

**NCDOR**

**NORTH  
CAROLINA  
DEPARTMENT  
OF REVENUE**

**IFTA/INTRASTATE E-FILE  
USER MANUAL**

**EXCISE TAX DIVISION**

Revised April 2026

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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.ncdor.gov](http://www.ncdor.gov), select E-Services 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 NCDOR logo at the top left, with the text "NORTH CAROLINA DEPARTMENT OF REVENUE" to its right. Below the logo is a blue horizontal bar. The main content area is a white box with a blue border and a blue header. The header contains the text "Welcome to the Motor Carrier IFTA/Intrastate" and a "Help ?" link. The main text of the box reads: "On-line Filing and Payment System". Below this is a paragraph: "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." This is followed by a section titled "Standard Symbols and Buttons" with a bulleted list: "Red asterisks (\*) denote required fields that must be completed.", "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.", "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: BACK - takes you back to the previous page, SUBMIT - takes you to the next page, REFRESH - clears all information entered on a page, CANCEL - cancels all input and exits the application." Below the list is a link: "View frequently asked questions." At the bottom of the box is another paragraph: "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. Also, please feel free to contact us for Motor Carrier IFTA/Intrastate website questions and suggestions." Below the box are four buttons: "Back", "Submit", "Refresh", and "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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**Login** Help ?

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

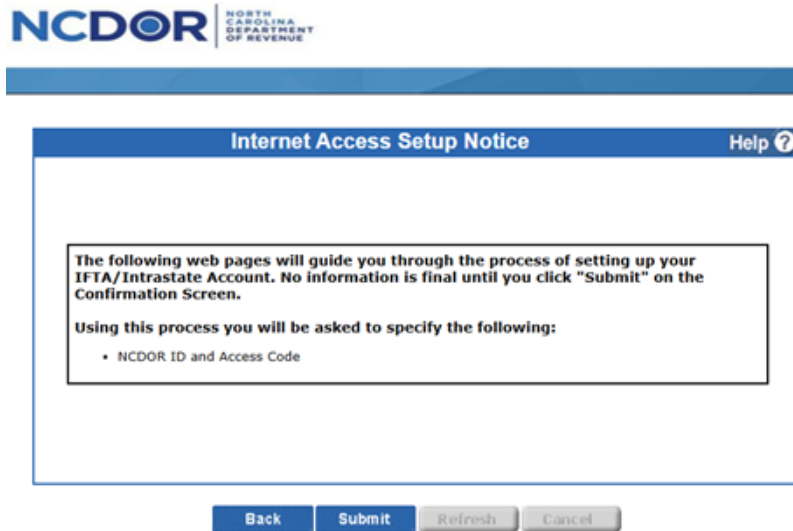
\*Password:  ? [Forgot Your Password](#)

- 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 shows the NCDOR (North Carolina Department of Revenue) logo at the top left. Below it is a blue horizontal bar. The main content area is a white box with a blue header that reads "Internet Access Setup Notice" and a "Help ?" link on the right. Inside this box, there is a smaller white box with a black border containing the following text:

**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 main white box, there are four buttons: "Back", "Submit", "Refresh", and "Cancel". The "Submit" button is highlighted in blue, while the others are grey.

## 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.



**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 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.

The screenshot shows the NCDOR logo at the top left, with the text "NORTH CAROLINA DEPARTMENT OF REVENUE" to its right. Below the logo is a blue horizontal bar. The main content area is a white box with a blue header that reads "Access Management Selection" and a "Help ?" link on the right. Inside this box, there is a red asterisk followed by the text "Select one or both of the boxes below:". Below this text are three options, each with a checkbox and a question mark: "Reporting Services" (checkbox), "Third Party" (checkbox), and "Individual (i.e., yourself)" (checkbox with a checkmark). Below these options is a rectangular box containing the text: "By selecting any of the boxes above, you indicate who should have the ability to manage your Internet Account." 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 5:** If you choose to allow a reporting service access to your online account, the Reporting Services Selection screen will be displayed; otherwise, skip 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.



**Reporting Services Selection** Help ?

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

Select Here... ?

Select Here...

**Ar re ha** ACROSS AMERICAN TRUCKING SERVI  
AUSTIN REPORTING  
B & H SERVICES INC  
BIG RIG PERMIT SERVICES LLC  
BOGGS PAVING  
BOGGS PAVING INC  
BUCHANAN TAX SERVICE  
C & S PERMIT SERVICE INC  
CAROLINA'S INDEPEN TRUCKER  
CAROLINA'S INDEPENDENT TRUCKER  
CHARLENES TAX SERVICE  
COMDATA RES - FUEL TAX DEPT  
COOPER LEASING INC  
D O T TRUCKERS SERVICES INC  
DROOPY, INC.  
HAND H UNLIMITED  
IFTA ADA COMP  
JJ KELLER & ASSOC INC

**must already maintain your account  
re that they will accept responsibility in**

**Refresh** **Cancel**

## On-line Account Setup First Time User/Initial Access

**Step 6:** If you choose to allow third-party representative access to your online account, the 3<sup>rd</sup> 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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**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: 847thirdparty@email.com ?  
(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 passphrase. Then, select "Submit" to continue.

*Important:* The password and passphrase 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 passphrase.



### New Third Party Access Information Help ?

**Name / Account / Email Verification**

\*NCDOR ID:

\*Email Address:  ?

\*First Name:  ?

\*Last Name:  ?

