



FOR IMMEDIATE RELEASE  
September 13, 2021

## **Indiana Department of Revenue Updating Phone Number for Motor Carrier Services in October**

INDIANAPOLIS, Ind. – The Indiana Department of Revenue (DOR) is updating phone lines for its Motor Carrier Services (MCS) department. Customers will be able to reach teams handling motor carrier registration, fuel tax, titles, permitting, and safety and insurance using one number.

In addition to one, customers will hear how many callers are ahead of them and can choose to leave a message or stay on the line for the next available agent.

Effective Monday, Oct. 4, 2021, the main number to reach all DOR Motor Carrier Services departments will be:  
**317-615-7200.**

Effective **Oct. 4**, MCS will have one general phone number for all customers - **317-615-7200**



Phone numbers for separate MCS sections used previously will be discontinued.

For in-person assistance, customers can visit Motor Carrier Services, Monday through Friday, 8 a.m. - 4:30 p.m. EST at:

**7811 Milhouse Road, Suite M  
Indianapolis, IN 46241**

Appointments at the [MCS Customer Service Center](#) are required to open new IRP or IFTA accounts. Customers can schedule an appointment at [appts.dor.in.gov](https://appts.dor.in.gov) or by calling 317-

615-7200, Monday through Friday, 8 a.m. - 4:30 p.m. EST. Walk-in service for other motor carrier transactions is available during normal business hours. Appointments, including those for service providers, are limited to one person or one account per scheduled appointment.

Motor carrier customer service is available at the Motor Carrier Services location only. Customer service for other tax types is available through DOR's district offices.

Customers are encouraged to visit [mcs.dor.in.gov](https://mcs.dor.in.gov) for directions and additional information, including safety guidelines.

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