Motor Carrier
IFTA/Intrastate eFile

Excise Tax Division

(ETD)

IFTA/Intrastate eFile
Topics Presented

➢The Benefits

➢When to eFile

➢Where to eFile

➢First Time User/Initial Access Set-up

➢IFTA eFile Application Portal Access: Step-by-Step

➢Password Management

➢User Management

➢Error messages and error codes

➢Let's wrap it up

IFTA/Intrastate eFile
The Benefits

➤ User friendly, easy to use and available 24/7
- Log into the eFile application anytime

➤ Paperless filing
- Return is submitted electronically
- Provides the ability to view and print previously filed returns

➤ No manual calculations
- Any tax or refund due is calculated automatically

➤ Convenient payment options
- Credit/Debit card
- Bank Draft

➤ Immediate acknowledgement of return, credential, and payment submission

IFTA/Intrastate eFile
When to eFile

➤ Whenever you want; the eFile application is available 24/7

➤ Below is a friendly reminder of when you should log into and use the eFile application:

A Friendly Reminder		
Recommended Quarterly Tax Filing	1st Quarter:	April 1st – April 30th
	2nd Quarter:	July 1st – July 31st
	3rd Quarter:	October 1st – October 31st
	4th Quarter:	January 1st – January 31st
Renewal Season	September 1st – December 31st	
Additional Decals	Anytime 24/7	
Record Keeping	Anytime 24/7	
Password Management	Passwords will never expire	

IFTA/Intrastate eFile
First Time User/Initial Access Set-Up

NORTH CAROLINA DEPARTMENT OF REVENUE (NCDOR)

North Carolina Department of Revenue

Roy Cooper
Governor

05/14/2024

Ronald G. Penny
Secretary

TEST CASE
3301 TERMINAL DR. STE. 125
RALEIGH, NC 27604

The North Carolina Department of Revenue allows registered motor carriers to file and pay International Fuel Tax Agreement (IFTA) returns electronically as well as order IFTA and Intrastate (IN) decals electronically. Before you can begin using the online filing and payment system, you must establish an online account. The following are step-by-step instructions for establishing your online account.

1. Go to the Department's website at www.ncdor.gov and select the tab Taxes & Forms.
2. Select the link for Motor Carrier Tax (IFTA / IN).
3. When you are ready to begin, select File and Pay by Motor Carrier (IFTA /IN) efile in the blue box under "Ready to file your taxes?"
4. Once you have read the welcome information, select Submit to continue.
5. On the Login screen, select the link for "First Time User / Initial Access Setup" and click the Submit button.
6. You will need the NCDOR ID and Access Code Information shown at the bottom of this letter to establish your online account. Follow the instructions. You have 90 days from the date of this letter to establish your online account; otherwise, the access code will expire. If your access code expires, you will need to contact the Department to have your access code reset.

For assistance with using the online filing and payment system, a User Manual is available on the Department's website. Select Taxes and Forms, then select Motor Carrier Tax (IFTA/IN), and click on IFTA/Intrastate eFile User Manual. If you have any questions, please call the Department of Revenue at (877) 308-9092 (toll-free).

NCDOR ID: 123456789
Access Code: ABCD1234

05/14/2024

P O Box 25000
Raleigh, North Carolina 27640-0002
An Equal Opportunity Employer

After your IFTA/IN account has been established:

- You will receive an access code letter
- Providing step-by-step Instructions
- Along with your NCDOR ID
- And access code

Password Requirements:

- At least 8 characters long
- Needs to be lower case letters and numbers mixed in