\*Telephone:  -  -  ?

**Password Information**

\*Password:  ? ▶ 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.

\*Re-enter Password:  ?

\*Pass-Phrase:  ? ▶ Enter a phrase that will help you remember what your password is.

## 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 passphrase. Select “Submit” to continue.



### Individual Access Information Help ?

**Name / Account / Email Verification**

\*NCDOR ID:

\*Email Address:  ?

\*First Name:  ?

\*Last Name:  ?

\*Telephone:  -  -  ?

**Password Information**

\*Password:  ? ▶ 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.

\*Re-enter Password:  ?

\*Pass-Phrase:  ? ▶ Enter a phrase that will help you remember what your password is.

## 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.

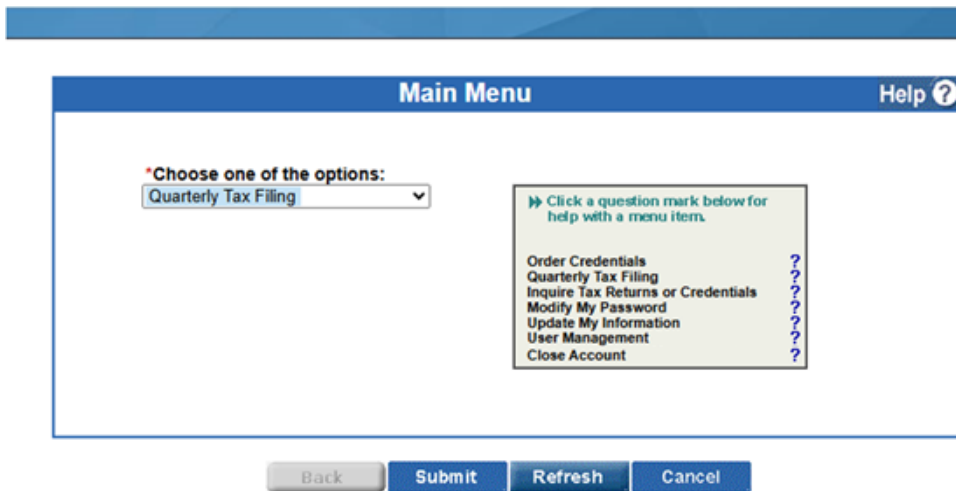
The screenshot shows the NCDOR logo at the top left, with the text "NORTH CAROLINA DEPARTMENT OF REVENUE" to its right. Below the logo is a blue horizontal bar. The main content area is a white box with a blue border, titled "Access Management Confirmation" in a blue header bar. In the top right corner of this header bar is a "Help ?" link. The main content area contains the text "Confirm the information below:" followed by "Email Address: [redacted]@outlook.com". Below this is a white box with a blue border containing the instruction: "If the above information is correct, Click 'Submit' to continue. If not, click the 'Back' button to correct your information." At the bottom of the white box are four buttons: "Back", "Submit", "Refresh", and "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.



## 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: 123000000 ?

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.

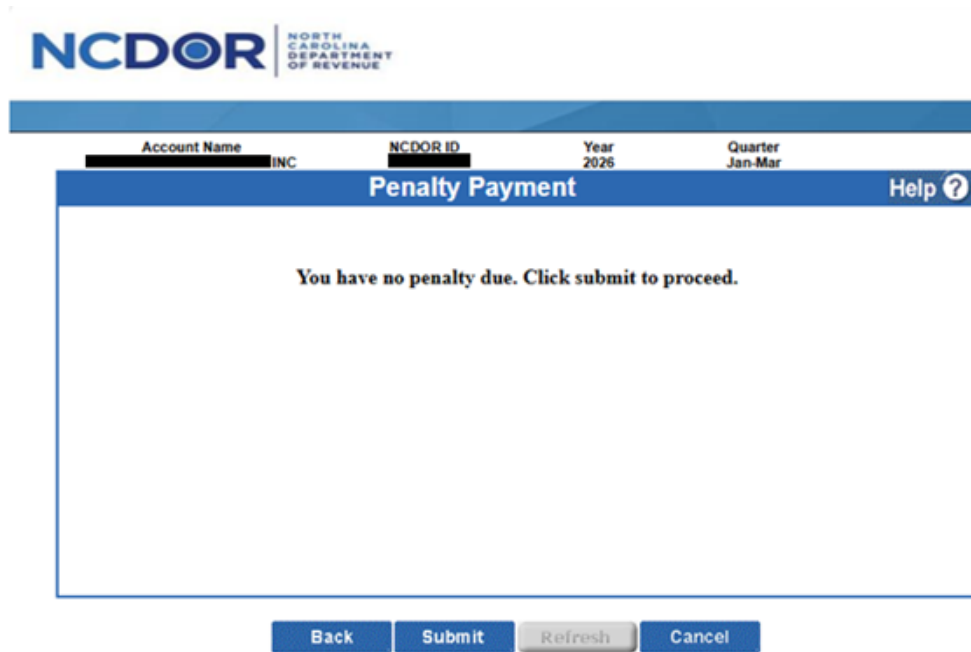
The screenshot displays the NCDOR (North Carolina Department of Revenue) Carrier Tax Return interface. At the top left is the NCDOR logo. Below it, the account name is partially visible as 'Account Name [redacted] INC' and the NCDOR ID is '[redacted]'. The main form area is titled 'Carrier Tax Return' and includes a 'Help ?' link. The form contains the following elements:

