



IFTA/INTRASTATE E-FILE USER MANUAL

EXCISE TAX DIVISION

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If you have additional questions that are not covered in this user manual, please contact the Excise Tax Division at 1-877-308-9092 or (919) 707-7500 for assistance.

Motor Carrier IFTA/Intrastate Online Filing and Payment System

Step 1: From the Department's home page, www.dorncc.com, select E-Services for Businesses and then click the link Motor Fuels IFTA/Intrastate E-File. When you are ready, click the link "Ready to file IFTA returns or order IFTA/Intrastate credentials online? Click here!" to open the application.

Step 2: Once you have read the welcome information, select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue website. The header includes the text "North Carolina Department of Revenue" and a navigation menu with buttons for "Home", "About Us", "What's New", "Electronic Services", and "Tax Forms". A search bar is also present. Below the navigation menu, there is a link for "Electronic Services". The main content area is titled "Welcome to the Motor Carrier IFTA/Intrastate On-line Filing and Payment System" and includes a "Help ?" button. The text explains that the system allows registered carriers to order credentials and file IFTA returns. It also provides information about standard symbols and buttons, such as the asterisk (*) for required fields, the question mark (?) for help, and the exclamation mark (!) for warnings. At the bottom of the page, there are four buttons: "Back", "Submit", "Refresh", and "Cancel".

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e-services
> [Electronic Services](#)

Welcome to the Motor Carrier IFTA/Intrastate On-line Filing and Payment System

Help ?

The IFTA/Intrastate on-line system allows all registered Intrastate carriers to order credentials (license and decals). Also, the system allows all registered International Fuel Tax Agreement (IFTA) carriers to file quarterly IFTA returns, pay amounts due and order credentials (license and decals). The Department of Revenue's on-line system will offer the convenience of completing transactions 24 hours a day, 7 days a week. Payments can be made by bank draft, Mastercard, or Visa.

Standard Symbols and Buttons

Red asterisk (*) denotes required fields that must be filled in.
A Help button is located in the top right corner of every page. For help on specific fields, simply click on the question mark (?) beside the field. For detailed IFTA requirements, please refer to the IFTA Compliance Manual located on the DOR website: www.dorncc.com/publications/ifta
The symbol (!) is a warning that you have entered incorrect information. When you move your mouse over the (!), an explanation of the error will be displayed specific to that field. Four navigation buttons are located at the bottom of each page:
The BACK button takes you back to the previous page.
The SUBMIT button takes you to the next page.
The REFRESH button clears all information entered on a page.
The CANCEL button cancels all input and exits the application.

To view frequently asked questions, click on [FAQ](#)

If you have questions or need assistance, you may contact the Department of Revenue at (919) 707-7500 or toll-free at (877) 308-9092, Monday through Friday, 8:00 am to 5:00 pm. [For IFTA/IN Web Questions & Suggestions, Click Here.](#)

Back Submit Refresh Cancel

Online Account Setup

First Time User/Initial Access Setup

Before you can begin using the IFTA/Intrastate E-File application, you must set up your online account. You will need the access code letter we mailed to you shortly after you registered with the Department.

Important: You must set up your account within 90 days of the date on your access code letter; otherwise, your access code will expire. If you do not have your letter or if your access code has expired, contact us at (919) 707-7500 or 1-877-308-9092 to obtain your access code.

Step 1: On the Login screen, select the link for “First Time User/Initial Access Setup.”

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e-services > [Electronic Services](#)

Login Help ?

*User ID: ?
(E-mail address) [First Time User / Initial Access Setup](#)

*Password: ?
[Forgot Your Password](#)

- All transactions are considered valid and legally binding once you click "Submit" below.
- Your account can only be accessed by your User ID and valid password.
- If this is your first time logging into the IFTA/Intrastate on-line system, click in the First Time User/Initial account setup link above.
- If you have forgotten your password, click on the "Forgot your password" link above.
- Once logged into the system, as a security measure, you will automatically be logged out if the system remains idle for more than 30 minutes.

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 2: Read the internet access setup notice and select "Submit" to continue.

The screenshot displays the North Carolina Department of Revenue e-services website. The header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area features a green-bordered box titled "Internet Access Setup Notice" with a "Help" icon. Inside this box, a grey-shaded text area contains the following information:

The following web pages will guide you through the process of setting up your IFTA/Intrastate Account. No information is final until you click "Submit" on the Confirmation Screen.
Using this process you will be asked to specify the following:

- NCDOR ID and Access Code

At the bottom of the page, there are four buttons: "Back", "Submit", "Refresh", and "Cancel".

On-line Account Setup First Time User/Initial Access

Step 3: Enter the NCDOR ID and access code from the access code letter you received. The access code is case-sensitive so you must use capital letters. Select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue website. The header includes the logo and navigation links: Home, About Us, What's New, Electronic Services, Tax Forms, and a search bar. The main content area is titled "First Time Internet Access Information" and contains a form for entering NCDOR ID and Access Code. A message box states: "This information is in the letter you received from the Department of Revenue regarding using the Internet to file returns and order credentials." At the bottom, there are buttons for Back, Submit, Refresh, and Cancel.

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First Time Internet Access Information Help ?

Fill out the information below to begin your setup process:

*NCDOR ID : ?

*Access Code: ?

This information is in the letter you received from the Department of Revenue regarding using the Internet to file returns and order credentials.

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 4: In addition to yourself, you may grant access to your online account to a reporting service, a third party representative, or both. By granting access to another user, you are allowing that user to file returns, order credentials, close your IFTA or Intrastate account, etc. on your behalf. If you would like for someone other than yourself to have access to your online account, check the appropriate box.

Important: You may grant access or remove a user's access to your online account at a later time. See the User Management section for instructions.

Select "Submit" to continue.

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Access Management Selection Help ?

* Select one or both of the boxes below:

Reporting Services	<input checked="" type="checkbox"/> ?
Third Party	<input checked="" type="checkbox"/> ?
Individual (i.e., yourself)	<input checked="" type="checkbox"/> ?

By selecting any of the boxes above, you indicate who should have the ability to manage your Internet Account.

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 5: If you chose to allow a reporting service access to your online account, the Reporting Services Selection screen will be displayed; otherwise, skip to Step 6. From the drop down list, select the reporting service that may act on your behalf and select “Submit” to continue.

Important: If your designated reporting service is not included in the drop down list, you must have the reporting service contact our office to be added to the system.

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Reporting Services Selection Help ?

*Select the agency you have given permission to manage your IFTA/Intrastate Account

REPORT1 ?

NEW SERVICE

REPORT1

SEP3REPORTING

TEST COMPANY

TEST SERVICE

X REPORT SERVICE

Y REPORT SERVICE

Z REPORT SERVICE

1027 REPORT SERVICE

2003 REP SERVICE

Selected above must already maintain your account and be responsible for ensuring that they will accept responsibility in...

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 6: If you chose to allow a third party representative access to your online account, the 3rd Party Selection screen will be displayed; otherwise, skip to Step 9. You must indicate if the representative already has an IFTA/Intrastate online account or if the representative is a new user. Then, select “Submit” to continue.

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Department of Revenue

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3rd Party Selection Help ?

You have selected to have a third party manage your IFTA/Intrastate Internet Account.

* Select one of the options below:

Select an existing User ID/Email:
(Note: you will be required to enter their Email address.) ?

Create a new User ID/Email for the Internet which can manage your account: ?

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 7: If you indicated that the third party representative has an existing IFTA/Intrastate online account, the Select Third Party screen will be displayed; otherwise, skip to Step 8. Enter the email address of the third party representative and select "Submit" to continue.

Important: The email address entered must match an existing email address in the system; otherwise, an error message will be displayed. You should contact your representative for their correct email address.

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Select Third Party Help ?

*User ID: ?
(Email Address)

Enter the User ID / Email Address of an existing Individual (someone who already has an account established on the internet) whom you would like to maintain this Account Information. If you do not know or have forgotten the User ID / Email Address, click the "Back" Button to return to the previous page.

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 8: If you indicated that the third party representative is a new user, the New Third Party Access Information screen will be displayed; otherwise, skip to Step 9. Enter your representative's email address, first and last name, telephone number, and a temporary password and pass-phrase. Then, select "Submit" to continue.

Important: The password and pass-phrase you enter is temporary for security purposes. The first time your representative logs into the IFTA/Intrastate E-File application, they will be required to establish a new password and pass-phrase.

The screenshot shows the North Carolina Department of Revenue website. The header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled "New Third Party Access Information" and contains the following fields:

- Name / Account / Email Verification**
 - *NCDOR ID: 123000000
 - *Email Address: 3rdparty@email.com
 - *First Name: John
 - *Last Name: Doe
 - *Telephone: 919 - 733 - 9876
- Password Information**
 - *Password: [masked]
 - *Re-enter Password: [masked]
 - *Pass-Phrase: pet's name

Help text for the password field: "Your password must be at least (8) characters long with at least (1) numeric character and may contain upper and lowercase letters (A-Z,a-z), but no spaces. When you enter your password, be certain that you type it exactly as it was entered in the previous field. Passwords are case sensitive and should be difficult for others to guess."

Help text for the pass-phrase field: "Enter a phrase that will help you remember what your password is."

At the bottom of the form are buttons for Back, Submit, Refresh, and Cancel.

On-line Account Setup First Time User/Initial Access

Step 9: To complete the setup of your online account, the Individual Access Information screen is displayed. Enter your email address, first and last name, and telephone number. In addition, you must enter a password and pass-phrase. Select "Submit" to continue.

The screenshot shows the 'Individual Access Information' form on the North Carolina Department of Revenue website. The page header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms, along with a search box. The form itself is titled 'Individual Access Information' and includes a 'Help' link. It is divided into two main sections: 'Name / Account / Email Verification' and 'Password Information'. The 'Name / Account / Email Verification' section contains fields for NCDOR ID (123000000), Email Address (123mail@mail.com), First Name (Jane), Last Name (Doe), and Telephone (919-715-9999). The 'Password Information' section contains fields for Password, Re-enter Password, and Pass-Phrase (maiden name). A detailed password requirement note is provided on the right side of the form. At the bottom of the form are buttons for Back, Submit, Refresh, and Cancel.

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Individual Access Information Help ?

Name / Account / Email Verification

*NCDOR ID: 123000000

*Email Address: 123mail@mail.com ?

*First Name: Jane ?

*Last Name: Doe ?

*Telephone: 919 - 715 - 9999 ?