IFTA/Intrastate eFile
Where to eFile…

www.ncdor.gov

Click on Taxes & Forms

IFTA/Intrastate eFile
Where to eFile...
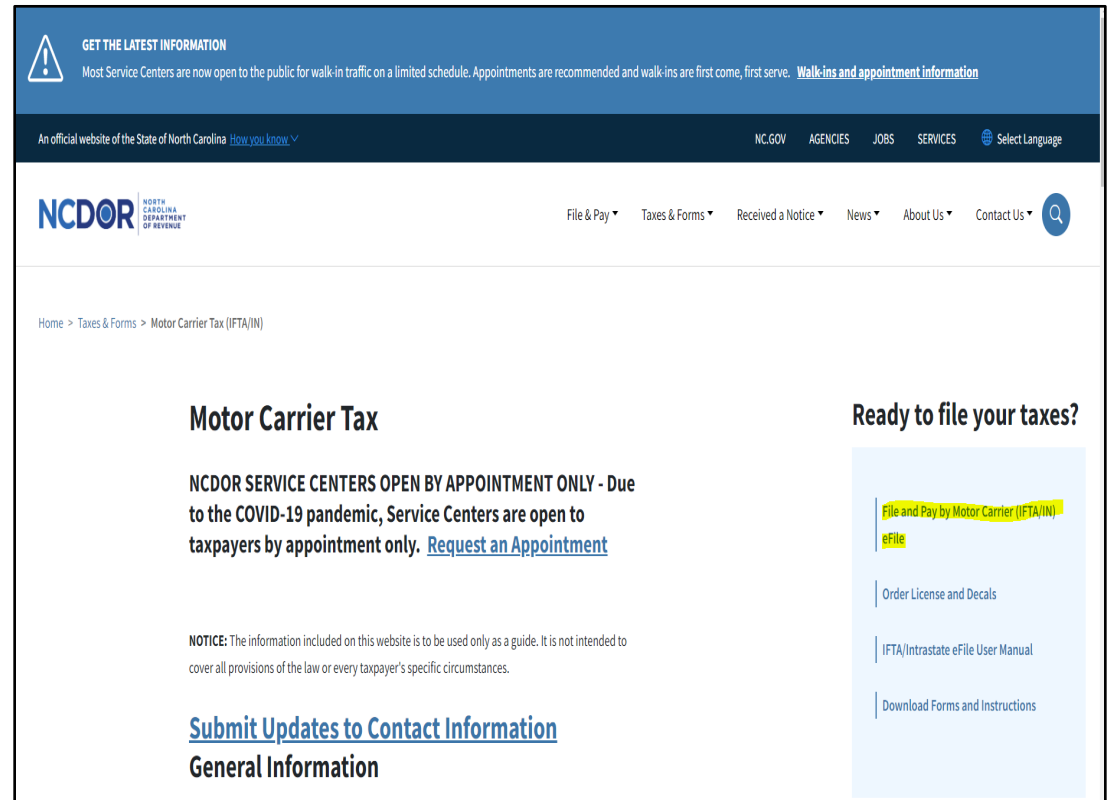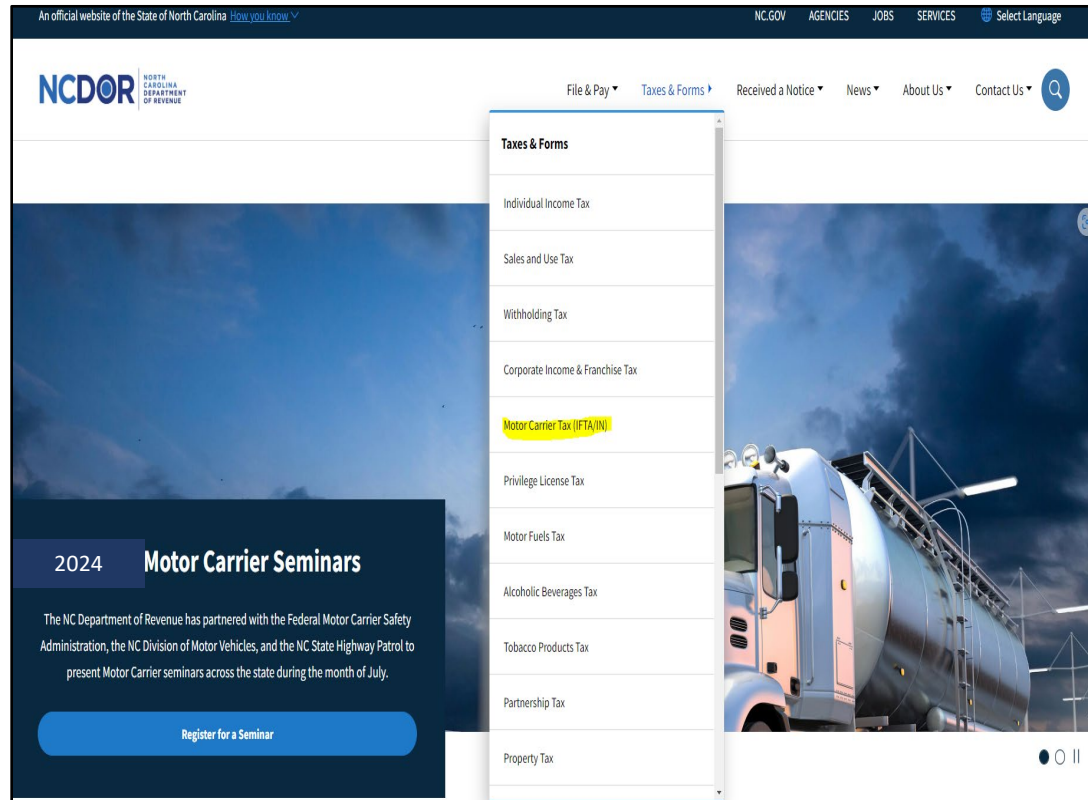
> ➢ **Select Motor Carrier Tax (IFTA/IN)**

