

GSCCCA Update

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August 2025

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

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Authority continues to evolve and thrive

Following is the Executive Summary from the Authority's 2024-2025 Accomplishments & Year-end Report. Numbers within this article reflect fiscal year-end (June 30) totals unless otherwise stated, although other articles in this issue may reflect more updated information. Contact Communications Director & Compliance Officer Mike Smith at mike.smith@gsccca.org with questions.

*"It is not the strongest of the species that survives,
nor the most intelligent that survives.
It is the one that is most adaptable to change."*

— commonly attributed to Charles Darwin

Nature offers countless examples of survival through adaptation: the camel — now synonymous with desert life — actually evolved in North America, developing its iconic humps not to store water, but to store fat: fuel reserves that allow it to travel long distances across arid terrain without eating. In the Antarctic, emperor penguins endure the brutal winter by huddling in tightly packed circles, rotating from the icy perimeter to the warm center to conserve energy. These animals endure not because they are the fastest or strongest, but because they have adapted — creatively, precisely, and purposefully — to meet the demands of their environment. Their resilience reminds us that surviving is not about resisting change, but about evolving in the face of it.

As the Georgia Superior Court Clerks' Cooperative Authority marks its 30th year of operations, the concept of adaptation offers a fitting lens through which to view our history — and our future. Since opening our doors in 1995, the Authority, in concert with Georgia's Superior Court clerks, has consistently evolved in response to new challenges, emerging technologies, and shifting public

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July Board meeting review

The Authority Board of Directors met on July 9 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

General Business

The minutes of the April 9 scheduled Board meeting were approved.

Will Derzis, CPA, with Mauldin & Jenkins, reported on the most recent financial reports, ending May 31, 2025. He noted that the Authority staff continues to perform at a high level and meets all accounting industry standards. According to these reports, the Authority is on sound financial ground.



Revision of UCC Administrative Rules

A motion to approve the revised UCC Administrative Rules, effective July 9, 2025, to reflect the fee change for UCC

Certified Searches to \$15 per debtor name was approved.

2024-2025 Accomplishments & Year-end Report

Presented by Executive Director Rachel Rice, the report is published annually to provide a comprehensive overview of the Authority's many initiatives and a detailed summary of key achievements during the fiscal year.

Highlights from this year's report include:

- \$6.3 million was distributed to clerks' offices in print and image compensation for FY 2025.

- 19.1 million images were added to the GSCCCA Search System, enhancing the experience for system users.
- 1,200 pieces of equipment — including computers, monitors, and scanners — were delivered to clerks' offices, bringing the cumulative total distributed since 1995 to more than 34,000.
- Nearly 10 million real estate documents have been submitted through the Authority's eFile portal since its launch.
- More than 330 million images, across 578,000 books, totaling more than 17 terabytes of data, have been securely backed up for clerks utilizing the Virtual Microfilm (VMF) process.

The report's Executive Summary is included in this newsletter beginning on Page 1, and the full report has been published on the Authority's website.

Filing Activity Notification System (FANS)

Launched in January 2023, FANS allows individuals to receive notifications when certain real estate and personal property records are filed with a Superior Court clerk, indexed, and data is transmitted by clerks across Georgia. As of July 6, 2025, FANS had 85,246 registered users, including active and inactive accounts. Those users have submitted 184,025 requests involving names, addresses, and document types, resulting in 390,697 matches to date. An account becomes inactive if the user does not log in to FANS for 12 consecutive months. Users are notified when their account status changes.

UCC Project

The Authority processed 7,456 Certified Search requests during FY 2025. These searches are conducted internally by Authority staff and involve an exact-name search of the UCC database, with results transmitted directly to the requesting customer.

For FY 2025, 267,514 UCCs were filed statewide, averaging 22,292 filings per month. The final two months of the fiscal

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Board meeting review — Cont. from Page 2

year saw a noticeable increase in filings, primarily due to a surge in UCC continuation statements. These continuations were filed to extend the effectiveness of UCC financing statements originally filed in 2020, many of which were associated with federal COVID relief programs. This trend is expected to continue into FY 2026. Approximately 95.3% of all UCCs were electronically filed.

Fines & Fees Division

Collections for the Fines & Fees Division for FY 2025 exceeded projections by \$6.2 million compared to FY 2024. The number of non-compliant courts has remained steady since the previous board meeting in April. Authority staff continues to audit submitted reports, contact courts when discrepancies are identified, and remains actively engaged in assisting courts to achieve compliance. Training has been well-received, with additional classes scheduled for the remainder of the year in Worth County on September 30, at the Authority office on November 5, and a session for Municipal Court clerks in Tifton in September.

Training & Outreach

Training opportunities for 2025 have garnered positive feedback, with additional sessions planned for the remainder of the year. The schedule for remaining 2025 webinars and in-person classes can be found on Page 14.