- Select the reporting period:** Quarter: Qtr2 (Apr-June) [dropdown menu] Year: 2025 [dropdown menu]
- Did you have operations in ANY state?** Yes  No  ?
- A certification statement: "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 warning box with the following text:
  - 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.
- Navigation buttons: Back, Submit, Refresh, 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 NCDOR (North Carolina Department of Revenue) Penalty Payment interface. At the top left is the NCDOR logo. Below it, a header bar contains the following information: Account Name (redacted), NCDOR ID (redacted), Year (2026), and Quarter (Jan-Mar). The main content area is titled "Penalty Payment" and features a message: "You have no penalty due. Click submit to proceed." At the bottom of the interface 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 shows the NCDOR (North Carolina Department of Revenue) Carrier Tax Return form. At the top left is the NCDOR logo. Below it, there are fields for 'Account Name' and 'NCDOR ID'. The main form area is titled 'Carrier Tax Return' and includes a 'Help ?' link. The form contains the following elements:

- A section for selecting the reporting period: 'Quarter' is set to 'Qtr4 (Oct-Dec)' and 'Year' is set to '2025'.
- A question: '\* Did you have operations in ANY state?' with radio buttons for 'Yes' (selected) and 'No'.
- A warning: '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 box containing two bullet points:
  - 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, there are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

## 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.

The screenshot displays the NCDOR (North Carolina Department of Revenue) Account Selection interface. At the top left is the NCDOR logo. Below it is a blue horizontal bar. The main content area is a white box with a blue border and a blue header bar that reads "Account Selection" and includes a "Help ?" link. Inside this box, the text "\*Enter NCDOR ID:" is followed by a text input field containing the value "123000000" and a question mark icon. Below the white box, there are four blue buttons: "Back", "Submit", "Refresh", and "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 NCDOR (North Carolina Department of Revenue) Carrier Tax Return form. At the top left is the NCDOR logo. Below it, there are fields for 'Account Name' and 'NCDOR ID', both of which are redacted with black boxes. The main form area has a blue header with the title 'Carrier Tax Return' and a 'Help ?' link. The form contains the following fields and instructions:

- \*Select the reporting period:** Quarter: Qtr4 (Oct-Dec) [dropdown], Year: 2025 [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 are four buttons: Back, Submit, Refresh, and Cancel.

# Quarterly Tax Filing Reporting Operations

**Step 3:** On the Miles per Volumes (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 volumes 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: [REDACTED] NCDOR ID: [REDACTED] Year: 2025 Quarter: Oct-Dec

### Miles Per Volume (Schedule A) Help ?

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

Fuel Type Code	Total Miles Traveled	Total Volume
Diesel	64882	13665
Select Here...		
Select Here...		
Select Here...		
Select Here...		

Round miles and volume to the nearest whole number. Total Miles Traveled includes all miles in IFTA and non-IFTA jurisdictions. Total Volume 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 Volume Summary screen, review the fuel type(s), total miles traveled, and total volumes entered previously to ensure it is correct. Select “Submit” to continue.

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Account Name: [REDACTED]    NCDOR ID: [REDACTED]    Year: 2025    Quarter: Oct-Dec

### Miles Per Volume Summary Help ?

Fuel Type Code	Total Miles Traveled	Total Volume	Miles Per Volume
DI-Diesel	64882	13665	4.75

Verify your figures. If you need to correct the reported figures, click on "Back" button and make corrections.

## 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 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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Account Name [REDACTED] NCDOR ID [REDACTED] Year 2025 Quarter Oct-Dec

### Jurisdictions

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

Fuel Type : DI (Diesel)

Map Legend:  
■ IFTA State  
■ Non-IFTA State  
■ Selected State

Selected States List:  
Georgia  
North Carolin  
South Carolin  
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 minus exempt miles) traveled in each jurisdiction, if different than the pre-populated amount.
- Enter the fuel volumes 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: [REDACTED] NCDOR ID: [REDACTED] Year: 2025 Quarter: Oct-Dec

### 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	Volume Purchased
GA	7700	7700	2500
NC	27500	27500	4800
SC	14800	14800	2700
TN	13300	13300	3500
VA	1582	1582	165

- Round miles and volume 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 NCDOR (North Carolina Department of Revenue) interface. At the top left is the NCDOR logo. Below it is a blue header bar with a table containing the following information:


Account Name	NCDOR ID	Year	Quarter
[Redacted]	[Redacted]	2025	Oct-Dec

Below the header is a blue bar with the text "Tax Payment" and a "Help ?" link. The main content area is a white box with the message: "You have a \$ 216.40 balance due. Click submit to pay the balance." At the bottom of the screen are four buttons: "Back", "Submit", "Refresh", and "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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Account Name
NCDOR ID
Year  
2025
Quarter  
Oct-Dec

Operation Summary
Help ?

