

## From the Miami County Treasurer's office

Beginning Monday, June 8<sup>th</sup>, the Miami County Administration building will be opened to the public. The Treasurer's Office will be implementing a new queueing system to efficiently and effectively serve residence with their transactions. Customers will be able to use this system during normal office hours beginning at 8:00 a.m. on Monday to virtually get in line. This includes motor vehicle, driver's license and real estate/personal property tax transactions. Please read below for detailed instructions on how to get in line and what the protocol will be for customers being in the office.

Please continue to be patient and understand that this is a new situation for our office as well. We are handling a higher call and email volume in an already very busy office, but are responding as quickly as possible. I understand that it has made it difficult to get through on the phones due to the high volume of calls, but we are doing our absolute best to serve Miami County residents.

Miami County Treasurer's office is continuing to work diligently to process transactions. Please continue to send in your transactions via mail, online or drop box whenever possible as we try to continue to limit in-office visits. **All transactions sent to us should include your contact information (including a phone number and email) in the event we have any questions.**

For questions regarding specifics about certain transactions, please read the "Treasurer Statement-Transaction Procedures" at [www.miamicountyks.org](http://www.miamicountyks.org) on the Treasurer's Office department page. I have created a list showing your options for our most common transactions. If you feel you have a situation that has not been addressed, please contact our office. Reminder- these services are for Miami County residents only. Also, ALL processed items will be mailed out, so please let us know if you have a separate mailing address.

On March 23<sup>rd</sup>, Governor Laura Kelly signed an executive order extending deadlines for driver's licenses and vehicle registration renewals and regulations during the COVID-19 pandemic. **This order will remain in effect until the Disaster Emergency proclamation expires. Once the proclamation expires vehicle registrations and renewals must be completed within 60 days.** You may read more on this order by visiting: <https://governor.kansas.gov>. You may also follow the Kansas Department of Revenue's Facebook page or visit <http://www.ksrevenue.org> for future notifications and details.

Contact information for the Miami County Treasurer's Office is below.

Miami County Treasurer's Office

201 S Pearl St, Ste. 103

Paola, KS 66071

Fax: (913)294-9540

Motor Vehicle Phone: (913)294-4164

Tax Phone: (913)294-2353

Email: [treasurer@miamicountyks.org](mailto:treasurer@miamicountyks.org)

Drop Box Location: Our payment drop box is located on the south side of the Administration building and is on the left hand side as you are leaving the parking lot going towards S. Agate St.

Thank you for your continued understanding and patience during this time.

~Jennie Fyock, Miami County Treasurer

# QLess System

Beginning on June 8<sup>th</sup>, customers may utilize several options to join the line at the Treasurer's office. You will have the option to choose which queue you wish to get in line for including several different ways:

## SMS Text Messaging

Simply text **mi co treas** to (913)355-6707. Then you will be asked to join the line for the queue of your choice, for example title work, dl renewal, etc. You will then enter your name to be entered into the line. Your estimated wait time will be sent to you. Once you are summoned to a station, you may enter the office to proceed.

## QLess App (available on Android or iPhone)

You may download the QLess app, then search the available list for Miami County Treasurer's Office. You will follow the prompts to join the line for the queue of your choice. Your estimated wait time will be sent to you via text message. Once you are summoned to a station, you may enter the office to proceed.

## Home Kiosk

You may go to: <https://kiosk.na4.qless.com/kiosk/app/home/266> allowing you to join the line from any physical location and any device. The link will also be available by going to [www.miamicountyks.org](http://www.miamicountyks.org), located on the Treasurer's Office department page. Your estimated wait time will be sent to you via text message. Once you are summoned to a station, you may enter the office to proceed.

## Office Kiosk

Eventually there will be a kiosk available at the Treasurer's office to join the line. However, for now you will be able to visit the office and we will place you in line for the queue of your choice. Your estimated wait time will be sent to you via text message. Once you are summoned to a station, you may enter the office to proceed.

If you miss your appointment, you will need to start over and join the line again. There are several options for extending your wait time via text if you cannot make it to your scheduled time. Due to high volumes of customers that are expected during our re-opening period, please note that the queues could fill up early in the day and you will need to join the line the next day. If the lines go quickly, the queues could open back up later in the same day, so you may continue to try to join the line. A reminder that you may also process transactions via mail, drop box or online.

Staff will be in office to assist you with logging in to the system and to answer your questions. There will be options if you do not have a cell phone.

The West entrance to the County Administration building will be unlocked and the Treasurer's office line will begin inside the doors. The South entrance of the County Administration building will be locked and used as an "exit only". Please be patient as we work through these changes and our new queueing system