

# GSCCCA Update

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August 2018

An update on the activities of the Georgia Superior Court Clerks' Cooperative Authority

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## Authority Strong in FY 2018

With a philosophy of hard work and a sometimes obsessive commitment to perfection, 20<sup>th</sup> century entrepreneur and Marriott Corp. founder J. Willard Marriott once famously noted:

*"It's the little things that make the big things possible. Only close attention to the fine details of any operation makes the operation first class."*

Marriott's attention to detail and obsession with not just meeting the needs of his customers but providing a quality product and unparalleled customer service played a significant role in his ability to turn a nine-stool root beer stand in Washington, D.C. into one of the leading lodging and hospitality companies worldwide.

Although the scale may be different, one can draw similarities from Marriott's success story to that of the Georgia Superior Court Clerks' Cooperative Authority which opened its doors in 1995 with a single project and many doubters. Now, 23 years later, the Authority closes its fiscal year as a successful, diverse entity overseeing nearly 20 projects and an invaluable website that currently holds over 262 million

Following is the Executive Summary from the Authority's 2017-2018 Accomplishments & Year-end Report. Numbers reflect fiscal year-end (June 30) totals unless otherwise stated. Contact Communications Director & Compliance Officer Mike Smith at [mike.smith@gsecca.org](mailto:mike.smith@gsecca.org) with questions.

images and was accessed over 5.1 million times this past year by nearly 1.1 million people from 205 countries. Like Marriott, the Authority's success has been fueled by its

attention to detail, a constant drive to anticipate and meet the evolving needs of its customers, a desire to constantly improve its products, and a commitment to provide unmatched customer service across the board.

Of course, the Authority would not exist without the paradigm-shifting vision of our founders and the continued support and collaboration of Georgia's 159 clerks of Superior Court. The Authority was created by clerks for the benefit of clerks, and since establishment, has provided to clerks over \$71 million in additional funding and over 26,000 pieces of new equipment. This symbiotic relationship is a critical element in the Authority's success to date and its ability to

*Continued on Page 4*

## Table of Contents

Authority Strong in FY 2018	Pages 1, 4-10
July Board Meeting Review	Pages 2-3
Authority Names New Inventory Control Manager	Page 5
eFiling Fees: Daily Disbursement Report Options	Page 7
UCC eFile Training	Page 9
More Training Available	Page 11

# July Board Meeting Review

The Authority Board met on July 11 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

## General Business

The minutes of the April 11 scheduled board meeting were approved. Greg Morgan, with Mauldin & Jenkins, provided the Accountant's

Review and reported that the overall financial health of the Authority is very good. Staff was commended for adhering to accepted accounting principles and keeping the Authority on a good financial track for the future. Revenues continue to exceed expenditures. The annual audit conducted by Mauldin & Jenkins is scheduled for the first week of August 2018.

## 2017-2018 Accomplishments & Year-end Report

The Authority's fiscal year-end report was reviewed, and highlights from the year were provided. 11,500,000 images were added to the Authority database in FY 2018,

bringing the total to more than 262,000,000 images in the system. To date, more than 26,000 pieces of equipment have been provided to clerks over the years. Additionally, more than \$5,000,000 in image print fees was transferred to clerks of Superior Court in FY 2018 bringing the grand total since inception to more than \$56,000,000. In general, Authority staff continues to strive to meet legislative mandates and aid clerks of Superior Court in all possible ways. Specific comments from customers relating instances of excellent customer service provided by the Authority were also highlighted. Authority staff was com-

mended for providing exceptional support to all customers and clerks of Superior Court.

## Fines & Fees Division

A motion to amend Section 1.15 of the Fines and Fees Rules and Regulations related to how a "case" is defined for the purposes of assessing surcharges was approved by the Board.

Fines & Fees staff continually assists courts to achieve a high compliance rate. Regular audit reviews provide insight and help monitor courts' compliance. Currently, there are less than fifteen courts (from a total of 1,100) that are considered 60 days non-compliant.

