



# gwinnettcounty tax commissioner's office

Spring 2008 vol. 4, no. 2

## Tax & Tag News

### Tax Commissioner Helps Celebrate Norcross Human Services Center's 10th Anniversary May 6, 2008

Tax Commissioner Katherine Sherrington, along with other key Gwinnett County officials including the Honorable Charles Bannister, Chairman of Gwinnett's Board of Commissioners, participated in the Norcross Human Services Center's 10th Anniversary Celebration on May 6, 2008. Ms. Sherrington's Norcross Motor Vehicle Tag Office is located at the Center.

system that became operational in 1999. Ms. Sherrington said that her office led the campaign to get permission from the state to accept credit card payments at tag offices. And in April 1998, her Peachtree Corners Tag Office was cleaning up after extensive damage from a major tornado. At that time, the Norcross Tag Office probably experienced a brief surge when customers were redirected to it while the Peachtree facility was repaired.

Ms. Sherrington's Norcross Tag Office has nearly doubled its annual customers since the Center opened in 1998, from nearly 100,000 customers that year to over 205,000 customers in 2007. The tag office's customers account for about 70% of all of the people who go the Norcross Human Services Center for service.

"I'm proud to join you today to celebrate the 10 years that our branch tag office has been located here in the Norcross Human Services Center. A lot has changed since we moved from the Sunrise Square shopping center on Indian Trail, about a mile and a half from here," she said.

Ms. Sherrington recalled several major events that occurred since the 1998 opening of the Center. She mentioned that in 1998, her offices were preparing for the "Y2K" concerns as year 2000 was approaching, which she said ultimately went smoothly. She noted her office at the time was also lobbying the state to create an online Registration and Tax Information system, which eventually resulted in the current GRATIS motor vehicle title/registration



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**Katherine Sherrington**  
Gwinnett County  
Tax Commissioner

Gwinnett Justice  
and Administration Center  
75 Langley Drive  
Lawrenceville, GA 30045

*A Leader in Public  
Service*

[www.GwinnettTaxCommissioner.com](http://www.GwinnettTaxCommissioner.com)

### 2008 Property Tax Bills to be Mailed by July 15, 2008

The 2008 property tax bills will be mailed by July 15, 2008. Payment installment dates are September 15 and November 15, 2008.

As in the past, only one bill will be mailed. It will include payment coupons and reply envelopes for both payments. First installment amounts shown on the bills must be paid by September 15, 2008, or taxpayers may pay the entire amount by this date. The balance must be paid by the second installment date of November 15, 2008. Installments not paid by the stated due dates will incur a five percent (5%) penalty. In addition, interest will begin to accrue on any

unpaid amount at the rate of one percent (1%) per month beginning on November 16.

Payments may be made over the telephone using banking information on the Tax Commissioner's TaxTalk 24 line at 770-822-8800. Also, taxpayers may pay by credit card or e-check over the Internet at [www.GwinnettTaxCommissioner.com](http://www.GwinnettTaxCommissioner.com) (convenience fees will be applied for credit card transactions made over the Internet).

Customers may also pay in person at the main  
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## Renew Your Vehicle Registration Using the Internet!

Did you know that you can renew your vehicle registration via the Internet? There is no need to come into a tag office or mail a check. It's fast, easy and can be done in the comfort of your home or office. To access the renewal registration website, navigate to [www.gwinnetttaxcommissioner.com](http://www.gwinnetttaxcommissioner.com), select the "Vehicle" category and a dropdown box will appear. Click "Online Services" and select "Online Vehicle Renewals."

To use this renewal service, you will need:

- Your current vehicle registration renewal notice (bill), which reflects your 12-digit Renewal Identification

Number (RIN). The RIN appears in the area directly below total amount due.

- Emissions inspection completed (for all 1984 to 2005 gasoline powered vehicles weighing less than 8,500 pounds).
- Valid insurance electronically submitted by your insurance company to the insurance database.
- A VISA, MasterCard, Discover or American Express credit card.

A convenience fee is assessed when using the website renewal service. This fee is charged by the Georgia Department of Revenue. Please note that renewals cannot be processed online if you need

to make any changes, such as a change of address. Also, tags that require annual written documentation, vehicles that weigh more than 8,500 pounds and vehicles with a fleet insurance policy cannot be renewed over the Internet.

For questions about using the website renewal registration feature, contact the Tax Commissioner's Office by e-mail at [E-tag@gwinnetttaxcommissioner.com](mailto:E-tag@gwinnetttaxcommissioner.com) or call 770-822-8118.

## Documents Needed to Title and Register a Vehicle

To title and register a vehicle in Georgia, (whether you're a new resident or a current resident who has purchased a vehicle) may seem overwhelming if you don't have the proper documents. Here is a helpful checklist of what you need to title and register your vehicle.