> ➢ **Click on File and Pay by Motor Carrier (IFTA/IN) eFile**

*Note: Request an Appointment by Email

NCDOR | NORTH CAROLINA DEPARTMENT OF REVENUE

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

➢ Click on First Time User/ Initial Access Setup
➢ Follow the instructions by clicking on the Submit button

IFTA/Intrastate eFile
First Time User/Initial Access Setup
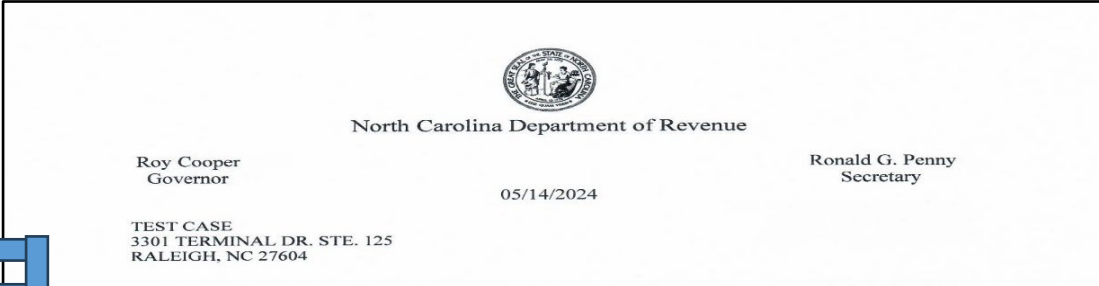

First Time Internet Access Information   Help ?

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.

➢ Enter the NCDOR ID and Access Code
➢ Click on the Submit Button
➢ Follow the steps in setting up the account

Back   Submit   Refresh   Cancel

North Carolina Department of Revenue

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NCDOR ID: 123456789
Access Code: ABCD1234

05/14/2024

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IFTA/Intrastate eFile
Password Management:

NCDOR | NORTH CAROLINA DEPARTMENT OF REVENUE

Password Management Tips

➢ Use the 'Forgot your Password' link
- The 'Forgot your Password' link provides you with a passphrase, a hint, to help you remember your password.

➢ Keep your password a secret
- Do not share your password with other users.
- If someone else needs access to your account, add them to your account as a third party user. This allows you and the other user to have separate login credentials for the same account.

IFTA/Intrastate eFile
User Management:

User Management Tips

Grant someone else access to your account
- Go to 'User Management' to add a third-party user or a reporting service to your account.
- This allows you to give account access to other users without having to share your user ID and/or password information.
- The third-party user or a reporting service will have their own separate user ID and password credentials, which will give them access to your online IFTA/Intrastate account.

Remove a user from your account
- Go to 'User Management' to remove a third-party user or a reporting service from your account.
- Once the user is removed, they will no longer have access to your online IFTA/Intrastate account.

IFTA/Intrastate eFile
Error Messages and Error Codes:

Types of Error Messages & Error Codes

- **Login Error Messages**
- **Tax Return Error Message**
- **Payment Error Codes**
- **Tax Return Error Codes**

This is how and where the error message displays

Move cursor (mouse) over the stop sign to see detailed error message

IFTA/Intrastate eFile
Error Messages and Error Codes:

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Types of Error Messages & Error Codes

*User ID:
(E-mail address) | *Password:

Email Address does not exist in our system, or it's inactive. Check the Email Address.

- ➢ Verify you are using the exact email address used to set up your account.
- ➢ If you do not know the email address or are not sure if you have an active account, contact us toll-free at 877-308-9092.

Authorization failed, please check the Email Address and Password.

- ➢ Verify you are using the correct email address and password
- ➢ If you cannot remember your password, use the "Forget Your Password" option to view your password reminder.
- ➢ If you are unable to recall your password, contact us toll-free 877-308-9092.

Your Email Address is locked out of the 30 minutes due to repeated login failures.

- ➢ Close out the browser for a full 30 minutes, then attempt to log in again.
- ➢ If you cannot recall your User ID and/or password, contact us toll-free at 877-308-9092.

