



# INDIANA Department of Revenue

The Indiana Department of Revenue has been serving Indiana's diverse population and business community since 1947.

Our team of more than 700 dedicated public servants helps administer over 65 different tax types. Every year, DOR processes billions of dollars in tax revenue by...



processing millions of tax returns



working with hundreds of thousands of Hoosiers



completing thousands of diverse audits



addressing tax protests and legal issues



and working in person with individuals, business owners, tax preparers, and other stakeholders

# Our Foundation

## Mission

To serve Indiana by administering tax laws in a fair, secure, and efficient manner.

## Vision

To be recognized as the premier tax administrator in the nation and a great place to work.

## Purpose

To provide great government service at a great value to our customers.

## Pyramid of Excellence

DOR's Pyramid of Excellence illustrates the agency's mission, vision, and purpose—all of which were reimaged to capture DOR culture and brand. Displayed throughout the organization, this symbol serves as the agency's compass, continuously directing and encouraging the team.



## Core Values

As DOR's new culture began to solidify in 2017 and 2018, a clear set of seven core values began to emerge, capturing the organization's beliefs, philosophies, and behavioral expectations. DOR established the values in 2018 to define its culture and how staff works together both internally and externally with all customers, stakeholders, and partners.

### Fun

Celebrate and enjoy what you do.

### Leadership

Through positive actions, inspire others to become more.

### Integrity

Always do what is right. Take action when it is not.

### Respect

Be kind, humble, and mindful. Appreciate and value diversity.

### Teamwork

Focus on we – not me.

### Service

Lose yourself in the service of others.

### Continuous Improvement

Be relentless about always getting better.

# District Offices

1. Bloomington
2. Clarksville
3. Columbus
4. Evansville
5. Fort Wayne
6. Indianapolis
7. Kokomo
8. Lafayette
9. Merrillville
10. Muncie
11. South Bend
12. Terre Haute



# Our People

Over 700 hardworking, passionate Hoosiers

## Best-in-class Customer Service

With a focus on customer care, single point of contact, one transaction resolution, quality service delivery, efficient process design and operation, and continuous improvement, our customer service team assists Hoosiers with their specific tax questions and requests for assistance.

Our people are the front line for customer assistance and problem resolution and take this responsibility very seriously. Customer service operations are provided at the Indiana Government Center in Indianapolis and 12 District Offices.

[See DOR's Executive Organizational Chart.](#)

[Meet Our Team.](#)



# Contact & Other Information

## Contact DOR

Visit [dor.in.gov](https://dor.in.gov) for tax tips, [online services](#), contact information, and more.

[Go directly to contact information.](#)

## Media Requests

Email [mediarequests@DOR.in.gov](mailto:mediarequests@DOR.in.gov) for all media requests.

## INTIME e-services Portal

[INTIME](#) gives customers several tools, including direct correspondence with customer service representatives. [More information](#) is available.

## DOR News

### Latest News & Publications

See the [latest news](#), agency updates and important notices, including information on DOR programs, tax tips, and helpful information for tax preparers.

### Tax Bulletin

[Stay up to speed on DOR announcements and events](#) related to business tax and tax practitioners.

## Tax Filing Customer Tips

**File taxes electronically if possible; it is faster with fewer mistakes.**

- **Always file state taxes**—even if you are under the threshold or don't expect a refund.
- Ensure your return is **complete and correct**; use blue or black ink on paper forms.
- Incorrect/outdated forms can **cause significant delays** or a return to be sent back.
- Include all required, **supporting documentation** for deductions or credits.
- **Keep copies** of any original documentation submitted with your return.
- **Do not duplicate your filing**; filing both electronically and by paper will cause significant delays in return processing.
- **Send state returns to DOR.** Federal forms go to the IRS.
- **Respond quickly** to any correspondence from DOR.
- **Collect all documentation** before filing.

**DOR Social Media**  
**@INREVENUE**



**dor.in.gov**