## Training Update

It was reported that approximately 75,000 users have availed themselves of the Authority's Learning Management System (LMS) since its inception. The LMS provides training courses and tools on a variety of subjects including deed indexing standards, notary public and UCC. It was reported that more classes are scheduled around the state for the rest of the summer and into fall, and, specifically, there are two more in-person indexing training classes, one to be held in Hart County and the other in Tift County. Notary public training classes continue to be popular among the general public.

## eFiling Project

eFiling participation by clerks' offices for all document types continues on an upward trend. Currently, there are 110 clerks' offices participating in UCC eFiling. Approximately 109,000 UCCs were eFiled during FY 2018. All 159 clerks' offices participate in Real Estate eFile, to some degree: 98 allow all document types, 36 allow all document types except deeds, 21 allow plats and state tax liens only, 3 allow plats, state tax liens and a combination of deed and/or



*Authority Communications Director & Compliance Officer Mike Smith provides a report to the Board on the UCC Project.*



*Continued on Page 3*

*Board Meeting Review — Cont. from Page 2*

liens, and 1 clerk's office allows only state tax liens. Additionally, 125 clerks' offices participate in Child Support eFile, 136 participate in Notary Online, and all 159 participate in ACH Payment.

**Historical Deed Re-Indexing Projects**

It was reported that 49 clerks' offices are currently participating in the Voluntary (County-Funded) Historical Deed Project, and approximately 13,000 instruments have been added to production since March 2018 as a result of this project. There are 90 counties that have submitted data for the 1991-90 Historical Project. The 1992 Historical Project is complete which is reflected in the search system good-from date of January 1, 1992.

**Virtual Microfilm (VMF) Project**

An update was given on the Virtual Microfilm (VMF) Project, which was undertaken to streamline the microfilm process and reduce costs for Superior Court clerks. Currently, 77,662 deed books containing 51,000,000 document images have been "virtually" micro-filmed. Authority staff is working on being able to virtually microfilm plats and lien images. Currently, 153 clerks' offices participate in the Virtual Microfilm Project, which is provided free of charge by the Clerks' Authority. Fifty-two clerks have activated their VMF account to view data.

**MyVault Online Archive Service**

Currently, there are approximately 754 million files in the MyVault space. Since 2007, 106 requests from clerks to restore data because of data loss have been successfully processed by the Authority. Reasons for data loss include such things as hardware failure and ransomware attacks.

**UCC Project**

The number of UCCs filed for FY 2018 (248,471) is the most since FY 2004. For UCC Certified Search Requests, FY 2018 saw the most requests since 2011. These numbers reflect positive economic activity.

**Subscriber Accounts**

The Authority currently has 16,652 search account subscribers, which includes 4,173 Premium Account holders. The number of Premium Accounts increased more than 400 over the previous quarter (Q3). FY 2018 saw a 14.7% growth rate for Premium Accounts.

**Notary & Authentications Division**

FY 2018 was a good year for the Notary & Authentications Division. Approximately 46,000 notary commissions are granted annually. This number has remained stable for the last six few years. Each year, the Division issues approximately 29,000-31,000 apostilles, and handles approximately 9,000 walk-in customers, 8,200 phone calls and 4,000 mail-in requests. Overall, the Notary & Authentications Division is stable and doing well.

**Next Board Meeting**

The next quarterly board meeting will be held on October 10, 2018 at the Authority office. ■



*Authority Development Manager  
Richard McPhaul updates the  
Board on Subscriber Accounts.*



*Authority Strong — Cont. from Page 1*

achieve even greater results in the future. Below are a few recent comments from clerks about the Authority and its importance to their work:

*"You guys are always so nice to us clerks. I am so thankful to have you to call on. I have worked in this clerk's office since 1979. Since I knew life in the clerk's office prior to the Authority's existence, I totally appreciate*

*[everything you do]. Everyone that I've called on over the years has always been professional, courteous and quick to respond to my requests. I am just so thankful to have you to call on."* (Mildred Peeler, Wilkes County Superior Court Clerk)

*"Thanks for all you do for us and our counties!!! You save our taxpayers so much money with all the equipment you furnish for [clerks'] offices!!!"* (Linda Dalton Hays, Newton County Superior Court Clerk)