Juris Abbr	Fuel Type	Total Miles	Taxable Miles	Taxable Volume	Volume Purchased	Net Taxable Volume	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
GA	DI	7700	7700	1621	2500	-879	0.3710	(\$326.11)	\$0.00	\$0.00	(\$326.11)
NC	DI	27500	27500	5789	4800	989	0.4030	\$398.57	\$0.00	\$8.97	\$407.54
SC	DI	14800	14800	3116	2700	416	0.2800	\$116.48	\$0.00	\$2.62	\$119.10
TN	DI	13300	13300	2800	3500	-700	0.2700	(\$189.00)	\$0.00	\$0.00	(\$189.00)
VA	DI	1582	1582	333	165	168	0.3270	\$54.94	\$47.62	\$2.31	\$104.87

[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

### 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.

 ?' and 'Credit/Debit Card:  ?'. Below this is a grey box with a bullet point: '• 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 screen are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'."/>

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name: [REDACTED]    NCDOR ID: [REDACTED]    Year: 2025    Quarter: Oct-Dec

### 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.

**NCDOR** NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name: [REDACTED] NCDOR ID: [REDACTED] Year: 2025 Quarter: Oct-Dec

### Payment by Bank Draft

Help ?

\*Bank Routing Number: [REDACTED] ?

\*Bank Account Number: [REDACTED] ?

\*Account Type:

- Personal/Consumer Checking?
- Personal/Consumer Savings?
- Business/Corporate Checking?
- Business/Corporate Savings?

\*Amount Due: \$216.40

\*Amount Paid: \$216.40 ?

Please note that NCDOR's debit block number has changed to 9044030460. Contact your financial institution for more information.

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.

Back Submit Refresh Cancel

## 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name [REDACTED] NCDOR ID [REDACTED] Year 2025 Quarter Oct-Dec

**Payment by Bank Draft Verification** Help ?

For Verification, please reenter your Bank Account Number:

\*Bank Account Number: [REDACTED] ?

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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name: [REDACTED] NCDOR ID: [REDACTED] Year: 2025 Quarter: Oct-Dec

### Payment by Credit/Debit Card

\*Credit/DebitCard Type:  MasterCard  VISA

\*Credit/Debit Card Number: [REDACTED]

\*Expiration Date: April 2029

\*Card Holder's Name: Jane Doe

\*Zip Code: [REDACTED]

\*Amount Due: \$216.40

\*Amount Paid: \$216.40

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 \$0.01 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.

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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name	NCDOR ID	Year	Quarter
[REDACTED]	[REDACTED]	2025	Oct-Dec

### Credit/Debit Card Verification Help ?

**Credit/Debit Card Type:**Mastercard  
**Credit/Debit Card Number:**XXXX XXXX XXXX 5454  
**Expiration Date:**04/2029  
**Zip Code:**[REDACTED]  
**Amount Paid:**\$216.40  
**Convenience Fee:**\$6.00  
**Total Amount Charged:**\$222.40

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.

## 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 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name	NCDOR ID	Year	Quarter
		2025	Oct-Dec

### 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: 2025/Quarter 4 (10/01/2025 - 12/31/2025)**

**Payment: \$ 222.40 remitted by credit/debit card(including fees)**

**Confirmation Number: 2026**

**Date: 04/02/2026**

**Time: 10:42 AM**

If you submitted a payment, this does not confirm acceptance of your payment. Your account information must be validated before your payment is drafted from your account.

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

# IFTA/INTRASTATE CREDENTIALS

## Order Credentials

The Order Credentials menu option should be used to order decals 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.

The screenshot displays the NCDOR (North Carolina Department of Revenue) Main Menu. At the top left is the NCDOR logo. Below it is a blue horizontal bar. The main menu area has a blue header with 'Main Menu' and a 'Help ?' link. A dropdown menu is open, showing 'Order Credentials' as the selected option. To the right of the dropdown is a help box with a question mark icon and the text: 'Click a question mark below for help with a menu item.' Below the help box is a list of menu items, each followed by a question mark: '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 menu are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

## IFTA/Intrastate Credentials Order Credentials

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

The screenshot shows the NCDOR (North Carolina Department of Revenue) 'Order Credentials Information' form. At the top left is the NCDOR logo. Below it are two fields: 'Account Name' and 'NCDOR ID', both containing redacted information. The main form area has a blue header with the title 'Order Credentials Information' and a 'Help ?' link. The form contains three required fields, each with a red asterisk: '\*Select the tax type:', '\*Select the year you are requesting Credentials for:', and '\*Number of Decals Requested:'. A dropdown menu is open for the 'Select the tax type:' field, showing two options: 'IFTA' and 'Intrastate'. Below the form are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

## 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.

Select "Submit" to continue.

The screenshot displays the NCDOR (North Carolina Department of Revenue) 'Order Credentials Information' screen. At the top left is the NCDOR logo. Below it, there are fields for 'Account Name' and 'NCDOR ID', both of which are redacted with black boxes. The main content area is titled 'Order Credentials Information' and includes a 'Help ?' link. It contains three required fields:

- '\*Select the tax type:' with a dropdown menu set to 'IFTA'.
- '\*Select the year you are requesting Credentials for:' with a dropdown menu set to '2026'.
- '\*Number of Decals Requested:' with a text input field containing the number '5'.

At the bottom of the screen, there are four buttons: 'Back', 'Submit', 'Refresh', and '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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name: [REDACTED]      NCDOR ID: [REDACTED]      Year: 2026

### Order Credentials Confirmation Help ?

Thank you. You have completed your IFTA/Intrastate Credential order. Print this screen for your records.

**Confirmation Number:** 20260402124313  
**Tax Type:** IFTA  
**Registration Year:** 2026  
**Decals Requested:** 5  
**Date:** 04/02/2026  
**Time:** 11:32 AM

• Important: This confirmation acknowledges receipt of your credential request. Further review of your account is required before we can issue the credentials. Your credentials may be delayed if you have a tax debt due to the Department, you have failed to file a return due to the Department, your IFTA or Intrastate license has been revoked or suspended, or you are ordering decals for a tax type (IFTA or Intrastate) for which you are not registered. If you would like to order decals for a tax type for which you are not registered, you must submit a new application by mail or fax.