Password Information

*Password: ●●●●●●●● ?

*Re-enter Password: ●●●●●●●● ?

*Pass-Phrase: maiden name ?

▶▶ Your password must be at least (8) characters long with at least (1) numeric character and may contain upper and lowercase letters (A-Z,a-z), but no spaces. When you enter your password, be certain that you type it exactly as it was entered in the previous field. Passwords are case sensitive and should be difficult for others to guess.

▶▶ Enter a phrase that will help you remember what your password is.

Back Submit Refresh Cancel

On-line Account Setup First Time User/Initial Access

Step 10: Once you have successfully entered your access information as well as the access information for your designees (if applicable), the Access Management Confirmation screen will be displayed. Verify the information you have entered.

If any information is incorrect, select "Back" to return to the appropriate screen(s) to make corrections; otherwise, select "Submit" to continue to the Main Menu.

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Access Management Confirmation Help ?

Confirm the information below:

Agency Name: REPORT1
Third Party Email Address: 847thirdparty@mail.com
Email Address: 123mail@mail.com

If the above information is correct, Click "Submit" to continue. If not, click the "Back" button to correct your information.

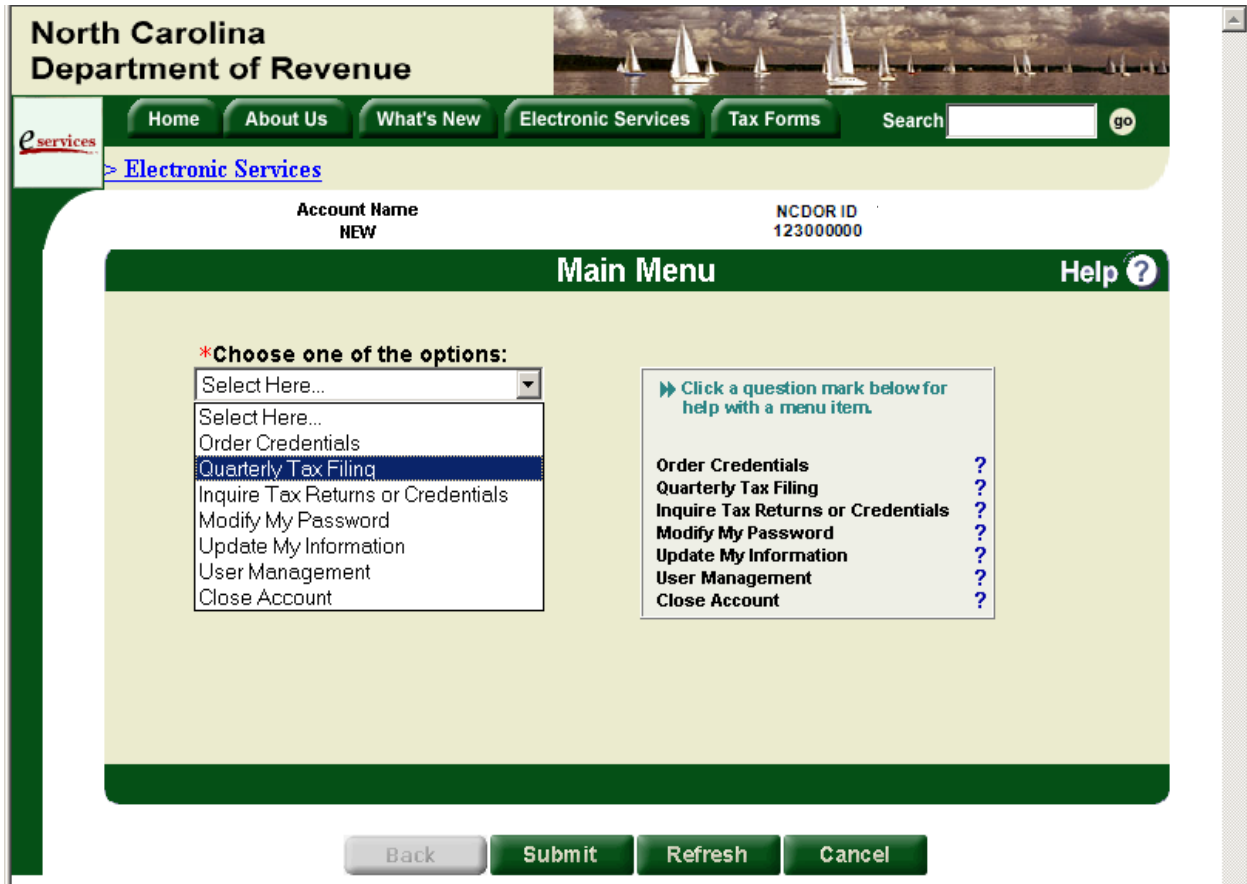
Back Submit Refresh Cancel

QUARTERLY TAX FILING

The Quarterly Tax Filing menu option should be used for the following:

- a. [File a quarterly IFTA return – Reporting No Operations](#)
- b. [File a quarterly IFTA return – Reporting Operations](#)
- c. [Submit an electronic payment with a return](#) (*Important:* You cannot submit a payment without filing a tax return.)

On the Main Menu, select “Quarterly Tax Filing” from the drop down list and select “Submit” to continue.



Quarterly Tax Filing Reporting No Operations

Step 1: If you are a reporting service or third party representative and you conduct business for more than 20 IFTA accounts, the Account Selection screen will be displayed; otherwise, skip to Step 2. Enter your client's NCDOR ID and select "Submit" to continue.

Important: If you are a reporting service or third party representative and you represent fewer than 20 IFTA accounts, the account selection screen will display a drop-down list for you to select your client's account. Select the appropriate account from the drop-down list and select "Submit" to continue.

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Account Selection Help ?

*Enter NCDOR ID: ?

Back Submit Refresh Cancel

Quarterly Tax Filing Reporting No Operations

Step 2: On the Carrier Tax Return screen, select the quarter and year of the reporting period. In addition, you must indicate whether you had operations in one or more jurisdictions during the reporting period.

If you operated in at least one jurisdiction (including North Carolina) during the reporting period, choose "Yes." If you did not operate in any jurisdiction during the reporting period, choose "No." Then, select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue's online Carrier Tax Return form. The header includes the department name and a navigation menu with options like Home, About Us, What's New, Electronic Services, and Tax Forms. The user's account information is displayed as "Account Name: NEW" and "NCDOR ID: 123000000". The main form area is titled "Carrier Tax Return" and contains the following fields:

- Select the reporting period:** Quarter: Qtr3 (July-Sept) [dropdown], Year: 2011 [dropdown].
- Did you have operations in ANY state?** Yes No ?

Below the form fields, there is a disclaimer: "By choosing 'Submit', you certify that to the best of your knowledge, this information is accurate. Choose 'Back' to change any information and choose 'Cancel' to leave the application without saving." A callout box provides additional information:

- The postmark date of your return is the date your return is completed on the Web and you get your confirmation page. Returns completed after midnight will be postmarked with the next day's date.
- Once you have submitted your return and have received the confirmation that it has been filed, you cannot make changes to the return online. However, you can view the return by choosing the Inquire Tax Returns or Credentials option from the main menu.

At the bottom of the form, there are four buttons: Back, Submit, Refresh, and Cancel.

Quarterly Tax Filing Reporting No Operations

Step 3: Based on the due date of the return you are filing, the system will calculate any applicable penalty due, which will be displayed on the Penalty Payment screen. Select “Submit” to continue.

Important: If you are filing the tax return after the due date, you will have the option of submitting an electronic payment for the amount owed before receiving a return confirmation. Go to the [Submit a Tax Payment](#) section for instructions.

The screenshot displays the North Carolina Department of Revenue e-services interface. At the top, the header reads "North Carolina Department of Revenue" with a background image of sailboats. Below the header is a navigation bar with buttons for "Home", "About Us", "What's New", "Electronic Services", and "Tax Forms", along with a search box and a "go" button. The "Electronic Services" button is highlighted, and a breadcrumb trail shows "> Electronic Services".

Below the navigation bar, a table displays account information:

Account Name	NCDOR ID	Year	Quarter
NEW	123000000	2011	July-Sept

The main content area is titled "Penalty Payment" and contains the message: "You have no penalty due. Click submit to proceed." A "Help ?" link is visible in the top right corner of this section.

At the bottom of the interface, there are four buttons: "Back", "Submit", "Refresh", and "Cancel".

Quarterly Tax Filing Reporting No Operations

Step 4: If you did not operate in any jurisdiction during the reporting period and the return is not late, the No Operation Tax Return Confirmation screen will be displayed. Make sure to print the return confirmation for your records by choosing “Print Screen.” If you would like to print a copy of your return, select “Print Return.”

If you need to perform additional functions, select “Menu” to return to the main menu; otherwise, select “Exit” to log out.

The screenshot displays the North Carolina Department of Revenue e-services interface. At the top, the header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the user's account information is shown: Account Name: NEW, NCDOR ID: 123000000, Year: 2011, and Quarter: July-Sept. The main content area is titled "No Operation Tax Return Confirmation" and contains the following text:

Thank you. Your No Operation return has been accepted and filed.

Filing Period: **2011/Quarter 3 (07/01/2011 - 09/30/2011)**

Payment: **No payment**

Confirmation Number: **20111028122628**

Date: **10/28/2011**

Time: **11:04 AM**

At the bottom of the screen, there are four buttons: Print Screen, Print Return, Menu, and Exit.

Quarterly Tax Filing Reporting Operations

Step 1: If you are a reporting service or third party representative and you conduct business for more than 20 IFTA accounts, the Account Selection screen will be displayed; otherwise, skip to Step 2. Enter your client's NCDOR ID and select "Submit" to continue.

Important: If you are a reporting service or third party representative and you represent fewer than 20 IFTA accounts, the account selection screen will display a drop-down list for you to select your client's account. Select the appropriate account from the drop-down list and select "Submit" to continue.

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> Electronic Services

Account Selection Help ?

*Enter NCDOR ID: 123000000 ?

Back Submit Refresh Cancel

Quarterly Tax Filing Reporting Operations

Step 2: On the Carrier Tax Return screen, select the quarter and year of the reporting period. In addition, you must indicate whether you had operations in one or more jurisdictions during the reporting period.

