

# GSCCCA Update

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June 2009

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

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## Authority Named Cisco Partner

Congratulations to the Authority for achieving "Cisco Certified Partner" status. Among all the various IT organizational programs, the Cisco Partner Program remains the most highly awarded program in the networking industry. This program continues to set the industry standard and is frequently recognized, winning awards such as CRN Magazine's Channel Champion Award and the prestigious VAR Business Annual Report Card (ARC) Award.



As a Cisco Partner, the Authority gains recognition for technology expertise through specializations and individual career certification

requirements. As one of the strongest brands in the world, the Cisco name lends extra credibility to the Authority as only select companies are able to achieve Cisco Certified Partner status. Additionally, as a Cisco Certified Partner, the Authority gains exclusive access to a comprehensive suite of technical tools and resources that enable the Authority to keep its network available, dependable and scalable. Partners also gain advanced educational benefits as they learn about the latest

networking technologies through a variety of learning tools. This allows Cisco Partners to remain at the leading edge of their respective markets.

## Governor Signs H.B. 126 & 127

H.B. 126, the "Uniform Electronic Transactions Act," and H.B. 127, the "Uniform Real Property Electronic Recording Act," have been signed by Governor Perdue. Pictured with the Governor at the official signing are Rep. Ed Lindsey, author of both bills, Authority Board Member David Burge, Fayette County Superior Court Clerk Sheila Studdard, David Studdard and Mike Holiman. Both bills were supported by the Clerks' Authority.



# April Board Meeting Review

The Authority Board met on April 8 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

## **General Business:**

The minutes of the January 14, 2009, meeting were presented and approved by the Board.

Greg Morgan presented the accountant's review of the financial reports.

The proposed 2010 Fiscal Budget (July 1, 2009 through June 30, 2010) was presented. In order to address budgetary concerns, staff recommended that the Historical Deed Project be indefinitely suspended. The project will be reviewed periodically as revenues improve. Vendors who have work in progress will be allowed to finish that work and present the invoices for payment by April 30, 2009. A motion to approve the budget as presented was approved unanimously by the board.

## **Historical Deed Project:**

An update was given on the Historical Deed Project. It was reported that 134 counties have submitted all data back to January 1, 1993, and 40 counties have submitted all data back to January 1, 1990.

## **UCC Project:**

An update was given on the UCC Project and it was reported that the number of annual filings continues to decline. Projections indicate that 2009 filings will total approximately 200,000 statewide.

## **Fines & Fees Division:**

An update was given on the Fines & Fees Division. It was projected that the division's expenses would not exceed \$400,000 for fiscal 2009. By statute, the Fines & Fees Division is allowed to recover up to \$500,000 per year. It was also reported that the compliance rate for all courts is near 100%.

## **Archive Project:**

An update was given on the Archive Project. It was reported that 13 counties are in the

process of installation. When completed, 109 counties will be participating in the Archive Project. At present, 50 counties are not in the "pipe line," but it was projected that 48 of those 50 counties would sign on eventually.

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*It was reported that 95% of all documents are moving through the redaction process with "high" confidence requiring no human intervention.*

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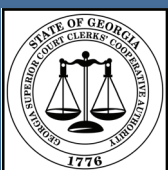
## **Redaction Project:**

An update was given on the Redaction Project. It was reported that 95% of all documents are moving through the redaction process with "high" confidence requiring no human intervention. The system currently processes UCCs but can be scaled to handle all other documents. The Board requested staff to examine expanding the redaction process to include liens and real estate documents and to report back to the Board on their findings at the July 2009 meeting.

## **E-Filing Project:**

An update was given on the E-Filing Project. It was reported that there are five test filers testing the system. No mechanical barriers have been discovered during testing. A discussion was held regarding the implementation of a credit card transaction fee, so that

*(Continued on Page 4)*



## Kudos to Authority Staff!

The following are excerpts from an e-mail sent to Authority Executive Director David Williams from a long-time account holder.

