00503937' is circled in red, with an arrow pointing to it.

Account ID	Account Name	Physical Address
J00503937	JOHN'S TRUCKING	
J00503936	JANE DOE	

Click the *Update* button for each section you would like to change.

The screenshot shows the 'Account Page :: Account Information' for Account ID: J00503937 and Account Name: JOHN'S TRUCKING. The page is divided into several sections, each with an 'Update' button circled in red:

- Account Name & Physical Address:** Account Name: JOHN'S TRUCKING, Physical Address: 123 ANY ST ,INDIANAPOLIS IN UNITED STATES 46278.
- Shipping Address:** Shipping Address: 123 ANY ST ,INDIANAPOLIS IN UNITED STATES 46278.
- Primary Contact Details:** Name: DOE, JOHN, Contact Type: Owner, Phone: 555 5555555.
- Secondary Contact Details:** (Fields for Name, Contact Type, Phone, Fax, and Email Address are present but empty).

From this screen you can edit the Account Name and/or Physical Address.
Click the *Update* button when you are finished.

S DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Account Name: TRUCK COMPANY

Update Account :: Physical Address

Please provide the Physical Address for the Company/Individual being registered.

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

Account Name*	JON'S TRUCK COMPANY
Street Address 1*	123 INDUSTRY ROAD
Street Address 2	
City*	ANYTOWN
Country*	UNITED STATES
State/Province*	VIRGINIA
Postal Code*	11111

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

From this screen you can edit the Shipping Address.
Click the *Update* button when you are finished.

S DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Account Name: JON'S TRUCK COMPANY

Update Account :: Shipping Address

Please select "Same as Physical Address" if the Shipping and Physical Address are the same.

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

<input type="checkbox"/> Same as Physical Address	
Street Address 1*	123 INDUSTRY ROAD
Street Address 2	
City*	ANYTOWN
Country*	UNITED STATES
State/Province*	VIRGINIA
Postal Code*	11111

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

From this screen you can edit the Primary Contact Details.
Click the **Update** button when you are finished.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Account Name: JON'S TRUCK COMPANY

Update Account :: Primary Contact Details

Primary Contact information is required. Secondary Contact is required only if you are a broker ordering for a client. If you are a broker please be sure to provide both your information and one for the company being registered.

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below.

Note: All fields with * are required.

Last/Paternal Name*
 Suffix
 Maternal Name
 First Name*
 Middle Initial
 Contact Type*

Phone Format*	Phone Type	Country Code	Region/City Code	Area Code*	Phone Number*	Extension
Phone*	<input type="text" value="North America"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="555"/>	<input type="text" value="1234567"/>	<input type="text" value=""/>

Phone Format	Phone Type	Country Code	Region/City Code	Area Code	Phone Number	Extension
Alternate Phone	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Phone Format	Country Code	Region/City Code	Area Code	Phone Number
Fax	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Email Address* Confirm Email Address*
 Alternate Email Address Confirm Alternate Email Address

From this screen you can edit the Secondary Contact Details.
Click the **Update** button when you are finished.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Account Name: JON'S TRUCK COMPANY

Update Account :: Secondary Contact Details

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below.

Note: No fields are required, but if an error occurs with your order, it helps us to have extra contact information.

Last/Paternal Name
 Suffix
 Maternal Name
 First Name
 Middle Initial
 Contact Type

Phone Format	Phone Type	Country Code	Region/City Code	Area Code*	Phone Number*	Extension
Phone	<input type="text" value="North America"/>	<input type="text" value="Business"/>	<input type="text" value=""/>	<input type="text" value="317"/>	<input type="text" value="5551234"/>	<input type="text" value=""/>

Phone Format	Phone Type	Country Code	Region/City Code	Area Code	Phone Number	Extension
Alternate Phone	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Phone Format	Country Code	Region/City Code	Area Code	Phone Number
Fax	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Email Address Confirm Email Address
 Alternate Email Address Confirm Alternate Email Address

Phone: (317) 298-1245, Mon-Fri 9:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

After you click **Update** on the previous screen you will come back to the Account Information Page. The newly updated information should be displayed.

If the correct information is not showing, the update did not work and you will need to try again.

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account ID: J00503937 Account Name: JON S TRUCK COMPANY

Account ID: J00503937 Account Page :: Account Information ::

Account Name & Physical Address		Update
Account Name	JON S TRUCK COMPANY	
Physical Address	123 INDUSTRY ROAD ,ANYTOWN VA UNITED STATES 11111	

Shipping Address		Update
Shipping Address	123 INDUSTRY ROAD ,ANYTOWN VA UNITED STATES 11111	

Primary Contact Details		Update
Name	DOE, JANE	
Contact Type	Company Representative	
Phone	555 1234567	
Fax		
Email Address	J.DOE@INTERNET.COM	

Secondary Contact Details		Update
Name	DOE, JON	
Contact Type		
Phone	317 5551234	
Fax		
Email Address		

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Creating an Order

To begin an order, click on your Account ID from the Homepage.

The screenshot shows the DTOPS homepage for user JANE DOE. The header includes the DTOPS logo and navigation links. The main content area displays a welcome message and a search bar for accounts. Below the search bar is a table with one account listed:

Account ID	Account Name	Physical Address
J00502811	JANE DOE	6650 TELECOM DR INDIANAPOLIS IN UNITED STATES 462782009

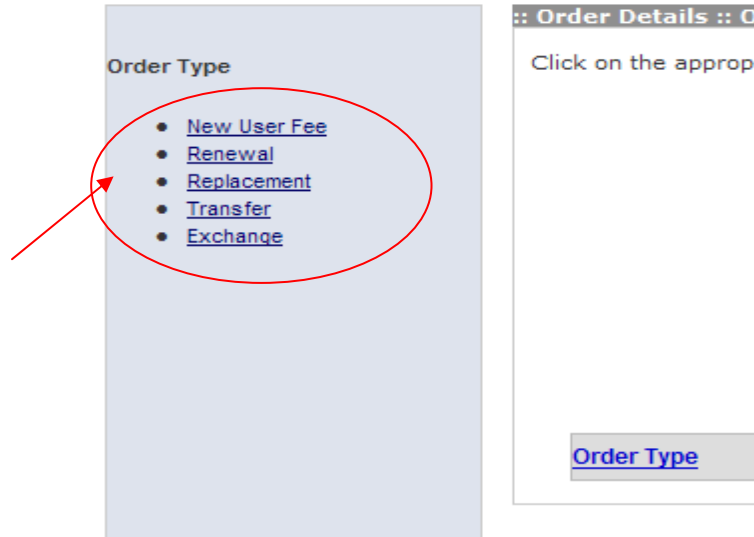
A red circle highlights the Account ID 'J00502811' in the table, and a red arrow points to it with the text 'Click on the number.'

Click on *Create Manage Orders*.

The screenshot shows the account management page for Account ID J00502811. The left sidebar contains a menu with the following items: 'Create/Manage Orders', 'Manage User Access', 'Manage Conveyance Inventory', and 'Manage Registered Owners'. The 'Create/Manage Orders' item is circled in red, and a red arrow points to it. The main content area displays 'Account Page :: Account Information ::' with sections for 'Account Name & Physical Address', 'Shipping Address', 'Primary Contact Details', and 'Secondary Contact Details', each with an 'Update' button.

Click the *Create New Order* button.