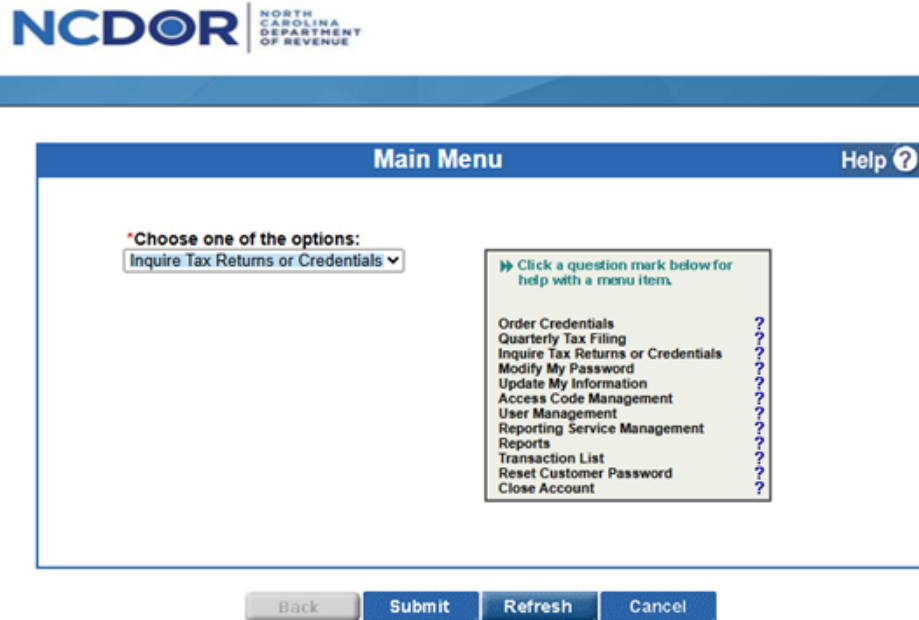
[Print Screen](#)   [Menu](#)   [Exit](#)

# 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name [REDACTED] NCDOR ID [REDACTED] Year 2026

### 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 credential orders that have been completed online. If the transaction has not been completed, you must use the Quarterly Tax Filing or Order Credentials menu options to view and complete the transaction.

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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name [REDACTED] NCDOR ID [REDACTED]

**Tax Return Period for Inquiry** Help ?

\*Select the inquiry period: Quarter  Year

• This screen allows you to search for an IFTA tax return that was previously filed online. You must select the quarter and year of the return you would like to view.

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.



Account Name
NCDOR ID
Year 2025
Quarter Oct-Dec

**Tax Return Summary**
Help ?

Change your printer setting to landscape before printing this page!

Schedule A Summary

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

Schedule B Summary

Juris Abbr	Fuel Type	Total Miles	Taxable Miles	Taxable Volume	Volume Purchased	Net Taxable Volume	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
GA	DI	7700	7700	1621	2500	-879	0.3710	(\$326.11)	\$0.00	\$0.00	(\$326.11)
NC	DI	27500	27500	5789	4800	989	0.4030	\$398.57	\$0.00	\$8.97	\$407.54
SC	DI	14800	14800	3116	2700	416	0.2800	\$116.48	\$0.00	\$2.62	\$119.10
TN	DI	13300	13300	2800	3500	-700	0.2700	(\$189.00)	\$0.00	\$0.00	(\$189.00)
VA	DI	1582	1582	333	165	168	0.3270	\$54.94	\$47.62	\$2.31	\$104.87
<b>Sub Totals (by Fuel type)</b>		<b>Total Miles</b>	<b>Taxable Miles</b>	<b>Taxable Volume</b>	<b>Volume Purchased</b>	<b>Net Taxable Volume</b>	<b>Tax Rate</b>	<b>Tax Due (Refund)</b>	<b>Sur Tax Due</b>	<b>Interest Due</b>	<b>Total Due (Refund)</b>
Diesel		64882	64882	-	13665	-	-	-	-	-	-
<b>Totals</b>		<b>Total Miles</b>	<b>Taxable Miles</b>	<b>Taxable Volume</b>	<b>Volume Purchased</b>	<b>Net Taxable Volume</b>	<b>Tax Rate</b>	<b>Tax Due (Refund)</b>	<b>Sur Tax Due</b>	<b>Interest Due</b>	<b>Total Taxes &amp; Interest (Refund)</b>
Total Taxes		64882	64882	-	13665	-	-	\$54.88	\$47.62	\$13.90	\$116.40
Total Penalty		-	-	-	-	-	-	-	-	-	\$100.00
Previous Credit (Effective prior to 06/20/2011)		-	-	-	-	-	-	-	-	-	\$0.00
<b>Grand Total</b>		-	-	-	-	-	-	-	-	-	\$216.40

Print Screen
Back
Submit
Refresh
Cancel

## 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.

Account Name [REDACTED] NCDOR ID [REDACTED]

**Inquiry Selection** Help ?

\*Choose one of the options and click submit:

Tax Return ▼  
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 credential orders that have been completed online. If the transaction has not been completed, you must use the Quarterly Tax Filing or Order Credentials menu options to view and complete the transaction.

