Douglas County Treasurer

John W. Ewing, Jr.

Coronavirus (COVID-19) Continuity Plan

We are closing our Customer Service Centers to walk-in traffic out of an abundance of caution for the protection of our customers. The impact should be small for the individual customer who may only utilize our office once or twice during this time. We will cooperate with Governor Ricketts directives and with our other City and County leaders. This is in no way a denial of service or the closing of the office. I want to remind the citizens that they have available to them many ways to complete their business with our office; online payments for vehicle registrations and property tax payments, over the phone vehicle registration renewals and property tax payments, or mail-in registration renewals and property tax payments. If you mail in property tax payments, please include the coupon inside the envelope provided. If you don’t have the original envelope you can use a blank envelope and mail it to us at 1819 Farnam St 68183 and mark the envelope property tax.

To continue operations the following steps shall be taken:

1.) Communicate with the public frequently through, interviews, social media and our website.

2.) We are advising citizens to mail their vehicle renewal transactions to the CSC in their zone (see attached zone map) or to use the drop box located at five of our offices; Downtown 1819 Farnam St, South Customer Service Center 4202 S. 50th St., Midtown Customer Service Center 411 N. 84th Street, Millard Customer Service Center 5730 S 144 S. 144th St. and the Maple Customer Service Center 15335 West Maple Rd. (Please include their renewal slip or vehicle information, their original insurance card, a phone number and e-mail where they can be reached during the day.)

3.) Citizens should mail their property tax payment in the original envelope sent with the tax statement, drop it in one of our three drop box locations (See the zone map). Please include the coupon inside the envelope provided. If they don’t have the original envelope they can use a blank envelope and mail it to us at 1819 Farnam St 68183 mark the envelope property tax or drop it in one of the drop boxes.

4.) If customers registering a new vehicle or vehicle transferred from another state, please email the branch in your neighborhood from the zone map link on our homepage to locate that branch’s email address. That branch will go over everything that is needed to complete the paperwork. If needed, the customer can email/scan/fax copies of all documents for review.
5.) Customers are reminded that state law prohibits any alterations on title documents.
6.) Preferred method of payment is check, money order or cashier's check. If a customer does not have one of those forms of payment, please call (402)444-7103.
7.) The drive through windows will be closed with the exception of customers using the drop boxes.
8.) Dealers will drop off at the drop box located in the dealer lobby.