The screenshot shows the 'Create/Manage Orders' page. The header displays 'Account ID: J00502811' and 'Account Name: JANE DOE'. The main content area has a 'Create/Manage Orders' section with a 'Create New Order' button circled in red and a red arrow pointing to it. Below this is a table with the following columns: 'Order Number', 'Paid Date', 'Last Status Update Date', 'Order Status', 'Total Cost', and 'Action'. The table is currently empty. At the bottom, there are buttons for 'Return to Account Page', 'Combine Orders', and 'Check Out Selected Order'.



Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

:: Order Details :: 0

Click on the appro

[Order Type](#)

Choose your Order Type:

New User Fee – First time order or first time ordering in this online account.

[Commercial Vehicle](#) page 27

[Vessel](#) page 43

[Aircraft](#) page 48

Renewal– Previous year has been ordered online in this account.

[Commercial Vehicle](#) page 31

[Vessel](#) page 45

[Aircraft](#) page 50

Replacement – Order replacement transponder for currently paid commercial vehicle.

[Commercial Vehicle](#) page 34

[Vessel](#) page 47

[Aircraft](#) page 52

Transfer- For commercial vehicles, if the User Fee is paid for the current year, you can transfer the vehicle to your account.

[Commercial Vehicle](#) page 37

Exchange- Instructions on how to apply for an exchange.

[Commercial Vehicle](#) page 42

[Vessel](#) page 47

[Aircraft](#) page 52

Now follow the instructions for the order type you have chosen.

Commercial Truck

New User Fee

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type *New User Fee*.

U.S. DEPARTMENT OF HOMELAND SECURITY
DTOPS DECAL AND T
ONLINE PROC

Account ID: J00503937

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

:: Order De
Click on th

Choose *Commercial Vehicle*
and click the *Next* button.

DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: New User Fee :: Conveyance Type

Please select the conveyance type to process the order.

Commercial Vehicle

Private Aircraft

Private Vessel (THIRTY FEET AND OVER)

< Back Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Choose the year you are applying for, enter the VIN (Vehicle Identification Number) and select “Yes” or “No” if the vehicle currently has a transponder. Then click the *Next* button.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: New User Fee :: Look up Vehicle

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

User Fee Year* 2011

VIN*

Does this vehicle currently have a transponder? * Yes No

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Enter the required information for the vehicle: Cab number, License Plate Number, License Country of Issuance, License State/Province of Issuance, Manufacturer, Model, Color and Model Year. (**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 Driver FAST ID Number.

If your vehicle has previously had a transponder, you will be required to give a reason for requesting a new transponder. You can choose from the drop down menu or select “Other” and fill in a reason.

Click the *Next* button.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: New User Fee :: Vehicle Details

*** Mandatory Fields**

Please enter fields below:

VIN

Cab Number*

License Plate Number*

License Country of Issuance*

License State/Province of Issuance*

Manufacturer*

Model*

Color*

Model Year*

C-TPAT Carrier FAST ID

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

If the Registered Owner is listed, select it and click the *Next* button. If the current registered owner is not listed, click the *Add Registered Owner +* button.

DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Home | Help | Log off

Order :: New User Fee :: Vehicle Registered Owner(s) ::

To search for a specific Registered Owner: Select the Search Field (if applicable), Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all Registered Owners, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Registered Owner Name Criteria: Ends With Search Value: Search

Select a registered owner from the list below and click Next.
If the registered owner is not listed below, click **Add Registered Owner** to add a new owner to this account.

Add Registered Owner +

Registered Owner's Name	
<input type="radio"/>	
<input type="radio"/>	JON'S TRUCK COMPANY
<input type="radio"/>	JON DOE

< Back Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

To add a new Registered Owner fill out the required fields and click the *Add Registered Owner* button. (Note: For Canadian registrations use the registered plate owner information.)
C-TPAT Carrier FAST ID is only required for C-TPAT FAST approved companies. – Do not use Driver FAST ID Number.

DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: New User Fee :: New Vehicle Registered Owner

For Registered Owners that are FAST Approved, please enter only their seven digit FAST ID and click "Retrieve Owner Information".
To make any changes to a FAST account please contact FAST.

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

Is the registered owner FAST approved? * Yes No

If so, provide the FAST ID number. Retrieve Owner Information

Registered Owner Name*

Address 1*

Address 2

City*

Country*

State/Province*

Postal Code*

< Back Reset **Add Registered Owner**

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Now your order has been created. Click the *Go to Order Detail Page* button.

Account ID: J00503937 Account Name: JON'S TRUCK COMPANY

Order Confirmation

Your item has been added to the Order Number 9080. To add additional items, or to check out, click on the "Go to Order Detail Page" button below.

[Go to Order Detail Page](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Click the *Proceed to Checkout* button.

Order Details :: Order Number - 9080

Click on the appropriate **Order Type** link on the left menu to add items to the order.

To search for a specific conveyance: Select the Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all conveyances, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Conveyance ID Criteria: Ends With Search Value: Search

Page: 1 of 1

Order Type	Conveyance Type	Conveyance ID	Transponder/Decal Reason	Purchase Year	Action
New request	Commercial Vehicle	123456V789X987654		2011	Edit Delete

[Go to Orders](#) [Proceed to Checkout](#)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decalc@dhs.gov

For assistance on checkout, please see page 53. ([Check-out Order](#))

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Renewal

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type **Renewal**.

Account ID: J00503937

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

:: Order De
Click on th

Choose **Commercial Vehicle** and click the **Next** button.

PS DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: Renewal :: Conveyance Type

Please select a conveyance type to process the order.

Commercial Vehicle

Private Aircraft

Private Vessel (THIRTY FEET AND OVER)

< Back Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Note: Only “Active” Vehicles will appear in the renewal list. If the truck you would like to renew is not listed, go to *Manage Conveyance Inventory* and make sure the truck is Active. See page 56 for help. ([Edit Commercial Vehicles](#))

Instructions:

- #1 To create a Renewal Order, please check the box in the column "Include In Order" corresponding to the vehicle(s) to be renewed.
- #2 Please check the box in the column "Send New Transponder" if the corresponding Vehicle does not have a Transponder or the Transponder on the truck does not match the Transponder displayed. Select in "Send New Transponder Reason" why a text field.
- #3 Click on "Edit" under the Action column to view and/or
- #4 Once all vehicles requiring renewal have been selecte order.

Be sure to select vehicles under the correct renewal year.

Select the vehicle you would like to

Click ONLY if you need a new transponder. *

* Mandatory Field

Include In Order	Send New Transponder	Vehicle Identification Information					C-TPAT FAST ID (If Applicable)	Register Owner	Action
SelectAll UnselectAll	<input type="checkbox"/>	Transponder Number	Cab Number	VIN	License Plate Number				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	E123456789654987	1	5GDP7C1CX12346789	987654		JON'S TRUCK COMPANY	Edit	
<input type="checkbox"/>	<input type="checkbox"/>	E123456789654987	1	5GDP7C1CX12346789	987654		JON'S TRUCK COMPANY	Edit	

If you requested a replacement transponder, choose a

If you chose "Other" type a reason in the box provided.

Click the **Add to Order** button.

***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.

Click the *Go to Order Detail Page* button.