If you operated in at least one jurisdiction (including North Carolina) during the reporting period, choose "Yes." If you did not operate in any jurisdiction during the reporting period, choose "No." Then, select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue's online Carrier Tax Return form. The page header includes the department name and a navigation menu with options like Home, About Us, What's New, Electronic Services, and Tax Forms. The user's account information is displayed as "Account Name: NEW" and "NCDOR ID: 12300000". The main form area is titled "Carrier Tax Return" and contains the following fields and instructions:

- Select the reporting period:** Quarter: Qtr3 (July-Sept) [dropdown], Year: 2011 [dropdown].
- Did you have operations in ANY state?** Yes No ?

By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.

- The postmark date of your return is the date your return is completed on the Web and you get your confirmation page. Returns completed after midnight will be postmarked with the next day's date.
- Once you have submitted your return and have received the confirmation that it has been filed, you cannot make changes to the return online. However, you can view the return by choosing the Inquire Tax Returns or Credentials option from the main menu.

At the bottom of the form, there are four buttons: Back, Submit, Refresh, and Cancel.

Quarterly Tax Filing Reporting Operations

Step 3: On the Miles per Gallon (Schedule A) screen, you must do the following:

- Select each fuel type used in your operations during the reporting period.
- Enter the total miles traveled for each fuel type. Total miles should include miles traveled in IFTA and non-IFTA jurisdictions and should be rounded to the nearest whole number. You must convert Canadian kilometers to miles (1 kilometer = .62137 miles).
- Enter the total gallons used for each fuel type. You must convert Canadian liters to gallons (1 liter = .2642 gallons).

Select "Submit to continue."

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Account Name: NEW NCDOR ID: 123000000 Year: 2011 Quarter: July-Sept

Miles Per Gallon (Schedule A) [Help ?](#)

Fill in the Total Miles Traveled and Total Gallons placed in all vehicles for each fuel type used in your operations.

Fuel Type Code	Total Miles Traveled	Total Gallons
Diesel	98500	17900
Select Here...		
Select Here...		
Select Here...		
Select Here...		

Round miles and gallons to the nearest whole number. Total Miles Traveled includes all miles in IFTA and non-IFTA jurisdictions. Total Gallons includes all fuel, including bulk withdrawals and service station purchases, placed in qualified vehicles.

Back Submit Refresh Cancel

Quarterly Tax Filing Reporting Operations

Step 4: Using the Miles Per Gallon Summary screen, review the fuel type(s), total miles traveled, and total gallons entered previously to ensure it is correct. Select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue e-services interface. At the top, there is a navigation bar with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms, along with a search box. Below this, the account information is displayed: Account Name (NEW), NCDOR ID (12300000), Year (2011), and Quarter (July-Sept). The main content area is titled "Miles Per Gallon Summary" and contains a table with the following data:

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	98500	17900	5.50

Below the table, a message box states: "Verify your figures. If you need to correct the reported figures, click on "Back" button and make corrections." At the bottom of the screen, there are four buttons: Back, Submit, Refresh, and Cancel.

Quarterly Tax Filing Reporting Operations

Step 5: For each fuel type selected on Schedule A, a Jurisdictions screen will be displayed. You must identify all of the jurisdictions (both IFTA and non-IFTA) in which you traveled for each fuel type reported.

You may select jurisdictions using either of the following methods:

- Map - Using the map, you can select only one jurisdiction at a time. To choose a jurisdiction, simply click the jurisdiction on the map. The jurisdiction will be displayed in green and will also be displayed in the list on the right-hand side of the screen.
- List - Using the list, you may select jurisdictions one at a time or more than one at a time.
 - To select only one jurisdiction, highlight the jurisdiction in the list and then click the green arrow. The jurisdiction will then be displayed in the list on the right-hand side of the screen, but you must repeat this process for each jurisdiction traveled.
 - To select more than one jurisdiction at once, press the [Ctrl] key, highlight all of the jurisdictions traveled, and then click the green arrow. All of the jurisdictions selected will be displayed in the list on the right-hand side of the screen.

Important: If you choose a jurisdiction in error, you may remove it from the return by highlighting the name in the list on the right-hand side of the screen and clicking the green arrow or by clicking the jurisdiction on the map.

Once you have selected all of the jurisdictions traveled, select "Submit" to continue.

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Electronic Services

Account Name: NEW NCDOR ID: 123000000 Year: 2011 Quarter: July-Sept

Jurisdictions Help ?

Choose all jurisdictions in which you traveled and click the "SUBMIT" button when complete.

Fuel Type : DI (Diesel)

Map showing selected jurisdictions (green): TN, SC, NC, GA.

Selected Jurisdictions List:

- Georgia
- North Carolina
- South Carolina
- Tennessee
- Virginia

Buttons: Back Submit Refresh Cancel

Quarterly Tax Filing Reporting Operations

Step 6: For each fuel type selected on Schedule A, a Fuel Tax Computation (Schedule B) screen will be displayed. You must provide the following information for each fuel type reported.

- Enter the total miles traveled in each jurisdiction. Total miles should include both taxable and non-taxable miles and should be rounded to the nearest whole number.
- Once you have entered the total miles for a jurisdiction, the taxable miles field will be automatically populated with the same amount. However, you may change the taxable miles amount if some or all of the miles traveled in a jurisdiction are exempt. Enter the amount of taxable miles (total miles less exempt miles) traveled in each jurisdiction, if different than the pre-populated amount.
- Enter the fuel gallons purchased in each jurisdiction.
- If you traveled in multiple jurisdictions, select “Next>>” to view additional screens. Continue to select “Next>>” until mileage and fuel information has been entered for all jurisdictions for each fuel type reported.

Important: The system will calculate the surcharge for you.

Select “Submit” to continue.

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Account Name: NEW NCDOR ID: 123000000 Year: 2011 Quarter: July-Sept

Fuel Tax Computation (Schedule B) Help ?

Complete a line for each fuel type used in each IFTA jurisdiction.
Fuel Type : DI (Diesel)

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
GA (05/01/2011)	7000	7000	2000
GA (04/01/2011)	700	700	500
NC	27500	27500	4800
SC	14800	14800	2700
TN	13300	13300	3500
VA	1582	1582	165

[Next>>](#)

- Round miles and gallons to the nearest whole number.
- Note for AK, DC, NT, NU and YT you are only allowed to input total miles on this screen. These jurisdictions will be listed last on this screen and on the printout of your return.

Back Submit Refresh Cancel

Quarterly Tax Filing Reporting Operations

Step 7: Once you have entered all required return information, the system will calculate the tax or refund due, which will be displayed on the Tax Payment screen. Review the information and select "Submit" to continue.

The screenshot displays the North Carolina Department of Revenue e-services interface. At the top, the header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the user's account information is shown: Account Name (NEW), NCDOR ID (123000000), Year (2011), and Quarter (July-Sept). The main content area is titled "Tax Payment" and contains the message: "You have a \$ 140.53 balance due. Click submit to pay the balance." At the bottom of the screen, there are four buttons: Back, Submit, Refresh, and Cancel.

Account Name	NCDOR ID	Year	Quarter
NEW	123000000	2011	July-Sept

Tax Payment [Help ?](#)

You have a \$ 140.53 balance due. Click submit to pay the balance.

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

Quarterly Tax Filing Reporting Operations

Step 8: The Operation Summary screen is a summary of all the return information entered previously as well as the tax, penalty, and interest due on the return. Review all of the return information to ensure it is correct and select "Submit" to continue.

Important: If you traveled in multiple jurisdictions, select "Next Set>>" to view additional screens.

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Department of Revenue

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Account Name NEW	NCDOR ID 123000000	Year 2011	Quarter July-Sept
----------------------------	------------------------------	---------------------	-----------------------------

Operation Summary
Help ?

Juris Abbr	Fuel Type	Total Miles	Taxable Miles	Taxable Gallons	Gallons Purchased	Net Taxable Gallons	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
GA	DI	7000	7000	1474	2000	-526	0.1830	(\$96.26)	\$0.00	\$0.00	(\$96.26)
GA	DI	700	700	147	500	-353	0.1800	(\$56.48)	\$0.00	\$0.00	(\$56.48)
NC	DI	27500	27500	5789	4800	989	0.3250	\$321.43	\$0.00	\$9.64	\$331.07
SC	DI	14800	14800	3116	2700	416	0.1600	\$66.56	\$0.00	\$2.00	\$68.56
TN	DI	13300	13300	2800	3500	-700	0.1700	(\$119.00)	\$0.00	\$0.00	(\$119.00)
VA	DI	1582	1582	333	165	168	0.1750	\$29.40	\$11.66	\$1.23	\$42.29

[Next Set>>](#)

By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.

Back	Submit	Refresh	Cancel
------	--------	---------	--------

Quarterly Tax Filing Submit a Payment

If your return shows a balance due, the Payment Method Selection screen will be displayed. You may make a payment using one of the following methods:

- a. [Bank Draft](#)
- b. [Credit/Debit Card](#)

You must choose one payment method and select "Submit" to continue.

North Carolina Department of Revenue

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Account Name	NCDOR ID	Year	Quarter
NEW	123000000	2011	July-Sept

Payment Method Selection Help ?

Select your payment method:

Bank Draft: ?

Credit/Debit Card: ?

- Once you have submitted your return and have received the confirmation that it has been filed, you cannot make changes to the return online. However, you can view the return by choosing the Inquire Tax Returns or Credentials option from the main menu.

Back Submit Refresh Cancel

Quarterly Tax Filing Submit a Payment Bank Draft

Step 1: If you chose to make a bank draft payment, the Payment by Bank Draft screen will be displayed; otherwise, skip to Step 3. You must do the following:

- Enter the 9-digit bank routing number.
- Enter the bank account number.
- Select the type of account associated with the bank account number entered.
- Verify the payment amount. You must pay the full amount due.

Important: Make sure you read the payment authorization statement located at the bottom of the screen before proceeding with your payment.

Select "Submit" to continue.

The screenshot shows the 'Payment by Bank Draft' form on the North Carolina Department of Revenue website. The page header includes the department name and a navigation menu with options like Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The form itself is titled 'Payment by Bank Draft' and includes a 'Help' link. It contains several input fields and radio buttons for account type selection. The 'Amount Due' is \$140.53, and the 'Amount Paid' is also \$140.53. At the bottom, there are four buttons: Back, Submit, Refresh, and Cancel. Below the buttons, there is a section for a payment authorization statement.

Account Name	NCDOR ID	Year	Quarter
NEW	123000000	2011	July-Sept

Payment by Bank Draft [Help ?](#)

*Bank Routing Number: [?](#)

*Bank Account Number: [?](#)

*Account Type: Personal/Consumer Checking ?
 Personal/Consumer Savings ?
 Business/Corporate Checking ?
 Business/Corporate Savings ?

