

INQUIRIES

Decal related questions should be directed to **(317) 298-1200**, extension **1245**, Monday through Friday 8:00A.M. to 5:00P.M. Or send your question via email to the **decals@customs.treas.gov**

SECTION 5: Please write the name that appears on the ship to line of section 1. This will prevent pages from getting lost or misplaced.

SECTION 6: This will allow us to be certain that the number of decals ordered matches the payment amount as well as make sure you receive all the decals you ordered.

SECTION 7: Vehicle Information. Please write as clearly as possible. If there are not enough spaces for the number of vehicles you have, you may photocopy this page or type the information on a separate piece of paper.

Make - Name of manufacturer.

Model Year - Year in which the vehicle was made.

VIN - This is the vehicle identification number or serial number.

Please make sure you distinguish between one and I, zero and O, etc.

License Plate Number for Mexican Border (APHIS) Decals

SECTION 8: If you would like additional information related to decals or would like to purchase decals on the Internet, these instructions will assist you in locating that section of the Customs Web Site.

SECTION 9: This is the name of the city or port number that you pass through most frequently.

EXCHANGES

Because a decal is assigned to a specific conveyance, it cannot be transferred to another conveyance. Customs will exchange a decal for a different vehicle if a written request is postmarked no later than 30 calendar days after the decal was issued. The following documentation must be submitted:

- 1 - A copy of the CF 339-C that was returned to you with the decal number assigned.
- 2 - The decal(s) in NEW condition.
- 3 - A new CF 339-C for the conveyance that will be assigned the replacement decal.

If you have already placed the decal on the conveyance, an exchange is not possible. You must buy a new decal. If the company name has changed but the vehicle is still the same, the decal can still be used. You will need to call the decal inquiry line and report a change in the name.

REFUNDS

The user fee decal is an optional payment method for crossing the border. Therefore, once a decal has been issued the transaction is final and NO refunds will be issued. This includes applications submitted more than once resulting in duplicate decals for the same conveyances. The applicant is responsible for ensuring that conveyances are only listed once and/or that only one application for the listed conveyances is submitted.

REPLACEMENTS

When a decal has been damaged due to repair or repainting, the following documents must be submitted and a new decal will be issued to you:

- 1 - A copy of the CF 339-C. This is the form returned to you with the decal number assigned.
- 2 - A copy of the paid repair or repaint bill that is signed by the company that did the work (the name and address of the company that did the work must appear on the signed invoice or letterhead). The bill should itemize the windshield/wing window replacement/repair and identify the unit by VIN.
- 3 - A signed statement with a brief explanation of the circumstances, with a contact name and telephone number.

IMPORTANT

Lost or stolen decals cannot be replaced. A new decal must be purchased. Please report stolen decals to the decal inquiry line.

Paperwork Reduction Act Notice As Required by 5 CFR

This information is required for the issuance of annual commercial user fee decals. The data will be used to ensure that fee avoidance is minimized. A decal will not be issued if the appropriate fee is not paid and/or the requested information is not provided.

Enlisted average burden associated with this collection of information is 16 minutes per record keeper depending on individual circumstances. Comment concerning the accuracy of this burden estimate and suggestions for reducing this burden should be directed to U.S. Customs Service, Information Services Group, Washington, DC 20229.

5. Name on "Ship To" Line _____
(from 1B - SHIP TO on page 1)

6. Total Number of Decals(s) requested (include all pages): _____

7. Conveyance Information

1.	Make		** Customs Use Only ** Decal Number	
	<input type="checkbox"/> Ford	<input type="checkbox"/> Mack	Model	License
	<input type="checkbox"/> Freightliner	<input type="checkbox"/> Peterbilt	Year	Plate
	<input type="checkbox"/> International	<input type="checkbox"/> Volvo	(\$190 Decal Only)	
	<input type="checkbox"/> Kenworth	<input type="checkbox"/> Western Star	VIN	
	<input type="checkbox"/> Other:			

2.	Make		** Customs Use Only ** Decal Number	
	<input type="checkbox"/> Ford	<input type="checkbox"/> Mack	Model	License
	<input type="checkbox"/> Freightliner	<input type="checkbox"/> Peterbilt	Year	Plate
	<input type="checkbox"/> International	<input type="checkbox"/> Volvo	(\$190 Decal Only)	
	<input type="checkbox"/> Kenworth	<input type="checkbox"/> Western Star	VIN	
	<input type="checkbox"/> Other:			

