



Dealer Drop-off and Wait-On Procedure

Drop-Off Procedure

- Each Dealer will be required to bring a folder into our office with their work enclosed. Folders with transaction can be dropped off at the dealer desk in each tax collector location
- Dealers can access the “Dealer transaction worksheet” on our website. There is a maximum of ten transactions per worksheet
- The dealer representative must use the dealer kiosk, a mandatory technology for dealers, as well as towing and storage, to easily drop off their paperwork if they are not seeing a customer service representative.
 - Every dealer and runner must complete an application before receiving a barcode key tag that identifies them when interacting with the kiosk
 - An email address and phone number are both required on each completed dealer and runner application in order to initiate the personalized key tag
 - The phone number can be used to gain entry to the kiosk if a key tag is unavailable
 - In order to submit new work, the key tag is held under the kiosk’s barcode reader and the account information is then displayed
 - Once this information is displayed, the kiosk’s touchscreen will ask two questions:
 - How many items?
 - What is the check number?
 - When the paperwork is ready for pick up, the system notifies the runner via email and copies the business.
 - To retrieve completed items, use the key tag the same as before to select the appropriate items from the kiosk’s touchscreen. The selected items will be marked as pick-up complete

Wait-On Procedure – (A dealer is going to wait for the work to be completed)

- Wait-on transactions will not be processed between
 - Noon – 2 P.M.
- Each dealer/company will be allowed to do three (3) wait-on transactions per day at the tax collector’s office
 - One transaction per clerk, per check

Allowing more than three transactions in the same day will be a supervisor decision

During Pandemic, the St. Lucie County Tax Collector’s office is doing ONLY drop-off for dealer work.

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