



INDIANA

NCSTS ANNUAL MEETING
UCR FAQ'S SESSION
June 7, 2016
PROVIDENCE, RHODE ISLAND

Monday, June 13, 2016

Motor Carrier Services Division

Indiana Department of Revenue



UCR FAQ'S

- **Q:** I'm trying to register for UCR but I don't remember my password or user name. How do I register ?
- **A:** No user name or password is necessary, just click on "Start UCR Registration" to begin the online registration process.
- **Q:** The address on the UCR system is not correct, how can I change it?
- **A:** You need to update your USDOT information with the FMCSA at http://li-public.fmcsa.dot.gov/LIVIEW/PKG_REGISTRATION.prc_option and then the correct address will feed over to UCR system in 24-48 hours.



UCR FAQ'S

- **Q:** I updated my address on my USDOT number after I already paid for my UCR and it did not update on the UCR system, how can I change it?
- **A:** It will not update on the UCR system if you have already paid the current registration year. It will update the next registration year.
- **Q:** I updated my name on my USDOT number after I already paid for my UCR and it did not update on the UCR system, how can I change it?
- **A:** It will not update on the UCR system if you have already paid the current registration year. It will update the next registration year.



UCR FAQ'S

- **Q:** I updated my physical state address on my USDOT number after I already paid for my UCR and it did not update on the UCR system, how can I change it?
- **A:** It will not update on the UCR system if you have already paid the current registration year. It will update the next registration year.
- **Q:** Can we change a base state after the books are closed for the month?
- **A:** No , I can only change the base state before the books are closed for the month.



UCR FAQ'S

- **Q:** I transport private passengers; do I need to register for UCR?
- **A:** No, Private passenger carriers are not required to pay UCR fees.

- **Q:** I'm a freight forwarder; do I get a US DOT number?
- **A:** Not at the current time; in the future FMCSA will send you a USDOT . Then you will pay your UCR under your USDOT number.

- **Q:** I'm a for-hire 8 or less passenger carrier; do I get a US DOT number?
- **A:** Not at the current time; in the future FMCSA will send you a USDOT . Then you will pay your UCR under your USDOT number.



UCR FAQ'S

- **Q:** Who gets an MC number only?
- **A:** For-hire carriers under 10,001 lbs and for-hire carriers that have a seating capacity of 8 and under. This will change in September these numbers will no longer be issued.
- **Q:** I don't travel in Indiana, why are you sending me an email (or postcard) to register?
- **A:** Indiana hosts the on-line UCR system for the United States, Canada and Mexico. You're not being notified because you run in Indiana; you're being notified because you have an Interstate US DOT number.



UCR FAQ'S

- **Q:** Why will the UCR system not give me a option to choose E-check?
- **A:** You've previously paid your UCR with a NSF return e-check so you've been blocked from using our e-check option. You may pay online with a credit card only.
- **Q:** Does my trailer count as a vehicle?
- **A:** No, only power units count as vehicles.



UCR FAQ'S

- **Q:** I paid for the wrong year; can you move my payment to the correct year?
- **A:** No, we cannot move a payment from one year to another. You will need to delete and refund the payment for the incorrect year and the carrier will have to go back online to complete the correct year's registration.
- **Q:** The state made a clerical error in the UCR system what do I do?
- **A:** If a clerical error was made the state needs to contact Sandy so i can remove the payment as long as it is before we close the books for the month.



UCR FAQ'S

- **Q:** I received my USDOT number in December, but I didn't start working until January, do I still have to pay for last year?
- **A:** If you had an active interstate USDOT number during a calendar year, you are required to register for that year.

- **Q:** I'm a broker, and I do not have a USDOT number, how am I supposed to register?
- **A:** All brokers will be issued a USDOT number by the FMCSA. If you give me your MC number I can check to see if one has been issued yet. Go to the L & I screen from safer to find the USDOT number.
- http://li-public.fmcsa.dot.gov/LIVIEW/pkg_carrquery.prc_carrlist



UCR FAQ'S

- **Q:** Why didn't I get a receipt from you?
- **A:** UCR is a paperless registration. You are not required to carry a registration receipt. Once you register for UCR, the information will feed over to federal websites and enforcement will see the payment there.

- **Q:** What if I receive UCR forms and I am out of business?
- **A:** Do not complete the UCR Forms. Instead, fill out items 1 through 16 of the MCS-150 form and check the "OUT OF BUSINESS" box at the top of the form.



UCR FAQ'S

- **Q:** Why do we get an email after we have paid?
- **A:** This is because the USDOT is not in the download files or this happens because the carrier has a USDOT number that they are not aware of. Please research these in L&I and SAFER.