3.	Make		** Customs Use Only ** Decal Number	
	<input type="checkbox"/> Ford	<input type="checkbox"/> Mack	Model	License
	<input type="checkbox"/> Freightliner	<input type="checkbox"/> Peterbilt	Year	Plate
	<input type="checkbox"/> International	<input type="checkbox"/> Volvo	(\$190 Decal Only)	
	<input type="checkbox"/> Kenworth	<input type="checkbox"/> Western Star	VIN	
	<input type="checkbox"/> Other:			

8. You May Buy Decals ON-LINE:

Go To <http://www.customs.gov/travel/travel.htm> a table of contents will be displayed

Select "Entering the U.S. by vehicle, Private Aircraft, or Private Vessel"

This will display another table of contents. Select "User Fee Decal Program"

At the next screen that is displayed you should select "Options for Applying for Decals"

Now select the hyperlink and you are ready to purchase a decal.

For Decal Questions: call 317-298-1200 Ext. 1245 or Send E-mail to Decals@customs.treas.gov

9. Primary Border Crossing:

Port Number _____

Or City _____

(Enter the city name of the port through which you pass most frequently. If you know the port number for that port please enter it in the space provided).

Si usted no habla o escribe Ingles y necessita ayuda en espanol para llenar este documento, llame a la oficina de Aduanas de Estados mas cercana a usted. Este servicio es gratuito.

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SECTION 1A: Please provide your account number. Your account number is located on the renewal form that was sent to you. If you do not have that form or if you have not purchased a decal before we will process your application and assign a new account number.

1B: This is the address you would like to have your decal shipped to. It need not be your permanent address. Using an address in the United States allows for a quicker more secure shipping method for your decal order. For example, if your business and residence are both located outside the United States, you may still have your decal order shipped to an address in the United States if one is available for your use.

1C: It is important to include a telephone and fax number, so that you can be reached if there is a problem with your application. If there is a problem and we cannot reach you by phone, we will return the application and payment to the address on the form. It is also helpful if you provide the name of the person that is knowledgeable about this request that we can contact if necessary.

SECTION 2: If paying by check or money order, be sure that the amount is exact and that it is drawn through a U.S. bank as well as in U.S. funds. We **cannot** accept a check or money order in U.S. currency which is drawn through a non U.S. bank. If the amount is not exact, either too low OR too high, the application and payment will be returned.

SECTION 3: Please note that each country has different options; shipping methods are not interchangeable between countries. Also, any shipping costs must be in a separate check, money order, or credit card charge. If you do not wish to use the options available to you, or if you choose an option which is not available for your shipping address, we will send your decals via first class mail at no charge. Remember that you may use a U.S address to ensure faster delivery.

3A: Overnight courier delivery is available to U.S. ship to addresses only. There is an additional \$4.00 cost for this option.

3B: Courier delivery is not available to Canadian addresses. The Global Priority option will airmail the decal to the airport nearest you, and the Canadian post office will deliver it. There is an additional \$4.00 cost for this optional. If you do not choose this option, please allow 4-6 weeks for regular mail.

3C: Courier delivery is not available to Mexican addresses. Registered mail is available and means that you will be required to sign for the package, ensuring a safer delivery. However, registered mail will take the same amount of time as regular mail, so allow 4-8 weeks for delivery. There is an additional \$6.00 cost for this option.

SECTION 4: Your signature is required even if you are not using a credit card. If you do not sign the application, it will be returned to you with your payment and you will not receive your decal(s).

SUBMITTING APPLICATIONS

Please mail your completed Customs Form 339-C with your payment to:

Address for regular mail:
U.S. Customs Service
Decal Program Administrator
P.O. Box 382030
Pittsburgh, PA 15250-8030

Address for courier/expedited delivery:
U.S. Customs Service
Decal Program Administrator
500 Ross Street
AIM 154-0640
Pittsburgh, PA 15262

No refund will be issued for duplicate decals resulting from applications being sent more than once. Please verify that your application was NOT received before re-sending.

If paying by credit card, you can fax your application to the following number.

FAX your application to: 412- 234-3541

REQUIRED INFORMATION

Company or owner name, address, make, year and VIN. A decal will not be issued when any of the required information is missing. Please check your application before mailing and ensure that the amount of the payment matches the number and types of decal(s) that you are requesting. Incomplete applications and applications that do not balance with the payment will be returned via First Class Mail.