Remember that effective July 1, 2007, either a valid Georgia driver's license or Georgia identification card is needed for any first time issuance of a license plate. In addition, you need proof of Gwinnett County residency to register a vehicle. Acceptable proofs of residency include a valid Georgia driver's license or Georgia identification card with a Gwinnett County address. If you don't have either of these, you can use a utility bill, rental/lease agreement, bank statement, closing papers, or voter's registration card as identification. These documents must be dated within one year, be in the vehicle owner's name and show the vehicle owner's current Gwinnett County address.

To title and register your vehicle, bring the following with you to one of the Tax Commissioner's five tag office locations:

- Original Georgia/out-of-state title (model years 1986 or newer). Note – if the title has "Rebuilt" or "Salvage" brands, you must first submit the title to the Georgia Department of Revenue Salvage Division; call 404-362-6500 for details.
- Current Georgia/out-of-state valid certificate of registration, or a purchase contract if the vehicle registration has expired.
- Valid Georgia insurance coverage electronically transmitted to the Georgia insurance database.
- Current mileage of the vehicle and the purchase date.
- Seller's name and address.
- Current Georgia emission certificate for gasoline-powered vehicles (1984-2005 models), and up to 8500 lbs. gross vehicle weight.
- Valid Georgia driver's license or valid Georgia identification card for each owner.
- If applicable, the date the owner moved to Georgia or Gwinnett County.
- Title Application form (MV-1) signed by ALL owners or with a notarized power of attorney from any owner

not present at the time application is made.

- If the vehicle has a lien, the complete name and address of the lien holder is required.
- If the vehicle is leased, an original notarized power of attorney from the leasing company, and the name and address of the leasing company is needed.
- If the vehicle is newly purchased, the seller and buyer must sign on the back of the title, and the seller and buyer information must be completed.
- A daytime telephone number.

Remember also that new residents moving to Georgia have 30 days after establishing residency to apply for a Georgia title and tag. However, if the vehicle's registration is expired, law enforcement can issue a citation.

For more information, visit the Tax Commissioner's Motor Vehicles web site at [www.gwinnetttaxcommissioner.com](http://www.gwinnetttaxcommissioner.com).

## Continuing Technology Advances in the Tax Commissioner's Office to Improve Customer Service

Tax Commissioner Katherine Sherrington is using VSoft Corporation's From the Envelope (FTE) mail payment processing system to further streamline check payment and document processing. These are used for various types of tax payments, replacing a previous paper-based system with a fully image-enabled process.

"Our previous tax payment and document handling process was very time-consuming and labor-intensive. We really needed a more efficient and cost-effective system for our citizens because our population has grown considerably over the years," Ms. Sherrington said. "We worked with VSoft on a solution to both reduce payment-processing time and improve operational efficiency at less expense to the taxpayer. Our goal was to have the new system implemented during our 2007 tax season." By eliminating most manual processes and paper documents involved in receiving tax payments, the FTE system allows Tax Commissioner staff to process tax payments in a shorter

time period, thereby reducing labor costs. The VSoft system is also being used by the Tax Commissioner in other ways to both improve efficiency and reduce operational costs. With the new system, the Tax Commissioner can now image and process property homestead applications and business licenses. According to the Tax Commissioner's Property Tax Director, Richard Steele, the VSoft image-based system has "reduced the volume of paper documents we have to process and file, which in turn has simplified our archive and retrieval process and streamlined our research capabilities." Additionally, the Tax Commissioner's Department of Motor Vehicles now processes vehicle license registration payments using the VSoft FTE system, which in 2007 totaled nearly 300,000 transactions at \$93 million.

Motor vehicle registration renewals are processed more quickly for taxpayers, with reduced operational costs.



*The new payment processing system streamlines check payment processing allowing the Tax Commissioner's Office to reduce operational costs.*

## State Vehicle Registration Computer Shut Downs in 2008 to Affect Saturday Tag Office Hours

The Georgia Department of Revenue is scheduled to continue performing maintenance on its vehicle registration computer system over several weekends throughout 2008. During these scheduled maintenance periods, the vehicle registration system will be unavailable to tag offices. The impact will be as follows:

- The Tax Commissioner's North Gwinnett Branch Tag Office, located at 2735 Mall of Georgia Boulevard in Buford, will be closed on the Saturday of each weekend scheduled for maintenance.

- Internet tag renewals will be unavailable during each maintenance period.
- Telephone tag renewals will also be unavailable during each maintenance period.

Scheduled maintenance periods in 2008:

Friday June 20, 2008 at 7:00pm until Monday June 23, 2008 at 6:00am
Friday September 19, 2008 at 7:00pm until Monday September 22, 2008 at 6:00am
Friday December 12, 2008 at 7:00pm until Monday December 15, 2008 at 6:00am

Visit the Tax Commissioner's web site at [www.GwinnettTaxCommissioner.com](http://www.GwinnettTaxCommissioner.com) for more information.

