

OPERATIONAL CHANGES DUE TO COVID 19

As the Dallas County Tax Office reopens services to the public, we have implemented new social distancing and safety protocols in each of our offices. The number of customers allowed in lobbies will be limited, and we encourage you to use the following alternatives for processing transactions. Most services can be completed on-line or by mail.

May 5, 2021

Motor Vehicle Services

- **Registration Sticker Renewal**
 - By Mail – payable to John R. Ames, CTA
 - Dallas County Tax Office
 - P O Box 139033
 - Dallas, TX 75313-9033
 - Online
 - <https://www.dallascounty.org/tax>
 - Select “REGISTER a Vehicle Online”
 - Neighborhood Locations
 - Find a location near you at <https://www.dallascounty.org/departments/tax/neighborhood-locations.php>

- **30 Day Permit**
 - These transactions will need to be submitted in person.

- **72 hour and 144 hour Permit for Commercial Vehicles**
 - Online
 - <https://permit.txdmv.gov/Permit/Eligibility#nbb>

- **Specialty License Plate**
 - Select and Order online at <https://www.txdmv.gov>
 - Once ordered and notified of arrival at the Tax Office:
 - Email specialplates.togo@dallascounty.org for instructions on how to obtain your plate and link your new plate to your vehicle.

- **Permanent Handicap Placard**

- New Placard
 - <https://www.txdmv.gov/forms> - Download VTR 214, complete the form, include a copy of your Texas Driver's License and mail to:
 - Dallas County Tax Office
Attn: Special Operations
1201 Elm Street, Suite 2600
Dallas, TX 75270
- Renew a Placard
 - <https://www.txdmv.gov/forms> - Download VTR 214, complete the form, include a copy of your Texas Driver's License and a copy of your existing placard, and mail to:
 - Dallas County Tax Office
Attn: Special Operations
1201 Elm Street, Suite 2600
Dallas, TX 75270

- **Vehicle Titles**

- Transferring a Title
 - Please email titles.togo@dallascounty.org for assistance with paperwork and fee requirements.
 - For processing, mail transactions and fees to:
Dallas County Tax Office
Attn: Special Operations
1201 Elm St, Ste 2600
Dallas, TX 75270
 - Dealer Transfers – Please see below for Dealer Transaction instructions
 - Gifts - Vehicles received as a gift cannot be processed through the mail. These transactions will need to be submitted in person.
 - Salvage Titles – Vehicles being titled and registered to a purchaser's name cannot be processed through the mail. These transactions will need to be submitted in person.
- Recording a Lien
 - <https://www.txdmv.gov/forms> - Download and complete form 130-U, and include your vehicle title, and a check or money order for \$33.00, to:
 - Dallas County Tax Office
Attn: Special Operations
1201 Elm Street, Suite 2600
Dallas, TX 75270
- Clearing a Title Rejection
 - Email titlerejectionstogo@dallascounty.org for assistance with required documentation, fees and mailing address information
- Filing a Mechanic's Lien
 - Mail all applicable documentation with a \$25.00 filing fee, to
 - Dallas County Tax Office
Attn: Mechanic Lien Desk
1201 Elm Street, Suite 2600
Dallas, TX 75270

- **Dealer Transactions**

- Mail: Transactions can be mailed to:
 - Dallas County Tax Office
Attn: Special Operations
1201 Elm St, Ste 2600
Dallas, TX 75270
- Drop-off: As of 6/24/20, and until further notice, transactions may be dropped off at all seven of our branch locations, Monday-Friday, from 9:30 am to 10:00 am. Additional information on this process is included on the attached [Cover Form](#) which must be included with each drop-off packet.
- Permit Renewal
 - Email runnerpermits.togo@dallascounty.org for information on replacing or renewing permits.

Property Tax Services

- **Property Tax Payment Options**

- By Mail – payable to John R. Ames, CTA
 - Dallas County Tax Office
P.O. Box 139066
Dallas, TX 75313-9066
- By Telephone
 - 866.863.8323 (English)
 - 866.361.1741 (Espanol)
- Online
 - <https://www.dallascounty.org/tax>
 - Select “PAY a Property Tax Bill”

- **Mobile Home Certificates**

- To obtain a Mobile Home Certificate, please email your request to Special.Inventory@dallascounty.org and include the following information in the request.
 - Account number
 - Serial number
 - Label number
 - Address

- **Written Statements**

- To obtain a Written Statements, please complete the [Written Statements Application](#), have it notarized, and mail with a check in the amount of \$10.00, made payable to John R. Ames, CTA, Tax Assessor/Collector.
 - Dallas County Tax Office
Attn: Special Inventory
Renaissance Tower
1201 Elm Street, Suite 2600
Dallas, TX 75270

- **Tax Certificates**
 - To obtain a Tax Certificate, please email your request to Special.Inventory@dallascounty.org and include the account number in your request.

- **Permit (Beer/Liquor/Wine) Payments and Renewals**
 - Mail statement and check made payable to John R. Ames, CTA, Tax Assessor/Collector to:
 - Dallas County Tax Office
Attn: Special Inventory
Renaissance Tower
1201 Elm Street, Suite 2600
Dallas, TX 75270
 - To request a statement, please email Special.Inventory@dallascounty.org.

- **Installment Payment Plans (Over 65/Disabled or Disaster)**
 - Include account number and property address and mail your payment to the address below:
 - Dallas County Tax Office
Attn: Special Inventory
Renaissance Tower
1201 Elm Street, Suite 2600
Dallas, TX 75270
 - If you have additional questions, please email Special.Inventory@dallascounty.org.

- **Coin Operated Decals (Occupational Tax)**
 - To obtain a Coin Operated Decal, please complete the [Decal Application](#) and mail application with your check (\$15 fee for EACH decal) made payable to John R. Ames, CTA, Tax Assessor/Collector to:
 - Dallas County Tax Office
Attn: Special Inventory
Renaissance Tower
1201 Elm Street, Suite 2600
Dallas, TX 75270
 - If you have additional questions, please email Special.Inventory@dallascounty.org.

- **Special Inventory Tax (SIT)**

- SIT Annual Declarations, Monthly Statements and payments can be submitted online and by mail:
 - SIT Portal (Online Option)
 - Please email: Special.Inventory@dallascounty.org to request a login. Please include the following in your request:
 - Dealer number (P Number)
 - Person of contact
 - Email address to be associated with the portal
 - Phone number
 - By Mail
 - All checks should be payable to John R. Ames, CTA, Tax Assessor/Collector
 - Payments, Annual Declarations and Monthly Statements can be mailed to:
 - Dallas County Tax Office
Attn: Special Inventory
Renaissance Tower
1201 Elm Street, Suite 2600
Dallas, TX 75270
- If you have additional questions, please email Special.Inventory@dallascounty.org.

- **Exemption & Property Value Questions**

- If you have questions about your property tax exemptions or values, please contact the Dallas Central Appraisal District at <https://www.dallascad.org>.

- **Refund Checks**

- Refunds for more than \$5, are automatically issued by the Dallas County Tax Office.
- There is a \$20 fee to re-issue a refund check.
- Email Refunds.refunds@dallascounty.org and include your account number.
- For additional Refund questions, please click on the link below to be redirected to our [FAQ page](#).