DTOPS
DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM
Home | Help | Log of

Account ID: J00503937 Account Name: JON'S TRUCK COMPANY

Order Confirmation

Your item has been added to the Order Number 12740. To add additional items, or to check out, click on the "Go to Order Detail Page" button below.

Go to Order Detail Page

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST
Email: decals@dhs.gov

Click the *Proceed to Checkout* button.

S DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log of

Account Name: JON'S TRUCK COMPANY

:: Order Details :: Order Number - 12740

Click on the appropriate **Order Type** link on the **left menu** to add items to the order.

To search for a specific conveyance: Select the Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all conveyances, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Conveyance ID Criteria: Ends With Search Value: Search

Page: 1 of 1

Order Type	Order Created By	Conveyance Type	Conveyance ID	From Conveyance ID	From Decal Number	Transponder/Decal Reason	Purchase Year	Action
Renew request	ADBIC63	Commercial Vehicle	5GDP7C1CX12346789				2011	Edit Delete

[Go to Orders](#) [Proceed to Checkout](#)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

For assistance on checkout, please see page 53. ([Check-out Order](#))

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Replacement

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type **Replacement**.



Account ID: J00503937

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

Order De
Click on th

Choose **Commercial Vehicle** and click the **Next** button.

Account Name: JON'S TRUCK COMPANY

Order :: Replacement :: Conveyance Type

Please select a conveyance type to process the order.

Commercial Vehicle

Private Aircraft

Private Vessel (THIRTY FEET AND OVER)

< Back Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

If the issued transponder is non-operational, damaged, or lost, you may request a replacement transponder. To receive a replacement transponder you must complete the information below, and return the current transponder* to:

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

*If you cannot return the current transponder, you must indicate the reason why the transponder cannot be returned.

Instructions:

- #1 To create a Transponder Replacement Order, please check the box in the column "Include In Order" corresponding to the vehicle(s) to be replaced.
- #2 Please select in "Replacement Reason" why a new Transponder is needed. If "Other" is selected, please type the reason in the text field.
- #3 Once all vehicles requiring replacement have been selected, click the "Add to Order" button (located at the bottom of the page) to add to an order.

Choose vehicle that needs a replacement transponder.

For a specific vehicle: Select the search field, select the criteria, type in the value, and click "SEARCH".
For all vehicles: delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: VIN | Criteria: Ends With | Search Value: | Search

Choose the reason for requesting a replacement.

Include In Order	Vehicle Identification Information						Replacement Reason*	Action
	Transponder Number	Cab Number	VIN	License Plate Number	C-TPAT FAST ID* *If Applicable	Registered Owner		
<input checked="" type="checkbox"/>	E987654321123456	5	123456V789X987654	56851		JON'S TRUCK COMPANY	<input type="text"/>	View
<input type="checkbox"/>	E789456123321789	2	4V45675BP12345678	44658			Broken Windshield Transponder Not Functioning Transponder Not Received Other	View

< Back | Cancel | List All | **Add to Order**

Click the **Add to Order** button.

If you chose "Other" type a reason in the box provided.

Replacement Reason*	Action
Other <input type="text"/>	View
<input type="text"/>	View

Click the **Go to Order Detail Page** button.

Account ID: J00503937 Account Name: JONS TRUCK COMPANY

Order Confirmation

Your item has been added to the Order Number 12639. To add additional items, or to check out, click on the "Go to Order Detail Page" button below.

[Go to Order Detail Page](#)

Click the **Proceed to Checkout** button.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home |

Account Name: JON'S TRUCK COMPANY

Order Details :: Order Number - 12639

Click on the appropriate **Order Type** link on the **left menu** to add items to the order.

To search for a specific conveyance: Select the Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all conveyances, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Conveyance ID Criteria: Ends With Search Value: Search

Page: 1 of 1

Order Type	Conveyance Type	Conveyance ID	Transponder/Decal Reason	Purchase Year	Action
Replacement request	Commercial Vehicle	123456V789X987654	BROKEN WINDSHIELD	2011	Edit Delete

[Go to Orders](#) | [Proceed to Checkout](#)

Check Out: Order

Shipping Address :

123 INDUSTRY ROAD ANYTOWN VA UNITED STATES 11111

Physical Address :

123 INDUSTRY ROAD ANYTOWN VA UNITED STATES 11111

Shipping Method

Please select Shipping Method below.

WARNING: PO BOX in shipping address is not allowed if you select Expedited Shipping.

Shipping Method	Fee
<input type="radio"/> Expedited Shipping	\$6.00
<input checked="" type="radio"/> Standard Shipping	\$0.00

Choose Shipping Method

Payment Cost

Your order is listed below. From this screen, you may pay for your complete order by clicking on **Make Payment**.

Fees are NON-REFUNDABLE and you have verified the Shipping address. Click here to agree and proceed.

Agree to proceed.

Order Number	Total Order Cost
12639 View Order Details	\$0.00
Shipping Cost	\$0.00
Total Payment	\$0.00

Cost for Replacement is \$0.00. There is a charge for Expedited Shipping.

[Go to Orders](#) | [Go to Account Page](#) | [Make Payment](#)

Click **Make Payment**

Your Replacement Request is **NOT** submitted until you click **Make Payment**.

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Transfer

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type *Transfer*.

Account ID: J00503937

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

Order De
Click on th

Choose *Commercial Vehicle* and click *Next* button.

DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: Transfer :: Conveyance Type

Please select a conveyance type to process the order.

Commercial Vehicle

Private Aircraft (Please Contact the DTOPS Help Desk at (317) 298-1245)

Private Vessel (THIRTY FEET AND OVER) (Please Contact the DTOPS Help Desk at (317) 298-1245)

< Back Next >

one: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

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

PS DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: Transfer :: Look up Vehicle

* Mandatory Fields

Please enter the needed information in the mandatory fields below:

VIN* 12345678987654321

Does this vehicle currently have a transponder?* Yes No

< Back Reset Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Fill in the needed information for the vehicle:

- Cab number (if you do not have this, use the last 5 digits of the VIN)
- License plate number, license country of issuance, and license state/province of issuance
- Color
- C-TPAT Carrier FAST ID (Only required for C-TPAT FAST approved companies. – Do not use Driver FAST ID Number)

Note: Manufacturer, Model and Model Year will automatically fill in. If these fields are not correct, please contact the help desk.

Click the *Next* button.

Order :: Transfer :: Vehicle Details

* Mandatory Fields

Please enter fields below:

PS DECAL AND TRANSPONDER
ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Order :: Transfer :: Vehicle Details

* Mandatory Fields

Please enter fields below:

VIN 12345678987654321

Cab Number*

License Plate Number*

License Country of Issuance*

License State/Province of Issuance*

Manufacturer* FORD

Model* F-150

Color*

Model Year* 2011

C-TPAT Carrier FAST ID

Is the transponder on file for this vehicle the same as the transponder on the actual vehicle?
If no, please select the reason why the transponder does not match.

Transponder Number E123456789123456

* Yes No

Reason

< Back Reset Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

After filling in the required information, answer the question at the bottom of the page. On the previous page you answered, does this vehicle currently have a transponder?

DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Account Name: JON'S TRUCK COMPANY

Order :: Transfer :: Vehicle Details

* Mandatory Fields

Please enter fields below:

VIN 12345678987654321

Cab Number*

License Plate Number*

License Country of Issuance*

License State/Province of Issuance*

Manufacturer* FORD

Model* F-150

Color*

Model Year* 2011

C-TPAT Carrier FAST ID

Is the transponder on file for this vehicle the same as the transponder on the actual vehicle? If no, please select the reason why the transponder does not match.