- **Q:** Why can't I find freight forwarders and brokers in SAFER?
- **A:** Freight forwarders and brokers or carriers that do not have a USDOT are not in SAFER. You will have to go to L&I to find these companies.

- **Q:** After a disputed credit card, how does a company pay again?
- **A:** The carrier can go back online and do an adjustment.



UCR FAQ'S

- **Q:** Why do you continue to send me text messages?
- **A:** We do not send text messages. This is from a third party. The State of Indiana and the FMCSA have web addresses ending in '.gov' Be aware of websites ending in '.com'

- **Q:** How do I close (or inactivate) my USDOT number?
- **A:** You need to do an MCS-150 update "out of Business Notification" using your PIN through the www.FMCSA.dot.gov website

- **Q:** Where can I get the MCS-150 form?
- **A:** You may get the form from the FMCSA's website at: <http://www.fmcsa.dot.gov/forms/print/r-l-forms.htm>



UCR ERROR MESSAGE FAQ'S

- **Q:** While trying to register for UCR I received an error message that reads “**Carrier does not exist on this system for the data you entered. Re-enter valid information or use contact us link to resolve this issue by contacting your participating state**”. What do i do?
- **A:** This could mean one of two things; either they just was issued their US DOT number today and it will not be available for registration in the UCR system until the next day after 10:00 a.m. EST or it was a intrastate USDOT and just updated their USDOT to interstate.



UCR ERROR MESSAGE FAQ'S

- **Q:** While trying to do an adjustment for UCR I received an error message that reads **“You cannot do more than one adjustment for each registration year. Please use contact us link to contact your state, if you have any problems with your registration .** What do I do?
- **A:** You may adjust your vehicle count one time per registration year if you have made an error. If you need to adjust it more than once you will need to do it through the mail with your base state.
- **Q:** While trying to register and pay for my UCR I received an error message that reads **“Card type you’ve selected on the prior screen(either debit or credit) is incorrect. Please click the Previous button in the lower left hand corner and choose the opposite card type.** What do I do?
- **A:** This means that you’re choosing credit card and you should be choosing debit card; or vice versa.



UCR ERROR MESSAGE FAQ'S

- **Q:** While trying to register for UCR I received an error message that reads **“Payment for UCR has been deleted for the registration year you’ve chosen; therefore, you will have to choose “Adjust Your Paid UCR Information” to make your necessary changes”**. What do I do?
- **A:** This means that the first payment made to your UCR was deleted by a state user so you can not choose the “New Applicant or Renew Your Unified Carrier Registration (UCR), you must choose the option “Adjust Your Paid Unified Carrier Registration (UCR) Information.
- **Q:** Why am I receiving a error message when trying to enter my email address?
- **A:** You can not add punctuations or 3 words to name or city.



UCR ERROR MESSAGE FAQ'S

- **Q:** I am getting an error message about Internet Explorer, but I'm using Internet Explorer. What am I do wrong?
- **A:** Unfortunately, this might be a question that is better handled by contacting us over the phone. There are some steps that we can take to try to make it work, and if that fails, we can process it over the phone for you.
- **Q:** I'm trying to register for UCR but **I don't have a PAY button.**
Or: I'm on the page where it tells me the total amount but I am not able to put the date in. What do i do ?
- **A:** There is an internal technical issue with that US DOT number. We will need to report the problem to our IT department.



UCR ERROR MESSAGE FAQ'S

- **Q:** Why is the last digit of the year falling off when I enter it in?
- **A:** You have to be on the home page of UCR system go to tools, then go to compatibility view settings click on add in.gov and close this will fix the issue.
- **Q:** I'm trying to register for UCR but **I'm receiving a error message that says problem inserting data.** What do i do ?
- **A:** There is an internal technical issue with that US DOT number. We will need to report the problem to our IT department You may email sbowling@dor.in.gov
- This happens when a Sale and Transfer is done with the MC number or the name is to long or they paid with MC number in prior year.



UCR MESSAGE FAQ'S

- **Q:** What does VPS give money back?
- **A:** This is when the company disputes their credit card and I remove the payment out.

- **Q:** What does it mean when it shows payment error on the system?
- **A:** The payment did not go through. I will need the last 4 digits of card or bank account number to see why the payment did not go through.

- **Q:** What do I do if the wrong base state was entered for a non-participating state?
- **A:** You will need to email Sandy before the books are closed so she can change the base state.



QUESTION: CONTACT US

- Insurance & Safety – (317) 615-7350
- Website: www.ucr.in.gov
- Mobile Link