



MOTOR CARRIER  
IFTA | INTRASTATE  
**ONLINE FILING &  
PAYMENT SYSTEM**

NCDOR EXCISE TAX DIVISION | MOTOR CARRIER SEMINARS

## TOPICS OF DISCUSSION

- |   |   |
|---|---|
| <b>I. The Benefits</b>  | <b>VI. Password Management</b>                |
| <b>II. When to e-File</b>   | <b>VII. User Management</b>                   |
| <b>III. Where to e-File</b>   | <b>VIII. Error Messages &amp; Error Codes</b> |
| <b>IV. First Time User:</b><br><i>Initial Access Set-up</i>             | <b>IX. Wrap Up   Overview</b>                 |
| <b>V. IFTA e-File Application Portal</b><br><i>Access: Step-by-Step</i> |   |

# MOTOR CARRIER IFTA | INTRASTATE **ONLINE FILING & PAYMENT SYSTEM BENEFITS**

- ✓ **User-Friendly and 24/7 Access is Available to Taxpayers**  
*Log into the e-File Application at 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 and/or Debit Card*  
*Bank Draft*
- ✓ **Immediate Acknowledgement of Return, Credential, and Payment Submission**

# MOTOR CARRIER IFTA | INTRASTATE WHEN TO E-FILE?

- ✓ The e-File Application is available 24 hours a day, 7 days a week to Taxpayers.
- ✓ While one is able to access the e-File Application at any time, please keep in mind that deadlines still apply as far as when to file per Quarter to be considered timely.
- ✓ Below are the open windows for the following:

|  |  |
|--|--|
| 1 <sup>ST</sup> QUARTER FILING & PAYMENT | <i>April 1<sup>st</sup> – April 30<sup>th</sup></i>        |
| 2 <sup>ND</sup> QUARTER FILING & PAYMENT | <i>July 1<sup>st</sup> – July 31<sup>st</sup></i>          |
| 3 <sup>RD</sup> QUARTER FILING & PAYMENT | <i>October 1<sup>st</sup> – October 31<sup>st</sup></i>    |
| 4 <sup>TH</sup> QUARTER FILING & PAYMENT | <i>January 1<sup>st</sup> – January 31<sup>st</sup></i>    |
| RENEWAL SEASON FOR ORDERING DECALS       | <i>September 1<sup>st</sup> – December 31<sup>st</sup></i> |
| ADDITIONAL DECALS & ACCESS TO RECORDS    | <i>Anytime   24/7</i>                                      |

# MOTOR CARRIER IFTA | INTRASTATE WHERE TO E-FILE?

The screenshot shows the NCDOR website interface. At the top, a dark blue header contains the text "An official website of the State of North Carolina" and a link "How you know". To the right are links for "NC.GOV", "AGENCIES", "JOBS", "SERVICES", and a "Select Language" button. Below this is a white navigation bar with the NCDOR logo on the left and a menu of links: "File & Pay", "Taxes & Forms", "Received a Notice", "News", "About Us", and "Contact Us". A search icon is on the far right. Two blue arrows point to the "File & Pay" and "Taxes & Forms" links. Below the navigation bar is a large banner image of a white semi-truck. Overlaid on the banner are two white boxes with blue text: "Go to: www.ncdor.gov" and "Select: Taxes & Forms". In the bottom left of the banner, there is a dark blue box titled "2025 Motor Carrier Seminars" with a paragraph of text and a blue button labeled "Register for a Seminar".