Transponder Number E123456789123456

* Yes No

Reason

< Back Reset Next >

DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Account Name: JON'S TRUCK COMPANY

Order :: Transfer :: Vehicle Details

* Mandatory Fields

Please enter fields below:

VIN 12345678987654321

Cab Number*

License Plate Number*

License Country of Issuance*

License State/Province of Issuance*

Manufacturer* FORD

Model* F-150

Color*

Model Year* 2011

C-TPAT Carrier FAST ID

The transponder is found in the system. Please give the reason for requesting the new one. If "Other" is selected, please type the reason in the text field.

Reason *

< Back Reset Next >

ne: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

YES If the vehicle currently has a transponder, you will need to verify the number. If the transponder in the vehicle matches the one listed, click “Yes” and the *Next* button. If it does not match, choose “No”, and select a reason from the drop down menu, then click the *Next* button.

NO If the vehicle currently does not have a transponder, select a reason from the drop down menu and then click the *Next* button.

Next choose the Registered Owner for the vehicle and click the *Next* button.
 - If the registered owner is not listed, you can click the **Add Registered Owner+** button.

Note: For Canadian registrations use the registered plate owner information

Your item has been added to the order. Click the *Go to Order Detail Page* button.

Click the *Proceed to Checkout* button.

Check Out: Order

Shipping Address :

123 INDUSTRY ROAD ANYTOWN VA UNITED STATES 11111

Physical Address :

123 INDUSTRY ROAD ANYTOWN VA UNITED STATES 11111

Shipping Method

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

Note: If you requested a replacement transponder, you will need to choose Standard or Expedited shipping.

Payment Cost

Your order is listed below. From this screen, you may pay for your complete order by clicking on **Make Payment**.

Fees are NON-REFUNDABLE and you have verified the Shipping address. Click here to agree and proceed.

Agree to proceed.

Order Number	Total Order Cost	
12441 View Order Details		\$0.00
Shipping Cost		\$0.00
Total Payment		\$0.00

Cost for Transfer is \$0.00.
There is a charge for Expedited Shipping.


[Go to Orders](#) [Go to Account Page](#) [Make Payment](#)

Click **Make Payment**

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Email: decals@dhs.gov

Your Transfer Request is **NOT** submitted until you click the **Make Payment** button.



Payment Confirmation

Your order has been successfully submitted. We recommend printing this page for your records. You will be notified by e-mail when the formal receipt is available.

Payment Tracking#: DTOPS Tracking#: 18131
Order Number: 12441
Payment Amount: \$0.00
Shipping Method:
Shipping Address: 123 INDUSTRY ROAD ANYTOWN, VA 11111, US
Physical Address: 123 INDUSTRY ROAD, ANYTOWN, VA 11111, US

[Print](#) [Go to Orders](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Your Transfer Request is now submitted. If you requested a replacement transponder, you will receive a copy of the receipt with the transponder in the mail. If you did not request a replacement transponder, you will receive an e-mail once your transfer is complete. At that time, you can sign into DTOPS and print a copy of your receipt.

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Exchange

You are unable to request exchanges for vehicles using DTOPS. Please see the instructions on how to proceed with sending a request to us.

Note: Payment is not required for the new transponder.

Transponder exchanges

Because a transponder is assigned to a specific conveyance, it cannot be removed and attached to another conveyance. CBP will exchange a transponder 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.

Written request for the exchange must include the following:

1. The new or used transponder.
2. A new application for the vehicle that will be assigned the replacement transponder.
3. The itemized receipt that was mailed to you with the transponder.
4. A 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 User Fee prior to January 1st, it may be exchanged through January 31st, of the renewal year.

Send the above documentation for exchange requests to:

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

[Go to Order Detail Page](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Email: decals@dhs.gov

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Vessel

New User Fee

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type *New User Fee*.

DTOPS DECAL AND TRANSPODER ONLINE PROCUREMENT SYSTEM
Account ID: J00502811

Order Type

- **New User Fee**
- Renewal
- Replacement
- Transfer
- Exchange

Order Def
Click on the

Order T

Choose *Private Vessel*.

Note: If your vessel is fewer than 30 feet you are not required to have a User Fee Decal.

Click the *Next* button.

DTOPS DECAL AND TRANSPODER ONLINE PROCUREMENT SYSTEM
Account ID: J00502811 Account Name: JANE DOE

Order :: New User Fee :: Conveyance Type

Please select the conveyance type to process the order.

Commercial Vehicle

Private Aircraft

Private Vessel (THIRTY FEET AND OVER)

< Back Next >

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Choose the User Fee Year.

Enter the information for the vessel.

Note: Only one of the identification numbers is required but you can fill in more if you have them.

Click the *Next* button.

DTOPS DECAL AND TRANSPODER ONLINE PROCUREMENT SYSTEM
Account ID: J00502811 Account Name: JANE DOE

Order :: New User Fee :: Vessel

* Mandatory Fields

Please enter the needed information in the mandatory fields below.

User Fee Year* 2011

Model Year* 1997

Manufacturer* BAYLINER

Vessel Name* MY BOAT

At least one of the following types of identification information is required:
U.S. Coast Guard ID, Local Registration Number, and/or Hull ID Number (HIN).

US Coast Guard ID 87654321

Local Registration Number

Hull ID

You must enter at least 1 of 3 identification numbers.

< Back Reset Next >

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

If you get this message, click in the box, then click the *Next* button.

The vessel you entered already exist! Check the box below to continue.
 Check to confirm and click 'Next' to continue

Click the *Go to Order Detail Page* button.

Account ID: J00502811 Account Name: JANE DOE

Order Confirmation

Your item has been added to the Order Number 8718. To add additional items, or to check out, click on the "Go to Order Detail Page" button below.

[Go to Order Detail Page](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Click the *Proceed to Checkout* button.

Account Name: JANE DOE

Order Details :: Order Number - 8718

Click on the appropriate **Order Type** link on the **left menu** to add items to the order.

To search for a specific conveyance: Select the Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all conveyances, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Conveyance ID Criteria: Ends With Search Value: Search

Page: 1 of 1

Order Type	Conveyance Type	Conveyance ID	Transponder/Decal Reason	Purchase Year	Action
New request	Private Vessel	87654321		2011	View Item Delete

[Go to Orders](#) | [Proceed to Checkout](#)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

For assistance on checkout, please see page 53. ([Check-out Order](#))

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Renewal

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type **Renewal**.



Account ID: J00502811

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

Choose **Private Vessel** and click the **Next** button.

DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JOHN DOE

Order :: Renewal :: Conveyance Type

Please select a conveyance type to process the order.

Commercial Vehicle

Private Aircraft

Private Vessel (THIRTY FEET AND OVER)

< Back | Next >

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Click in the box for the year you are currently applying. If applying for two years at the same time (available September 1st to December 15th), click in both boxes. Then click the **Add to Order** button.

Note: If you do not have a decal for the previous year or your vessel is not listed, you will need to order a **New User Fee** see page 43 ([New User Fee](#)).

DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JOHN DOE

Order :: Renewal :: Private Vessel

To Create a Renewal Order, please check the box in the renewal year column(s) corresponding to the vessel(s) to be renewed.