## 2008 Property Tax Bills to be Mailed by July 15, 2008

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Property Tax Office, located in the Gwinnett Justice and Administration Center in Lawrenceville; or at any one of the Tax Commissioner's five motor vehicle tag branch offices. Tag office locations will only process property tax payments and provide receipts to

taxpayers, while the main Property Tax Office will continue to process not only payments, but all other property tax-related transactions as well. In addition, each tag office has a payment drop-off location for check-only payments accessible at any time. Tax Commissioner office locations and operating hours:

<b>Property Tax Customer Service Office</b> (Processes all property transactions including property tax payments and issues receipts)	
<b>Gwinnett Justice and Administration Center</b> 75 Langley Drive, Lawrenceville 30045	<b>8:30am - 5:00pm,</b> <b>Monday - Friday</b>
<b>Tax Commissioner Motor Vehicle Tag Offices</b> (limited to accepting property tax payments and issuing payment receipts)	
<b>North Gwinnett:</b> 2735 Mall of Georgia Blvd., Buford 30519  <i>Will be closed on Saturdays June 21, September 20 and December 13 due to scheduled shutdowns of the Georgia motor vehicle computer system.</i>	<b>8:30am - 5:00pm</b> <b>Tuesday - Friday,</b> <b>9:00am - 4:00pm</b> <b>on</b> <b>Saturday</b>
<b>Lawrenceville:</b> 750 S. Perry St., Lawrenceville 30045	<b>8:30am - 5:00pm</b> <b>Monday - Friday</b>
<b>Norcross:</b> 5030 Georgia Belle Court, Norcross 30093	
<b>Peachtree Corners:</b> 5270 Peachtree Parkway, Norcross 30092	
<b>Snellville:</b> 2845 Lenora Church Road, Snellville 30078	

For assistance or to make payments by telephone, call 770-822-8800. Customers may also e-mail [tax@gwinnettcountry.com](mailto:tax@gwinnettcountry.com).

## 2008 Leadership Conference

Katherine Sherrington held her annual Leadership Conference at Snellville's City Hall Auditorium Conference Room April 23 – 25, 2008, for her office's managers. Ms. Sherrington conducted the conference as part of her ongoing efforts to provide office leadership opportunities for development, while also emphasizing performance-driven customer services for Gwinnett citizens and taxpayers.

The conference opened with a welcome from featured keynote speaker Jerry Oberholzer, Mayor of Snellville, and featured keynote speaker Representative Brooks Coleman (District 97, Duluth) who provided a leadership presentation. Also featured were presentations by members of Gwinnett County's Human Resources and Finance Departments. Several members of Ms. Sherrington's Citizen Advisory Council attended, as did representatives of vendors that provide technology support to her office's operations.

"We owe a huge thanks to the City of Snellville for allowing us the use of their beautiful facility, which made the event possible, Ms. Sherrington said. "I depend on the leaders in my office to provide the best possible quality and efficiency of service to the people of Gwinnett. The leadership conference gives us a great opportunity to identify ways we can further improve on those services," she said. Ms. Sherrington also expressed appreciation of the presentation by Representative Coleman, adding that his talk about his leadership experiences "contributed greatly" to the conference.

While Ms. Sherrington has held leadership development activities at various times during her six terms of office, she expanded the training to a formal off-site format in 2006, first utilizing the county's Shoal Creek Filter Treatment Plant's conference facility in Buford.

## Locations and Contacts

### Property Tax Office

Gwinnett Justice and Administration Center  
75 Langley Drive  
Lawrenceville, GA 30045  
Mon-Fri 8:30am to 5:00pm

### Lawrenceville Tag Office

750 South Perry Sreet., 1<sup>st</sup> floor  
Mon-Fri 8:30am to 5:00pm

### Norcross Tag Office

5030 Georgia Belle Court, Suite 1013  
Mon-Fri 8:30am to 5:00pm

### North Gwinnett Tag Office

2735 Mall of Georgia Boulevard  
Tue-Fri 8:30am to 5:00pm  
Sat 9:00am to 4:00pm

### Peachtree Corners Tag Office

5270 Peachtree Parkway  
Mon-Fri 8:30am to 5:00pm

### Snellville Tag Office

2845 Lenora Church Road  
Mon-Fri 8:30am to 5:00pm  
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### Motor Vehicle Information:

Telephone: 770-822-8818  
E-mail: [tag@gwinnettcountry.com](mailto:tag@gwinnettcountry.com)

### Property Tax Information:

Telephone: 770-822-8800  
E-mail: [tax@gwinnettcountry.com](mailto:tax@gwinnettcountry.com)

**Tax Commissioner Web Site:**  
[www.GwinnettTaxCommissioner.com](http://www.GwinnettTaxCommissioner.com)

## Tax & Tag News

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