*Amount Due: \$140.53

*Amount Paid: \$ [?](#)

By submitting this form I hereby:

- 1) Certify the information is complete and correct
- 2) Authorize the North Carolina Department of Revenue to present a debit entry for the bank account and the financial institution above.

Quarterly Tax Filing
Submit a Payment
Bank Draft

Step 2: Once you have entered the required bank draft payment information, the Payment by Bank Draft Verification screen will be displayed. Enter the bank account number again and select "Submit" to continue.

North Carolina Department of Revenue

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Account Name	NCDOR ID	Year	Quarter
NEW	123000000	2011	July-Sept

Payment by Bank Draft Verification Help ?

For Verification, please reenter your Bank Account Number:

*Bank Account Number: ?

Back Submit Refresh Cancel

Quarterly Tax Filing Submit a Payment Credit/Debit Card

Step 3: If you chose to make a credit or debit card payment, the Payment by Credit/Debit Card screen will be displayed. You must do the following:

- Select Visa or MasterCard.
- Enter the 16-digit credit or debit card number.
- Select the month and year of the expiration date as shown on the card.
- Enter the name of the cardholder exactly as it appears on the credit or debit card.
- Enter the zip code as shown on the cardholder's billing statement.
- Verify the payment amount. You must pay the full amount due.

Important: A convenience fee is charged when paying by credit or debit card. The convenience fee is calculated as \$2.00 for every \$100.00 increment of your payment. In addition, make sure you read the additional credit/debit card payment information located at the bottom of the screen before proceeding with your payment.

Select "Submit" to continue.

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Account Name: NEW NCDOR ID: 123000000 Year: 2011 Quarter: July-Sept

Payment by Credit/Debit Card Help ?

*Credit/DebitCard Type: MasterCard VISA ?

*Credit/Debit Card Number: ?

*Expiration Date: ?

*Card Holder's Name: ?

*Zip Code: ?

*Amount Due: \$270.18

*Amount Paid: \$270.18 ?

1) Account zipcode is used for account verification.
2) There is a convenience fee passed on to the taxpayer. This fee is calculated and added to the payment amount for the total amount to be charged to your credit/debit card account. The convenience fee is calculated as \$2.00 for every \$100.00 increment. See the following example:
 \$2.00 for payment amounts of \$.01 to \$100.00
 \$4.00 for payment amounts of \$100.01 to \$200.00
 \$6.00 for payment amounts of \$200.01 to \$300.00
3) If you make a tax payment by credit/debit card and later decide to reverse the transaction you may be subject to penalties, interest and other fees imposed by the Department of Revenue for nonpayment or late payment of taxes. If you make an overpayment of your tax liability through a credit/debit card transaction you will be issued a refund check. However, the fee is not refundable.

Back Submit Refresh Cancel

Quarterly Tax Filing Submit a Payment Credit/Debit Card

Step 4: Once you have entered the required credit/debit card payment information, the Credit/Debit Card Verification screen will be displayed. Verify all of the credit/debit card information entered previously and select “Submit” to continue.

Important: Make sure you read the payment authorization statement located at the bottom of the screen before proceeding with your payment.

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Account Name	NCDOR ID	Year	Quarter
NEW	123000000	2011	July-Sept

Credit/Debit Card Verification Help ?

Credit/Debit Card Type:	Mastercard
Credit/Debit Card Number:	XXXX XXXX XXXX 5656
Expiration Date:	08/2015
Zip Code:	00847
Amount Paid:	\$270.18
Convenience Fee:	\$4.00
Total Amount Charged:	\$274.18

By submitting this form I hereby:

- Certify the information is complete and correct.
- Authorize the North Carolina Department of Revenue to charge the above credit card account for the "Total Amount" specified.
- Understand that reversing this charge may subject me to penalties, interest and other fees imposed by the Department of Revenue for nonpayment or late payment of the tax.
- To choose another method of payment, choose the Back buttons to return to the Payment Method Selection screen.

Back Submit Refresh Cancel

Quarterly Tax Filing Submit a Payment Confirmation

Step 5: Once all of your return and payment information has been entered, the Tax Return Confirmation screen will be displayed. If the tax return shows a balance due, the amount and type of your payment is displayed along with the confirmation number for the transaction.

Make sure to print the return confirmation for your records by choosing "Print Screen." If you would like to print a copy of your return, select "Print Return."

If you need to perform additional functions, select "Menu" to return to the main menu; otherwise, select "Exit" to log out.

The screenshot shows the North Carolina Department of Revenue website. The header includes the department name and a navigation menu with options: Home, About Us, What's New, Electronic Services, Tax Forms, and a search bar. The user is currently in the 'Electronic Services' section. Below the navigation, account information is displayed: Account Name (NEW), NCDOR ID (12300000), Year (2011), and Quarter (July-Sept). The main content area is titled 'Tax Return Confirmation' and contains the following text: 'Thank you. You have completed your International Fuel Tax Agreement Tax Return Filing. Print this screen for your records.' Below this, the filing period is listed as '2011/Quarter 3 (07/1/2011 – 09/30/2011)', the payment is '\$270.18 remitted by bank draft', the confirmation number is '20111028111111', the date is '11/02/2011', and the time is '01:52 PM'. At the bottom of the screen, there are four buttons: 'Print Screen', 'Print Return', 'Menu', and 'Exit'.

Account Name	NCDOR ID	Year	Quarter
NEW	12300000	2011	July-Sept

Tax Return Confirmation [Help ?](#)

Thank you. You have completed your International Fuel Tax Agreement Tax Return Filing.
Print this screen for your records.

Filing Period: [2011/Quarter 3 \(07/1/2011 – 09/30/2011\)](#)

Payment: [\\$270.18 remitted by bank draft](#)

Confirmation Number: [20111028111111](#)

Date: [11/02/2011](#)

Time: [01:52 PM](#)

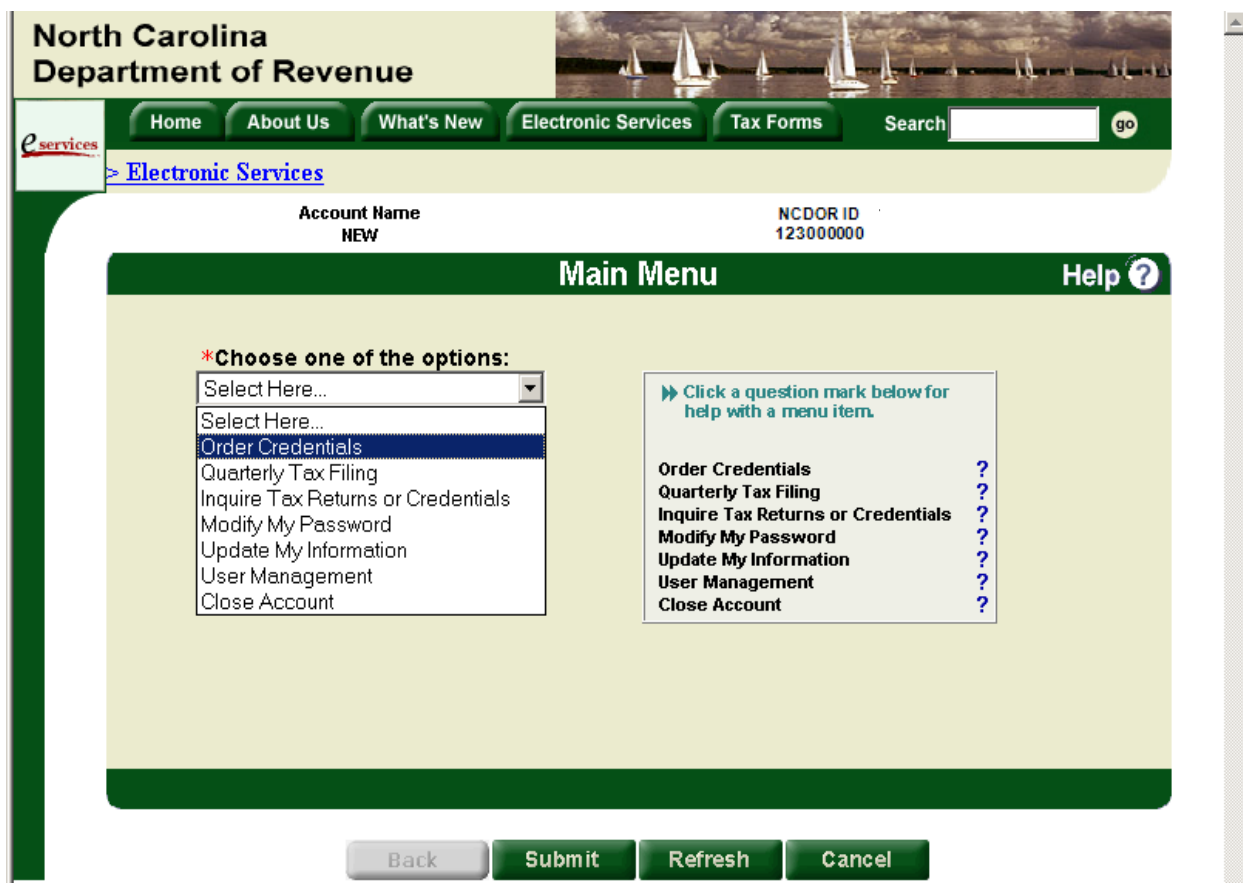
[Print Screen](#) [Print Return](#) [Menu](#) [Exit](#)