IFTA/Intrastate eFile
Error Messages and Error Codes:

NCDOR NORTH CAROLINA DEPARTMENT OF REVENUE

Tax Return Error Messages: Schedule A & Schedule B

- ➢ **Schedule A Error** – **MPG High/Low Range;** soft stop
- ➢ **Schedule B Error** – **Sum of Total Miles for all Jurisdictions Schedule A is more than Schedule B;** hard stop
- ➢ **Schedule B Error** – **Sum of Total Miles for all Jurisdictions Schedule B is more than Schedule A;** hard stop
- ➢ **Schedule B Error** – **Sum of Total Gallons Purchased for all Jurisdictions Schedule B is more than Schedule A;** hard stop
- ➢ **Schedule B Error** – **Sum of Total Gallons Purchased for all Jurisdiction Schedule A is greater than Schedule B;** acceptable
- ➢ **Schedule B Error** – **Net Zero;** hard stop

Return Error Messages: Schedule A – MPG High/Low Range

Schedule A MPG Error – Soft Stop

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	550	1.82

*MPG (1.82) is out of range. Verify your total miles and gallons
Click on submit to continue

**The miles per gallon (MPG) figure will be used to
determine the gallons of fuel consumed in each jurisdiction.**
Acceptable MPG Range is 3 - 15

🛑 **Move cursor over the stop sign to see the detailed error message!** 🛑
Note: Total Miles Traveled divided by Total Gallons **EQUALS** MPG

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Return Error Messages: Schedule B – Fuel Tax Computation (Schedule B)

Total Miles Schedule A is More than Total Miles Schedule B Error – Hard Stop

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	100	10.00

The Sum of Total Miles for all jurisdictions in Schedule B is not equal to the Total Miles reported in Schedule A for fuel type diesel

Jurisdiction		Total Miles	Taxable Miles	Gallons Purchased
NC	🛑	400	400	55
SC		500	500	45

Move cursor over the stop sign to see the detailed error message!
Note: Schedule A Total Miles **MUST EQUAL** Schedule B Total Miles Traveled

IFTA/Intrastate eFile
Error Messages and Error Codes:
Total Miles Schedule B > Total Miles Schedule A

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Return Error Messages: Schedule B – Fuel Tax Computation (Schedule B)

Total Miles Schedule B is More than Total Miles Schedule A Error – <u>Hard Stop</u>

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	100	10.00

The Sum of Total Miles for all jurisdictions in Schedule B is more than Total Miles reported in Schedule A for fuel type diesel

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
NC	600	600	55
SC	500	500	45

Move cursor over the stop sign to see the detailed error message!

Note: Schedule A Total Miles Traveled **MUST EQUAL** Schedule B Total Miles Traveled

IFTA/Intrastate eFile
Error Messages and Error Codes:
Total Gallons Purchased Schedule B > Than Total Gallons Schedule A

Return Error Messages: Schedule B – Fuel Tax Computation (Schedule B)

Total Gallons Purchased Schedule B is More than Total Gallons Purchased Schedule A Error - Hard Stop

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	100	10.00

The Sum of Taxpaid Gallons for all jurisdiction in Schedule B is more than Total Gallons reported in Schedule A for fuel type diesel

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
NC	450	450	75
SC	550	550	45

Move cursor over the stop sign to see the detailed error message!

Note: Schedule A Total Gallons Purchased **MUST EQUAL or MORE THAN** Schedule B Total Gallons Purchased

IFTA/Intrastate eFile
Error Messages and Error Codes:
Total Gallons Purchased Schedule B < than Total Gallons Schedule A

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Schedule B – Fuel Tax Computation (Schedule B)

Total Gallons Purchased Schedule A is More than Total Gallons Purchased Schedule B Error – Acceptable

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	100	10.00

The Sum of Total Gallons for all jurisdictions in Schedule B is less than Total Gallons reported in Schedule A for fuel type Diesel. Verify gallons reported before proceeding. Click "Submit" to continue

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
NC	450	450	40
SC	550	550	45

Note: Schedule A Gallons Purchased **MUST EQUAL** or be **MORE THAN** Schedule B Total Gallons Purchased

Return Error Messages: Schedule B – Fuel Tax Computation (Schedule B)

Schedule B Net Zero Error – <u>Hard Stop</u>

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	100	10.00

<u>A net Zero return is disallowed</u>.
(A net Zero return is one filed where
taxable gallons reported = tax paid gallons reported)