Webinars offered this calendar year include: *Authority Websites*, *Clerk Resource Center/Program Status Report*, *The Evolution of the Authority*, *UCC – Guidance for Acceptance and Refusal*, *Protective Orders*, *Virtual Microfilm (VMF)*, and *eCertification 101*. To date, 827 individuals have participated in the Authority's webinar training in 2025.

For the remainder of the year, in-person training includes two more *Fines & Fees* classes, one in Crisp County (originally scheduled in Worth County) and one at the Authority office, and two more *Real Estate Indexing Standards* classes, one in Sumter County and one at the Authority office. Thus far, more than 600 individuals have attended in-person classes in 2025.

The Authority's online training platform, eLearn, continues to be widely used by clerks and the public. As of June 30, 2025, the site had 105,256 active users, with 101,748 of those accessing the Notary Public course. At the time of reporting, 66 currently serving clerks and deputy clerks had successfully passed the Indexing Certification exam.



eCertification Program

The eCertification (eCert) Program allows individuals to electronically request certified and regular copies of documents from a particular clerk's office, avoiding the need to travel to the courthouse. It was reported at the Board meeting that 102 counties are now participating in the eCert Program, with an additional four counties currently in the testing or training phase. As of June 30, 2025, participating counties had received 217,862 electronic certified document requests. In addition, 83 counties are now using the Regular Copies feature, with 24 of those added since the April Board meeting. The Product Management Group continues to hold regular meetings to review, manage, and address a working list of internal and external suggestions for improvement.

eFiling Project

Superior Court clerks continue to leverage the eFiling initiatives offered by the Authority to better serve their constituents and streamline operations. Currently, 153 clerks participate in UCC eFiling, with 135 mandating eFiling as the sole filing method. Of

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Board meeting review — Cont. from Page 3

these, 119 utilize the auto-numbering feature. In FY 2025, a total of 255,192 UCCs were eFiled. At present, seven counties use the UCC eFile API through their local vendor.

For Real Estate eFiling, all 159 clerks are in full compliance with statutory requirements by accepting all document types electronically. Of these, 138 counties also participate in the estimated fee process.

The online notary public application process has 154 clerks participating, with 50 offering the Mail-in Renewal (MIR) option. All 159 clerks participate in the ACH payment process to some extent, and, as of June 30, 2025, 68 counties had been activated to participate in ePay.

eFile System Certification

The Authority implemented mandatory eFile System Certification in January 2022 and notifies clerks when their eFile system has been certified. On November 11, 2024, the Authority launched the eFile System Certification Update process in response to changes introduced by H.B. 1292. This update required systems to complete a series of tests demonstrating compliance with new requirements effective January 1, 2025, most notably the deprecation of using “Participant IDs” for eFilings submitted on or after January 1, 2025.

At present, eight eFile systems have been certified, with one system still in the testing phase. Every vendor has at least one certified system, and clerks are encouraged to confirm with their vendor that they are using a certified version.

Voluntary Historical Deed Project

At present, 102 counties are participating in the Voluntary Historical Deed Re-Indexing Project. The statewide “good-from” date is January 1, 1990. As a result of this project, nearly 6 million instruments have been released to production. This is an increase of 90,000 instruments since the April Board meeting. An additional 1.5 million instruments are in quarantine for review. Since launch of the project, 158 docket surveys have been completed, and 157 Indexing Directions have been issued.

1989-1987 Historical Deed Project

The 1989-1987 Historical Deed Re-Indexing

Project had a scheduled completion date of June 30, 2025. While the contracts expired on that date, the project was not fully completed. According to vendor reports as of July 1, 2025, the project encompasses an estimated 3.2 million instruments, with 2,879,796 instruments having been released from quarantine to date.

The three-year project remains within its original budget range of \$9 million to \$10.8 million. At present, \$7,008,477 in compensation has been paid or is payable to clerks and \$1,643,386 is payable to vendors. A total of \$8,651,864 has been expended or is currently payable to date.

Indexing progress by year includes:

- 1989 segment: 157 counties completed
- 1988 segment: 117 counties completed
- 1987 segment: 73 counties completed

Archival Services

At present, 158 counties are actively participating in the VaultTek Online Archive Program, which allows clerks to have any or all files backed up by the Authority at no cost. Since the program’s inception in 2008, a total of 248 data restores have been completed, involving 5 TBs of data. In Q4 FY 2025, 38.7 TBs of data were securely backed up for clerks.

Notable highlights for FY 2025 include:

- Over 121 million new files added to the vault, totaling more than 139 TBs of data
- Total records protected for clerks now exceed 1.52 billion files and 557 TBs of live data
- 14 restore requests managed, resulting in the recovery of over 311 GBs of data
- More than 4.3 million files successfully restored to clerks and/or their vendors

Additionally, the Virtual Microfilm (VMF) archive now contains approximately 331 million images, including deed, lien, and plat images.

