



Janet Holley, Escambia County Tax Collector, is pleased to announce a new "QLess" system for joining a line or making an appointment.

**We have a new and better way for making appointments and spending less time waiting as a walk-in.**

**HOW IT WORKS:**

Join the line immediately at the desired office by texting the office name to 850-344-1875.

- ectc marcus pointe
- ectc molino
- ectc downtown
- ectc warrington

You will receive status updates on your mobile phone as your service time approaches.

You also may check in at one of the kiosks located in our offices. You may then leave until your number is ready to be called.

To make an appointment, visit:  
[www.EscambiaTaxCollector.com](http://www.EscambiaTaxCollector.com)  
or call 850-438-6500 x3252

Here are a few helpful facts about QLess - our new queuing and appointment system.

**DID YOU KNOW?**

You may now join the line at any of our offices without actually being present in the office.

With the QLess queuing and appointment system, you may now join the line at any office listed by texting the location name to 850-344-1875 after 8:30 AM.

- ectc marcus pointe
- ectc molino
- ectc downtown
- ectc warrington

You will receive automated updates from the QLess system via text message as your service time approaches.

The automated system will send you text updates that will estimate your expected wait time. You will also have additional options including "request more time (M)" and "leave the line (L)."

### **You can choose which line to join.**

You will be prompted to reply with "1" for Other Services or "2" for Express. Express services include routine vehicle and vessel registration renewals, business tax receipt renewals, property tax payments and the issuance of disabled parking placards. If you arrive and are queued incorrectly, our staff will be glad to move you to the correct line, while you maintain your place.

### **The system will not show your complete telephone number or name on our overhead displays.**

The QLess system announces the last four digits of your phone number once your service time arrives. We do not announce or display your entire phone number or name. Your privacy is very important to us. Your telephone number is simply a tracking tool to ensure that we can notify you as your service time approaches and identify you upon arrival. The last four digits of your telephone number are used just like a paper number.

### **The QLess system will announce and display the last four digits of your number in our lobby once your service time has arrived.**

Once your service time arrives, our overhead displays will show either the last four digits of your phone number or the paper number assigned to you. These displays also will show the next number to be assisted in each line.

### **If you are running behind, you may request more time.**

If your service time is approaching and you have not arrived at our office or simply need more time, reply with "M" and you will be moved backward in line. If the system cannot move your service time backward, this means that there may be very few people in line ahead of you.

### **You also may join the line in person.**

If you do not wish to join the line via text, you may join the line at one of the convenient kiosks located in the lobby of each of our offices. You will be given a paper number. Our staff will be happy to guide you through this process upon arrival.

### **You may schedule an appointment.**

Appointments are required for all driver license services at our Downtown, Warrington, and Molino offices. Our Marcus Pointe office provides limited driver license services for walk-ins between 8:30 AM and 3:30 PM. You may make an appointment by visiting [www.EscambiaTaxCollector.com](http://www.EscambiaTaxCollector.com) or by calling (850) 438-6500, Ext 3252. If you arrive with an appointment, you do not have to check in. You will be called promptly when your appointment time arrives.

### **The QLess system will respond with an estimated wait time.**

This will allow you to manage your time and take back your day.

### **With QLess, you now can wait anywhere.**

The QLess system will text updates on your estimated wait time, allowing you to come into the office just prior to your estimated service time.

**Our QLess kiosks are touch screen.**

It works with easy-to-follow prompts to allow you to reserve your spot in line without delay.

**Our QLess lines open by 8:30 each morning.**

The queues are activated by the office manager as soon as the office is ready for the day. Most mornings our offices will open prior to the scheduled time.