*"I just wanted you to know how much I appreciate the work Jeremy did to get us straightened out. He worked with [our IT staff],*

*[staff] from Kofile, and with Windstream. It has taken days – not Jeremy's fault – to reach this point, but Jeremy didn't give up. He came by here today to do 'hands on' work [... and] I understand that he did a wonderful job. Jeremy is a great example of how the GSCCCA is there for us and will not give up until our needs are met. Thank you and your entire staff for the great work you do and for always being there for us. I really do appreciate everything all of you do. All of you help us out so much! It really helps to make our jobs*

*easier knowing that you are with us all the way."* (Regina B. McIntyre, Barrow County Superior Court Clerk)

*"Thanks for all you and the Authority do for us."* (Michelle H. Strickland, Madison County Superior Court Clerk)

From the beginning and rooted to its core, innovation, collaboration and vision have defined the Authority. Although the culture remains the same, the GSCCCA is a very different organization today than the one that opened its doors in 1995. Since its inception, the Authority has not only fulfilled its original purpose of establishing a statewide system for the indexing of UCC documents, but has successfully developed and implemented, at no cost to the state, a variety of additional projects. Effective collaboration with other state agencies and numerous not-for-profit groups for the benefit of the State of Georgia and its citizens has become one of the hallmarks of the Authority's success and why it is respected both locally and nationally for its progressive, innovative and effective approach to problem solving.

For over two decades, the Authority has been an innovator within the public records arena and has led the State of Georgia to the forefront of court technology. Using a mix of old-fashioned cooperation and state-of-the-art technology, the GSCCCA has taken abstract ideas, that many believed were not possible, to the concrete world of implementation, and, in so doing, has changed the way many do business and made life easier for those accessing real estate records, financing statements, criminal case data, and other legal documents.

Today the Clerks' Authority is a diverse entity that oversees the following:

- ❖ Notary & Authentications Division
- ❖ Fines & Fees Division
- ❖ UCC Project
- ❖ Real Estate Deed Project
- ❖ Historical Deed Re-Indexing Project
- ❖ County-Funded Historical Deed, Lien and Plat Re-Indexing Project
- ❖ eFile Project
- ❖ Lien, Plat & Map Project
- ❖ State Tax Lien eFiling Project
- ❖ PT-61 Project

*Continued on Page 5*

“... the Authority closes its fiscal year as a successful, diverse entity overseeing nearly 20 projects and an invaluable website that currently holds over 262 million images and was accessed over 5.1 million times this past year by nearly 1.1 million people from 205 countries.”



*Authority Strong — Cont. from Page 4*

- ❖ Premium Search Account
- ❖ Clerks' Authority Map Search Application (Mobile App)
- ❖ Data Archive Project (MyVault Online Archive Service)
- ❖ Virtual Microfilm (VMF) Project
- ❖ Protective Order Registry
- ❖ Criminal Case Data Project (Offender-Based Tracking System)
- ❖ Carbon Sequestration Registry

In successfully developing and implementing these projects, the Authority helped modernize Superior Court clerk offices and created several one-of-a-kind systems that integrated and standardized information from each of Georgia's 159 counties on a central website, [www.gsccca.org](http://www.gsccca.org). The Authority databases provide accountability, uniformity, efficiencies and cost-savings by affording:

- ❖ Unprecedented access to valuable information – free access through search terminals installed in all Superior Court clerk offices, and convenient internet access, by subscription, for those desiring 24-hour, 7-day-a-week access.
- ❖ Additional funding and new equipment for clerks' offices – over \$71 million and 26,000 pieces of new equipment in total.
- ❖ Information that allows lawmakers to more effectively set public policy.
- ❖ Critical and timely crime data to protect the safety of the public and law enforcement officers throughout Georgia.

Governed by a board of ten members whose meetings are open to the public, the GSCCCA was created, implemented and continues to operate without receiving any funds through local, state or federal taxes. The Authority has been continually praised for its wise use of available resources, and has proven to be a resounding success for offering unique services for Georgia counties and citizens.