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Fee and billing changes implemented

Effective July 1, 2025, the Authority implemented fee adjustments and billing process improvements to enhance efficiency and strengthen account management. The monthly subscription fee for Regular accounts increased to \$14.95, while the Premium subscription fee increased to \$29.95. In addition, the fee for a UCC Certified Search rose to \$15 per debtor name. These changes mark the first increases to subscription and certified search fees in more than a decade.

Along with the updated fees, several billing enhancements were introduced:

- ❖ **Automated invoicing:** Invoices are now generated and delivered on the first of each month.
- ❖ **Revised due dates:** Payments are due by the 10th of the month and considered past due after the 15th, reducing the time for collecting outstanding balances.
- ❖ **Print charge thresholds for new accounts:** Accounts opened on or after July 1 are subject to the following print charge thresholds, with payment required to resume printing once image print balances meet these limits:
 - Less than 3 months – \$50
 - 3 to 4 months – \$150
 - 5 to 6 months – \$250
 - Greater than 6 months – \$500
- ❖ **First-month payment requirement:** New accounts must pay the first month's subscription fee upon opening.
- ❖ **Customer alerts:** New notification features allow subscribers to receive important updates related to their accounts.
- ❖ **Website improvements:** General enhancements were made to improve navigation and usability.

These updates are designed to improve the subscriber experience, ensure timely collections, and streamline account management. Additional changes to the website are in development, and further details will be provided prior to release.

Board meeting review — Cont. from Page 4

Notary & Authentications Division

In FY 2025, the number of apostilles issued by the Notary & Authentications Division increased by 13.8%, reaching a record 53,643. The Division also experienced a 21.5% increase in walk-in customers, reflecting continued growth in demand for services.

In the past quarter, the top five destination countries for apostilles were South Korea (ROK), Mexico, India, Colombia, and Nicaragua. Notably, Nicaragua saw an increase of nearly 146% in apostille requests compared to

the previous quarter. India experienced a 45% increase in the volume of birth certificates, attributed to procedural changes related to the OCI (Overseas Citizen of India) card. Italy and Spain also saw significant growth, largely due to dual citizenship applications. Conversely, apostille requests for Turkey decreased by 50%.

Next Board Meeting

The next Board meeting is scheduled for October 8, 2025. ■



Initiatives launched to comply with H.B. 1292: Strengthening deed fraud protections & modernizing R.E. filing process

During FY 2025, the Authority undertook a series of initiatives to comply with the **mandates of H.B. 1292** and support Superior Court clerks with implementation. The following actions were taken to meet statutory requirements, update rules and systems, inform and educate stakeholders — including vendors and notaries — and ensure a smooth, statewide transition:



- ❖ Adopted revised *Real Estate Electronic Recording Rules for the State of Georgia (URPERA rules)* on July 10, 2024, with an effective date of January 1, 2025, to establish a framework for identity verification in real estate eFiling.
- ❖ Engaged with **stakeholders** throughout the latter half of 2024 to gather feedback, define project requirements, and guide development.
- ❖ Deprecated “**Participant ID**” requirements and officially discontinued the **eFile Registry** in accordance with the updated rules.
- ❖ Launched **identity verification** functionality on the Authority’s eFile portal on November 4, 2024, allowing users to verify a government-issued ID using a webcam or smartphone. As part of this initiative, webcams were installed on public access terminals in Superior Court clerks’ offices to ensure all users could easily complete the verification process. Since the launch, nearly 20,000 users have been successfully verified.
- ❖ Opened the testing environment to vendors to support smooth implementation and ensure system compatibility, and published updated **vendor certification requirements** effective January 1, 2025. At present, eight systems, including the Authority’s eAssist platform, have been fully certified.
- ❖ Created downloadable guides for eFile users, including a comprehensive *Identity Verification Guide*, and revised existing system documentation and user materials to reflect the updated requirements.
- ❖ Adopted *The Notary Educational Rules for the State of Georgia* to implement the notary-related mandates of H.B. 1292.
- ❖ Published an updated **Notary Public** course on December 1, 2024, available free of charge via the Authority’s eLearn site. This online course serves as the official notary education program for Georgia notaries. Nearly 44,000 people participated in this training in FY 2025.
- ❖ Updated *Georgia Notary Handbook*, the Authority’s in-person **Notary Public Training** class and webinar, and the Authority’s website to reflect the new requirements.
- ❖ Hosted three **webinars** in December 2024 to educate Superior Court clerks and staff on changes to real estate eFiling and notary requirements.
- ❖ Provided **targeted notary training** to the Georgia State Office of Vital Records and Georgia State University to support specialized implementation needs.

While the mandates of H.B. 1292 required significant short-term changes, they also offered an opportunity to simplify the filing process, enhance consumer protections, and modernize a system previously encumbered by outdated complexities.



