



Summer 2015

BUSINESS BRIEFS

Service Changes & Payment Deadlines

DMV Office To Close

The last Florida DMV in Palm Beach County, located at 571 North Military Trail, West Palm Beach, closes on June 26. This is required because the Florida Legislature transferred the issuing of driver licenses to Constitutional Tax Collectors. Anyone needing driver license services can go to one of our service centers. To find the most convenient location, visit www.pbctax.com/locations.

The DMV closing has increased wait times at our service centers. The easiest way to avoid busy offices is to pay online. Credit and debit cards, eChecks and Bank Online Checks (Bank or Bill Pay Service) are accepted. We are working hard to minimize any inconvenience and appreciate everyone's patience during this transition.

Coming This Fall

Construction of our new Central Palm Beach County Service Center is in high-gear. We expect to open in mid-November 2015 if construction stays on schedule.

The new service center consolidates the DMV office and our Lake Worth and Lantana Service Center operations. The new location has an additional 28,000 square feet more than the existing combined space. There will be a bigger lobby, additional counter space for future needs and a separate section for Auto Dealer service. We gain operational efficiencies from consolidations in building maintenance, deliveries, landscape services, employee training and administration.

PAY ONLINE

WWW.PBCTAX.COM

- Pay Local Business Tax (July 1 – Sept. 30)
- Renew Driver License (*only if current license is a REAL ID**)
- Renew motor vehicle & boat registration
- (*Registrations expire at midnight of the owner's birthday.*)
- Purchase hunting & fishing licenses (*Mini-Lobster Season begins 12:10 a.m. July 29 through midnight July 30.*)
- Pay Property & Tangible Personal Property Tax (*2015 Installment Plan and annual payments*)

** REAL IDs have a star in the right hand corner. If there is no star, you must come to a Service Center. Lake Worth does not provide driver license services.*

Business Tax Collections Begin

Our office will mail Local Business Tax Renewal Notices to nearly 100,000 businesses in late June. Business owners can renew Local Business Tax Receipts from July 1 through September 30. Avoid crowded offices. Renew your Local Business Tax Receipt on our website at www.pbctax.com/pay-online.

If you sold your business you can transfer your Local Business Tax Receipt to the new owner with a bill of sale. A transfer fee of 10 percent of the annual business tax applies. Businesses that have changed names or moved must submit a new application. New business owners must complete an "Application for Business Tax Receipt" and return it to us at a service location or by mail. You can download the application from our website at www.pbctax.com/services/local-business-tax-services.

Grow Your Business

An easy way to find new business opportunities is to subscribe to our New Business Listing Service. Subscribers receive a daily listing of new Business Tax Receipt holders. The listing can be provided in hard copy, on diskettes or through a paid subscription. Fees apply to information requests and subscriptions. For more information, or to subscribe, go to www.pbctax.com/content/new-business-listing-public-record-request.

Fee Change Notices

There are two fee increases that impact some, but not all, transactions. Our agency does not retain any of these fees. The fee changes are:

- A 30 cent fee was added to each eCheck transaction for Automated Clearing House (ACH) routing/account number verification on June 1. Clients with dishonored payments for invalid routing/account numbers receive an email notification of the eCheck error with instructions for payment re-submission. All payment discounts and delinquency deadlines apply.
- On July 1, credit card vendor convenience fees increase to 2.5 percent (minimum fee per charge of \$2.50) for all credit card transactions. The Tax Collector does not keep any of these fees.

New Business Owners, Homeowners and Renters

Have you heard about our "Welcome Home" program? "Welcome Home" is our public education program to help new business owners, homeowners and renters learn about the relocation transactions they may need to make with our agency. All this useful and time-sensitive information is combined in our "New Neighbor Kit." The Kit contents include document requirements for driver license address changes, vehicle registration changes, property taxes, online transactions, information about fees and payment deadlines. It also includes tips to save time and money. We even

ONLINE CUSTOMER TOOLS

WWW.PBCTAX.COM

- Find Service Center locations and hours
- Check wait times at Service Centers
- Make driver license appointments
- View and print property tax bills
- Download required transaction forms
- Learn about federal REAL ID document requirements
- Read our latest news
- View and download our publications
- Sign up for Tax Talk, our monthly newsletter
- Find answers to Frequent Asked Questions
- Report fraud

provide a checklist so new businesses and homeowners can easily identify which transactions apply to them.

