

Si usted no habla o escribe inglés y necesita ayuda en español para llenar este documento, llame a la oficina de las Aduanas de Estados Unidos de (317) 298-1245. Este servicio es gratuito.

INQUIRIES

Decal related questions should be directed to (317) 298-1245, Monday through Friday 8:00a.m. to 4:00 p.m. EST or send your questions via email decals@dhs.gov

SECTION 1: Contact Information

- 1A:** Please provide your account number. Your account number is located on the renewal form that was sent to you. If you have purchased in the past but do not know your account number, please call (317) 298-1245. If you do not have that form, or 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 order shipped. 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 within the United States.
- 1C: *Required: Primary Contact*** - Provide a contact name and email address for the decal purchase request. 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.
- 1D: *Optional: Secondary Contact*** - Provide a contact name and email address for the decal purchase request. 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.

Section 2:

If paying by check or money order, funds are required to be drawn through a U.S. bank in U.S. dollars. For checks: processing time takes an extra 15 days. **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.

- A:** Expedited delivery is available to U.S. addresses. (Expedited packages cannot be delivered to a P.O. Box.) An additional \$6.00 is charged for this option.
- B:** Expedited delivery is available to Canadian addresses. (Expedited packages cannot be delivered to a P.O. Box.) An additional \$12.00 is charged for this option; please allow 4-8 weeks for first class mail.
- C:** U.S. International registered mail is optional for addresses in Mexico and mandates a signature for the package, ensuring a safer delivery. Allow 4-8 weeks for delivery. An additional \$8.00 is charged for registered mail. As an alternative you may use a U.S. address to ensure faster delivery

SUBMITTING APPLICATION

Please mail your completed CBP Form 339A with your payment to:

U.S. Customs and Border Protection
Attn: DTOPS Program Administrator
6650 Telecom Drive, Suite 100
Indianapolis, IN 46278

NO REFUNDS will be granted for orders submitted more than once. If applying by fax, verify that your application was NOT received before re-sending.

If paying by credit card or ACH, you may register and purchase decals online by accessing <https://dtops.cbp.dhs.gov>.

REQUIRED INFORMATION

The company or owner name, ship to address, phone number, contact name, manufacturer, model year and tail number are required information. A decal will not be issued when any of the required information is missing. Please check your application before mailing to ensure that the amount of the payment matches the number and types of decal(s) that you have requested. Incomplete applications and applications that do not balance with the payment will be returned via first class mail.

FAX Completed Forms to (317) 290-3219

SECTION 3: Please write the name that appears on the "Ship To" line of section 1 to prevent pages from getting lost or misplaced.

SECTION 4: Enter the total number of decals to be purchased, which will be used for order verification purposes.

SECTION 5: The following aircraft information is required. If more than three decals are being purchased, this page may be photocopied or the information typed on a separate piece of paper.

- Model Year – Year in which the aircraft was made
- Manufacturer – Name of manufacturer
- Tail Number – The identifying number for the aircraft that is displayed on the tail section

SECTION 6: Instruction for accessing decal information or purchasing decals on the Internet.

EXCHANGES

Because a decal is assigned to a specific conveyance, it cannot be transferred. CBP will exchange an **UNUSED** decal for a different conveyance if a written request is postmarked no later than 30 calendar days from which it was issued*.

The following documentation must be submitted for decal exchanges:

- UNUSED decal
- Itemized receipt that was returned to you with the decal.
- New application (CF339A form) for the aircraft that will be assigned the replacement decal.
- Signed statement with a brief explanation of the circumstances that require the exchange, with a contact name and telephone number.

*The exception to the 30-day rule: If you purchased a decal prior to January 1st, it may be exchanged through January 31st of the renewal year.

NOTE: If the decal has already been placed on the aircraft, an exchange is not possible. A new decal must be purchased.

REFUNDS

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 being issued for the same aircraft. The applicant is responsible for ensuring that aircrafts are only listed once and/or that only one application for the listed aircraft is submitted.

REPLACEMENTS

When an aircraft decal has been damaged due to repair or repainting, the following documents must be submitted to obtain a new decal:

- A copy of the itemized receipt that was returned to you with the decal.
- A copy of the paid repair or repainting bill that is signed by the company that did the work, with the company's name and address on the signed invoice or letterhead.
- The tail number.
- A signed statement with a brief explanation of the circumstances that required the repair or repainting, with a contact name and telephone number.

PLACEMENT OF DECAL

Place decal on outside of the conveyance within 18 inches of the normal boarding area where it is visible when the doors/hatches are open. Decal **MUST** be adhered to conveyance by adhesive on decal. **APPLY CAREFULLY TO AVOID DAMAGING THE DECAL.** Fan the top right corner of the decal with your thumb to remove the adhesive backing.

IMPORTANT: Lost or stolen decals cannot be replaced. A new decal must be purchased. Please report a lost or stolen decal to the user fee help desk at (317) 290-1245.

Paperwork Reduction Act Notice As Required by 5CFR

This information is required for the issuance of annual 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 and Border Protection, Information Services Branch, Washington, DC 20229.