

## TxDMV's One-Stop-Shop Telephone Menu for Motor Carriers

For assistance with Oversize/Overweight Permits, Operating Credentials, or Fleet and Apportioned Registration, call the toll-free number 1-800-299-1700 (or 1-512-872-8090 for local calls). Use the phone menu to navigate to your desired topic. Press the main menu number (first column), followed by the appropriate sub-menu option(s) in the second and third columns.

Motor Carrier Division Sections		Menu Options		
<b>Oversize/Overweight Permits - Call Center hours 8 a.m. to 4:30 p.m., M-F</b>		<b>2</b>		
Order a single-trip routed permit such as a General, Manufactured Housing, Portable Building, or Mileage permit		2	1	
Amend or ask questions about a single-trip routed permit such as a General, Manufactured Housing, Portable Building, or Mileage permit		2	2	
Order, amend, or ask questions about a time-based permit such as a 30/60/90-day Width or Length permit, Quarterly Hubometer, Annual Envelope, Weight Tolerance, Timber, or Ready-Mixed Concrete Truck permit. Please note that not all these permit types can be ordered or amended by phone.		2	3	
Order, amend, or ask general questions about a Superheavy, Route Inspection, or Housemove permit. Please note that not all these permit types can be ordered by phone.		2	4	
<b>Credentialing (Insurance Cab Cards) - Call Center hours 8 a.m. to 4:30 p.m., M-F</b>		<b>3</b>		
Spanish		3	1	
Law Enforcement callers only		3	2	
Discuss penalty on certificate		3	3	
<b>All other credentialing questions</b>		3	4	
Unified Carrier Registration (UCR)		3	4	1
Insurance		3	4	2
Texas Intrastate Operating Authority		3	4	3
General Registration		3	4	4
Help on Motor Carrier Credentialing System (MCCS) online system		3	4	5
<b>Commercial Fleet Services - Call Center hours 8 a.m. to 4:30 p.m., M-T-TH-F; 9 a.m. to 4:30 p.m., W</b>		<b>5</b>		
Apportioned registration or Forestry registration		5	1	
Fleet registration, multi-year registration, Token Trailer registration or Heavy Vehicle Use Tax		5	2	
Questions about Texas International Registration Plan (TxIRP) Compliance audits		5	3	
<b>Other Helpful Information</b>				
USDOT Number from the Federal Motor Carrier Safety Administration		1	1	
Driver's License Information		1	2	
International Fuel Tax Agreement and Other Motor Fuel Tax Information		1	3	
Motor Carrier Safety Regulations		1	4	
Compliance/Enforcement inquiries about violations of registration or size and weight laws		4		
Temporary Vehicle Registration		6		