IFTA/INTRASTATE CREDENTIALS

Order Credentials

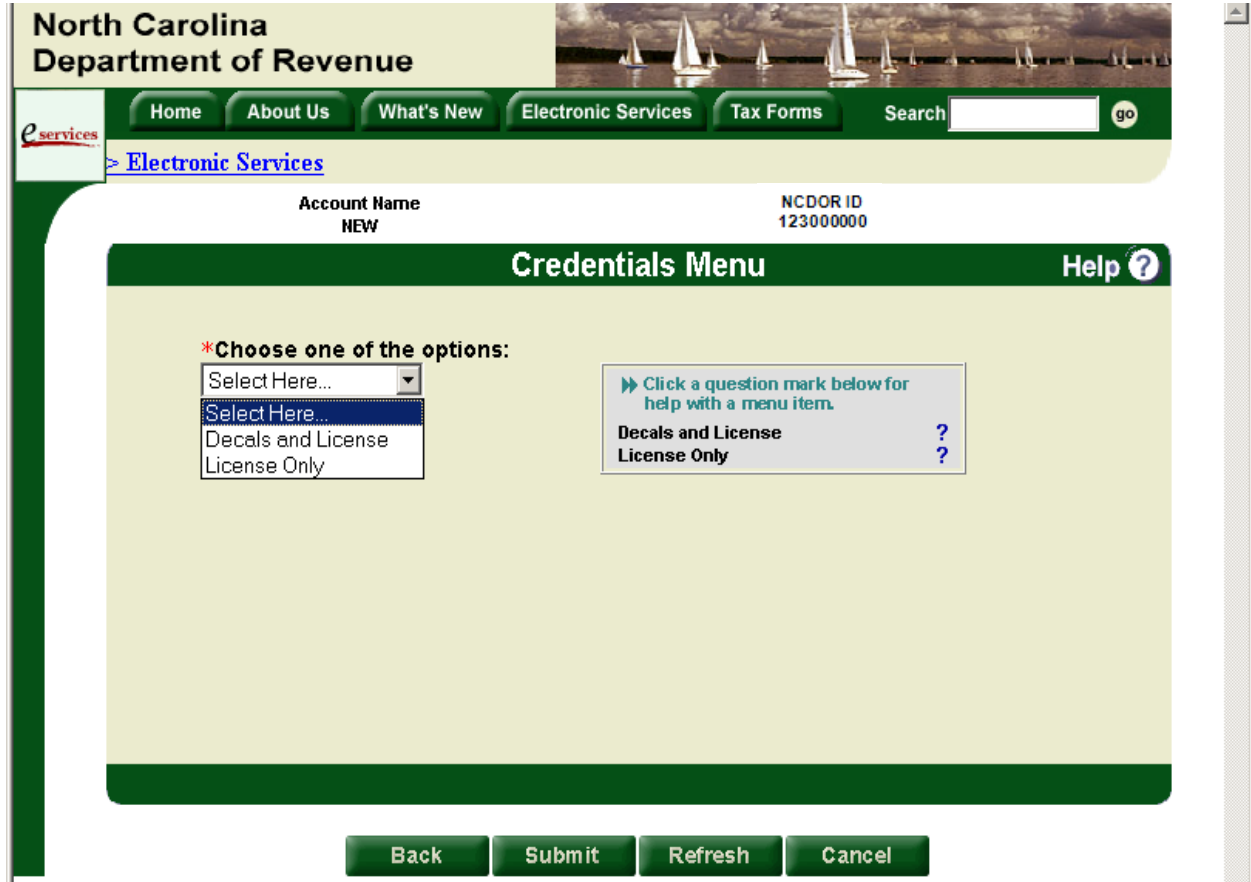
The Order Credentials menu option should be used to order a license and decals or a license only for IFTA and Intrastate accounts.

Step 1: On the Main Menu, use the drop down list to select “Order Credentials” and select “Submit” to continue.



IFTA/Intrastate Credentials Order Credentials

Step 2: On the Credentials Menu screen, use the drop down list to choose either “Decals and License” or “License Only” and select “Submit” to continue.



IFTA/Intrastate Credentials Order Credentials

Step 3: On the Order Credentials Information screen, you must do the following:

- Select the Tax Type (IFTA or Intrastate) for which credentials are needed.
- Select the year for which credentials are needed.
- If you are requesting decals, enter the number of sets of decals requested. One decal set contains two decals, one for each side of the vehicle.

Important: The Number of Decals Requested field will not be displayed if you are ordering a license only.

Select "Submit" to continue.

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Account Name: NEW NCDOR ID: 123000000

Order Credentials Information Help ?

*Select the tax type: IFTA ?

*Select the year you are requesting Credentials for: 2011 ?

*Number of Decals Requested: 5 ?

Back Submit Refresh Cancel

IFTA/Intrastate Credentials Order Credentials

Step 4: Once all of the required credential order information has been entered, the Order Credentials Confirmation screen will be displayed. Make sure to print the order confirmation for your records by choosing “Print Screen.”

If you need to perform additional functions, select “Menu” to return to the main menu; otherwise, select “Exit” to log out.

Important: The address displayed is the address to which the credentials will be mailed. If you need to update your address, contact us at (919) 707-7500 or 1-877-308-9092.

The screenshot displays the North Carolina Department of Revenue website. The header includes the department name and a navigation menu with options: Home, About Us, What's New, Electronic Services, Tax Forms, and a search bar. The user is currently on the 'Electronic Services' page. Below the navigation, account information is shown: Account Name (NEW), NCDOR ID (123000000), and Year (2011). The main content area is titled 'Order Credentials Confirmation' and includes a 'Help' link. The message reads: 'Thank you. You have completed your IFTA/Intrastate Credential order. Print this screen for your records.' Below this, the following details are listed:

Confirmation Number:	20111027111111
Tax Type:	IFTA
Registration Year:	2011
Decals Requested:	5
License Issued:	1
Address:	837 SAVANNAH RD, TABOR CITY, NC - 28463
Date:	11/02/2011
Time:	02:05 PM

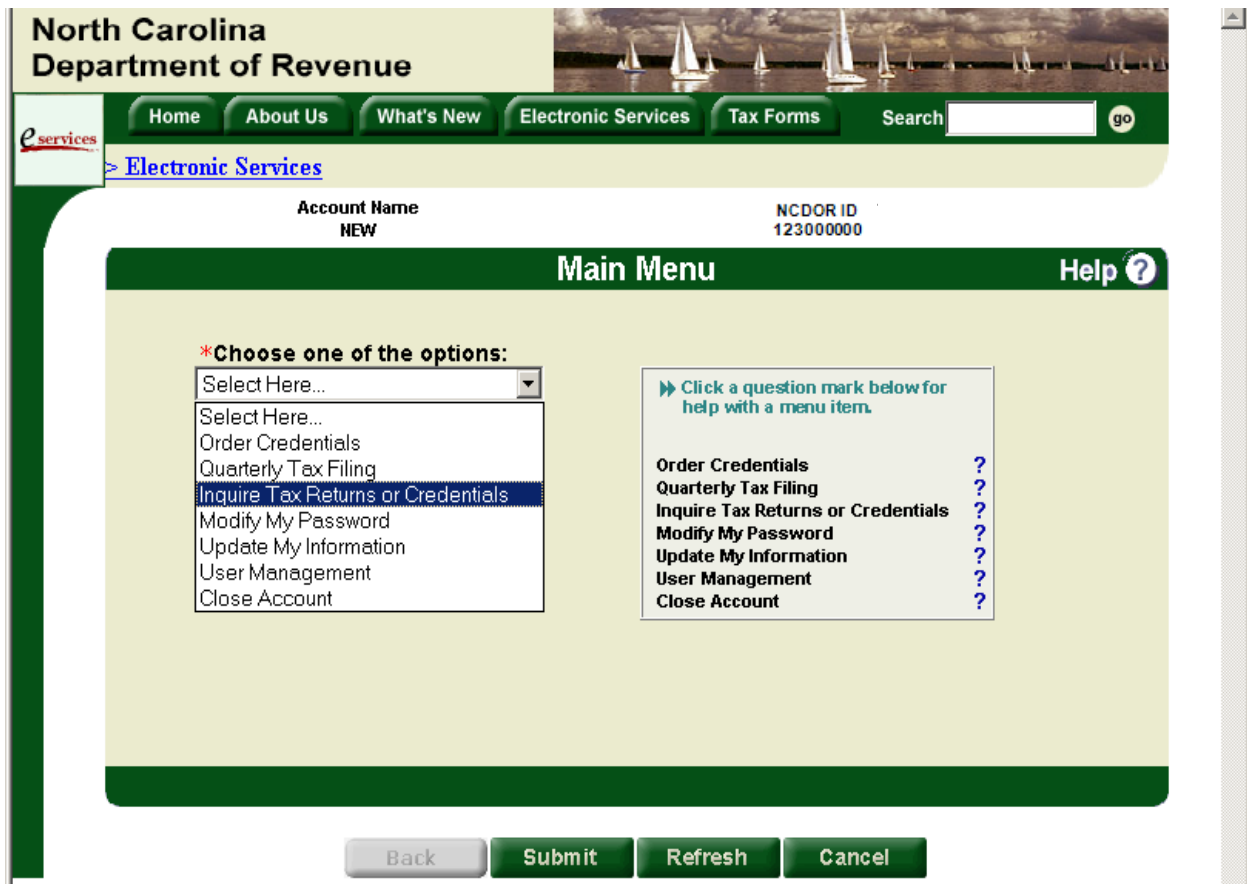
A note in a box states: 'Allow 7 - 10 business days for Credentials to be mailed.' At the bottom of the screen, there are three buttons: 'Print Screen', 'Menu', and 'Exit'.

INQUIRE TAX RETURNS OR CREDENTIALS

The Inquire Tax Returns or Credentials menu option should be used for the following:

- a. [Inquire Tax Returns](#) - View and/or print tax returns previously submitted electronically.
- b. [Inquire Credentials](#) - View details of credential orders previously submitted electronically.

On the Main Menu, use the drop down list to select “Inquire Tax Returns or Credentials” and select “Submit” to continue.



Inquire Tax Returns or Credentials Tax Return

Step 1: On the Inquiry Selection screen, select “Tax Return”.

Important: You may only view tax return transactions that have been completed online. If the transaction has not been completed, you must use the Quarterly Tax Filing menu option to view and complete the transaction.

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Department of Revenue

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Account Name: NEW NCDOR ID: 123000000

Inquiry Selection Help ?

***Choose one of the options and click submit:**

Select Here...
Select Here...
Tax Return
Credentials

▶ Click a question mark below for help with a menu item.

Tax Return	?
Credentials	?

• You can view tax returns or credentials that have been started or are complete.

Back Submit Refresh Cancel

Inquire Tax Returns or Credentials Tax Return

Step 2: The Tax Return Period for Inquiry screen will be displayed. Use the drop down lists to select the quarter and year of the return you would like to view. Select "Submit" to continue.

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Department of Revenue

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Account Name: NEW NCDOR ID: 123000000

Tax Return Period for Inquiry Help ?

*Select the inquiry period: Quarter ? Year ?

- This screen allows selection of returns filed on-line. If there are any questions, please contact the Motor Fuels Tax Division.