An official website of the State of North Carolina [How you know](#) ✓

NC.GOV AGENCIES JOBS SERVICES [Select Language](#)

**NCDOR** | NORTH CAROLINA  
DEPARTMENT  
OF REVENUE

File & Pay ▾ Taxes & Forms ▾ Received a Notice ▾ News ▾ About Us ▾ Contact Us ▾

**Go to: [www.ncdor.gov](http://www.ncdor.gov)**

**Select: Taxes & Forms**

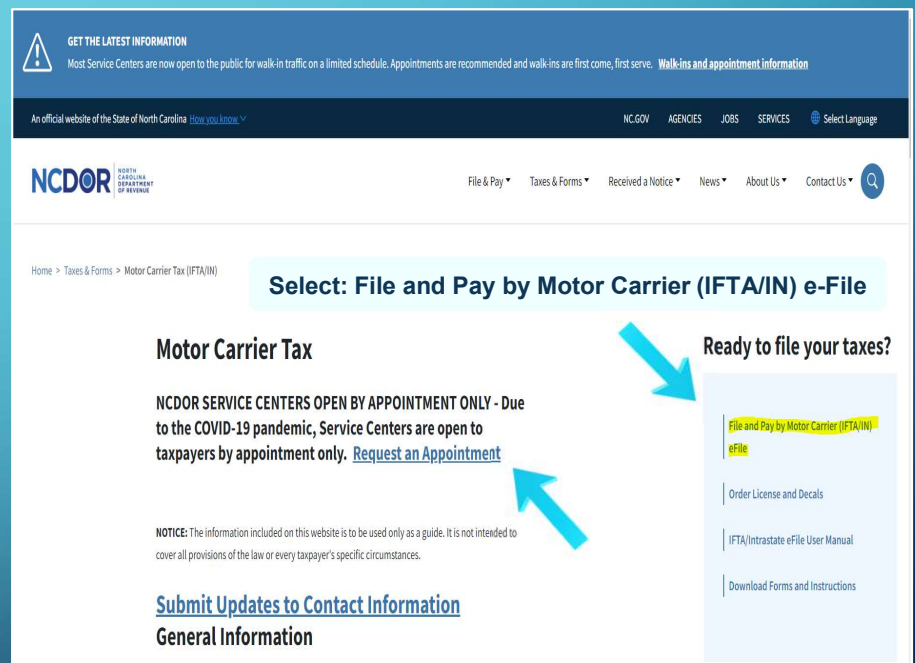
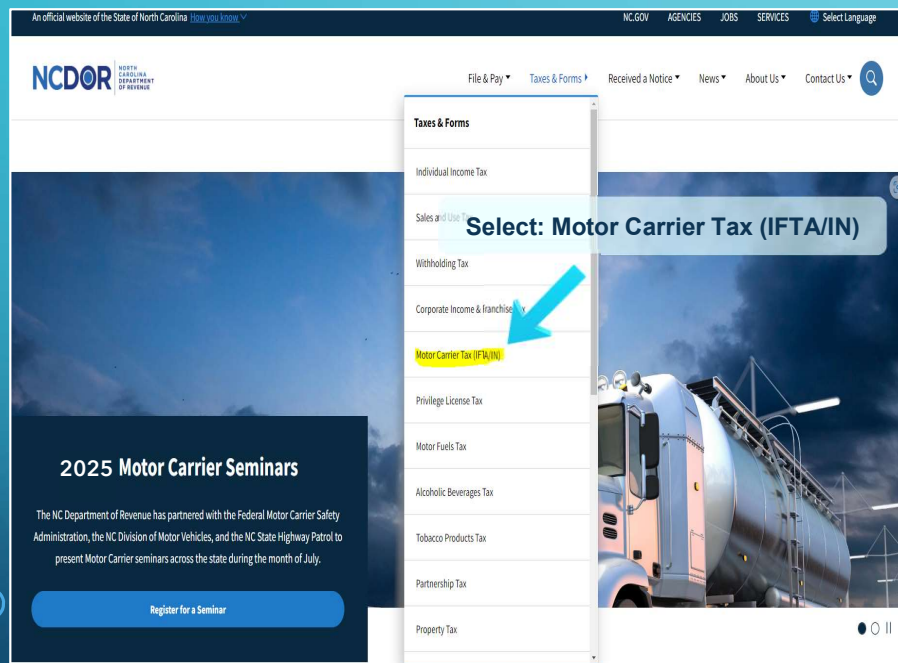
**2025 Motor Carrier Seminars**

The NC Department of Revenue has partnered with the Federal Motor Carrier Safety Administration, the NC Division of Motor Vehicles, and the NC State Highway Patrol to present Motor Carrier seminars across the state during the month of July.

