

GWINNETT AUTOMOBILE DEALER MATTERS

gwinnettcounty
tax commissioner's office

www.GwinnettTaxCommissioner.com

Tax Commissioner First in Georgia to Implement Automated Tag Renewal Payment Processing

The Gwinnett Tax Commissioner's Office began processing mailed-in tag renewals electronically in July, becoming the first tax commissioner in Georgia to automate this process.

Mailed-in renewals are now cycled through an electronic system that opens the envelopes, scans the contents, processes the payment and electronically updates vehicle owner records. Benefits include decreased turn-around time and less manual entry for most mail transactions. The retention of paper records will be significantly reduced and will result in an even more accurate process for mailed-in renewals. In addition to faster, more accurate processing, research capabilities are greatly enhanced by this upgrade. Customer service staff will be able to immediately access electronically imaged checks and supporting documentation to assist customers.

Gwinnett citizens will benefit from faster turn-around time and improved customer service.



Katherine Meyer
Tax Commissioner

**Celebrating 25 years
of Service Excellence**

ANNOUNCEMENTS

Free Title Training for Dealers

January 20, 2010

Contact Melinda Chatham
678-377-4217

melinda.chatham@
gwinnettcounty.com

Dealer Title Processing Performance Statistics

Processing Time Measure (Quarterly)				
	10/1/08 to 12/31/08	1/1/09 to 3/31/09	4/1/09 to 6/30/09	7/1/09 to 9/30/09
Average Processing Time-Delivery to Completion	2.02	5.60	2.56	3.30
Average Turnaround Time-Delivery to Pickup	3.34	6.61	3.63	4.24
Title Measures				
Number of Title Applications Received	20,210	21,281	20,563	23,465
Number of Returned Title Applications	2,232	2,450	2,071	2,303
Percentage of Title Applications Returned	11.04%	11.51%	10.07%	9.81%



Office of the Tax Commissioner
Department of Motor Vehicles

24/7 Customer Service:
770-822-8818

Agents available:
Monday - Friday
8:30am - 5:00pm
(except holidays)

E-mail: tag@gwinnettcountry.com

Extended Walk-Through Hours

Dealer, Mail and Fleet Branch
(Lawrenceville)
Monday-Thursday
8:00-11:45am and 1:30-5:30pm

Norcross Tag Office
Monday-Thursday
8:00-11:45am and 1:30-5:30pm

Peachtree Corners and Snellville
Tag Offices
Tuesday-Friday
8:00-11:45am and 1:30-5:30pm

North Gwinnett Tag Office
Wednesday-Friday
8:00-11:45am and 1:30-5:30pm
(no Saturday walk-throughs)

IMPORTANT NOTE:

Tag Office work schedules are different during holiday weeks. Visit our website to check the holiday schedule.

Drop-offs can be made any time during regular business hours.



Katherine Meyer Dealer Award Program Winners CONGRATULATIONS TO OUR SECOND QUARTER 2009 WINNERS!



Gold: Sutherlin Nissan Mall of Georgia

L-R: Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch; Kim Shulte, Title Clerk; Scott Whiteman, General Manager.



Silver: Carey Paul Honda

L-R: Diane Riddle, Title Clerk; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch; Lee Crumpton, Managing Partner; Michelle Overway, Controller.



Bronze: Atlanta Toyota

L-R: Symmignon Waller, Title Clerk; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch; Virginia Jacobs, Title Clerk.



Partnership: CarMax

L-R: Jeffrey Hearn, General Manager; Maggie Schofield, Business Office Manager; Odessa Jimerson, Business Office Associate; Nancy Ross, Assistant Manager, Dealer, Mail and Fleet Branch; Ernestine Sullivan, Business Office Associate.

CONGRATULATIONS ALSO TO OUR THIRD QUARTER 2009 AWARD WINNERS!

Gold Award - Sutherlin Nissan Mall of Georgia

Silver Award - Carey Paul Honda

Bronze Award - Atlanta Toyota

Partnership Award - Rick Hendrick Chevrolet

Watch for photos in the next issue!