*“Since about 2001, I have been one of the account holders with GSCCCA. Ever since GSCCCA's infancy, it has been an incredibly wonderful tool, getting only finer as the years are passing. Personally, I cannot envision trying to get 159 counties to conform to one manner of doing things! The myriad headaches must be overwhelming.*

*“My use of the system has been fairly simple. I do title searches and therefore have not had a real need for some of the programs. On the other hand my former law firm took my sug-*

*gestion and began using your services, as well, and they probably had a wider use.*

*“Over these past several years I have had occasion to call technical support a number of times for assistance, and billing once or twice. Everyone at GSCCCA has always been so desirous and prepared to help solve whatever problem I called with, having the knowledge and experience to do so. I just simply*

*fail to have the words to compliment you on your staff. I have never encountered one person that did not sound courteous, friendly AND PATIENT! Some of us out here are not computer friendly! So, I reiterate, you have a fantastic staff, especially for a state/non-profit organization. Your guys and gals are absolutely the best!” ■*

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## 2009 Training Schedule

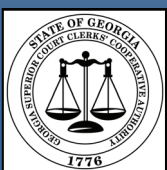
### Real Estate Indexing Standards Training

July 29	Waycross	Ware Co.
August 13	Athens	Clarke Co.
Sept. 16	Clarksville	Habersham Co.
Nov. 4	Americus	Sumter Co.

### UCC & Notary Public Training

August 26	Homer	Banks Co.
Sept. 23	Perry	Houston Co.
October 28	Lyons	Toombs Co.

These Authority training classes provide an opportunity for Clerks and their staffs to increase and solidify their knowledge of Real Estate Indexing Standards, UCC and Notary Public. Registration can be made to Rachel Rice at [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org) or 866.847.4058 ext. 1010. Registration is also available via fax (866.847.4105) or online at [www.gsccca.org/training](http://www.gsccca.org/training). Class size is limited, so register today! The Authority also offers one-on-one training for staffs in the areas of UCC, Notary and Fines & Fees. Contact Rachel Rice if you would like more information about this training opportunity.



# Authority HelpDesk has Stellar Year

Congratulations to the Authority Customer Support Team for another outstanding year of supporting technical needs and resolving problems for clerks, staff and website customers. The following statistics speak to the volume of work that this team handles and the efficiency and effectiveness of their performance:

- ❖ Total calls: approximately 22,000
- ❖ Answer rate: 96%
- ❖ Average talk time: 4 minutes, 41 seconds
- ❖ Average speed of answer: 30 seconds
- ❖ Total e-mail requests: approximately 4,300

The following are the top ten types of requests handled by the Authority HelpDesk:

1. Website: Username/Password Request
2. Website: Site Navigation Assistance
3. Website: General Information
4. Billing: Account Deactivated/Credit Card Declined
5. PT-61: How to Complete the Form/General Q/A
6. Outlook: Settings/Configuration
7. Website: Unable to View Images
8. Website: Verification Code Q/A
9. Real Estate Deed Indexing: Notification Request/Email Address Change
10. Hardware: PC Replacement Request

HelpDesk is open Monday through Friday, from 7:30 a.m. to 6:00 p.m. EST. Please contact them at [help@gsccca.org](mailto:help@gsccca.org) or by calling 404.327.9760 or 800.304.5174. ■

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## *(Board Meeting — Cont. from Page 2)*

the Authority does not lose money on credit card transactions. Following the discussion, a motion was made that the Board adopt a 2% credit card transaction fee during the testing phase of the system whether prepaid or per transaction to offset the incurred credit card cost to the Authority. The motion was approved unanimously by the Board.

### **Training:**

An update was given on the Authority's training activities and it was reported that clerks and the general public are taking advantage of in-person and online course offerings.

### **Legislative Update:**

A legislative update was given to the Board. It was reported that H.B.453, the real estate filing fee sunset extension bill, passed both houses and awaits the Governor's signature.

Following a discussion of H.B. 127, a motion was made to approve the creation and appointment of a special advisory committee of

the Authority. The purpose of the committee would be to review and comment upon the proposed procedures, regulations and standards of the Authority related to the implementation of H.B. 127 and to provide suggestions and input to the Authority regarding the development of procedures, regulations and standards related to the implementation of H.B. 127. The committee would consist of no more than seven members and no less than five members with three of the members being persons nominated by the State Bar of Georgia Real Property Law Section and two of the members being persons nominated by the Georgia Bankers Association. The motion was approved unanimously by the Board.

### **Other:**

A motion was approved to implement streaming audio of future Authority Board meetings.

There being no further business, the meeting was adjourned. ■

