



Carole Jean Jordan, C.F.C.
Tax Collector, Indian River County

Dealer Drop-Off/Pick-up Procedures

Average turnaround time, when using the Locker System, is approximately 48-72 hours.

This is not a guarantee and time required to process can vary depending on staffing, volume of work, and other factors. If you have a single deal that needs to be rushed, please contact our Dealer Support team and we will do our best to accommodate you. All email inquiries and requests will be answered within 24-48 hours, if sent during normal business hours. Thank you for your cooperation and understanding.

Drop-Off using Luxer One Lockers vs dropping off at branches

Effective March 2020, all dealer work is drop-off only and limited to companies with a business location in Indian River County. It is highly recommended that work be dropped off using the Luxer One locker system at the Main Office, however, you may also drop-off at any of our branch locations. ***Please note that all work is processed at the Main Office.*** If you are opting to drop-off at a branch location, please expect your work to be returned to you within 3-5 business days. If you have not been set up for our locker system yet, please contact our dealer support team for assistance. You must submit a new "Runner Application" for each person that is authorized to pick up and drop off for your office. Please visit our website for more information and detailed instructions for using our Luxer One lockers.

Before dropping off, please ensure paperwork is accurate

Each deal that is dropped off must include a "Dealer Transaction Worksheet". These forms are available for print/download through our website. Failure to include worksheets that are properly filled out will result in delays and may even result in your work being returned to you. Other errors, including mistakes or omissions on titles, applications, and other forms, can result in delays or even rejection of the application. ***The Tax Collector is not required to call before rejecting paperwork that is missing or incomplete. It is your responsibility to understand all forms and paperwork being submitted.*** If you need assistance with filling out forms, please visit the "Dealer Training & Resources" section of our website or reach out to our Dealer Support team to schedule a meeting time.

Payment must be dropped off before work can be processed

Any dealer work that is dropped off must include valid payment. Failure to do so will result in delays since we cannot begin processing without having a payment ready. Most dealers include a blank check in their folders along with their work. ***Please limit no more than 10 transactions per check.*** Checks that are dropped off must be signed and can be made payable to "Carole Jean Jordan, Tax Collector" or "Indian River Tax Collector".

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Additional forms and resources can be found at www.irctax.com

Contact Information

Email: dealersupport@irctax.com
Phone: (772) 226-1338 Website: www.irctax.com