Once all vessels requiring renewal have been selected, select "Add to Order" to add to an order in progress.

Click on "View" to view the current information.

2011 Select All Unselect All	2012 Select All Unselect All	Vessel Identification Information						Action
		Vessel Name	Hull ID	Local Registration Number	US Coast Guard ID	Model Year	Manufacturer	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	JOHN'S BOAT			1234567	2001	BERTRAM	View

< Back | Cancel | Add to Order

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Email: decals@dhs.gov

Now your item has been added to the order. Click the *Go to Order Detail Page* button.

Account ID: J00502811 Account Name: JOHN DOE

Order Confirmation

Your item has been added to the Order Number 12458. To add additional items, or to check out, click on the "Go to Order Detail Page" button below.

[Go to Order Detail Page](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

Click the *Proceed to Checkout* button.

Account Name: JOHN DOE

Order Details :: Order Number - 12458

Click on the appropriate **Order Type** link on the **left menu** to add items to the order.

To search for a specific conveyance: Select the Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all conveyances, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Conveyance ID Criteria: Ends With Search Value: Search

Page: 1 of 1

Order Type	Conveyance Type	Conveyance ID	Transponder/Decal Reason	Purchase Year	Action
Renew request	Private Vessel	1234567		2012	View Item Delete

[Go to Orders](#) [Proceed to Checkout](#)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

For assistance on checkout, please see page 53. ([Check-out Order](#))

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Replacement

You are unable to request replacement decals for vessels using DTOPS. Please see the instructions on how to proceed with sending a request to us.

Order :: Replacement :: Decals

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 that was returned to you with the decal.
- A copy of the paid repair or repainting bill that is signed by the company that did the work, with the company's name and address on the signed invoice or letterhead.
- The aircraft tail number or vessel name.
- A signed statement with a brief explanation of the circumstances that required the repair or repainting, with a contact name and telephone number.

Mail or fax the above documentation for replacement requests to:

317-290-3219

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

Exchange

You are unable to request exchanges for vessels using DTOPS. Please see the instructions on how to proceed with sending a request to us.

Note: Payment is not required for the new decal.

Request Exchange Instructions

Decal exchanges

Because a decal is assigned to a specific conveyance, it cannot be removed and attached to another conveyance. CBP will exchange an UNUSED decal for a different conveyance if a written request is postmarked no later than 30 calendar days from which it was issued*. The following documentation must be submitted for decal exchanges:

1. UNUSED decal
2. Itemized receipt that was returned to you with the decal.
3. New application (CF339A for aircraft or 339V for vessels) for the aircraft or vessel that will be assigned the replacement decal.
4. Signed statement with a brief explanation of the circumstances that require the exchange, with a contact name and telephone number.

Send the above documentation for exchange requests to:

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

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

NOTE: If the decal has already been placed on the aircraft or vessel, an exchange is not possible. A new decal must be purchased.

Aircraft

New User Fee

For assistance starting an order see page 25.
([Creating an Order](#))

Choose Order Type *New User Fee*.



Account ID: J00502811

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

Choose *Private Aircraft*.

Click the *Next* button.

DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JOHN DOE

Order :: New User Fee :: Conveyance Type

Please select the conveyance type to process the order.

Commercial Vehicle

[Private Aircraft](#)

Private Vessel (THIRTY FEET AND OVER)

< Back | [Next >](#)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Choose the User Fee Year.

Enter the information for the aircraft.

Click the *Next* button.

DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JOHN DOE

Order :: New User Fee :: Aircraft

* Mandatory Fields

Please enter the needed information in the mandatory fields below:

User Fee Year* 2011

Model Year*

Manufacturer*

Tail Number*

< Back | Reset | [Next >](#)

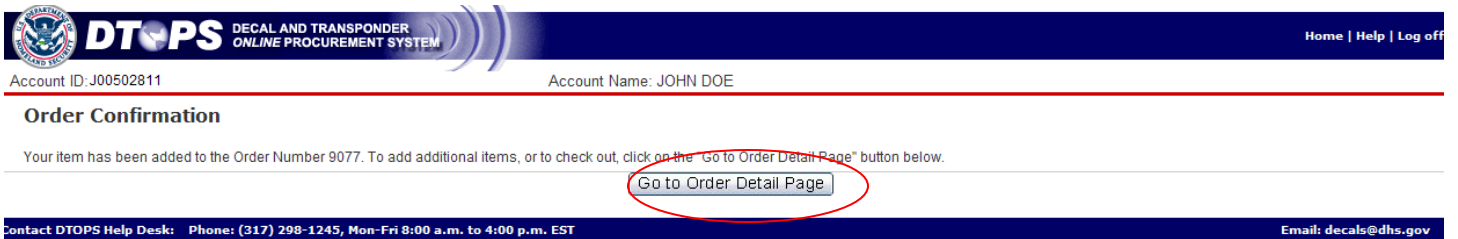
Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

If you get this message, click in the box, then click the *Next* button.

The aircraft you entered already exist! Check the box below to continue.

Check to confirm and click 'Next' to continue

Click the *Go to Order Detail Page* button.



The screenshot shows the DTOPS (Decal and Transponder Online Procurement System) interface. At the top, there is a navigation bar with the DTOPS logo and the text "DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM". On the right side of the bar are links for "Home | Help | Log off". Below the bar, the account information is displayed: "Account ID: J00502811" and "Account Name: JOHN DOE". The main heading is "Order Confirmation". Below this heading, a message states: "Your item has been added to the Order Number 9077. To add additional items, or to check out, click on the 'Go to Order Detail Page' button below." The button "Go to Order Detail Page" is circled in red. At the bottom of the page, there is a footer with contact information: "Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST" and "Email: decals@dhs.gov".

Click the *Proceed to Checkout* button.



The screenshot shows the DTOPS "Order Details" page for Order Number 9077. The page header includes the DTOPS logo and "DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM" on the left, and "Home | Help | Log off" on the right. The account name "Account Name: JOHN DOE" is displayed in the center. Below the header, the page title is "Order Details :: Order Number - 9077". A message instructs the user: "Click on the appropriate Order Type link on the left menu to add items to the order." Below this, there is a search section with instructions: "To search for a specific conveyance: Select the Criteria, type in the Search Value, and click 'Search'. To search with 'Ends With' or 'Starts With' criteria, please enter a search value of at least 4 characters. To view all conveyances, delete the Search Value, select Criteria option 'Ends With' or 'Starts With', and click 'Search'." The search form includes a "Search Field" dropdown set to "Conveyance ID", a "Criteria" dropdown set to "Ends With", a "Search Value" input field, and a "Search" button. Below the search form are navigation icons and "Page: 1 of 1". A table displays the order details:

Order Type	Conveyance Type	Conveyance ID	Transponder/Decal Reason	Purchase Year	Action
New request	Private Aircraft	N5555		2011	View Item Delete

At the bottom of the page, there are two buttons: "Go to Orders" and "Proceed to Checkout". The "Proceed to Checkout" button is circled in red. The footer contains the same contact information as the previous screenshot: "Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST" and "Email: decals@dhs.gov".

For assistance on checkout, please see page 53. ([Check-out Order](#))

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Renewal

For assistance starting an order see page 25.
[\(Creating an Order\)](#)

Choose Order Type **Renewal**.

