

June Edition of Tax Talk

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Dear Friends:

This June marks the three-year anniversary of when we introduced our enhanced, in-person reservation only process. Since then, we've worked hard to introduce new features designed to make your experience exceptional. In early 2021, we launched a reminder email process to alert clients 2-days prior to their scheduled reservation to ensure they are prepared for their reservation. We recently introduced a new process to reduce the number of duplicate reservations allowing greater time slot availability. This has reduced the amount of time clients have to wait for an available reservation. In some instances this has cut the lead time in half! Later this month, we will be launching a new feature where we will be sending reminder SMS (text) messages to mobile devices and tablets to clients days prior to their scheduled reservation. We believe this will help prepare clients for their reservation at one of our six service center locations.

I still encourage residents to use many of our online services to avoid having to visit us in person. But, if you do need to come into one of our service centers in person, I recommend you make your reservation at [www.pbctax.com/reservations]www.pbctax.com/reservations as soon as possible to ensure getting the desired time slot needed for your transaction.

My staff and I look forward to serving you in person or online.

Regards,

Anne M. Gannon

Constitutional Tax Collector, Serving Palm Beach County

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