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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name: [REDACTED] NCDOR ID: [REDACTED]

**Credentials Information for Inquiry** Help ?

\*Select the tax type: IFTA ?

\*Select the year you want to inquire: 2026 ?

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.



**Credentials List for Inquiry**

Select	NCDOR ID	Confirmation Number	Date
<input checked="" type="radio"/>	██████████	2026-██████████	2026-04-02 11:32:57.144555

• This screen lists the credential orders submitted online for the tax type and year you specified.

Print Screen   Back   Submit   Refresh   Cancel

## 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name	NCDOR ID	Year
[redacted]	[redacted]	2026

**Credential Summary** [Help ?](#)

Confirmation Number: 2026 [redacted]  
Tax Type: IFTA  
Registration Year: 2026  
Decals Requested: 5

[Print Screen](#) [Back](#) [Submit](#) [Refresh](#) [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.

The screenshot displays the NCDOR (North Carolina Department of Revenue) Main Menu. At the top left is the NCDOR logo. The main menu area has a blue header with the text "Main Menu" and a "Help ?" link. Below the header, there is a prompt: "\*Choose one of the options:". A dropdown menu is open, showing "Close Account" as the selected option. To the right of the dropdown is a help box with the instruction: "Click a question mark below for help with a menu item." This box contains a list of menu items, each followed by a question mark: Order Credentials, Quarterly Tax Filing, Inquire Tax Returns or Credentials, Modify My Password, Update My Information, Access Code Management, User Management, Reporting Service Management, Reports, Transaction List, Reset Customer Password, and Close Account. At the bottom of the screen are four buttons: "Back", "Submit", "Refresh", and "Cancel".

## 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

**Account Selection** Help ?

\*Enter NCDOR ID:  ?

Back Submit Refresh 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name: [REDACTED] NCDOR ID: [REDACTED]

**Close Account** Help ?

\*Select a tax type to close: IFTA ?

\*Please enter the effective date: 04/30/2026 (mm/dd/yyyy) ?

• 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.

Back Submit Refresh 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

Account Name	NCDOR ID	Year	Quarter
[REDACTED]	[REDACTED]	2007	Oct-Dec

### Close Account Confirmation

Thank you. Please print this screen for your records

**Tax Type:** IFTA  
**Closing Effective Date:** 04/30/2026  
**Post Mark Date:** 04/30/2026

Print Screen   Menu   Exit

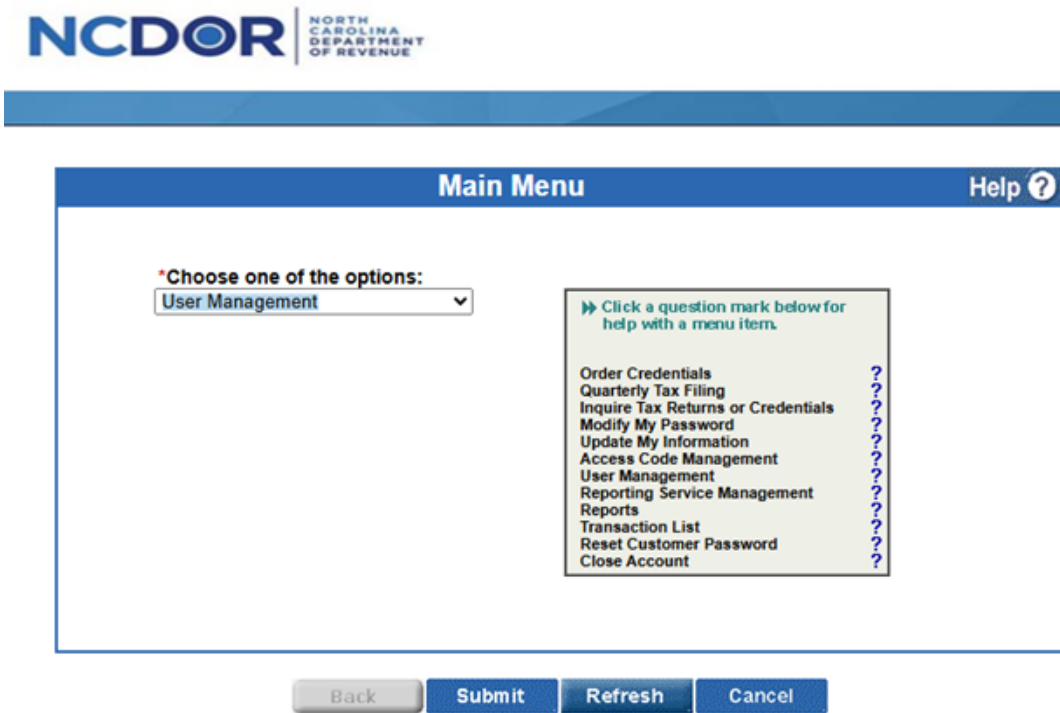
# USER MANAGEMENT

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 State User 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.



## Add a User

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

The screenshot displays the NCDOR (North Carolina Department of Revenue) logo at the top left. Below the logo is a blue horizontal bar. The main content area is a white box with a blue header titled "User Management Selection" and a "Help ?" link on the right. Inside the box, there is a red asterisk followed by the text "Make a selection and click submit:". Below this text are three radio button options: "Add User" (which is selected), "Remove User", and "Reinststate User". Each option has a question mark to its right. At the bottom of the white box, there are four blue 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 State User. Select “Submit” to continue.

