

**REGISTRATION OPERATIONS DIVISION
CUSTOMER CONTACT GUIDELINES**

(Updated March 2019)

Use the following as a guideline when communicating with the Registration Operations Division. Our goal is to answer your questions or resolve your issues and/or concerns at the lowest level; however, there may be times when issues must be elevated to a higher level.

INTERNATIONAL REGISTRATION PLAN (IRP) OPERATIONS

<i>IF -</i>	<i>THEN -</i>
You have questions regarding the processing of a specific IRP application, such as fees due, required documents, status, etc.,	Contact a representative in the IRP Operations unit at (916) 657-7971
You choose to email IRP Operations.	Contact IRP Operations by email at: <u>IRP Customer Response@dmv.ca.gov</u>
You need to mail or fax information to IRP Operations,	<u>Send mail to:</u> Department of Motor Vehicles Registration Operations Division IRP Operations MS H160 P. O. Box 932320 Sacramento, CA 94232-3200 <u>Send Overnight mail to:</u> Department of Motor Vehicles Registration Operations Division IRP Operations MS H160 2415 First Avenue Sacramento, CA 95818 <u>Send fax to:</u> (916) 657-6628 or (916) 657-6630
You have contacted an IRP Operation staff member, but need additional assistance,	Contact the IRP Operations management staff at (916) 657-7783

PERMANENT FLEET REGISTRATION (PFR)

<i>IF -</i>	<i>THEN -</i>
You have questions regarding Permanent Fleet Registration (PFR),	Contact a representative in the IRP Operations unit at (916) 657-7971

MOTOR CARRIER PERMIT (MCP) OPERATIONS

<i>IF -</i>	<i>THEN -</i>
You have questions regarding the processing of a specific Motor Carrier Permit (MCP) application, such as fees due, required documents, status, etc.,	Contact a representative in the MCP Operations unit at (916) 657-8153
You need to mail or fax information to MCP Operations,	<p><u>Send mail to:</u></p> <p>Department of Motor Vehicles Registration Operations Division MCP Operations MS H875 P. O. Box 932370 Sacramento, CA 94232-3700</p> <p><u>Send Overnight mail to:</u></p> <p>Department of Motor Vehicles Registration Operations Division MCP Operations MS H875 2415 First Avenue Sacramento, CA 95818</p> <p><u>Send fax to:</u></p> <p>(916) 657-6803</p>

BONDED WEB USER CONTRACT

<i>IF -</i>	<i>THEN -</i>
You have question regarding a Bonded Web User issue,	E-mail the Bonded Web User Team at RODIRPBPA@dmv.ca.gov