Order Type

- [New User Fee](#)
- [Renewal](#)
- [Replacement](#)
- [Transfer](#)
- [Exchange](#)

Choose **Private Aircraft** and click the **Next** button.

Account Name: JOHN DOE

Order :: Renewal :: Conveyance Type

Please select a conveyance type to process the order.

Commercial Vehicle
 Private Aircraft
 Private Vessel (THIRTY FEET AND OVER)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Click in the box for the year you are currently applying. If applying for two years at the same time, click both boxes. Then click the **Add to Order** button.

Note: If you do not have a decal for the previous year or your aircraft is not listed, you will need to order a **New User Fee** see page 48 ([New User Fee](#)).

Account Name: JOHN DOE

Order :: Renewal :: Private Aircraft

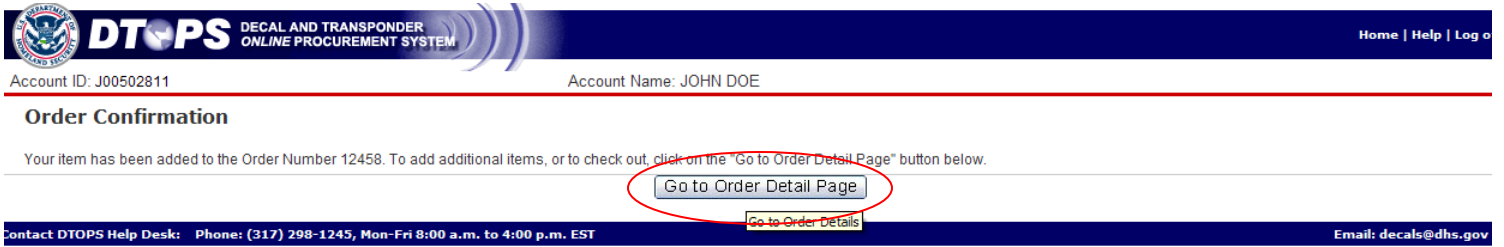
To Create a Renewal Order, please check the box in the renewal year column(s) corresponding to the aircraft(s) to be renewed.

Once all aircrafts requiring renewal have been selected, select "Add to Order" to add to an order in progress.

Click on "View" to view the current information.

2011 Select All Unselect All	2012 Select All Unselect All	Aircraft Identification Information			Action
		Tail Number	Model Year	Manufacturer	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	N5555	2001	BEECH	View
<input type="checkbox"/>	<input type="checkbox"/>	N5555	2001	BOEING	View

Now your item has been added to the order. Click the *Go to Order Detail Page* button.



The screenshot shows the DTOPS (Decal and Transponder Online Procurement System) interface. At the top, there is a header with the DTOPS logo and the text "DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM". Below the header, the account information is displayed: "Account ID: J00502811" and "Account Name: JOHN DOE". The main heading is "Order Confirmation". Below this, a message states: "Your item has been added to the Order Number 12458. To add additional items, or to check out, click on the 'Go to Order Detail Page' button below." A button labeled "Go to Order Detail Page" is highlighted with a red circle. At the bottom of the page, there is a footer with contact information: "Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST" and "Email: decals@dhs.gov".

Click the *Proceed to Checkout* button.



The screenshot shows the DTOPS "Order Details" page for Order Number 12458. The header includes the DTOPS logo and "DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM". The account name "JOHN DOE" is displayed. The page title is "Order Details :: Order Number - 12458". Below the title, there is a message: "Click on the appropriate Order Type link on the left menu to add items to the order." A search section follows, with instructions: "To search for a specific conveyance: Select the Criteria, type in the Search Value, and click 'Search'." Below the instructions is a search form with "Search Field" set to "Conveyance ID", "Criteria" set to "Ends With", and a "Search" button. Below the search form are navigation controls showing "Page: 1 of 1". A table displays the order details:

Order Type	Conveyance Type	Conveyance ID	Transponder/Decal Reason	Purchase Year	Action
Renew request	Private Aircraft	N5555		2012	View Item Delete

At the bottom of the page, there are two buttons: "Go to Orders" and "Proceed to Checkout", with the latter highlighted by a red circle. The footer contains contact information: "Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST" and "Email: decals@dhs.gov".

For assistance on checkout, please see page 53. ([Check-out Order](#))

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Replacement

You are unable to request replacement decals for aircraft using DTOPS. Please see the instructions on how to proceed with sending a request to us.

Order :: Replacement :: Decals

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 that was returned to you with the decal.
- A copy of the paid repair or repainting bill that is signed by the company that did the work, with the company's name and address on the signed invoice or letterhead.
- The aircraft tail number or vessel name.
- A signed statement with a brief explanation of the circumstances that required the repair or repainting, with a contact name and telephone number.

Mail or fax the above documentation for replacement requests to:

317-290-3219

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

Exchange

You are unable to request exchanges for aircraft using DTOPS. Please see the instructions on how to proceed with sending a request to us.

Note: Payment is not required for the new decal.

Request Exchange Instructions

Decal exchanges

Because a decal is assigned to a specific conveyance, it cannot be removed and attached to another conveyance. CBP will exchange an UNUSED decal for a different conveyance if a written request is postmarked no later than 30 calendar days from which it was issued*. The following documentation must be submitted for decal exchanges:

1. UNUSED decal
2. Itemized receipt that was returned to you with the decal.
3. New application (CF339A for aircraft or 339V for vessels) for the aircraft or vessel that will be assigned the replacement decal.
4. Signed statement with a brief explanation of the circumstances that require the exchange, with a contact name and telephone number.

Send the above documentation for exchange requests to:

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

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

NOTE: If the decal has already been placed on the aircraft or vessel, an exchange is not possible. A new decal must be purchased.

Check-out Order

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log off

Account ID: J00502811 Account Name: JOHN DOE

Check Out: Order

Shipping Address :
123 MAIN ST ANYTOWN VA UNITED STATES 11111

Physical Address :
123 MAIN ST ANYTOWN VA UNITED STATES 11111

Shipping Method
Please select Shipping Method below.
WARNING: PO BOX in shipping address is not allowed if you select Expedited Shipping.

Shipping Method	Fee
<input type="radio"/> Expedited Shipping	\$6.00
<input checked="" type="radio"/> Standard Shipping	\$0.00

Payment Cost
Your order is listed below. From this screen, you may pay for your complete order by clicking on Make Payment.

Fees are NON-REFUNDABLE and you have verified the Shipping address. Click here to agree and proceed.

Order Number	Total Order Cost
9077 View Order Details	\$27.50
Shipping Cost	\$0.00
Total Payment	\$27.50

[Go to Orders](#) | [Go to Account Page](#) | [Make Payment](#)

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

Verify Shipping Address.
Note: If this is wrong, click the *Go to Account Page* button and update address before checking out.

Choose shipping type.
Note: Expedited Shipping only expedites the shipping, NOT the processing.

Agree to proceed.

Click *Make Payment*

Choose your payment method.
Click the *Next* button.

Border Protection security CBP.gov

CBP Online Payment
Step 1 of 2: Choose Payment Method
Please choose to pay either by credit card or bank account below. Then click the **Next** button to proceed to Step 2.

Payment Amount (in US currency): \$27.50

Credit Card

Bank Account (U.S. Banks only)

[Cancel](#) [Next](#)

If you chose Credit Card, enter in the required information and click the *Submit Payment* button.