The screenshot shows the NCDOR logo at the top left, with the text 'NORTH CAROLINA DEPARTMENT OF REVENUE' to its right. Below the logo is a blue horizontal bar. The main content is a window titled 'Select Role for User to Add' with a 'Help ?' link in the top right corner. Inside the window, there is a red asterisk followed by the instruction: 'Identify and select the role of the user you are adding, then click Submit:'. Below this instruction are two radio button options: 'State User:  ?' and 'Reporting Service Admin:  ?'. At the bottom of the window are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

## Reporting Services

**Step 3:** If you choose 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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

### Reporting Services Selection Help ?

**\*Select the Reporting Service you want to add Administrator to**

Select Here... ?

- Select Here...
- ACROSS AMERICAN TRUCKING SERVI
- AUSTIN REPORTING
- B & H SERVICES INC
- BIG RIG PERMIT SERVICES LLC
- BOGGS PAVING
- BOGGS PAVING INC
- BUCHANAN TAX SERVICE
- C & S PERMIT SERVICE INC
- CAROLINA'S INDEPEN TRUCKER
- CAROLINA'S INDEPENDENT TRUCKER
- CHARLENES TAX SERVICE
- COMDATA RES - FUEL TAX DEPT
- COOPER LEASING INC
- D O T TRUCKERS SERVICES INC
- DROOPY, INC.
- H AND H UNLIMITED
- JJ KELLER & ASSOC INC
- LINDA'S FUEL TAX SERVICE
- MCCI

Refresh Cancel

## Remove a User

**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.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

**Access Management Confirmation** Help ?

Confirm the information below:

Email Address: [redacted]@outlook.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 User6 and select “Submit” to continue.

**NCDOR** | NORTH CAROLINA DEPARTMENT OF REVENUE

---

**User Management Selection** Help ?

\* Make a selection and click submit:

**Add User**  ?

**Remove User**  ?

**Reinststate User**  ?

**Back** **Submit** **Refresh** **Cancel**

# User Management Remove a User

**Step 2:** The Select Role for User to Remove screen will be displayed. You must indicate the user for whom you are removing access is a reporting service email. Select “Submit” to continue.

The screenshot shows the NCDOR logo at the top left, with the text 'NORTH CAROLINA DEPARTMENT OF REVENUE' to its right. Below the logo is a blue horizontal bar. The main content is a form titled 'Select User to Remove' with a 'Help ?' link in the top right corner. The form contains the instruction 'Enter the User ID of the person you wish to remove and click submit'. Below this is a text input field with the label '\*User ID: (Email Address)'. The input field contains a redacted email address ending in '@outlook.com' and a question mark icon. At the bottom of the form are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

## Reporting Services

**Step 3:** If you choose 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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**Remove User Confirmation** Help ?

Verify the User ID below and click Submit:

Remove User: ██████████@outlook.com  
First Name: ████████  
Last Name: ████████  
Telephone: ██████████

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

## Reinstate a User

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

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**User Management Selection** Help ?

\* Make a selection and click submit:

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

Back Submit Refresh Cancel

## User Management Reinstate a User

**Step 2:** If The Select Role for User to Reinstate screen will be displayed. You must indicate the user for whom you are reinstating access to with a reporting service email. Select "Submit" to continue.



**Select User to Reinstate** Help ?

Enter the User ID of the person you wish to reinstate and click submit

\*User ID:  ?  
(Email Address)

Back Submit Refresh Cancel

## Reporting Services

**Step 3:** If you choose 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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**Reinstate User Confirmation** [Help ?](#)

Verify the User ID below and click Submit:

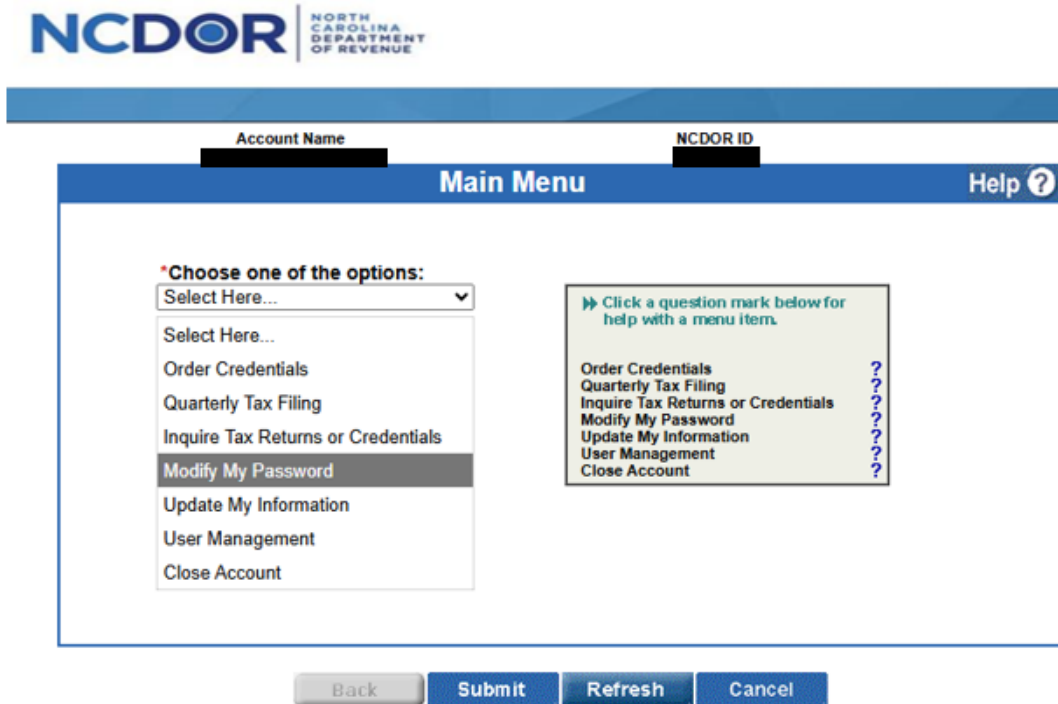
Reinstate User: [redacted]@outlook.com  
First Name: [redacted]  
Last Name: [redacted]  
Telephone: [redacted]