Back Submit Refresh Cancel

Inquire Tax Returns or Credentials Tax Return

Step 3: Once you have selected the applicable return, the Tax Return Summary screen will be displayed showing the tax return information filed for the designated reporting period. If you would like to print the return information, select "Print Screen"; otherwise, select "Submit" to return to the main menu.

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Department of Revenue**

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Search go

> [Electronic Services](#)

Account Name
NEW

NCDOR ID
123000000

Year
2011

Quarter
July-Sept

Tax Return Summary Help ?

Change your printer setting to landscape before printing this page!

Schedule A Summary

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallons
DI	64882	13665	4.75

Schedule B Summary

Juris Abbr	Fuel Type	Total Miles	Taxable Miles	Taxable Gallons	Gallons Purchased	Net Taxable Gallons	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
GA	DI	7000	7000	1474	2000	-526	0.1830	(\$96.28)	\$0.00	\$0.00	(\$96.28)
GA	DI	700	700	147	500	-353	0.1800	(\$56.48)	\$0.00	\$0.00	(\$56.48)
NC	DI	27500	27500	5789	4800	989	0.3250	\$321.43	\$0.00	\$9.64	\$331.07
SC	DI	14800	14800	3116	2700	416	0.1600	\$66.56	\$0.00	\$2.00	\$68.56
TN	DI	13300	13300	2800	3500	-700	0.1700	(\$119.00)	\$0.00	\$0.00	(\$119.00)
VA	DI	1582	1582	333	165	168	0.1750	\$29.40	\$11.66	\$1.23	\$42.29
Sub Totals (by Fuel type)	Total Miles	Taxable Miles	Taxable Gallons	Gallons Purchased	Net Taxable Gallons	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)	
Diesel	64882	64882	-	13665	-	-	-	-	-	-	-
Totals	Total Miles	Taxable Miles	Taxable Gallons	Gallons Purchased	Net Taxable Gallons	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Taxes & Interest (Refund)	
Total Taxes	64882	64882	-	13665	-	-	\$145.65	\$11.66	\$12.87	\$170.18	
Total Penalty	-	-	-	-	-	-	-	-	-	\$100.00	
Previous Credit (Effective prior to 06/20/2011)	-	-	-	-	-	-	-	-	-	\$0.00	
Grand Total	-	-	-	-	-	-	-	-	-	\$270.18	

Print Screen
Back
Submit
Refresh
Cancel

Inquire Tax Returns/Credentials Credentials

Step 1: On the Inquiry Selection screen, select “Credentials”.

Important: You may only view credential transactions that have been completed online. If the transaction has not been completed, you must use the Order Credentials menu option to view and complete the transaction.

North Carolina
Department of Revenue

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Account Name: NEW NCDOR ID: 123000000

Inquiry Selection Help ?

***Choose one of the options and click submit:**

Select Here...
Select Here...
Tax Return
Credentials

▶ Click a question mark below for help with a menu item.

Tax Return	?
Credentials	?

• You can view tax returns or credentials that have been started or are complete.

Back Submit Refresh Cancel

Inquire Tax Returns or Credentials Credentials

Step 2: The Credentials Information for Inquiry screen will be displayed. Select the tax type (IFTA or Intrastate) and the year for which credentials were requested. Select "Submit" to continue.

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Department of Revenue

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Account Name: NEW NCDOR ID: 123000000

Credentials Information for Inquiry Help ?

*Select the tax type: ?

*Select the year you want to inquire: ?

Back Submit Refresh Cancel

Inquire Tax Returns or Credentials Credentials

Step 3: The Credentials List for Inquiry screen displays all of the credential orders submitted electronically for the tax type and year identified previously. Choose the specific credential order you would like to view and select “Submit” to continue.

The screenshot shows the North Carolina Department of Revenue website. The header includes the logo and navigation buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled 'Credentials List for Inquiry' and contains a table with one row of data. Below the table is a message box with a warning. At the bottom, there are buttons for Print Screen, Back, Submit, Refresh, and Cancel.

Select	State Number	Confirmation Number	Date
<input type="radio"/>	123000000	20111027111111	2011-11-02 14:05:50.77079

• This screen reflects credentials ordered on-line. If you have not received your credentials, please contact the Motor Fuels Tax Division.

Inquire Tax Returns or Credentials Credentials

Step 4: Once you have selected a specific credential order to view, the Credential Summary screen will be displayed showing the details of the credential order. If you would like to print the credential order information, select “Print Screen”; otherwise, select “Submit” to return to the main menu.

The screenshot displays the North Carolina Department of Revenue e-services interface. At the top, the header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the breadcrumb trail shows the path: > Electronic Services. The main content area is titled "Credential Summary" and contains the following information:

Account Name	NCDOR ID	Year
NEW	123000000	2011

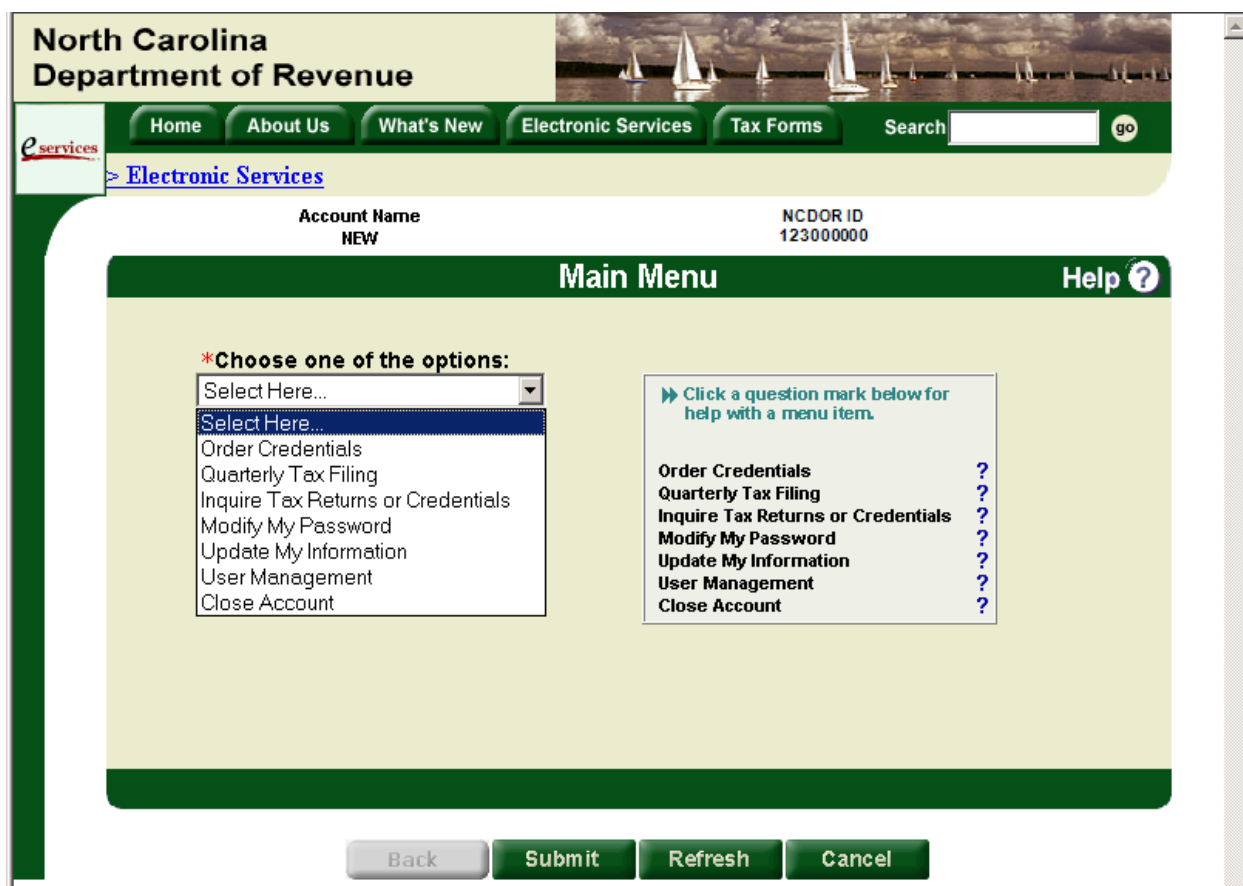
Confirmation Number:	20111027111111
Tax Type:	IFTA
Registration Year:	2011
Decals Requested:	5
Address:	837 SAVANNAH RD, TABOR CITY, NC - 28463

At the bottom of the screen, there are five buttons: Print Screen, Back, Submit, Refresh, and Cancel.

CLOSE ACCOUNT

The Close Account menu option should be used to request your IFTA or Intrastate account be closed. This option should not be used for cancelling your online account, but rather to notify the Department you are no longer operating.

Step 1: On the Main Menu, use the drop down list to select “Close Account” and select “Submit” to continue.



Close Account

Step 2: If you are a reporting service or third party representative and you conduct business for more than one IFTA or Intrastate account, the Account Selection screen will be displayed; otherwise, skip to Step 3. Enter the appropriate NCDOR ID and select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue e-services interface. At the top, the header reads "North Carolina Department of Revenue" with a background image of sailboats. Below the header is a navigation bar with buttons for "Home", "About Us", "What's New", "Electronic Services", and "Tax Forms", along with a search box and a "go" button. The "Electronic Services" button is highlighted, and a breadcrumb trail shows "> Electronic Services". The main content area is titled "Account Selection" and features a "Help ?" link. A form field labeled "*Enter NCDOR ID:" contains the value "123000000" followed by a question mark. At the bottom of the form are four buttons: "Back", "Submit", "Refresh", and "Cancel".

Close Account

Step 3: On the Close Account screen, you must do the following:

- Select the tax type (IFTA or Intrastate) of the account you want to close.
- Enter the date the account should be closed.

Important: If you cease operations in the middle of a quarter, you are still liable for filing a tax return, if applicable, for the last quarter in business.

Select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue website. At the top, there is a navigation bar with links for Home, About Us, What's New, Electronic Services, and Tax Forms, along with a search box. Below the navigation bar, the page title is "Close Account". The form contains the following fields and instructions:

- Account Name: NEW
- NCDOR ID: 123000000
- *Select a tax type to close: ?
- *Please enter the effective date: (mm/dd/yyyy) ?

A warning box contains the following text:

- By choosing "Submit", you certify that to the best of your knowledge, this information is accurate. Choose "Back" to change any information and choose "Cancel" to leave the application without saving.
- Note: If your business closes during the middle of a quarter, you are still liable for filing a return for that last quarter. If you did not have any operations during that quarter, you are required to file a No Operations return.