Jurisdiction	Total Miles		Taxable Miles		Gallons Purchased
GA	100		100		5
NC	550	❗	550	❗	55
SC	350		350		40

🛑 **Move cursor over the stop sign to see the detailed error message!** 🛑

Note: Taxable Gallons minus Taxpaid Gallons **EQUALS** Net Taxable Gallons **EQUALS** Net Zero

Return Error Messages: Schedule B – Fuel Tax Computation (Schedule B)

A Net Zero return is disallowed

Table 1

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	100	10.00

(1) IFTA Jurisdiction	(2) Product Types	(3) Total Jurisdiction Miles	(4) Taxable Jurisdiction Miles	(5) Taxable Gallons (col 4 divided by calculated MPG in Sch A)	(6) Taxpaid Gallons Service Stations Purchases and/or Bulk Withdrawals	(7) Net Taxable or (Credit) Gallons (col 5 minus col 6)
GA	DI	100	100	10	5	5
NC	DI	550	550	55	55	0
SC	DI	350	350	35	40	-5

By coincidence, the gallons purchased equals their taxable gallons

Table 2

Fuel Type Code	Total Miles Traveled	Total Gallons	Miles Per Gallon
DI-Diesel	1000	250	4.00

(1) IFTA Jurisdiction	(2) Product Types	(3) Total Jurisdiction Miles	(4) Taxable Jurisdiction Miles	(5) Taxable Gallons (col 4 divided by calculated MPG in Sch A)	(6) Taxpaid Gallons Service Stations Purchases and/or Bulk Withdrawals	(7) Net Taxable or (Credit) Gallons (col 5 minus col 6)
GA	DI	600	600	150	150	0
NC	DI	300	300	75	75	0
SC	DI	100	100	25	25	0

Verify the gas receipts per each jurisdiction

IFTA/Intrastate eFile
Error Messages and Error Codes:

Payment Error Codes

Error Code	Reason	How to Resolve?
4	Error	1. Contact the banking institution and verify if a debit block exists on the account. ▶ If a debit block does exist, provide the banking institution with NCDOR's debit block number: **9044030460** 2. If the error code message includes a reference #, call the number displayed and provide it to the agent.
5	Declined	1. Try a different payment type or method.
6	Verification Failed	1. Verify the zip code entered on the payment screen is the zip code that appears on the credit/debit card or bank statement. 2. Contact the issuing card agency to verify the zip code used.
18	Undefined_Item	1. Verify the credit card number entered on the payment screen matches the card number on the credit card. 2. Verify all required fields are complete. 3. Verify all required fields do not contain invalid characters .

IFTA/Intrastate eFile
Error Messages and Error Codes:

NCDOR | NORTH CAROLINA DEPARTMENT OF REVENUE

Tax Return Error Codes

Error Code	Reason	How to Resolve?
	Net Zero	1. **Taxpayer will need to verify their gas receipts and mileage for each jurisdiction**
		➢ Column 5 Taxable Gallons is a calculation of fuel consumed for each jurisdiction
		➢ Column 6 Taxpaid Gallons is the total amount of gallons purchased per gas receipts
		➢ Column 7 Net Taxable/Credit Gallons represents the difference between taxable gallons and taxpaid gallons
E_tax_0051		➢ Too much information submitting on Schedule A

IFTA/Intrastate eFile
Let's Wrap it Up!

➤ Using the Motor Carrier IFTA/Intrastate eFile application is easy to use
- o No paper returns to file, no manual calculations, convenient payment options and provides immediate acknowledgement of successful transmission

➤ Log in at anytime and remember that the application is available 24/7

➤ Easily accessible through our www.ncdor.gov website by going to Taxes and Forms-> Motor Carrier (IFTA/IN) -> Ready to file your taxes? - > File and Pay by Motor Carrier (IFTA/IN) eFile - > Submit

➤ Use the 'User management' option to 'Add a User' and 'Remove a User'

➤ Error messages and codes are easy to work through by:
- o Login – Verifying you are using the correct email address and/or password
- o Return – Verifying schedule A total miles and total gallons are correct / Verifying what was entered on schedule B equals what was entered on schedule A
- o Payment – Verifying that the zip code entered on the payment screen matches the zip code on the billing statement and the card number entered matches the card number displayed on the debit/credit card

Contact Information

North Carolina Department of Revenue

Excise Tax Division

(ETD)

➤Fax: (919) 250-7898

➤Fax: (919) 250-5937

➤Toll free: 1 (877) 308-9092