

Chat Transcript

3/8/2017 12:14:08 PM - System: Welcome to Unified Carrier Registration!

3/8/2017 12:14:09 PM - System: Interaction alerting Sandy.

3/8/2017 12:14:19 PM - System: Sandy has joined the conversation. This Chat may be recorded for quality purposes. How may I assist you?

3/8/2017 12:14:40 PM - Sandy: Hello BS Way, How may I help you

3/8/2017 12:15:29 PM - BS WAY LLC: HI, I DID MY UCR APPLICATION TODAY AND MAID A MISTAKE AND I WANTED TO SEE IF THERE IS ANY WAY I CAN FIX IT

3/8/2017 12:15:58 PM - BS WAY LLC: WHEN DOING IT I PUT 2016 INSTEAD OF 3017

3/8/2017 12:16:54 PM - BS WAY LLC: 2017*

3/8/2017 12:18:01 PM - Sandy: You will have to go back in and make the 2017 payment and i will issue you a refund back for 2016 year. It will take 5 to 7 business days for you to get the money back on your card

3/8/2017 12:19:07 PM - Sandy: refund in process

3/8/2017 12:19:10 PM - BS WAY LLC: IF I PAY IT AGAIN HOW WILL THEY KNOW THAT THE 2016 ONE THY HAVE TO REFUND IT BACK

3/8/2017 12:19:39 PM - Sandy: i have already issued the refund

3/8/2017 12:20:06 PM - BS WAY LLC: OK THANK YOU

3/8/2017 12:20:31 PM - Sandy: your welcome, Is there anything else I can help you with?

3/8/2017 12:20:41 PM - BS WAY LLC: NO THANK YOU

3/8/2017 12:20:49 PM - Sandy: Thank you for chatting with the Indiana Motor Carrier Services. Have a great day!

3/8/2017 12:20:54 PM - System: Sandy has left the conversation. If you need further assistance please relaunch Chat or call 317-615-7350.