Authority continues to evolve and thrive — Cont. from Page 1

needs. Our ability to thrive for three decades is not rooted in rigid strength or static knowledge, but in a shared commitment to adapt with intention, lead with innovation, and remain united in purpose.

“ This enduring capacity to evolve — while remaining grounded in our mission to support Georgia’s 159 Superior Court clerks in their critical work — has made the Authority a model of collaborative governance, trusted innovation, and public service.”

FY 2025 was a vivid demonstration of this principle in action. From responding to sweeping legislative mandates to launching new digital platforms, the Authority continued to embrace change not as disruption, but as opportunity. This enduring capacity to evolve — while remaining grounded in our mission to support Georgia’s 159 Superior Court clerks in their critical work — has made the Authority a model of collaborative governance, trusted innovation, and public service.

Over the past three decades, the enduring partnership between the

Authority and Georgia’s Superior Court clerks — born of vision and built on trust — has re-defined the clerk’s office for a digital age. And as we celebrate our 30th year, we look back not just on projects launched or milestones met, but on the powerful idea that started it all: that by working together, we could build something entirely new.

Background

From the beginning and rooted to its core, innovation, collaboration, and vision have defined the Authority. Although its identity and mission remain 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 other successful 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 three 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 — often thought impossible — 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, and other court documents.

Today, the Clerks’ Authority is a diverse entity that oversees the following initiatives and services:

- ❖ Notary & Authentications Division
- ❖ Fines & Fees Division
- ❖ UCC Project
- ❖ Real Estate Deed Project
- ❖ Historical Deed Re-Indexing Project
- ❖ County-Funded Historical Deed, Lien & Plat Re-Indexing Project
- ❖ Lien, Plat & Map Project
- ❖ Pending Lien Project
- ❖ PT-61 Project
- ❖ Current Indexing Improvement Project
- ❖ UCC eFile
- ❖ Real Estate eFile

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Authority continues to evolve and thrive — Cont. from Page 7

- ❖ Premium Search Account
- ❖ Clerks' Authority Map Search Application (mobile app)
- ❖ Protective Order Registry
- ❖ eCertification Program
- ❖ Filing Activity Notification System (FANS)
- ❖ Carbon Sequestration Registry
- ❖ VaultTek Online Archive Program
- ❖ VaultTek Mobile
- ❖ Virtual Microfilm (VMF) Program
- ❖ Statewide Computer Replacement Project

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. 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 24/7 access by internet subscription.
- ❖ More than \$131 million in additional fund-

ing through print and deed monies and more than 34,000 pieces of new equipment for clerks' offices since the Authority's inception.

- ❖ Information that equips lawmakers with critical data to more effectively set public policy.

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 to Georgia counties and citizens.

Accomplishments – FY 2025 Highlights

Following are some of the highlights or major accomplishments from the past fiscal year:

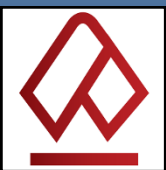
- ❖ Compensated clerks' offices over **\$5.6 million** for prints off the Authority website and over **\$667,000** for deed images, resulting in over **\$6.3 million in additional funding** for Georgia's Superior Court clerks' offices this fiscal year.

- ❖ Undertook a series of initiatives to comply with the **mandates of H.B. 1292**, supporting Superior Court clerks with implementation and ensuring a smooth, statewide transition. See Page 6 for a full list of these initiatives.

- ❖ Launched ACH payment site, **ePay**, statewide. Accessible at epay.gsccca.org, the platform offers participating counties a faster, more secure way to submit UCC, real estate, and notary fees electronically. ePay also allows users to review current and past transactions and track payment history. By replacing mailed checks, counties

Did you know ...

- The Clerks' Authority returned more than \$6.3 million to clerks in website print and deed image compensation in FY 2025?
- The Authority implemented an ID verification process for real estate, lien, and plat eFiling to combat deed fraud?
- 95.3% of all UCCs filed in FY 2025 were submitted electronically?
- More than 19.1 million images were added to the GSCCCA search system during FY 2025?
- The Authority conducted 121 training sessions — including webinars, in-person classes, and one-on-one programs — for more than 1,600 participants in FY 2025?