Following are highlights from FY 2018:

- ❖ Implemented **Virtual Microfilm (VMF) Project**, a new program for storing and viewing deed images that replaces the traditional microfilming services offered previously to Superior Court clerks. The VMF Project streamlines the microfilm process and provides an enhanced method for quickly browsing, searching, printing and downloading microfilm content using a PC, laptop or mobile device. Over 51 million deed images within nearly 78,000 deed books have been loaded into the VMF system resulting in over 2.1 terabytes of data stored since the project's launch in November 2017. Liens, plats and historical documents are in the early stages of being uploaded to the VMF system and will be available for viewing by clerks in the near future.

*Continued on Page 6*

## Authority Names New Inventory Control Manager

The Clerks' Authority is proud to announce that **Hunter Smith** has assumed the duties of Inventory Control Manager. Hunter began work with the Authority in March of 2018, replacing recently-retired Richard Dunn.

For any equipment needs or questions, please contact Hunter at [hunter.smith@gsccca.org](mailto:hunter.smith@gsccca.org) or 404-327-7818 (direct) or 1-800-304-5175 x1009. Equipment request forms may be faxed to Hunter's attention at 404-327-7877. Please join us in welcoming Hunter to the Authority family!

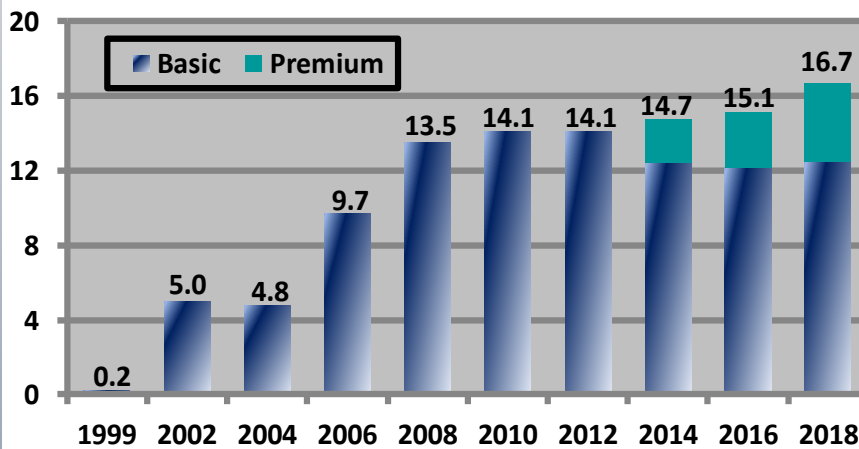


*Authority Strong — Cont. from Page 5*

- ❖ Built the systems and implemented the changes necessary to comply with a 2017 legislative mandate requiring the **electronic filing of state tax liens** beginning January 1, 2018. The project spanned the majority of the year and required over 5,800 hours of aggregate staff time to complete. From passage until the effective date, the Authority was in constant communication with vendors and Superior Court clerks to provide information on critical changes and to offer training to ensure all

- ❖ Completed the **1992 Historical Project** moving the inclusive range of deed data back to 1992 for all counties, or, in other words, moving the current statewide “good-from” date from 1993 to 1992. With the completion of this project, 85,253 records were published to production.
- ❖ Advanced the **1991-90 Historical Project** with 90 counties currently participating. Since inception of the project, the Authority has added over 71,800 deed records to its publically searchable website, and is reviewing another 149,000 records currently in quarantine.

**Monthly Subscribers (thousands)**



- ❖ Added 70,000 instruments to the system through the **County-Funded Historical Deed, Lien and Plat Re-Indexing Project** for a total of over 1.6 million additional instruments in production since the program was implemented in 2013. As a result of this project, the public has access to additional real estate information at no additional cost to the Authority, and clerks’ offices have access to additional resources through print image fees initiated through the Authority’s website. Forty-nine counties are now participating in the program.

were prepared when the system went live. On January 1, 2018, when the eFiling of state tax liens became mandatory, the Authority and Superior Court clerks were ready, and the Department of Revenue successfully eFiled 76,889 liens on that day with Superior Court clerks by filing through the Authority’s eFile portal. 197,555 liens have been successfully eFiled through June 30.

