

Service Fee for Credit/Debit Card Payments

Important Notice: A nonrefundable credit card service fee will be charged for all credit/debit card payments.

Motor Carrier is happy to provide carriers a range of options for paying expenses. However, those choosing to pay by credit or debit card will begin paying a 2.4% nonrefundable credit card service fee. The fee covers the cost to the agency for making credit and debit card payments available.

Motor Carrier will continue to accept Visa and MasterCard credit/debit cards for payment.

Several payment options remain available without the additional service fee. Payment can be made online with Direct Payment, checks can be mailed and cash, checks, cashier's checks and money orders are accepted at our Registration Offices in Salem and Portland Bridge.

A list of frequently asked questions is listed below.

Why is Motor Carrier assessing a credit card service fee for credit and debit card payments?

Motor Carrier is committed to providing carriers a range of options for paying expenses. However, providing complimentary credit or debit card payment services has become prohibitively expensive because of the processing fees assessed by the credit card companies and financial institutions. The expense is currently paid by ODOT revenue and reduces funds available for road and bridge construction. This change is expected to redirect nearly \$3.0 million annually to road and bridge maintenance.

What is the service fee and how was the percentage established?

The service fee is an additional 2.4% of the payment amount. The service fee is the percentage amount charged by the payment processor to cover the cost of credit and debit card transaction fees assessed by the credit card companies and financial institutions.

Why is the credit/debit card service fee nonrefundable?

The fee is for the processing of the credit card transaction, a service that was rendered. Even if your payment is canceled, refunded, credited or charged back the service fee is not. Motor Carrier does not keep the fee; it is collected by our credit card processor. Any credit card service fee disputes must be taken directly to your credit card company.

What are my payment options?

The following payment methods are accepted.

Payment Type	How	Where
Cash	In person	<p>Registration Offices: Salem 3930 Fairview Industrial Drive Salem, OR 97302</p> <p>Portland Bridge 12348 N Center Avenue Portland OR 97217</p>
Check, Money Order, Certified Check	In person	<p>Registration Offices: Salem 3930 Fairview Industrial Drive Salem, OR 97302</p> <p>Portland Bridge 12348 N Center Avenue Portland OR 97217</p>
	U.S. Mail	<p>Registration Offices: Salem 3930 Fairview Industrial Drive Salem, OR 97302</p> <p>IRP PO Box 5330 Salem OR 97304-0330</p>
	Other mail package delivery services such as UPS, etc.	<p>Registration Office: Salem 3930 Fairview Industrial Drive Salem, OR 97302</p>
Direct Payment via ACH (FREE)	Online only	oregontruckingonline.com
<p><u>Credit Cards:</u> Visa and MasterCard</p> <p>All credit card payments will be assessed a 2.4% nonrefundable service fee.</p>	In person, phone transaction and online	

Do other agencies assess a credit card service fee for credit and debit card payments?

Yes. Other agencies across Oregon and beyond (Idaho, Texas and Wisconsin) have implemented a similar convenience or service fee charge for credit and debit card payments. We have tried to absorb the service fee as long as possible. We realize this may pose a hardship to carriers. Please know that we continually seek ways to keep costs low and to provide a variety of payment options to minimize the hardship as much as possible.

Which credit and debit cards are accepted?

Motor Carrier accepts Visa and MasterCard.

Are debit card payments also charged the service fee?

Yes. However, you can pay with Direct Payment online to avoid the service fee. Coming this fall, Direct Payment will also be available as a payment type for phone transactions.

How will the service fee appear on my credit or debit card statement?

The service fee will be listed as a separate transaction.

If you have further questions, please contact Motor Carrier at (503)378-6699 or email ODOTTOLCOMMENTS@ODOT.STATE.OR.US