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Authority continues to evolve and thrive — Cont. from Page 8

reduce the risks of lost or stolen checks and delivery delays. To support the rollout, the Authority hosted multiple webinars and introduced a new ePay Portal training course on its eLearn platform. In its first year, 43 counties submitted a total of 1,041 ACH payments through ePay. The launch was well received, with one enthusiastic clerk writing: *“As usual, the Authority staff makes all my dreams come true! :) Y’all are the absolute best! Thanks for adding this feature for clerks! We are so blessed to have you guys!”*

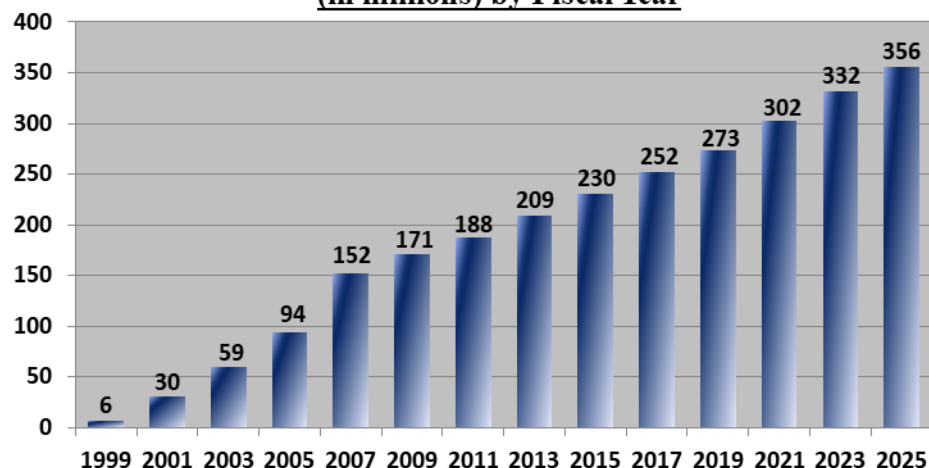
- ❖ Finalized the **Statewide Network Upgrade Project**, delivering consistent, high-speed internet access across all 159 counties. This initiative not only enhanced connectivity, but significantly improved image transmission and system backup capabilities for clerks statewide.
- ❖ Initiated the rollout phase of a **statewide hardware refresh**, including routers, enterprise-grade switches, and new firewalls. Advanced test environments were established to rigorously validate performance and security prior to full deployment. As part of this effort, both the primary and remote datacenters were modernized with cutting-edge infrastructure to improve security, reliability, and future scalability.

❖ Added additional deed records to the Authority’s publicly searchable website through the **1989-1987 Historical Deed Project**. As with previous historical initiatives, the project is complex as the Authority requires the complete re-indexing of these older land records in conformance with current Indexing Standards to create a cohesive record with current data in the system. The project includes an estimated 3.6 million total instruments. As a result of the initiative, the Authority has compensated clerks’ offices nearly \$7 million since inception of the project in 2022.

❖ Added additional instruments to www.gsccca.org through the **County-Funded Historical Deed, Lien & Plat Re-Indexing Project** for a total of 5.87 million 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. During FY 2025, five additional counties began participating in the project for a total of 102 counties in the voluntary program.

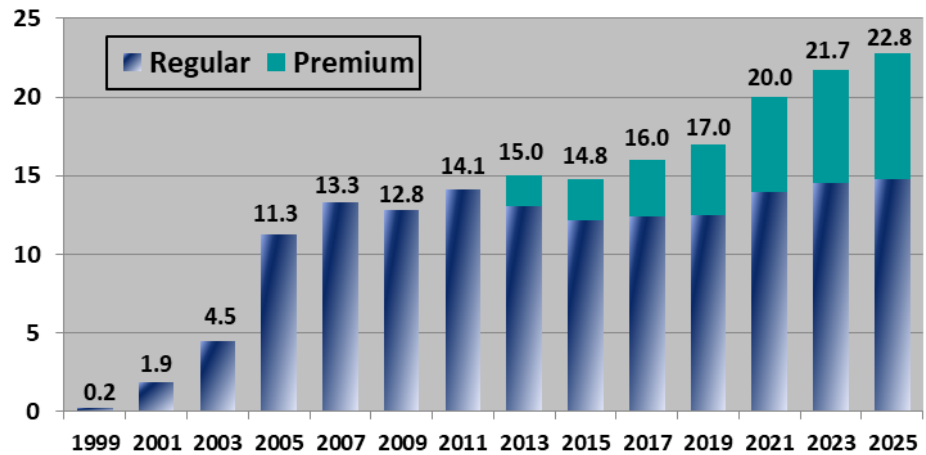
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Images in GSCCCA Search System
(in millions) by Fiscal Year



Authority continues to evolve and thrive — Cont. from Page 9

Website Subscribers (in thousands) by Fiscal Year



- ❖ Launched new online courses — **UCC eFile** and **CourtTRAX.org** — and the newly updated **Notary Public** course. The Authority now offers 12 online courses via its eLearn platform, and is actively working to add additional training. Updated regularly to reflect current law and regulations, courses are offered free of charge and are available 24/7, making training affordable and flexible. In FY 2025 alone, nearly 65,000 users visited eLearn over 214,000 times.