- ❖ Worked closely with legislators, the Superior Court Clerks’ Association of Georgia, the legal community, the land title industry, and the Department of Revenue to reach a revised solution for the **electronic filing of state tax liens**. The Authority hosted a series of meetings resulting in the agreement to the terms of House Bill 661, which substantially modified the Act which passed in 2017. The Authority continues to work with all interested stakeholders in the implementation of the complicated provisions of this new revision to the law. Additionally, the Authority revised the Indexing Standards two separate times to conform to these changes in legislation.

- ❖ Compensated clerks’ offices over **\$5 million** this fiscal year for prints (\$.50 per print) off the Authority website (**\$56 million** for prints since the Authority was established), and over **\$874,000** this fiscal year for deed images (**\$15.5 million** for deed images since inception of the project).
- ❖ Continued to grow the **eFile Project**. With recent legislative changes that have now mandated certain types of real estate documents to be electronically recorded, each of the 159 Superior Court clerks now have systems that directly interface with the GSCCCA eFiling portal. This newfound level of integration is expected to catapult overall participation into the future as the technical barrier for clerks to participate has now been largely overcome. Considering the momentum of the existing eFiling systems and a successful track-record of implementing legislatively mandated pro-

*Continued on Page 7*



*Authority Strong — Cont. from Page 6*

grams, it is expected that eFiling numbers will continue to rise significantly with the increased participation by clerks' offices.

- ❖ Increased **Premium Search accounts** by nearly **15%** for a fiscal year-end total of **4,173 accounts**. Launched in 2012, the Premium account includes the Clerks' Authority Map Search Application and allows users to search by property address as well as land lot making it attractive to realtors, bankers, attorneys, surveyors, appraisers, and other members of the business community.
- ❖ Restored 605 GB of data for 14 counties

through the Authority's **MyVault Online Archive Service** in FY 2018. Currently, 153 counties participate in the program with 9 counties added this fiscal year. The statistics continue to stagger with the online vault storing and protecting over 754 million files totaling more than 102 TB of live data. Over 92 million files totaling more than 18 TB of data were added to the vault in FY 2018. In addition to the 9 new installations, more than 20 counties were upgraded with new archive equipment in FY 2018.

*Continued on Page 8*

## eFiling Fees: Daily Disbursement Report Options

With the increase in eFile participation, the Authority continues to look for ways to enhance the eFiling process. Did you know the Authority now offers multiple options for the daily disbursement of UCC and Real Estate eFiling fees? Options are:

### 4:30pm disbursement (default)

- ❖ Deposit generates at 4:30pm.
- ❖ Daily County Disbursement Report generates at 4:45pm.
- ❖ Deposit contains **all** UCC and Real Estate eFiling fees.
- ❖ Deposit contains fees collected between 4:30pm the previous business day and 4:30pm the current business day.
- ❖ Funds are typically available in the clerk's account within **1-2 business days**.

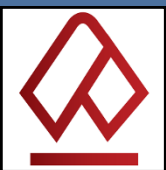
### 5:30pm disbursement

- ❖ Deposit generates at 5:30pm.
- ❖ Daily County Disbursement Report generates at 5:45pm.
- ❖ Deposit contains **all** UCC and Real Estate eFiling fees.
- ❖ Deposit contains fees collected between 5:30pm the previous business day and 5:30pm the current business day.
- ❖ Funds are typically available in the clerk's account within **2-3 business days**.

### UCC and Real Estate eFiling fees disbursed to separate accounts

- ❖ **Real Estate** deposit generates at 4:40pm.
- ❖ Deposit contains **all Real Estate** eFiling fees.
- ❖ Deposit contains fees collected between 4:40pm the previous business day and 4:40pm the current business day.
- ❖ **UCC** deposit generates at 4:50pm.
- ❖ Deposit contains **all UCC** eFiling fees.
- ❖ Deposit contains fees collected between 4:50pm the previous business day and 4:50pm the current business day.
- ❖ Daily County Disbursement Report generates at 5:00pm.
- ❖ Funds are typically available in the clerk's account within **1-2 business days**.