[Register for a Seminar](#)



# MOTOR CARRIER IFTA | INTRASTATE WHERE TO E-FILE?



# MOTOR CARRIER IFTA | INTRASTATE ONLINE FILING & PAYMENT SYSTEM

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: <https://www.ncdor.gov/news/reports-and-statistics/ifta-publications>

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 Web Questions & Suggestions, [Click Here](#).

Click: Submit to access the Login Page

Back
Submit
Refresh
Cancel

**Login** **Help ?**

\*User ID:  
(E-mail address)

\*Password:

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

• All transactions are entered 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.

**Click: First Time User / Initial Access Setup**


Back Submit Refresh Cancel





NORTH  
CAROLINA  
DEPARTMENT  
OF REVENUE

# MOTOR CARRIER IFTA | INTRASTATE FIRST TIME USER | INITIAL ACCESS SETUP



North Carolina Department of Revenue

Josh Stein  
Governor

05/09/2025

McKinley Weston, Jr.  
Secretary

FIRST CASE  
2301 TERMINAL DR, STE. 125  
RALEIGH, NC 27604

The North Carolina Department of Revenue allows registered motor carriers to file and pay Intrastate 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](http://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 \(IFTA/IN\)](#) file 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 the 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

P.O. Box 7590  
Raleigh, North Carolina 27602-0502  
An Equal Opportunity Employer

**After your IFTA/IN Account has been established:**

- ✓ You will receive an Access Code Letter via mail.
- ✓ Step-by-step Instructions will be included.
- ✓ Your NCDOR ID & Access Code will be provided at the bottom of the letter.


**Password Requirements:**

- ✓ At least 8 Characters long.
- ✓ Needs to contain at least one lower case letter, as well as one number.



NORTH  
CAROLINA  
DEPARTMENT  
OF REVENUE

# MOTOR CARRIER IFTA | INTRASTATE FIRST TIME USER | INITIAL ACCESS SETUP

  
North Carolina Department of Revenue

Josh Stein  
Governor

05/09/2025

McKinley Wiseman, Jr.  
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](http://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** 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) 308-9992 (toll-free).

**NCDOR ID:** 123456789  
**Access Code:** ABC1234

PDF 10/16/2019  
5x8.5 inch, North Carolina 27509-0002  
Any Reproduction is Prohibited

## 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.

Input this information here in the boxes provided, to begin Initial Access Setup.

**Back Submit Refresh Cancel**

# MOTOR CARRIER IFTA | INTRASTATE PASSWORD MANAGEMENT

## Password Management Tips

### Use the *Forgot your Password* Link.

- The ***Forgot your Password*** Link provides you with a passphrase, also known as a ***Hint*** – to help you remember your password, if you are having trouble doing so.

### Keep your Password confidential.

- 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(s) to have separate Login Credentials for the same account.

# MOTOR CARRIER IFTA | INTRASTATE USER MANAGEMENT

## User Management Tips

### Grant another User 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 provide account access to other Users without having to share your own User ID and/or Password Information.
- **Third-Party Users** or **Reporting Services** will have their own separate User ID and Password Credentials, which will give them access to your online IFTA/IN Account.

### Remove a User from your Account.

- Go to **User Management** to remove a **Third-Party User** or **Reporting Service** from your account.
- Once the User is removed, they will no longer have access to your online IFTA/IN Account.



# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## Types of Error Messages & Error Codes

**There are several reasons that an Error Message and/or Error Code will appear when filing online:**

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

***These will display with the following icon and message as seen below:***



***Move cursor over image to see the detailed error message.***

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## Types of Error Messages & Error Codes

\*User ID:  
(E-mail address)

\*Password:

**E-mail Address does not exist in our system, or it's inactive. Check the E-mail Address.**

- Verify if you are using the exact E-mail Address used to set up your account initially.
- If you do not know the E-mail Address or are unsure if you have an active account, contact us toll-free at 877-308-9092.

**Authorization Failed? Please check that E-Mail Address and Password.**

- Verify that you are using the correct E-Mail Address and Password.
- If you cannot remember your Password, use the Forgot Your Password option to view your Passphrase.
- If you are unable to recall your Password, contact us toll-free at 877-308-9092.

**Your E-mail Address is locked out for 30 minutes due to repeated login failures.**

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



NORTH  
CAROLINA  
DEPARTMENT  
OF REVENUE

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## Tax Return Error Messages: Schedule A & Schedule B

\*User ID:  
(E-mail address)

\*Password:

**Schedule A Error:** Miles Per Gallon is High/Low Range.

**Schedule B Error:** Sum of Total Miles for all Jurisdictions Schedule A is more than Schedule B.

**Schedule B Error:** Sum of Total Miles for all Jurisdictions Schedule B is more than Schedule A.

**Schedule B Error:** Sum of Total Gallons Purchased for all Jurisdictions Schedule B is more than Schedule A.

**Schedule B Error:** Sum of Total Gallons Purchased for all Jurisdiction Schedule A is greater than Schedule B.

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## 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.



# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## 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.

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

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

### Total Miles Schedule B is More than Total Miles 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 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           | 600         | 600           | 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.

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

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

**Total Gallons Purchased in Schedule B is More than Total Gallons  
Purchased in 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.

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## 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           | <input type="text" value="450"/> | <input type="text" value="450"/> | <input type="text" value="40"/> |
| SC           | <input type="text" value="550"/> | <input type="text" value="550"/> | <input type="text" value="45"/> |

**! Move Cursor over the Stop Sign to see the Detailed Error Message.**

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



# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## Tax Return Error Codes

| Error Code        | Reason          | How to Resolve?  |
|-------------------|-----------------|--|
|                   | <b>Net Zero</b> | <b>1. Taxpayer will need to verify their Gas Receipts and Mileage for each Jurisdiction.</b> <ul style="list-style-type: none"> <li>➤ Column 5: Taxable Gallons is a calculation of fuel consumed for each Jurisdiction.</li> <li>➤ Column 6: Taxpaid Gallons is the Total Amount of Gallons Purchased per Gas Receipts.</li> <li>➤ Column 7: Net Taxable/Credit Gallons represents the difference between Taxable Gallons and Taxpaid Gallons.</li> </ul> |
| <b>E_Tax_0051</b> |                 | ➤ Too much information submitting on Schedule A.   |

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## Net Zero Error Message – Example #1

### Schedule B Net Zero Error – Hard Stop

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

**A Net Zero Return is Disallowed.** (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** A Net Zero.

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

## Net Zero Error Message – Example #2

**A Net Zero return is Disallowed.**

| Fuel Type Code    | Total Miles Traveled | Total Gallons            | Miles Per Gallon           |  |  |   |
|-------------------|----------------------|--------------------------|----------------------------|--|--|---|
| DI-Diesel         | 1000                 | 100                      | 10.00                      | (1)  | (2)  | (3)   |
| (1)               | (2)                  | (3)                      | (4)                        | (5)  | (6)  | (7)   |
| IFTA Jurisdiction | Product Types        | Total Jurisdiction Miles | Taxable Jurisdiction Miles | Taxable Gallons (col 4 divided by calculated MPG in Sch A) | Taxpaid Gallons Service Stations Purchases and/or Bulk Withdrawals | 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.**