At the bottom of the form, there are four buttons: Back, Submit, Refresh, and Cancel.

Close Account

Step 4: Once you have provided the required information, the Close Account Confirmation screen will be displayed confirming receipt of your request to close the account. Make sure to print the confirmation for your records by choosing “Print Screen.”

If you need to perform additional functions, select “Menu” to return to the main menu; otherwise, select “Exit” to log out.



USER MANAGEMENT

The User Management menu option should be used for the following:

- a. [Add a user](#)
- b. [Remove a user](#)
- c. [Reinstate a user](#)

Adding, reinstating, or removing users (e.g. a reporting service or third party representative) allows you to control the users who have access to your online account and who may conduct business on your behalf. You may only assign access to one reporting service and/or one third party representative at a time.

On the Main Menu, use the drop down list to select “User Management” and select “Submit” to continue.

The screenshot displays the North Carolina Department of Revenue e-services portal. At the top, the header includes the department name and a navigation bar with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms, along with a search field. Below the navigation bar, the user's account information is shown: Account Name NEW and NCDOR ID 12300000. The main content area is titled "Main Menu" and features a dropdown menu with "User Management" selected. A help box on the right side of the menu lists several options with question marks: Order Credentials, Quarterly Tax Filing, Inquire Tax Returns or Credentials, Modify My Password, Update My Information, User Management, and Close Account. At the bottom of the page, there are four buttons: Back, Submit, Refresh, and Cancel.

User Management Add a User

Step 1: On the User Management Selection screen, select Add User and select “Submit” to continue.

The screenshot shows the North Carolina Department of Revenue website interface. At the top left, it says "North Carolina Department of Revenue". To the right is a banner image of sailboats on water. Below this is a navigation bar with buttons for "Home", "About Us", "What's New", "Electronic Services", and "Tax Forms", along with a search box and a "go" button. The "Electronic Services" button is highlighted, and a breadcrumb trail shows "> Electronic Services".

Below the navigation bar, the user's account information is displayed: "Account Name NEW" and "NCDOR ID 123000000".

The main content area is titled "User Management Selection" and includes a "Help ?" link. It contains the instruction: "* Make a selection and click submit:". Below this instruction are three radio button options, each followed by a question mark:

- Add User ?
- Remove User ?
- Reinstate User ?

At the bottom of the form, there are four buttons: "Back", "Submit", "Refresh", and "Cancel".

User Management Add a User

Step 2: The Select Role for User to Add screen will be displayed. You must indicate whether the user to whom you are granting access to your online account is a reporting service or third party representative. Select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue website. The header includes the logo and navigation buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled "Select Role for User to Add" and contains the following text:

Account Name: NEW NCDOR ID: 123000000

Select Role for User to Add Help ?

Identify and select the role of the user you are adding, then click Submit:

Reporting Services: ?

Third Party User: ?

At the bottom of the form are four buttons: Back, Submit, Refresh, and Cancel.

User Management

Add a User

Reporting Services

Step 3: If you chose to add a reporting service to your account, the Reporting Services Selection screen will be displayed; otherwise, skip to Step 5. From the drop down list, select the reporting service that may act on your behalf and select "Submit" to continue.

Important: If your designated reporting service is not included in the drop down list, you must have the reporting service contact our office to be added to the system.

The screenshot displays the North Carolina Department of Revenue's web interface. At the top, the header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the user's account information is shown: Account Name: NEW, NCDOR ID: 123000000. The main content area is titled "Reporting Services Selection" and contains a dropdown menu with the following options: Select Here..., ABC REPORTING SERVICE INC, C & S PERMIT SERVICE INC, CAROLINAS INDEPEND, CC REPORTS, LREPORT, MAY 19, MREPORT, NEW SERVICE, REPORT1, SEP3REPORTING, TEST COMPANY, TEST SERVICE, X REPORT SERVICE, Y REPORT SERVICE, YREPORT SERVICE, Z REPORT SERVICE, 1027 REPORT SERVICE, 11 REPORTING, and 2003 REP SERVICE. A warning box states: "Above must already maintain your account to ensure that they will accept responsibility in". At the bottom, there are buttons for Submit, Refresh, and Cancel. The status bar at the very bottom shows "Done".

User Management Add a User Reporting Services

Step 4: Once you have made a selection, the Access Management Confirmation screen will be displayed. Verify the information is correct.

If any information is incorrect, select “Back” to return to the previous screen to make a different selection; otherwise, select “Submit” to continue to the Main Menu.

North Carolina
Department of Revenue

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[Electronic Services](#)

Account Name
NEW

NCDOR ID
12300000

Access Management Confirmation Help ?

Confirm the information below:

Agency Name: X REPORT SERVICE

If the above information is correct, Click "Submit" to continue. If not, click the "Back" button to correct your information.

Back Submit Refresh Cancel

User Management Add a User Third Party User

Step 5: If you chose to allow a third party representative access to your online account, the 3rd Party Selection screen will be displayed. You must indicate if the representative already has an IFTA/Intrastate online account or if the representative is a new user. Then, select “Submit” to continue.

The screenshot shows the North Carolina Department of Revenue website. The header includes the logo and navigation links: Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled "3rd Party Selection" and contains the following text:

3rd Party Selection [Help ?](#)

You have selected to have a third party manage your IFTA/Intrastate Internet Account.

* Select one of the options below:

Select an existing User ID/Email:
(Note: you will be required to enter their Email address.) ?

Create a new User ID/Email for the Internet which can manage your account: ?

At the bottom of the form are four buttons: Back, Submit, Refresh, and Cancel.

User Management

Add a User

Third Party User

Step 6: If you indicated that the third party representative has an existing IFTA/Intrastate online account, the Select Third Party screen will be displayed; otherwise, skip to Step 7. Enter the email address of the third party representative and select "Submit" to continue.

Important: The email address entered must match an existing email address in the system; otherwise, an error message will be displayed. You should contact your representative for their correct email address.

The screenshot shows the North Carolina Department of Revenue website. The header includes the logo and navigation buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled "Select Third Party" and features a text input field for the User ID (Email Address) with the value "847thirdparty@mail.com". A help icon is visible in the top right corner of the form. Below the input field is a text box containing instructions: "Enter the User ID / Email Address of an existing Individual (someone who already has an account established on the internet) whom you would like to maintain this Account Information. If you do not know or have forgotten the User ID / Email Address, click the 'Back' Button to return to the previous page." At the bottom of the form are four buttons: Back, Submit, Refresh, and Cancel.

User Management

Add a User

Third Party User

Step 7: If you indicated that the third party representative is a new user, the New Third Party Access Information screen will be displayed. Enter your representative's email address, first and last name, telephone number, and a temporary password and pass-phrase. Then, select "Submit" to continue.

Important: The password and pass-phrase you enter is temporary for security purposes. The first time your representative logs into the IFTA/Intrastate E-File application, they will be required to establish a new password and pass-phrase.

The screenshot shows the North Carolina Department of Revenue website interface. At the top, there is a navigation bar with links for Home, About Us, What's New, Electronic Services, and Tax Forms, along with a search box. Below this, the 'New Third Party Access Information' form is displayed. The form is divided into two main sections: 'Name / Account / Email Verification' and 'Password Information'. The 'Name / Account / Email Verification' section includes fields for NCDOR ID (123000000), Email Address (3rdparty@email.com), First Name (John), Last Name (Doe), and Telephone (919-733-9876). The 'Password Information' section includes fields for Password, Re-enter Password, and Pass-Phrase (pet's name). A help icon is visible in the top right corner of the form area. At the bottom of the form, there are four buttons: Back, Submit, Refresh, and Cancel.

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New Third Party Access Information Help ?

Name / Account / Email Verification

*NCDOR ID: 123000000

*Email Address: 3rdparty@email.com ?

*First Name: John ?

*Last Name: Doe ?

*Telephone: 919 - 733 - 9876 ?

Password Information

*Password: [masked] ?

*Re-enter Password: [masked] ?

*Pass-Phrase: pet's name ?

▶▶ Your password must be at least (8) characters long with at least (1) numeric character and may contain upper and lowercase letters (A-Z,a-z), but no spaces. When you enter your password, be certain that you type it exactly as it was entered in the previous field. Passwords are case sensitive and should be difficult for others to guess.

▶▶ Enter a phrase that will help you remember what your password is.

Back Submit Refresh Cancel

User Management Add a User Third Party User

Step 8: Once you have entered the required information, the Access Management Confirmation screen will be displayed. Verify the information is correct.

If any information is incorrect, select “Back” to return to the previous screen to make corrections; otherwise, select “Submit” to continue to the Main Menu.

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Department of Revenue

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Account Name
NEW

NCDOR ID
123000000

Access Management Confirmation Help ?

Confirm the information below:

Third Party Email Address: 3rdparty@email.com

If the above information is correct, Click "Submit" to continue. If not, click the "Back" button to correct your information.

Back Submit Refresh Cancel

User Management Remove a User

Step 1: On the User Management Selection screen, select Remove User and select “Submit” to continue.

The screenshot shows the North Carolina Department of Revenue website interface. At the top, there is a header with the text "North Carolina Department of Revenue" and a background image of sailboats. Below the header is a navigation bar with buttons for "Home", "About Us", "What's New", "Electronic Services", and "Tax Forms", along with a search box and a "go" button. The "Electronic Services" button is highlighted, and a breadcrumb trail shows "> Electronic Services".

Below the navigation bar, the account information is displayed: "Account Name NEW" and "NCDOR ID 12300000".

The main content area is titled "User Management Selection" and includes a "Help ?" link. It contains the instruction: "* Make a selection and click submit:". Below this instruction are three radio button options, each followed by a question mark:

- Add User** ?
- Remove User** ?
- Reinstate User** ?

At the bottom of the form, there are four buttons: "Back", "Submit", "Refresh", and "Cancel".

User Management Remove a User

Step 2: The Select Role for User to Remove screen will be displayed. You must indicate whether the user for whom you are removing access is a reporting service or third party representative. Select "Submit" to continue.

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Department of Revenue

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> [Electronic Services](#)

Account Name: NEW NCDOR ID: 123000000

Select Role for User to Remove Help ?

Identify and select the role of the user you are removing, then click Submit:

Reporting Services: ?

Third Party User: ?