Customs & Border Protection Department of Homeland Security CBP.gov

CBP Online Payment
Step 2 of 2: Payment by Credit Card
Please enter your credit card information below. Then click the **Submit Payment** button to complete the process.

* **Mandatory Fields**

Payment Amount (in US currency): \$205.00

Account Holder * john doe

Billing Address * 123 INDUSTRY ROAD

City ANYTOWN

Country UNITED STATES

State/Province VIRGINIA

Postal/Zip Code 11111

Credit Card Type * Visa

Credit Card Number * 4444444444444444 (Value should not contain spaces or dashes)

Expiration Date * 03 / 2014

Security Code * 444 (3 digit security code (On the back of your card, find the last 3 digits.)

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

If you chose Bank Account, enter the required information and click the **Submit Payment** button.

Note: Bank Account payments are processed after a five day hold.

Order Protection
CBP.gov

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

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

Mandatory Fields

Payment Amount (in US currency): \$205.00

Account Holder * JOHN DOE

Account Type * Business Checking

Routing Number * 02604678

Account Number * 0243767390

Confirm Account Number * 0243767390

Check Number 1234

Routing Number: 0 2 6 0 4 6 7 8 3
Account Number: 0 2 4 3 7 6 7 3 9 0
Check Number: 1 2 3 4

<Back Cancel **Submit Payment**

You will see this page while the payment is being processed.

U.S. Customs & Border Protection
U.S. Department of Homeland Security
CBP.gov

DHS.gov

Your payment is being processed.
It could take a few minutes. Please wait.

Note: Please avoid using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly.

Once the payment is processed, you will get the payment confirmation.
Print this page and keep it for your records.

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Payment Confirmation

Your order payment has been successfully submitted. We recommend printing this page for your records.
You will be notified by e-mail when the formal receipt is available.

Payment Tracking#: 10031923
Order Number: 9077
Payment Amount: \$27.50
Payment Date: May 27, 2011 3:33:09 PM
Payer Name: JOHN DOE
Shipping Method: Standard Shipping
Shipping Address: 123 MAIN ST, ANYTOWN, VA 11111, US
Physical Address: 123 MAIN ST, ANYTOWN, VA 11111, US
Billing Address: 123 MAIN ST, ANYTOWN, VA 11111, US

Print Go to Orders

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST
Email: decals@dhs.gov

Your order has now been submitted. Please allow 2-4 weeks for processing.

Order Status Explanation

Under Create/Manage Orders, you will see a list of your current and past orders.

J00503936 Account Name: JANE DOE

Create/Manage Orders

Create New Order

:: Manage Order(s) ::

Page: 1 of 1

	Order Number ^	Paid Date	Last Status Update Date	Order Status	Total Cost	Action
<input type="checkbox"/>	12743		2011-08-19	Order Unpaid	\$27.50	View View Payment
<input type="checkbox"/>	12742	2011-08-19 11:59:18.0	2011-08-19	Payment Complete	\$27.50	View View Payment

Return to Account Page Combine Orders Check Out Selected Order

Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

You can see the status of your order listed under Order Status.

Order Status	Explanation
Order Unpaid	Order still needs to be Checked Out. Check the box next to order number and click the Checkout Selected Order button.
Payment Complete	Your payment has been submitted. No further action is required.
Payment Initiated	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”.
Payment Denied	The payment was denied. Please try a different form of payment.
Fulfillment Initiated	Your order is currently being processed.
Fulfillment Complete	Your order is finished being processed and your decal or transponder has been mailed, (if requested). The receipt is available to print under Print Receipt .

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Managing Conveyance Inventory

To view or edit the conveyance information in your account, you can click on Manage Conveyance Inventory.

From your account page -
Click on *Manage Conveyance Inventory*.




Choose *Commercial Vehicle*, *Private Aircraft*
or *Private Vessel*
then click the *Next* button.



Aircraft/Vessels

For Private Aircraft and Private Vessels you can see certain information about the conveyances in your DTOPS account.



DTOPS

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Account ID: J00502811
Account Name: JOHN DOE

:: Manage Inventory :: Aircraft

Click on an Aircraft's Tail Number to view and/or update the current information, or to deactivate an aircraft .
Only aircrafts deactivated during the current User Fee Year are available to view.

To search for a specific aircraft: Select the Search Field, select the Criteria, type in the Search Value, and click "Search".
To view all aircrafts, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field

Criteria

Search Value


Tail Number

Ends With

Tail Number	Model Year	Manufacturer	Decal Number	User Fee Year	Decal Status	Action
N5555	2001	BEECH				
N5555	2001	BEECH	1564023	2011	Active	Print Receipt
N5555	2001	BOEING	1564022	2011	Active	Print Receipt

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Email: decals@dhs.gov



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Account ID: J00502811
Account Name: JOHN DOE

:: Manage Inventory :: Vessel

Click on a vessel name on the Vessel Name column to view and/or update the current information, or to deactivate an vessel .
Only vessels deactivated during the current User Fee Year are available to view.

To search for a specific vessel: Select the Search Field, select the Criteria, type in the Search Value, and click "Search".
"Contain" Criteria allows you to perform pattern matching.
To view all vessels, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field

Criteria

Search Value

Hull ID

Ends With

Vessel Name	Hull ID	Local Registration Number	US Coast Guard ID	Model Year	Manufacturer	Decal Number	User Fee Year	Decal Status	Action
DOE'S MOE-TION	1234567		1234567	1993	BLUEWATER	6520048	2006	Void	
JOHN'S BOAT			1234567	2001	BERTRAM				
JOHN'S BOAT			1234567	2001	BERTRAM	1564024	2011	Active	Print Receipt

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Email: decals@dhs.gov

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 **Print Receipt**.

Note: If any information is incorrect, you will need to contact our helpdesk by phone (317) 298-1245 or by e-mail decals@dhs.gov to have it updated.

Commercial Vehicles

For Commercial Vehicles you will see information about the vehicles in your DTOPS account.

Account ID: J00503937 Account Name: JON'S TRUCK COMPANY

DTOPS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM Home | Help | Log

Manage Inventory :: Vehicle

Click on a Vehicle's VIN to view and/or update the current information, or to deactivate a vehicle.
For deactivated vehicles, only vehicles deactivated during the current User Fee Year are available to view.

To search for a specific vehicle: Select the Search Field, select the Criteria, type in the Search Value, and click "Search".
"Contain" Criteria allows you to perform pattern matching.
If vehicles, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: VIN Criteria: Ends With Search Value: Search

Display Options: All Vehicles Active Vehicles Only Deactivated Vehicles Only Suspended Vehicles Only Filter

Transponder Number	Cab Number	VIN	License Plate Number	User Fee Year	Conveyance Status	Transponder Status	Action
03E2D1F2C131E000	1	1GDP7C1CX5F528147	PZ5791	2007	Active	Active	
E02246540021473D	2	4H3516890CE00426	44658	2011	Active	Active	Print Receipt
E022465400218151	5	123456V789X987654	56851	2011	Active	Active	Print Receipt

Go to Account Page

Contact DTOPS Help Desk: Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

From this screen you can print a copy of a receipt for paid vehicles by clicking **Print Receipt**,
Or click on the VIN (serial number) for a specific vehicle to update it.

The system will bring you to a screen where you can update several fields for the vehicle.