- ❖ Continued to grow **Real Estate eFile**, with a 17% increase in usage over the previous fiscal year. Since the portal's launch in 2011, nearly 10 million real estate documents have been electronically recorded. In FY 2025 alone, nearly 1.7 million documents were submitted through <https://efile.gsccca.org>, with 48% filed via the Authority's eFile API. As of July 1, 2023, all 159 Georgia counties are enabled to accept all document types for electronic filing.

- ❖ Continued to grow **UCC eFile**, with a 7% increase in usage this fiscal year compared to last. In FY 2025, more than 274,000 UCCs were filed electronically, accounting for over 95% of all UCC filings statewide. Since the pilot project launched in 2009, nearly 2.3 million UCCs have been eFiled. Today, 152 counties participate in the program, with 134 mandating electronic filing

— up from just 43 counties five years ago. Currently, 84% of all Georgia counties require UCC documents to be filed electronically.

- ❖ Continued program for **eFile System Certification**, a formal process for certifying vendor eFile systems used by clerks for deeds, liens, and plats. This certification ensures systems meet standards for quality, completeness, compatibility, and compliance with state law. In November, the Authority launched the eFile System Certification Update process in response to eFiling changes introduced by H.B. 1292. As part of this update, systems were required to complete tests demonstrating compliance with new requirements effective January 1, 2025, most notably the deprecation of "Participant IDs" for eFilings submitted on or after that date. Currently, eight systems, including the Authority's eAssist platform, have achieved full certification.

- ❖ Furthered progress on the **Current Indexing Improvement Project** by advancing the **Missing Image Initiative**. This effort seeks to identify and resolve deed instruments without associated im-

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ages across all 159 counties. Leveraging the successful approach used for the Pending Lien Project, the Authority formalized a similar plan, generated county-level reports in five cycles from December 2023 to April 2025, and distributed courtesy reports to clerks to support local resolution efforts. The April 2025 report showed a net improvement of nearly 25,000 instruments, with more than 120 counties reporting progress, including several achieving full resolution. The Authority also researched potentially missing deed docket books by comparing live data to county docket surveys and issued notifications as needed. To further support data quality, the Authority continues to offer in-person and online training on the Real Estate Indexing Standards, including targeted instruction on common indexing errors.

- ❖ Restored 311 GBs of data back to county systems in response to 14 requests from clerks through the **VaultTek Online Archive Program**. Protecting the digital records of Georgia's Superior Court clerks since 2007, VaultTek is currently storing and protecting over 1.52 billion files totaling more than 557 TBs of live data, available for recovery in the event of a disaster. Since its inception,

VaultTek has responded to 248 data loss requests and has restored over 5 TBs of data back to county systems. Usage of the program's mobile app, **VaultTek Mobile**, continues to grow as it provides convenient access to records stored through VaultTek, allowing users to view and retrieve files quickly and easily from the palm of their hand.

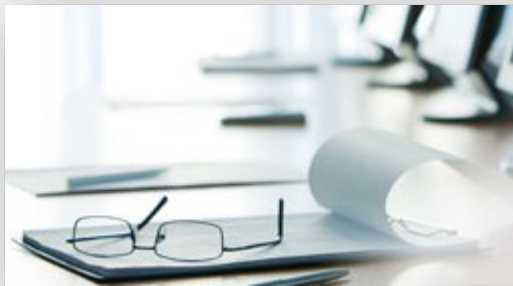
- ❖ Restored over 44,000 deed, lien, and plat images back to five clerk offices through the **Virtual Microfilm Program**. Through the VMF system, all deeds, liens, and plats ever received by the Authority are directly available to clerks without the clerk having to make a records request or having to search the GSCCCA search system. The VMF image archive program not only offers an alternative to the traditional microfilm process, but provides clerks with easier access to their archived digital records and further protects them consistent with the law. Today, the system stores over 330 million images, across 578,000+ books, totaling over 17 TBs of data that is protected and accessible for viewing through the online portal.

- ❖ Continued to grow the **eCertification Program**, an online system that enables the public to request and pay for certified documents electronically. Launched in 2021, the portal was expanded in 2023 to allow clerks to offer regular (non-certified) copies in addition to certified ones. At present, 99 counties are actively participating in the eCert Program, including nine that joined in FY 2025, and 80 counties are utilizing the Regular Copies feature. Since the pro-

Training in the works for 2026

Planning for 2026 training is already underway. The Authority continually seeks session topics that will benefit clerks and their staff.

Suggestions for new training classes or offers to host sessions are always welcome. Interested parties are encouraged to contact Greg Hummel, Training and Education Manager, at greg.hummel@gsccca.org or (800) 304-5175, ext. 1003. See Page 14 for remaining training opportunities for 2025.



