



MARY MALONEY
TREASURER OF POLK COUNTY

111 COURT AVENUE
DES MOINES, IOWA 50309-2298

Dealer Appointment, Walk-in Drops/Pick-ups, and Drop off Options

Appointment:

- In order to be allowed “1 wait” you must have an appointment scheduled.
- Only schedule one appointment for your runner per day. Even if your runner drops work for multiple dealer numbers.
- If your runner drops work for multiple dealer numbers we will process “1 wait” for each dealer number. However, one dealer number cannot offer up their “1 wait” for a different dealer number.
- In-transits don’t have to be used as the “1 wait.” They will still be given priority as they are today. However, if you want to use your “1 wait” for an in-transit you are welcome to do so.
- We will continue to operate with one window open for appointments in the Dealer Room. Appointments will allow us to space transactions throughout the day, however there will be a wait while we process the “1 wait” for each dealer number. When you are not being helped at a window, please have a seat in the designated spots in the hallway outside the Dealer Room until your number is called to the window.
- A secondary window will be staffed to cover for breaks, assist if there is a significant backup, and help the walk-in visits. Otherwise, this position will be responsible for completing other tasks.

Walk-in Drops/Pick-ups Only (8:00 am – 10:00 am & 3:00 pm – 4:00 pm):

- Between the hours of 8:00 am – 10:00 am and 3:00 pm – 4:00 pm, Dealers will be allowed to drop and pick up title work without an appointment.
- To drop and pick up title work during the walk-in hours, runners will still need to check-in at the table in the front lobby, but will not need to have a scheduled appointment.
- No “waits” will be processed for walk-in visits.
- One window in the Dealer Room will be helping appointments. A secondary window will be staffed to assist the walk-in visits for drops and pick-ups.
- Please wait until the ticket number provided to you during check-in is called to a window before entering the Dealer Room. If there are other Dealer customers being assisted, please have a seat in the designated spots in the hallway outside the Dealer Room until your ticket number is called to the window.

Drop Off Only:

- If you just have title work to drop off, you may place it in the box labeled “Dealer Drops” on the table inside the Southwest entrance, any working day, between the hours of 8:00 am and 3:00 pm.
- Another option, if you just have title work to drop off, is to put it in the drop box outside of the building.