Clerks interested in changing from the 4:30pm disbursement should contact Rachel Rice at [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org) or 1-800-304-5175 x1010.



*Authority Strong — Cont. from Page 7*

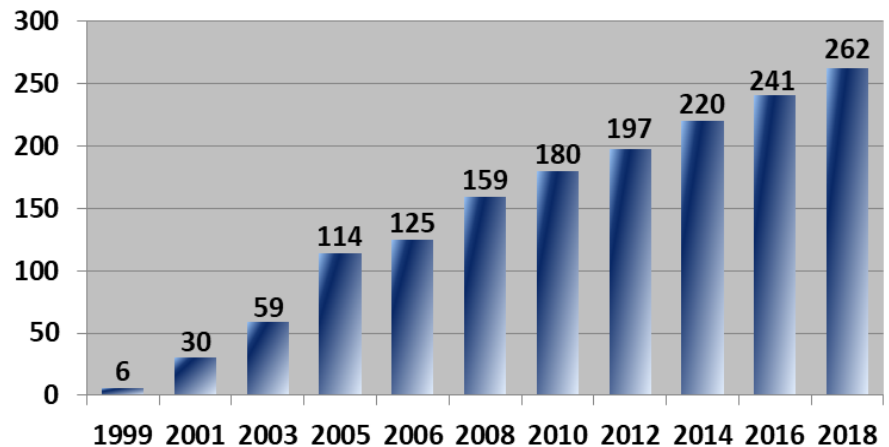
- ❖ Reorganized the **Quality Control Department** to ensure that all business practices and procedures were institutionalized. Additionally, staff streamlined various long-standing procedures in order to accelerate data review times while not compromising quality and created tools to automate the creation of various reports instrumental in ensuring completion of historical docket series.
- ❖ Maintained a compliance rate of close to **100%** for all courts through a dedicated and consistent notification process by the **Fines & Fees Division**.

In addition to the many enhancements and new features that were added over the last twelve months, the Authority continued to successfully manage its many existing programs. Numbers don't tell the full story but the following statistics show the volume of work handled by the Authority, and are further evidence of our growth and success over the past 23 years.

Following are some of the highlights from FY 2018:

- ❖ Added **11.5 million** images to the system for a fiscal year-end total of over **262 million** images accessible to the public through [www.gsccca.org](http://www.gsccca.org).
- ❖ Had over **436 million** page views and nearly **1.1 million** unique visitors to [www.gsccca.org](http://www.gsccca.org). The public accessed the Authority's invaluable data via the Internet over **5.1 million times** from **205 countries** this past fiscal year.
- ❖ Ordered, processed and shipped a total of **620 pieces of new equipment** to clerks' offices including CPUs, monitors, servers, laptops and scanners. The Authority has provided over **26,000** pieces of new equipment to clerks' offices since opening its doors in 1995.

**Total Images in System (millions)**



- ❖ Deployed **176 pieces of new equipment** (computers, monitors and scanners) to 43 Superior Court clerk offices to replace depreciated equipment as part of the Statewide Computer Replacement Project for all 159 counties.
- ❖ Supported Superior Court clerks and staff, website users and other customers by handling over **18,000 phone calls** and over **8,700 emails** to HelpDesk, the Authority's customer support team.
- ❖ Conducted **89** classroom training sessions, webinars and one-on-one programs on various subjects for over **2,000** participants at nearly **40** different locations around the state. The Authority also trained nearly **10,000** people through its five online courses. Nearly **76,000 users** have benefited from accessing the Authority's Learning Management System (LMS) since its inception in 2006.
- ❖ Indexed over **248,000** UCCs and conducted over **9,500** Certified Searches for FY 2018. (The number of UCCs filed in May 2018 – 23,257 – was the highest since March 2006.) Since the project's inception in 1995, the Authority has indexed nearly **6.1 million** UCCs and conducted over **255,000** Certified Searches.
- ❖ Increased participation in **Notary Online** to **136 counties**. **94%** of notary applications

*Continued on Page 9*





*Authority Strong — Cont. from Page 8*

in Georgia were submitted electronically via the Authority's Notary Online application system.

