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Branch Office Service Policy Notice to Commercial Accounts Effective **October 1, 2016**

The Office of the Seminole County Tax Collector occasionally modifies our Commercial Accounts Service Policy regarding the number of individual dealer and financial institution sales transactions we will process while a representative waits for counter service at any of our five (5) Branch Offices for the work to be graded and completed. As of October 1, 2016 we are implementing the following changes:

Sanford Branch:

- Three dealer or financial institution transactions may be processed per commercial account, per check, when visiting an office for front counter service from 8:30 a.m. to 11:00 a.m., and again from 2:00 p.m. to 4:00 p.m.
- Two dealer or financial institution transactions may be processed per commercial account, per check, when visiting an office for front counter service between 11:00 a.m. and 2 p.m., and between 4:00 pm and 4:45 p.m., when called to a front counter work station. If other non-dealer customers are waiting for service, and time permits, the dealer may return to the back of the line until 4:45 p.m.
- **HOWEVER**, no further dealer work will be performed if the dealer or commercial account has not been called to the front counter by 4:45 p.m.
- You may still choose to drop any amount of dealer or financial institution work at any time during our office hours and it will be processed and ready for your pick up within 24 to 72 hours.

Altamonte Springs/Casselberry/Lake Mary/Oviedo Branch:

- Two dealer or financial institution transactions may be processed per check, per Que-ticket issued or call to a CSR workstation between 8:30 a.m. and 4:00 p.m.
- Between 4:00 p.m. and 4:45 p.m., only one (1) dealer or financial institution transaction will be permitted per commercial account, per check, per Que-ticket or call to a CSR workstation.

- No further call to a workstation or Que-ticket will be issued to process commercial account work after 4:45 p.m.
- You may still choose to drop any amount of commercial account work at any time during the office hours of these 3 branches and it will be processed and ready for your pick up within 48 to 72 hours.
- When you arrive at the Casselberry or Lake Mary Greeter station, be sure to announce you are a “dealer” or “financial institution”. You will be issued a ticket that helps us monitor how many commercial account transactions we are able to process at what time of day to plan our staffing level.
- A dealer or financial institution representative may not request or be issued another Que-ticket until after they have been given back the completed work from a prior Que-ticket.

Our goal is to provide our commercial accounts with good customer service, while acknowledging our responsibility to provide equal timely service to all of our other walk-in customers. We believe our dropped dealer work turn-around, generally within 24 to 48 hours, and occasionally at the 72 hours standard, is unequaled in the surrounding counties that are willing to process your transactions.