

NEWS RELEASE

May 29, 2019

Georgia Motor Vehicle Division Announces New Online Services Portal is Up and Running

Over Memorial Day weekend, the Georgia Department of Revenue (DOR) installed a new state-of-the-art system, Georgia Driver Record and Integrated Vehicle Enterprise System (DRIVES) to upgrade and modernize the vehicle registration and titling functions. Now that the statewide system upgrade has been successfully completed, the Georgia Motor Vehicle Division has launched a new web services portal to enable Georgia residents to complete more vehicle services online. As of today, customers are now able to complete a host of services online including pre-applying for title and registration, completing online renewals faster, and changing a registration address.

From the Governor to local County Tax Commissioners, there is a real focus on delivering great customer service to all Georgians. Throughout all of Georgia, county tag offices are using the new system and we encourage customers to visit the new online portal to see what online services are available for their county. "The goal of enhancing and expanding our online services is to put the customer in the driver's seat. Customers now have the option of completing additional vehicle services from the comfort of their home and at any time, instead of planning a trip to their local county tag office," says State Revenue Commissioner, David Curry.

"The first day of DRIVES was very successful in Hall County with very few glitches and minor delays in service time. We processed approximately 1200 transactions Tuesday which was a record high. I thank the dedicated office staff for their training, dedication and effective implementation of DRIVES as we continue to serve and educate our residents on the new services available to them," said Darla Eden, Hall County Tax Commissioner.

Both state and local governments are excited to leverage new technology to service the citizens of Georgia in a way that will make their user experience faster and more convenient. The new online portal is up and running today. Please visit <https://eservices.drives.ga.gov> to view the new online services available.

For more information, please view www.georgiadrives.com, www.hallcountytax.org , or check the Tax Commissioner's Facebook page.

MEDIA CONTACT

Darla Eden, Hall County Tax Commissioner

Email: deden@hallcounty.org

Phone: (770) 531-6960