The fields you can update are:

- *Conveyance Status
- *Cab Number
- *License Plate Number
- *License Plate Country
- *License Plate State/Province
- *Color
- *C-TPAT FAST ID
- *Registered Owner

Note: To update a VIN, Manufacture, Model or Model Year, you must contact the help desk.

PS DECAL AND TRANSPONDER ONLINE PROCUREMENT SYSTEM

Account Name: JON'S TRUCK COMPANY

Manage Inventory :: Vehicle Information

To change Vehicle's Registered Owner, click "Change Owner" to proceed. Click "Update" when completed.

*** Mandatory Fields**

Please enter fields below:

Change status to Active or Deactivated	Conveyance Status	Active
	VN*	123456V789X987654
	Cab Number*	5
Change License Plate Number, Country or State	License Plate Number*	56851
	License Country of Issuance*	UNITED STATES
	License State/Province of Issuance*	INDIANA
	Manufacturer*	FORD
	Model*	LX120
Change Color	Color*	GREEN
	Model Year*	2013
	Transponder Number	E022465400218151
	Transponder Status	Active
Change or Add C-TPAT FAST ID	C-TPAT Carrier FAST ID	NKFHLD5
	Registered Owner*	JON'S TRUCK COMPANY

[Change Owner](#)

[< Back](#) [Update](#)

Phone: (317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

After updating a field, click the **Update** button and the system will take you back to your conveyance list.

Once a field has been updated, you can print a new copy of the receipt from the conveyance list by clicking on **Print Receipt**.

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.

Manage Register Owners

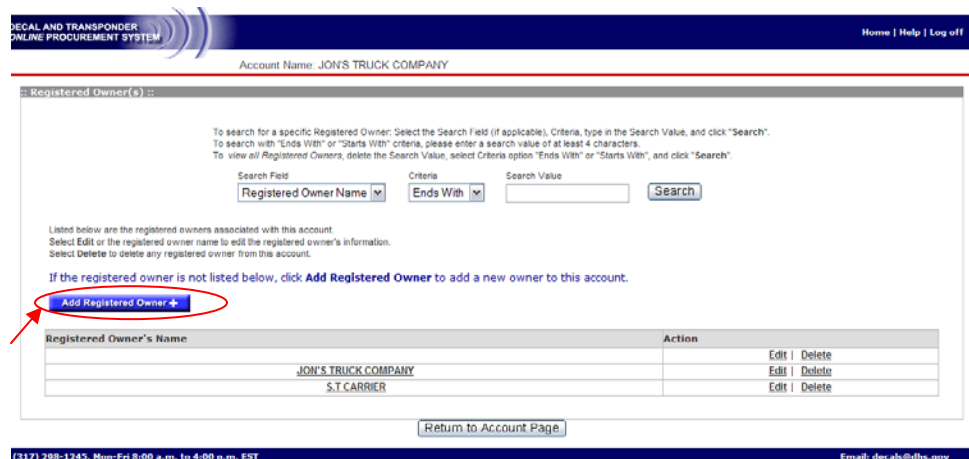
In this section you can edit, delete or add new Registered Owners.

Note: If the truck has a Canadian registration, please use the plate owner information.

From the Account Page,
Click on **Manage Registered Owners**

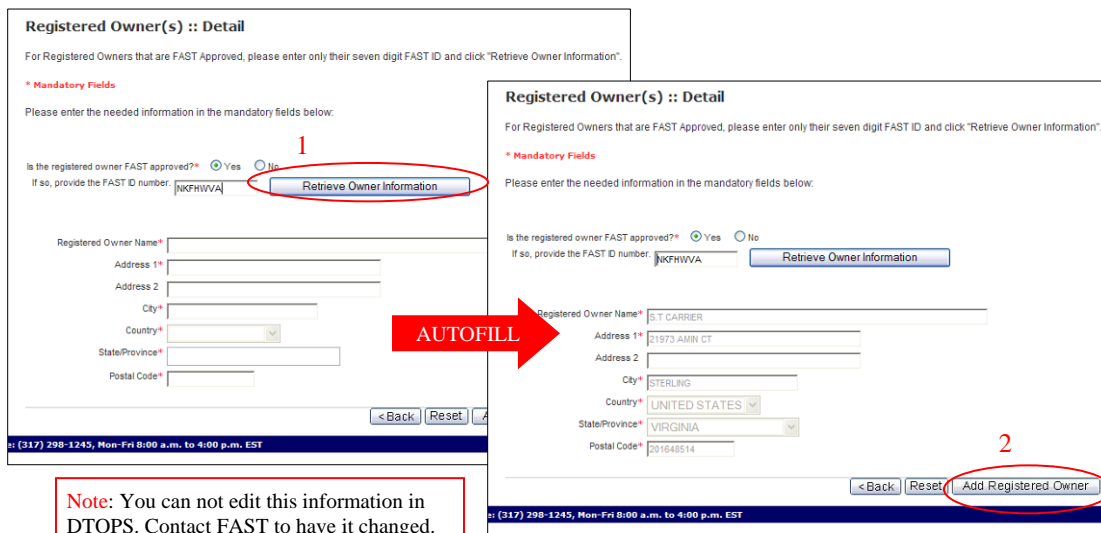


To add a new Registered Owner, click the **Add Registered Owner+** button.



If your company is C-TPAT FAST approved, fill in the FAST ID.

Click the **Retrieve Owner Information** button then the **Add Registered Owner** button.



If your company is not C-TPAT FAST approved, you will need to enter the required information. Then click the **Add Registered Owner** button.

Account Name: JONS TRUCK COMPANY

Registered Owner(s) :: Detail

For Registered Owners that are FAST Approved, please enter only their seven digit FAST ID and click "Retrieve Owner Information".

*** Mandatory Fields**

Please enter the needed information in the mandatory fields below:

Is the registered owner FAST approved? Yes No

If so, provide the FAST ID number:

Registered Owner Name#

Address 1#

Address 2

City#

Country#

State/Province#

Postal Code#

(317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST

Once you have added the Registered Owners, you will see them on your list.

Account Name: JONS TRUCK COMPANY

Registered Owner(s) ::

To search for a specific Registered Owner: Select the Search Field (if applicable), Criteria, type in the Search Value, and click "Search".
To search with "Ends With" or "Starts With" criteria, please enter a search value of at least 4 characters.
To view all Registered Owners, delete the Search Value, select Criteria option "Ends With" or "Starts With", and click "Search".

Search Field: Criteria: Search Value:

Listed below are the registered owners associated with this account.
Select Edit or the registered owner name to edit the registered owner's information.
Select Delete to delete any registered owner from this account.

If the registered owner is not listed below, click **Add Registered Owner** to add a new owner to this account.

Registered Owner's Name	Action
JON'S TRUCK COMPANY	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
S.T CARRIER	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

(317) 298-1245, Mon-Fri 8:00 a.m. to 4:00 p.m. EST Email: decals@dhs.gov

From this screen, you can also Edit or Delete Registered Owners.

To do this click **Edit** or **Delete**.

Note: You will not be able to delete a registered owner if it is attached to any vehicle in your account.

When you have completed editing, deleting or adding Registered Owners, click the **Return to Account Page** button to continue.

If you need further assistance please contact the help desk by phone at (317) 298-1245 or by e-mail at decals@dhs.gov.