- ❖ Maintained the **statewide notary database** (A statewide total of **46,000 notary commissions** were issued by clerks of Superior Court and then submitted to the Authority for inclusion in the statewide database.) and issued **31,000 apostilles** this past fiscal year. In FY 2018, the Notary & Authentications Division served **9,000 walk-in customers**, processed **4,000 mail-in orders**, answered **9,100 phone calls**, and sold **1,300 Notary Handbooks**.
- ❖ Collected and disbursed approximately **\$85.4 million** in court fees; performed annual court reviews on approximately **1,100 courts** to help ensure the accuracy of the data being reported to the Authority; and processed over **30,000 monthly reports** submitted by reporting entities.
- ❖ Electronically transmitted to the Georgia Crime Information Center (GCIC), a division of the GBI, nearly **44,000 Protective Orders** indexed by clerks.
- ❖ Electronically transmitted to GCIC **303,000 records** of criminal court dispositions from various courts in Georgia for the purpose of compiling criminal histories and background checks.
- ❖ Upgraded **31** county connections, drastically increasing combined bandwidth while lower-

ing the overall cost, and coordinated **30** county-based network moves, changes, or implementations.

- ❖ Backed up **730 TB** of data during FY 2018. If this data were transferred to Ultra HD 4K Blu-rays, it would require 7,475 disks, and the resulting stack would be almost 30 feet tall.
- ❖ Processed **11 million** emails and blocked **6 million** pieces of spam and virus-laden emails.

In addition to supporting Superior Court clerks, the Authority enables convenient access to invaluable information – from real estate records and lending information to active notaries and court fines and fees. The Authority's statewide indexes and other programs help everyday Georgians and give the business community innovative tools for making their work more efficient and effective. And providing exceptional customer service is one of the Authority's core principles. Whether dealing with a Superior Court clerk or a member of the public, we want to be professional and efficient, as well as friendly and helpful. Below are the contents of an email the Authority recently received that acknowledge the excellent customer service of one staff member but also represent the kind of service we want to provide and impression we

*Continued on Page 10*

## UCC eFile Training

With 117 counties now offering UCC eFiling, the Authority has seen increased numbers of UCCs eFiled. With a streamlined filing process, eFiling numbers continue to increase month-to-month. In FY 2018, approximately 44% of UCCs were eFiled.

Filings are submitted, reviewed and processed through <https://efile.gsccca.org> (the Authority's eFile portal) and automatically transmitted to the Authority's indexing department. No scanning required! Filing fees are collected by the Authority and disbursed daily to clerks' offices. Activation for UCC eFiling requires training, registration on <https://efile.gsccca.org> and scheduling a start date. That's it!

The Authority will be offering training throughout the rest of the year, so stay tuned! For more information, contact Rachel Rice at [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org) or 1-800-304-5175 x1010.



*Authority Strong — Cont. from Page 9*

want to leave on all our customers and other constituents with whom we interact:

*“I write to commend Christy, whose excellent customer service I received today. I called GSCCCA to ask questions regarding pricing for use of the search engine on its website. I hung up before anyone answered, as something else demanded my immediate attention. Before long, [Christy] called me back, explained that someone from my number had called, and asked if she could be of assistance. I was thrilled that someone in my State’s government cared enough to call me back! That kind of caring is generally unheard of!*

*“[Christy] was (1) friendly, and (2) instead of telling me generally where on the Internet I might find the information I sought, she personally answered my questions and explained billing for use of the website. I greatly appreciate her attention and willingness to answer my questions and explain nuances, as I did not expect that level of customer service. Usually these days, a customer is lucky to get someone to even answer the telephone, let alone getting a call back by someone who can knowledgeably respond to questions.*

*“[Christy] is exceptional, and the GSCCCA should do something befitting her. She’s certainly out of the norm for my customer service experiences.”*

Our productivity and success are no accident, but rather the result of the outstanding and prudent leadership of our actively engaged Board who informs and strengthens our business, the effort, skill and dedication of our professional staff who remain vested and fully engaged in our organization’s mission, and the continuing support of 159 clerks of Superior Court and their willingness to work together for the good of all clerks and the State of Georgia.