New Neighbor Kits may be downloaded from our website at www.pbctax.com/NewNeighbor. For printed Kits, send an email to ClientAdvocate@taxcollectorpbcc.com. Include the number of Kits requested and contact information.

Real Estate Closing Professionals Only

We created an email address specifically for title companies and attorneys to streamline assistance for pay-off quotes required for real estate property closing transactions. Send property closing payoff requests to PropertyClosing@pbctax.com. You will receive a response on the same or next business day.

Protect Your Bottom Line

Successful businesses know how important it is to control costs. That is why we urge you to use our website to renew your business or personal motor vehicle registrations online.

Private tag agencies have opened online vehicle registration websites. Transactions on their sites include extra costs like shipping fees and handling charges for renewals. If you order from these companies you will pay \$33.90 on top of the Florida registration transaction fee. The same transaction with our agency costs a total of \$3.70 in fees on top of the Florida registration change. For more information read our April 8 Press Release posted on our website at www.pbctax.com/press-room/press-releases/consumer-alert.

By The Numbers

Last Fiscal Year 2014 (October 1 – September 30), businesses in Palm Beach County made a significant contribution to our community. Specifically:

- 19,321 businesses in Palm Beach County paid \$495 million in property & tangible personal property tax payments.
(Average commercial property tax payment was \$26,615, median commercial property tax payment was \$5,890)
- 82,787 local businesses paid \$4.1 million in Local Business Tax.
(Average payment was \$33)
- 6,399 businesses and residents paid \$30.5 million in Tourist Development Tax.
(\$3.3 million increase over 2013)

For more details about our accomplishments and plans for the future, I encourage you to read our "Report To our Citizens For Fiscal Year 2014." The Report, along with all our major publications, is posted on our website at www.pbctax.com/content/publications.

Serving You

Collector Gannon and her outreach team educates county residents about our services. Many services have legal documentation requirements that must be met in order to complete transactions. Transactions are much easier when customers have the right information and required documents. This is true of online, mail, drop box and transactions at service locations.

Our outreach program works with home owner associations, business and trade groups, municipalities, civic organizations and houses of worship to reach county residents. We also participate in numerous events throughout the county such as PrideFest in Lake Worth, the Jupiter Jubilee, Belle Glade's Black and Gold Jubilee and Teacher Fest. Outreach teams also exhibit and speak at Home Owner Association meetings, Chamber expos, community events and business trade shows.

Collector Gannon and her team are available to exhibit, answer questions, speak about our services and/or provide printed publications and informative handouts. If your organization or community is planning an event or meeting that you believe would benefit from our participation, please send the event information including a contact name to ClientAdvocate@taxcollectorpbcc.com. We will do our best to accommodate your request.

Important Dates & Deadlines

- June 26 – Florida DMV office at 571 North Military Trail, West Palm Beach closes.
- June 30 – First Installment Payment due for 2015 property taxes.
- June 30 – Renew company-owned motor vehicle registrations (5,000 lbs. or less).
- June 30 – Renew Disabled person parking Permits held by businesses and organizations.
- June 30 – Local Business Tax Receipts Renewals mailed.
- July 1 – Sept. 30 - Local Business Tax Payable
- July 4 – Independence Day. All offices closed. ePay online.
- July 20 - Tourist Development Tax Deadline
- July 29 – 30 2015 Mini-Lobster Season
- August 20 – Tourist Development Tax Deadline
- September 7 – Labor Day. All offices closed. ePay online.
- September 30 – Last day to pay Local Business Tax
- September 30 – Second Installment Payment due for 2015 property taxes.

Service Center Hours:
Monday through Friday, 8:15 a.m. to 5 p.m.