Motor Carrier In-Person Services On Line and In Person by Appointment

TRUCKING ADVISORY: Motor carriers must schedule in-person services by appointment, encouraged to use Trucking Online

March 19, 2020

SALEM – In response to the current public health emergency and in effort to slow the spread of the COVID-19, the Oregon Department of Transportation Commerce and Compliance Division will handle in-person transactions through appointment only.

To schedule an appointment for motor carrier services at our Salem headquarters, call (503) 378-6699.

To schedule an appointment for motor carrier services at our Portland Bridge office, call (971) 673-5900.

Appointment guidelines/rules:

- Motor carrier services appointments are scheduled for one hour.
- When you call to schedule an appointment, our registration analysts will need your name, account number, contact information and the reason for appointment.
- Only one person is allowed for each appointment. If an additional person must be present (for example, an interpreter), you must inform our registration analysts when scheduling the appointment.

If you schedule an appointment with CCD

Our staff are taking additional precautions with cleaning protocols and sanitation of employee/customer high-contact areas. However, if you or your employees are sick, please conduct business online or via phone at the number above.

As the Governor and CDC have advised, individuals who are sick or are displaying symptoms should stay home to help slow the spread of the virus and protect those who are at highest risk for contracting it (individuals over 60 years old or who have underlying health conditions).

Use Oregon Trucking Online

We encourage motor carriers to take advantage of the many services available to them through **www.oregontruckingonline.com** rather than visiting Commerce and Compliance Division offices in person.

Oregon Trucking Online is **free, secure and available 24/7**. TOL allows you to:

- Completely manage your motor carrier account
- Pay your taxes
- Get your permits
- Process your IFTA and IRP transactions

You can do all of this and more from the comfort of your office or home, with no waiting on the phone.

Once you have a registered account, you can operate on permanent tax credentials and handle nearly all of your needs online. TOL makes things easy and saves you time and hassle!

How do I set up an Oregon Trucking Online account?

1. Establish a motor carrier account with Commerce and Compliance Division.
2. Go to Oregon Trucking Online to request a PIN.
3. Follow the instructions on the PIN Request Form.
4. An owner, partner, LLC member/manager, corporate officer or someone possessing a Power of Attorney must sign the PIN Request Form. Note: the PIN Request Form will be returned if the POA is not on file or attached with the form.
5. Fax or mail your PIN Request Form to Commerce and Compliance Division.
6. Upon approval, you will receive a confirmation email with a temporary PIN password.
7. Log in to Oregon Trucking Online with your name, file number and temporary password and setup your permanent password.

If you have trouble registering for TOL, call (503) 378-6699, or contact us online.

Important deadlines and dates for motor carriers

- March 25: Account fee suspension date; January 2020 RUAF suspension date
- March 31: February 2020 monthly mileage report due
- April 8: February 2020 flat fee report suspension date; February 2020 RUAF due
- April 10: March 2020 flat fee report due; January 2020 monthly mileage report suspension date; 2019 Fourth quarter mileage report suspension date
- April 15: IFTA revocation date
- April 24: Account fee suspension date
- April 27: February 2020 RUAF report suspension date
- April 30: March 2020 monthly mileage report due

Share this:

Share