For over 20 years, through legislative battles, technological challenges and economic adversity, Superior Court clerks and Authority staff have worked together to create the amazing success story we know today ... or in the words of former Authority chair Barry Wilkes, “a paradigm for how government can and ought to work.”

Yet, we know this news isn’t the destination, but rather a mile marker on the path we continue to pave. As we enter our 24<sup>th</sup> year of service, we cannot rest on our laurels if we want our future to be as bright as our past. The pace of change is accelerating, creating new opportunities, new challenges, and new uncertainties. In this environment, we will have to

“ ... the Authority’s success has been fueled by its attention to detail, a constant drive to anticipate and meet the evolving needs of its customers, a desire to constantly improve its products, and a commitment to provide unmatched customer service across the board.

be more nimble and more adept, and continue to reevaluate and reimagine every aspect of our business. We must out-innovate today, so we can outperform tomorrow. We are committed to remaining entrepreneurial and strategic, and positioning the Authority for preeminence not only for the short term, but for the long run, and continue our stellar record of innovation and success for decades to come. ■



# More Training Available

The Authority will continue to offer training through the remainder of the year. The current schedule is listed to the right but more programs are likely to be added including training for UCC eFile.

## Classroom Training:

Training on the **Real Estate Indexing Standards** will be held in Tifton on September 13 from 9am to noon, free-of-charge. Suitable for new and experienced indexers, the classes will include a review of the GSCCCA Standards for indexing real estate, lien and plat records with an emphasis on underlying concepts behind the Standards, common errors, difficult parties and instruments, and the indexing certification test. To register, go to [www.gsccca.org/training](http://www.gsccca.org/training).

## Webinars:

At this point, four more webinars will be held. This remote training is conducted via the internet and phone and allows a clerk to have as many staff members as they wish participate. Dates and descriptions of the classes follow. To register for a webinar, go to <https://gsccca.webex.com>.

**Authority Services How-to Guide** — This course takes an in-depth look at the services the Authority provides and how to maximize use of these services. Want to know how to replace equipment, learn about MyVault, access the Clerk Resource Center, set-up new email? Get the answers to these questions and many more through this two-hour webinar.

**Virtual Microfilm** — This one-hour webinar offers an introduction to the Authority's new Virtual Microfilm (VMF) Project. The program will cover the features of the VMF dashboard and participants will learn to:

- ❖ View, save, print and download images from archive;
- ❖ Access the convenient image browser and viewing tool;
- ❖ Search for important documents;
- ❖ Purchase and place orders for physical microfilm reels; and

## 2018 Training Schedule

### Classroom Training:

#### Real Estate Indexing Standards:

September 13 Tifton

### Webinars

August 16

R.E. Indexing Certification Exam

September 18

Authority Services: How-to Guide

October 4

Virtual Microfilm

October 17

R.E. Indexing Certification Exam

- ❖ Check and track status of microfilm orders.

Additionally, statutory archival requirements and how VMF satisfies those requirements will be discussed, and basic functionality for accessing deed, lien and plat images will be explained and demonstrated.

### **Real Estate Indexing Certification Exam:**

**Study Guide** — This one-hour webinar takes an in-depth look at the Indexing Certification Exam and offers tips and tools for how to successfully pass it.

### Online Training:

In addition to classroom training and webinars, the Authority continues to offer five online training opportunities. Courses are available 24 hours a day, 7 days a week, making training completely flexible. Courses include:

- ❖ Introduction to GSCCCA Indexing Standards
- ❖ Extended Real Estate Indexing Standards
- ❖ Fines & Fees Training
- ❖ Notary Public Training
- ❖ UCC Training

Contact Rachel Rice at [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org) or 1-800-304-5175 x1010 if you have questions or need more information about training. ■