Back Submit Refresh Cancel

User Management Remove a User Reporting Services

Step 3: If you chose to remove a reporting service's access to your online account, the Remove Reporting Service Confirmation screen will be displayed; otherwise, skip to Step 4. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

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[Electronic Services](#)

Account Name: NEW NCDOR ID: 123000000

Remove Reporting Service Confirmation Help ?

Verify the User ID below and click **Submit** to remove the user:

Remove Agency: X REPORT SERVICE
Address: x report drive,
mt. olive, nc-27515
Telephone: 919-733-0515

If this is not the agency you wish to remove, click "Back" to return to the previous page.

Back Submit Refresh Cancel

User Management Remove a User Third Party User

Step 4: If you chose to remove a third party representative's access to your online account, the Remove Third Party Confirmation screen will be displayed. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

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Department of Revenue

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e-services
> Electronic Services

Account Name
NEW

NCDOR ID
123000000

Remove Third Party Confirmation Help ?

Verify the User ID below and click Submit:

Remove User: 847thirdparty@mail.com
First Name: John
Last Name: Doe
Telephone: 919-733-0847

If this is not the user you wish to remove, click "Back" to return to the previous page.

Back Submit Refresh Cancel

User Management Reinstate a User

Step 1: On the User Management Selection screen, select Reinstate User and select “Submit” to continue.

The screenshot displays the North Carolina Department of Revenue e-services interface. At the top, the header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the user's account information is shown: Account Name NEW and NCDOR ID 123000000. The main content area is titled "User Management Selection" and contains a instruction: "* Make a selection and click submit:". Three radio button options are listed: "Add User", "Remove User", and "Reinstate User", each followed by a question mark icon. At the bottom of the screen, there are four buttons: Back, Submit, Refresh, and Cancel.

User Management Reinstate a User

Step 2: If The Select Role for User to Reinstate screen will be displayed. You must indicate whether the user for whom you are reinstating access is a reporting service or third party representative. Select "Submit" to continue.

The screenshot shows the North Carolina Department of Revenue website interface. At the top, there is a header with the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the account name is listed as 'NEW' and the NCDOR ID is '123000000'. The main content area is titled 'Select Role for User to Reinstate' and includes a help icon. The instructions state: 'Identify and select the role of the user you are reinstating, then click Submit:'. There are two radio button options: 'Reporting Services' and 'Third Party User', each followed by a question mark. At the bottom of the form, there are four buttons: Back, Submit, Refresh, and Cancel.

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Account Name
NEW

NCDOR ID
123000000

Select Role for User to Reinstate Help ?

* Identify and select the role of the user you are reinstating, then click Submit:

Reporting Services: ?

Third Party User: ?

Back Submit Refresh Cancel

User Management Reinstate a User Reporting Services

Step 3: If you chose to reinstate a reporting service's access to your online account, the Reinstate Reporting Service Confirmation screen will be displayed; otherwise, skip to Step 4. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

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Account Name: NEW NCDOR ID: 123000000

Reinstate Reporting Service Confirmation [Help ?](#)

Verify the User ID below and click Submit to reinstate the user:

Reinstate Agency: X REPORT SERVICE
Address: x report drive,
mt. olive,nc-27515
Telephone: 919-733-0515

If this is not the agency you wish to reinstate, click "Back" to return to the previous page.

Back Submit Refresh Cancel

User Management Reinstate a User Third Party User

Step 4: If you chose to reinstate a third party representative's access to your online account, the Select Third Party to Reinstate screen will be displayed. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

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> [Electronic Services](#)

Account Name: NEW NCDOR ID: 123000000

Select Third Party to Reinstate Help ?

Verify the User ID below and click Submit:

Reinstate User: 847thirdparty@mail.com
First Name: John
Last Name: Doe
Telephone: 919-733-0847

If this is not the user you wish to reinstate, click "Back" to return to the previous page.

Back Submit Refresh Cancel

MODIFY MY PASSWORD

The Modify My Password menu option should be used to change your password. Your password must be active to use this option.

Step 1: On the Main Menu, use the drop down list to select “Modify My Password” and select “Submit” to continue.

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> Electronic Services

Account Name
NEW

NCDOR ID
12300000

Help ?

***Choose one of the options:**

Select Here...
Select Here...
Order Credentials
Quarterly Tax Filing
Inquire Tax Returns or Credentials
Modify My Password
Update My Information
User Management
Close Account

Click a question mark below for help with a menu item.

Order Credentials ?
Quarterly Tax Filing ?
Inquire Tax Returns or Credentials ?
Modify My Password ?
Update My Information ?
User Management ?
Close Account ?

Back Submit Refresh Cancel

Modify My Password

Step 2: On the Change Password screen, enter your current password in the “Old Password” field and then enter your new password in the “New Password” field. Complete the remaining fields and select “Submit” to continue.

Important: Your new password cannot be the same as any of the last six passwords you have used for your online account.

The screenshot shows the North Carolina Department of Revenue website. The header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled "Change Password" and contains the following fields and instructions:

- *Email Address:** allison.state@dornmc.com
- *Old Password:** [Text input field]
- *New Password:** [Text input field]
- *Re-enter Password:** [Text input field]
- *Pass-Phrase:** [Text input field]

Instructions on the right side of the form:

- ▶ Your password must be at least (8) characters long with at least (1) numeric character and may contain upper and lowercase letters (A-Z, a-z), but no spaces. When you enter your password, be certain that you type it exactly as it was entered in the previous field. Passwords are case sensitive and should be difficult for others to guess.
- ▶ Enter a phrase that will help you remember what your password is.

At the bottom of the form are four buttons: Back, Submit, Refresh, and Cancel.

Modify My Password

Step 3: Once the Change Password Confirmation screen is displayed, select “Submit” to return to the main menu.

The screenshot shows the North Carolina Department of Revenue website. The header includes the text "North Carolina Department of Revenue" and a navigation menu with buttons for "Home", "About Us", "What's New", "Electronic Services", and "Tax Forms". A search bar is also present. The main content area is titled "Change Password Confirmation" and contains the message "Your password has been successfully changed." Below the message are four buttons: "Back", "Submit", "Refresh", and "Cancel".

UPDATE MY INFORMATION

The Update My Information menu option should be used to make changes to your online account information. You may update your email address, name, and telephone number as needed.

Step 1: On the Main Menu, use the drop down list to select “Update My Information” and select “Submit” to continue.

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Account Name: NEW NCDOR ID: 12300000

Main Menu Help ?

***Choose one of the options:**

Select Here...
Select Here...
Order Credentials
Quarterly Tax Filing
Inquire Tax Returns or Credentials
Modify My Password
Update My Information
User Management
Close Account

Click a question mark below for help with a menu item.

Order Credentials ?
Quarterly Tax Filing ?
Inquire Tax Returns or Credentials ?
Modify My Password ?
Update My Information ?
User Management ?
Close Account ?

Back Submit Refresh Cancel

Update My Information

Step 2: Once the Update User Information screen is displayed, make the necessary changes to your information and select “Submit” to continue.

The screenshot shows the North Carolina Department of Revenue website. The header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. Below the navigation, the 'Electronic Services' link is highlighted. The main content area is titled 'Update User Information' and contains the following fields:

Account Name	NCDOR ID
NEW	123000000

*Email Address:	<input type="text" value="100@email.com"/>	?
*First Name:	<input type="text" value="one"/>	?
*Last Name:	<input type="text" value="hundred"/>	?
*Telephone:	<input type="text" value="111"/> - <input type="text" value="111"/> - <input type="text" value="1112"/>	?

At the bottom of the form, there are four buttons: Back, Submit, Refresh, and Cancel.

Update My Information

Step 3: Once the Update User Confirmation screen is displayed, verify that you have entered your updated information correctly. If you would also like to change your password, select “Yes” to modify your password. (See the Modify My Password section for instructions.) If you do not need to modify your password, choose “No.” Select “Submit” to continue.

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Account Name
NEW

NCDOR ID
123000000

Update User Confirmation Help ?

Email Address: 100@email.com
First Name: one
Last Name: hundred
Telephone: 111-111-1118

*Do you want to modify your password information: Yes No ?

Back Submit Refresh Cancel

FORGOT YOUR PASSWORD

If you cannot remember your password, you can view your pass-phrase (i.e. password hint) that you established upon initial access setup or during your last password change.

Step 1: On the Login screen, enter your User ID and select the “Forgot Your Password” link.

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> [Electronic Services](#)

Login Help ?

*User ID:
(E-mail address) ?

*Password: ?

[First Time User / Initial Access Setup](#) [Forgot Your Password](#)

- All transactions are considered valid and legally binding once you click "Submit" below.
- Your account can only be accessed by your User ID and valid password.
- If this is your first time logging into the IFTA/Intrastate on-line system, click in the First Time User/Initial account setup link above.
- If you have forgotten your password, click on the "Forgot your password" link above.
- Once logged into the system, as a security measure, you will automatically be logged out if the system remains idle for more than 30 minutes.

Back Submit Refresh Cancel

Forgot Your Password

Step 2: Once the Forgot Password screen is displayed, verify the User ID is correct or enter your User ID if it is not already displayed.

The screenshot shows the North Carolina Department of Revenue website. The header includes the department name and a navigation menu with buttons for Home, About Us, What's New, Electronic Services, and Tax Forms. A search bar is also present. The main content area is titled "Forgot Password" and features a "Help" link. A form field for "User ID (Email Address)" contains the text "email.email@domc.com". Below the form is a grey box with the instruction: "Enter your User ID and your pass phrase will be displayed to help you remember your password." At the bottom of the form are four buttons: Back, Submit, Refresh, and Cancel.

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Department of Revenue

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> [Electronic Services](#)

Forgot Password Help ?

User ID: ?
(Email Address)

Enter your User ID and your pass phrase will be displayed to help you remember your password.

Back Submit Refresh Cancel

Forgot Your Password

Step 3: Your pass-phrase will be displayed on the Password Hint screen. Select “Submit” to return to the login screen.

Important: If the pass-phrase does not help you remember your password, your password will need to be reset. Contact us at (919) 707-7500 or 1-877-308-9092 for a temporary password.

**North Carolina
Department of Revenue**

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[Electronic Services](#)

Password Hint Help ?

Pass Phrase: common

Remember that your Pass-Phrase is not your password, it is a phrase that you entered to remind you of your password.

If the pass-phrase does not help you remember your password, your password will need to be reset. Please contact the Department of Revenue at (919) 707-7500 or (877) 308-9092 for a temporary password.

Back Submit Refresh Cancel