

## From the Miami County Treasurer's office

We have had one week using the new queueing system, QLess. Thank you to everyone who has been endlessly patient, understanding and kind as we work through this new process and attempt to assist a very large volume of customers.

I know the system is not perfect, one item needing work is the estimated wait time. I am working diligently to improve the system to make it more efficient and effective. Due to the large volumes of customers, the transactions lines have been reaching the daily capacity very quickly. Please understand that we are doing the best we can to assist as many customers during the day as we can. My staff works very hard every day to assist the customers to the very best of their abilities and as quickly as possible. If you receive the message that the system is "Temporarily Unavailable" that means we have reached full capacity for the day. Also, if you try to get in line but the only options are the lines you do not need, please do not join a different line. If it is not an available option, that means that line is at full capacity for the day.

A couple of changes to the new system that you may notice on Monday include: three queuing lines instead of five; the QLess app will no longer be available; and the Real Estate Tax customers will not need to enter the queueing system, they may just come into the office.

Just a reminder that the queueing system opens at 8:00 a.m. every business day. This includes motor vehicle and driver's license 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.

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, driver's license, 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. Please be sure you enter the exact wording when attempting to join the line via text. If you do not, you will get the wrong message and it will not work.

### **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 call or visit the office and we will place you in line for the queue of your choice, if the line is still available. 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