



SPECIAL NOTICE

CALIFORNIA DEPARTMENT
OF TAX AND FEE
ADMINISTRATION
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Sacramento, CA 95814

GAVIN NEWSOM
Governor

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Secretary
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CDTFA WEBSITE
www.cdtfa.ca.gov

CUSTOMER SERVICE CENTER
1-800-400-7115

TTY
711

Your Use Fuel Decal Renewal (Private Vehicle) Will Move to the New Online Services System Effective August 12, 2019

Your fuel permit account and decal renewal will be included in our new online services system on August 12, 2019. To help you prepare, here are some important details about renewing in the new system with the California Department of Tax and Fee Administration (CDTFA).

Decal renewal

- You will need to create a login in the new system before you renew your annual decal(s) online. See *How to login* below.
- Your decal account will be referred to as "Alternative Fuel Decal Account" in the new system.
- We will email a renewal reminder to the email address we have on file.
- The format for renewing and requesting additional decals may be different, but the content required has not changed.
- You will need to update your address online before renewing your decal(s).
- You will be able to complete the following tasks in a single request:
 - Request additional decals
 - Update vehicle information
 - Remove vehicles from your fleet
 - Replace or cancel decals
- You will need to enter the decal number for replacement and cancellation requests.

How to login

- The current *User ID*, *Password*, and *Express Login* for this account will not be moved to the new online services system.
- You will need to sign up for a new *Username* and *Password*. We will mail a security code to the address we have on file, so you can complete the login process. Watch for our letter with information about how to sign up.

How to prepare

Please confirm or update your email and mailing address with us at BTDFMCOUpdates@cdtfa.ca.gov, or call our Customer Service Center at 1-800-400-7115 (TTY:711) then select the *Special Taxes and Fees* option and follow the prompts for *Motor Carrier Office*. Customer service representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.

Questions

For more information on the upcoming changes to our online services, please see our FAQ page at www.cdtfa.ca.gov/services/cros.htm.