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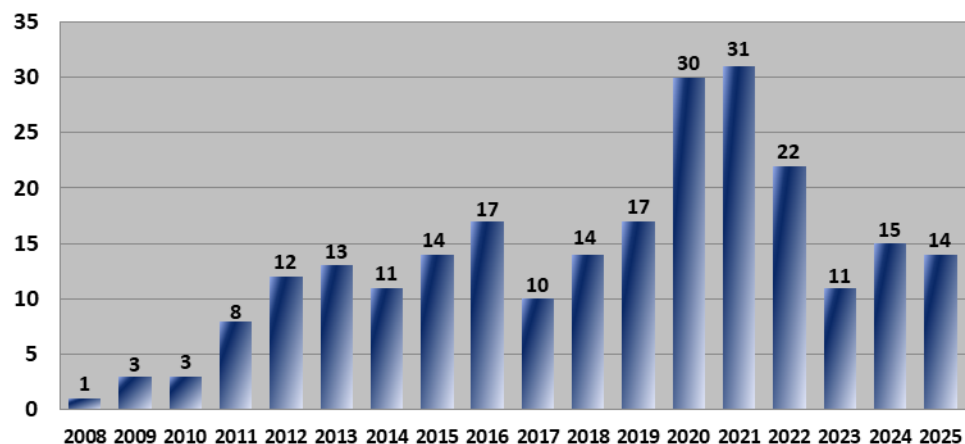
gram's launch, nearly 218,000 total requests have been submitted — an 89% increase over the previous year — and nearly 161,000 certifications have been completed through the eCertification portal. Guided by feedback from the public and clerks' offices, the Authority continues to enhance and update the program as needed.

- ❖ Developed and launched a new **County User Account(s) Form** to streamline the process of adding or updating user accounts for

hance their overall experience. This transition improves system reliability, security, and long-term manageability.

- ❖ Designed and implemented a **modern in-person payment system** for Authority services (Apostilles, Notary Certificates, and Georgia Notary Handbooks) by enabling acceptance of multiple payment methods, including Apple Pay, Google Pay, CashApp, credit cards (chip), and cash; installing and configur-

Number of VaultTek Restore Requests by Fiscal Year



Superior Court clerks and their staff. The form collects the necessary information to activate or deactivate user access to Authority products such as eFile, eCert, Scansend, and others. Available through the Clerk Resource Center (<https://apps.gsccca.org/clerkresource>), the form has been utilized by dozens of clerk offices since its release. Multiple webinars were offered to introduce the new form.

- ❖ Updated **GSCCCA email account system** by finalizing migration from on-premise email to a hybrid cloud-based platform. Roughly 1,300 accounts were reviewed and migrated, with inactive and redundant accounts removed, resulting in an active user base of 1,013. Approximately 125 users were also upgraded to newer productivity software to ensure compatibility and en-

ing updated hardware and software at the Authority's front desk, including a new register and receipt printer, to streamline customer transactions; and integrating real-time payment data into the Authority's accounting system, enabling detailed internal reporting by payment type, time, and service.

- ❖ Maintained a compliance rate of close to **100%** for all courts through a dedicated and consistent notification process by the **Fines & Fees Division**.

Program Statistics – FY 2025 Highlights

Along with launching or advancing key

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Authority continues to evolve and thrive — Cont. from Page 12

initiatives and adding enhancements and new features during the past fiscal year, the Authority continued to successfully manage its many existing programs. While numbers alone don't capture the full impact, the following statistics help illustrate the volume of work handled by the Authority and its importance to Superior Court clerk offices and other constituencies across the state and beyond.

Following are highlights from FY 2025:

- ❖ Added over **19.1 million** images to the GSCCCA search system for a fiscal year-end total of nearly **356 million** images accessible to the public through www.gsccca.org.
- ❖ Hosted nearly **1.6 million** unique visitors with **514 million** page views on www.gsccca.org. The public accessed the Authority's invaluable databases via the internet over **6.9 million times** from **226 countries and regions**.
- ❖ Ordered, processed, and shipped nearly **1,200 pieces of new and upgraded equipment** to clerks' offices including CPUs, monitors, servers, laptops and scanners. The Authority purchased over **\$1.1 million of equipment** for counties during FY 2025 to replace depreciated equipment as part of its Statewide Computer Replacement Project. Since 1995, the Authority has provided over **34,000 pieces of new equipment** to clerks' offices.
- ❖ Provided **vital training** for thousands — including Superior Court clerks, their staffs, notaries, vendors, and other stakeholders — through **12 eLearn courses and 121 training sessions**. Training is offered on a variety of topics utilizing online courses, in-person classes, webinars, one-on-one sessions, and conference presentations.

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Authority customer service shines

Public-facing customer service remains a priority for the Authority, with nearly 15,000 walk-in customers served in FY 2025 alone. While improved tools and systems have enhanced service delivery, recent feedback underscores that the professionalism and dedication of Authority staff remains a defining strength:

"The front desk lady on duty was both professional and courteous throughout my visit. She handled each inquiry promptly, maintained a positive attitude, and demonstrated exactly the level of service that should be the standard for your office. Her conduct served as an excellent example of how all staff members ought to interact with the public."