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

# 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.



## 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.



### Change Password Help ?

\*Email Address:

\*Old Password:  ?

\*New Password:  ?

\*Re-enter Password:  ?

\*Pass-Phrase:  ?

▶▶ 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.

## Modify My Password

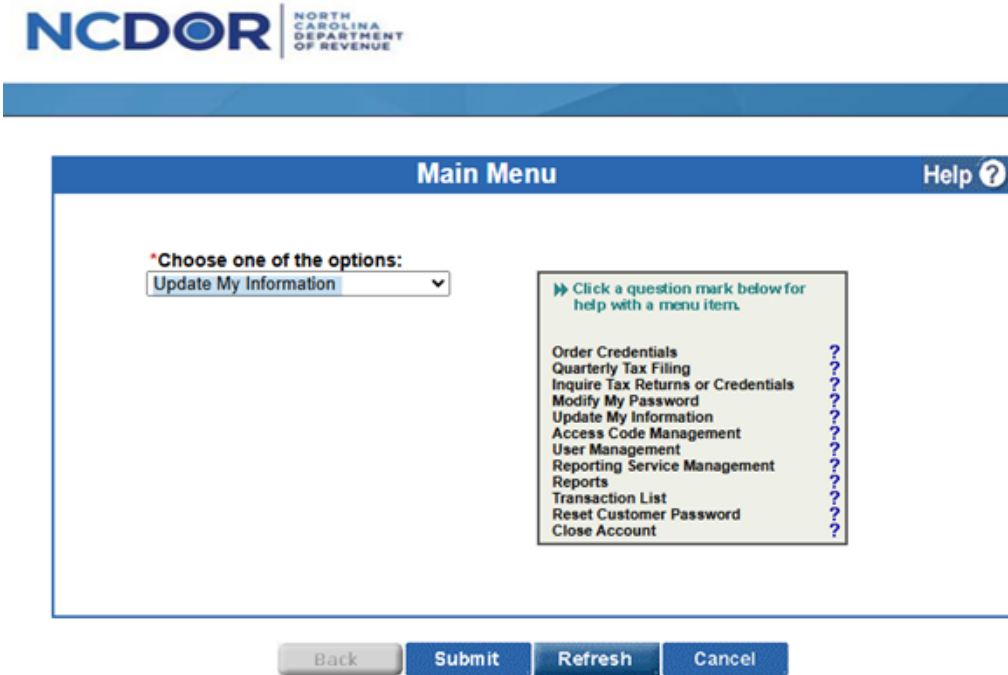
**Step 3:** Once the Change Password Confirmation screen is displayed, select “Submit” to return to the main menu.

The screenshot shows the NCDOR (North Carolina Department of Revenue) interface. At the top left is the NCDOR logo. Below it, a blue header bar contains the text "Account Name" and "NCDOR ID", both followed by redacted black boxes. The main content area is a white box with a blue border and a blue header that reads "Change Password Confirmation" and "Help ?". Inside this box, the text "Your password has been successfully changed." is centered. Below the main content area, there are four buttons: "Back", "Submit" (highlighted in blue), "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.



## 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.



### Update User Information Help ?

*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="1111"/>	?



## 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 [REDACTED] NCDOR ID [REDACTED]

**Update User Confirmation** Help ?

Email Address: [REDACTED]  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Telephone: [REDACTED]

\*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 passphrase (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.

The screenshot shows the NCDOR (North Carolina Department of Revenue) Login interface. At the top left is the NCDOR logo. The main header is 'Login' with a 'Help ?' link on the right. Below the header are two input fields: '\*User ID: (E-mail address)' with a text box containing a redacted email address followed by '@outlook.com ?' and a link 'First Time User / Initial Access Setup'; and '\*Password:' with a text box and a link 'Forgot Your Password'. A central box contains a list of terms and conditions. At the bottom are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

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**Login** Help ?

\*User ID: (E-mail address) [redacted]@outlook.com ? [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

## 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 NCDOR (North Carolina Department of Revenue) 'Forgot Password' interface. At the top left is the NCDOR logo. The main content area is a blue-bordered box with a title bar that says 'Forgot Password' and a 'Help ?' link. Inside the box, there is a text input field labeled '\*User ID: (Email Address)' with the value '██████████@outlook.com' and a question mark icon to its right. Below the input field is a rectangular box containing the text: 'Enter your User ID and your pass phrase will be displayed to help you remember your password.' At the bottom of the page, there are four buttons: 'Back', 'Submit', 'Refresh', and 'Cancel'.

## Forgot Your Password

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

*Important:* If the passphrase 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.

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**Password Hint** Help ?

Pass Phrase: [REDACTED]

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