



# SPECIAL NOTICE

CALIFORNIA DEPARTMENT  
OF TAX AND FEE  
ADMINISTRATION  
450 N Street  
Sacramento, CA 95814

**GAVIN NEWSOM**  
Governor

**MARYBEL BATJER**  
Secretary  
Government Operations Agency

**NICOLAS MADUROS**  
Director

CDTFA WEBSITE  
[www.cdtfa.ca.gov](http://www.cdtfa.ca.gov)

CUSTOMER SERVICE CENTER  
1-800-400-7115

TTY  
711

## Your Exempt Bus Operator Use Fuel Tax Return and Decal Renewal Will Move to the New Online Services System Effective August 12, 2019

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

### File online

- You will need to create a login for the new system before filing your CDTFA 501-AB, *Exempt Bus Operator Use Fuel Tax Return* and *Schedule A-Nontaxable Use of Fuel* in our new online services system. See *How to login* below.
- Your account will be referred to as “Alternative Fuel Exempt Bus Operator Account” in the new system.
- We will email a courtesy reminder prior to each filing due date to the email address we have on file. See *How to prepare* on the next page.
- You will be able to file an amended return online for returns due after August 2019.

### Decal renewal (if applicable)

- 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.

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Special Notice

*Your Exempt Bus Operator  
Use Fuel Tax Return and Decal  
Renewal Will Move to the  
New Online Services System  
Effective August 12, 2019*

**How to prepare**

Please confirm or update your email and mailing address with us at [BTfDMCOUpdates@cdtfa.ca.gov](mailto:BTfDMCOUpdates@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](http://www.cdtfa.ca.gov/services/cros.htm).