



Douglas County Treasurer

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Douglas County Treasurer

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**** PRESS RELEASE ** PRESS RELEASE ** PRESS RELEASE ****

FOR IMMEDIATE RELEASE

Wednesday, July 24, 2019

Douglas County Treasurer & Nebraska DMV Joint Effort

Traditionally, the end of July and the months of August and September are some of the busiest months of the year for the Douglas County Treasurer's Office. We are always looking at ways to improve your customer service experience so that your interactions with our office meet your expectations.

This year, in addition to the normal volume of customer transactions, we are working with the Nebraska Department of Motor Vehicles (DMV) to implement a brand-new vehicle titling and registration system named VicToRy. This system will replace an inefficient, decades-old system and allow us to provide a better customer experience long term. We will be able to more efficiently process your transactions in the future by providing faster service.

Currently, the Nebraska DMV and the Treasurer's Office are working on the development and testing phases for this new system for all 93 Nebraska counties. In August and September, we will begin working on the training phase of this implementation. This will require us to train over 100 Douglas County staff members on this new system for a minimum of 2 or 3 days. We respectfully ask that you consider utilizing other payment options we have developed over the last twelve years to avoid any potential delays in getting your payments made.

Those payment options include utilizing the mail for vehicle registration renewals and property tax payments. These payments can also be made online. Motor vehicle renewals can be made over the telephone as well by calling (402) 444-7103. Property tax payments can be made through our newest customer service option, our mobile application, my DouglasCounty. Merchant credit/debit card fees do apply for these services. All of the technology offerings were approved after a request for proposal process to get you the lowest payment possible. There were no development costs to the County and no additional fees are received by the County. All fee schedules are attached. If you choose to come in to one of our offices please do so in the early morning hours to avoid longer wait times.

The fastest way to obtain a driver's license or state identification card is by using the Nebraska DMV online services at dmv.nebraska.gov. If you must renew your driver's license in person, the DMV operates three one-stop shops in the Omaha area: north Omaha, located at 4606 N 56th Street; Maple, located at 2910 N 108th Street; and, Metro South, located at 4502 Maas Road, Bellevue. Wait times at the north Omaha express station and the Metro South locations average only 10 minutes. Wait times at the Maple location are also very fast, with an average wait time of 20 minutes. Written and drive tests are not administered at the north Omaha location. The one-stop shop model means customers can complete the entire transaction with the examiner and there is no need to line up twice, once with the examiner and once to pay for your license. The change to the one-stop model is part of the ongoing transformation of Nebraska DMV services in the Omaha area.

We thank you for your understanding and patience. We ask that you post the fee schedule to your individual websites for reference.

Authority of the Douglas County Treasurer's Office and the Nebraska Department of Motor Vehicles

my DouglasCounty (Web App)

Our New Web App Merchant Credit Card Fees

ACH Processing Fees

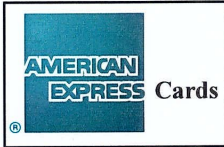
\$2.00 fee for payment totals between	\$ 0.00 - \$150.00
\$3.00 fee for payment totals between	\$151.01 - \$250.00
\$4.00 fee for payment totals of	\$250.01+

Credit Card Processing Fees

\$2.00 fee for payment totals between	\$ 0.00 - \$150.00
\$5.00 fee for payment totals between	\$150.01 - \$250.00
\$7.50 fee for payment totals between	\$250.01 - \$350.00
\$10.00 fee for payment totals between	\$350.01 - \$450.00
\$12.50 fee for payment totals between	\$450.01 - \$550.00
\$15.00 fee for payment totals between	\$550.01 - \$650.00
\$17.50 fee for payment totals between	\$650.01 - \$750.00
\$20.00 fee for payment totals between	\$750.01 - \$850.00
Additional \$2.00 fees per \$100.00 increments over	\$850.00

The Merchant Credit Card Fees for paying with a credit card in one of our offices are listed below.

NOW ACCEPTING



PIN Debit Cards	\$2.95 flat fee																		
Credit Cards	<table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Transaction Amount</u></th> <th style="text-align: right;"><u>Fee</u></th> </tr> </thead> <tbody> <tr> <td>\$0.00 to \$150.00</td> <td style="text-align: right;">\$2.95</td> </tr> <tr> <td>\$150.01 to \$250.00</td> <td style="text-align: right;">\$5.00</td> </tr> <tr> <td>\$250.01 to \$350.00</td> <td style="text-align: right;">\$7.50</td> </tr> <tr> <td>\$350.01 to \$450.00</td> <td style="text-align: right;">\$10.00</td> </tr> <tr> <td>\$450.01 to \$550.00</td> <td style="text-align: right;">\$12.50</td> </tr> <tr> <td>\$550.01 to \$650.00</td> <td style="text-align: right;">\$15.00</td> </tr> <tr> <td>\$650.01 to \$750.00</td> <td style="text-align: right;">\$17.50</td> </tr> <tr> <td>\$750.01 to \$850.00</td> <td style="text-align: right;">\$20.00</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Each Additional \$100 Increment Adds \$2.50 to the Fee.</i></p>	<u>Transaction Amount</u>	<u>Fee</u>	\$0.00 to \$150.00	\$2.95	\$150.01 to \$250.00	\$5.00	\$250.01 to \$350.00	\$7.50	\$350.01 to \$450.00	\$10.00	\$450.01 to \$550.00	\$12.50	\$550.01 to \$650.00	\$15.00	\$650.01 to \$750.00	\$17.50	\$750.01 to \$850.00	\$20.00
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PLEASE NOTE: Fees listed above are charged per card transaction by a 3rd party vendor.

The Treasurer's Office does not retain any portion of this fee.