| Fuel Type Code    | Total Miles Traveled | Total Gallons            | Miles Per Gallon           |  |  |   |
|-------------------|----------------------|--------------------------|----------------------------|--|--|---|
| DI-Diesel         | 1000                 | 250                      | 4.00                       | (1)  | (2)  | (3)   |
| (1)               | (2)                  | (3)                      | (4)                        | (5)  | (6)  | (7)   |
| IFTA Jurisdiction | Product Types        | Total Jurisdiction Miles | Taxable Jurisdiction Miles | Taxable Gallons (col 4 divided by calculated MPG in Sch A) | Taxpaid Gallons Service Stations Purchases and/or Bulk Withdrawals | 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.**

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

Tax Return Error Message: E\_TAX\_0051

## Schedule A Summary

| Fuel Type Code | Total Miles Traveled | Total Gallons | Miles Per Gallons |
|----------------|----------------------|---------------|-------------------|
| DI             | 405                  | 55            | 7.36              |
| DI             | 550                  | 80            | 6.88              |
| DI             | 335                  | 75            | 4.07              |
| DI             | 610                  | 150           | 4.06              |

 **Error Message: E\_TAX\_0051.**



# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

Error Message: E\_TAX\_0051

**\*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.



**Error Message: E\_TAX\_0051.**

# MOTOR CARRIER IFTA | INTRASTATE ERROR MESSAGES AND ERROR CODES

| Payment Error Codes |                     |   |
|---------------------|---------------------|---|
| Error Code          | Reason              | How to Resolve?   |
| 4                   | Error               | <ol style="list-style-type: none"> <li>Contact the banking institution and verify if a debit block exists on the account. <ul style="list-style-type: none"> <li>▶ If a debit block does exist, provide the banking institution with NCDOR's debit block number: <b>9044030460</b></li> </ul> </li> <li>If the error code message includes a reference #, call the number displayed and provide it to the agent.</li> </ol> |
| 5                   | Declined            | <ol style="list-style-type: none"> <li>Try a different payment type or method.</li> </ol>   |
| 6                   | Verification Failed | <ol style="list-style-type: none"> <li>Verify the zip code entered on the payment screen is the zip code that appears on the credit/debit card or bank statement.</li> <li>Contact the issuing card agency to verify the zip code used.</li> </ol>  |
| 18                  | Undefined_Item      | <ol style="list-style-type: none"> <li>Verify the credit card number entered on the payment screen matches the card number on the credit card.</li> <li>Verify all required fields are complete.</li> <li>Verify all required fields do not contain invalid characters .</li> </ol>   |

# MOTOR CARRIER IFTA | INTRASTATE WRAP UP & OVERVIEW

- ✓ **Using the Motor Carrier IFTA/Intrastate e-File Application is Easy & User-Friendly!**
  - *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 Web Application is available 24/7.**
- ✓ **Easily accessible through our [www.ncdor.gov](http://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) e-File* → *Submit*.**
- ✓ **Use the User Management Option to: *Add a User* and/or *Remove a User*.**
- ✓ **Error Messages and Error Codes are easy to work through by:**
  - **Login** – *Verifying you are using the correct E-mail Address and/or Password.*
  - **Return** – *Verifying Schedule A's Total Miles and Total Gallons are correct; Verifying what was entered on Schedule B equals what was entered on Schedule A.*
  - **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.*



# NCDOR

NORTH CAROLINA  
DEPARTMENT OF REVENUE  
**EXCISE TAX DIVISION (ETD)**

**Toll Free Number:** 1-(877)-308-9092

**Fax:** (919)-250-7898 | (919)-250-5937

Our Business Hours are Monday through Friday,  
from 8:00 AM – 5:00 PM, with Available Phone  
Hours from 8:00 AM – 4:30 PM (EST).



**NCDOR**

NORTH  
CAROLINA  
DEPARTMENT  
OF REVENUE



ANY QUESTIONS?