Special recognition goes to Administrative Assistant **Justine Brown**, who welcomes thousands of guests and customers to the Authority each year, answering questions and handling transactions — always professionally and always with a smile. Justine has been a valued member of the Authority team for over 25 years.



Authority continues to evolve and thrive — Cont. from Page 13

- ❖ Collected and disbursed **\$95.1 million** in court fees, with an additional \$1.8 million in trust fund interest. The collected total is \$6.3 million more than last year's total and the most collected in over a decade.
- ❖ Indexed and added to the database over **267,000 UCCs** and conducted roughly **7,400 Certified Searches**. From the project's inception in 1995, the Authority has indexed over **8 million UCCs** and conducted nearly **312,000 Certified Searches**.
- ❖ Continued to maintain the statewide notary database, with **47,203 notary commissions** issued by Superior Court clerks and then submitted to the Authority for inclusion in the database.
- ❖ Increased participation in **Notary Online** for a total of **154 counties** currently participating in the program. In FY 2025, **98%** of notary applications in Georgia were submitted electronically via the Authority's Notary Online application system.
- ❖ Processed over **22,000 apostille/authentication requests**, with nearly **54,000 apostilles** issued — a 14% increase over the previous fiscal year.
- ❖ Added over **121 million files** totaling more than **139 TBs of data** to the VaultTek remote servers for a fiscal year-end total of over **1.52 billion files** stored and protected in the online vault. The Authority upgraded archive appliances in **14 counties**.

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Remaining 2025 training

Numerous training opportunities are still available for the remainder of 2025 as detailed on the schedule below. To register for the Fines & Fees or Real Estate Indexing Standards classroom training, go to www.gsccca.org/training. (**Note: The Fines & Fees class scheduled for September 30 has been moved from Sylvester to Cordele**, and will be hosted by Crisp County Superior Court Clerk Tara Hayslip.) To register for one of the remaining seven webinars, go to www.gsccca.org/training. Additionally, the Authority's 12 online training courses are available 24/7. To learn more about or register for one of these courses, please visit <https://eLearn.gsccca.org>.

All training is open and free of charge to Superior Court clerks, their employees, and vendors. Some training is available to members of the public, including the Notary Public eLearn course, which is now mandatory for all Georgia citizens applying for or renewing their notary certificate. With questions, email training@gsccca.org.

In-person Classroom Training

September 30	Cordele	Fines & Fees (<i>new location</i>)
October 2	Americus	Real Estate Indexing Standards
November 5	Atlanta	Fines & Fees
November 6	Atlanta	Real Estate Indexing Standards

Webinars

September 16	Historically Speaking — The Evolution of the Clerks' Authority
September 25	Authority Websites
September 29	Virtual Microfilm (VMF)
October 9	Clerk Resource Center/Program Status Report
October 22	UCC Filings — Guidance for Acceptance/Refusal
October 29	Protective Orders
October 30	eCertification 101



Authority continues to evolve and thrive — Cont. from Page 14

- ❖ Imported over **7.7 million** new deed images, over **1.1 million** new lien images, and over **2.3 million** new plat images into the VMF system for a fiscal year-end total of over **330 million images** totaling over **17 TBs** of data that is protected and accessible for viewing through the VMF web interface.

the Clerks' Authority alive and moving forward. You guys are the best!"

A member of the public echoed that sentiment in a message to the Authority:

"Thank you for all the wonderful services you provide. Your organization is the best advertising in the country for making government work to help people. I use GSCCCA services both in my personal and professional capacity and have never had a problem. Thank you so much for all your hard work!"

These voices not only validate the work we have done — they inspire us to move forward with the same resolve that has guided us from the beginning: to adapt with intention, lead with innovation, and

remain united in partnership with — and in service to — Georgia's Superior Court clerks. Together, we will carry forward the legacy and write the next great chapter in an already extraordinary story. ■

Conclusion

As we close out this milestone year, we do so with deep gratitude — for the bold vision of our founders, the steadfast leadership of our Board of Directors, and the unwavering commitment of Superior Court clerks across Georgia. For 30 years, the Authority has served as a conduit for innovation, a champion of clerk-led progress, and a trusted partner in navigating change. We remain humbled by the trust placed in us and energized by the possibilities ahead.

The next chapter will bring new technologies, fresh challenges, and continued transformation.

But the fundamentals will not change. United in purpose, clear in mission, and anchored by the relationships that define our success, the Authority stands ready to build on its legacy and continue driving progress for decades to come.

As one Georgia clerk recently shared:

"We are so thankful for everything that GSCCCA does for us. Thank you for all that you are doing to keep the vision of

“ United in purpose,
clear in mission, and
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