

Georgia Superior Court Clerks' Cooperative Authority



2025-2026 Accomplishments & Year-end Report

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Building for the Future

For more than three decades, the Georgia Superior Court Clerks' Cooperative Authority has partnered with clerks across the state to develop innovative solutions that improve efficiency, expand access to information, and better serve the citizens of this state. Since its creation, the Authority has embraced change, helping transform court and record-management processes from paper files and fax transmissions into sophisticated statewide systems that support court operations, real estate recording, electronic filing, and numerous other essential services.

Today, the Authority finds itself at another pivotal moment — one in which the forward-thinking spirit that inspired its creation over 30 years ago remains as relevant as ever. Much as Georgia's Superior Court clerks embraced new technologies and new possibilities when they created the Authority, the organization is once again preparing for a rapidly evolving environment of change. As technology continues to advance at an unprecedented pace, new opportunities are emerging to improve services, strengthen security, increase efficiency, and maximize resources. Capitalizing on those opportunities requires more than maintaining existing systems; it requires the foresight to invest in new capabilities, strengthen critical infrastructure, and continually evolve to meet changing needs.

Throughout FY 2026, the Authority remained focused on doing just that: building for the future. Significant investments were made in technology infrastructure, cybersecurity, system modernization, and operational efficiency to ensure the Authority remains well-positioned to meet the needs of Superior Court clerks and the broader communities it serves. While many of these initiatives occurred behind the scenes, their impact will be felt for years to come, strengthening the foundation upon which critical programs and services depend while positioning the Authority for continued growth, innovation, and long-term sustainability.

At the same time, the Authority continued to deliver the high level of service that clerks and customers have come to expect. Millions of real estate and UCC documents were processed through Authority systems; new enhancements were implemented across multiple programs; statewide training and outreach efforts reached thousands of participants; and electronic filing services achieved new levels of utilization. These results reflect not only the dedication of Authority staff but also the enduring partnership between the Authority and Georgia's Superior Court clerks — a partnership that remains central to every success achieved.

The accomplishments highlighted in this report tell the story of an organization preparing for tomorrow while continuing to deliver on its mission today. They demonstrate a deliberate commitment to building

for the future while remaining grounded in the principles that have guided the Authority since its inception: innovation, collaboration, responsible stewardship, and service. Working together, the Authority and Georgia's Superior Court clerks continue to move forward, strengthening the foundation for the next generation of programs, services, and solutions.

Background

From the beginning, the Authority was built on the belief that there was a better way. Innovation, collaboration, and a willingness to tackle complex challenges have defined the organization ever since. 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 also developed and implemented — at no cost to the state — a wide range of innovative programs and services. Effective collaboration with state agencies, not-for-profit organizations, and other partners has long been one of the hallmarks of the Authority's success. That collaborative approach has earned the Authority respect both within Georgia and nationally for its innovative, practical, and effective approach to problem solving.

For more than 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 transformed ideas once considered impossible into practical solutions. In doing so, it has changed the way business is conducted and simplified access to real estate records, financing statements, and other court documents.

Today, the Authority is a diverse organization that administers a wide range of programs, projects, services, and statewide initiatives, including:

- Notary & Authentications Division
- Fines & Fees Division
- UCC (Uniform Commercial Code) 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
- UCC eFile
- Real Estate eFile
- 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 \$138 million in additional funding through print and deed monies and nearly 36,000 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 2026 Highlights

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

- Compensated clerks' offices nearly **\$6 million** for prints off the Authority website and nearly **\$725,000** for deed images, resulting in nearly **\$6.7 million in additional funding** for Georgia's Superior Court clerks' offices this fiscal year.
- Completed a comprehensive **rebuild of the Authority's network infrastructure**, culminating a multi-year modernization initiative. The project required rebuilding the network from the ground up, including new architecture, enhanced security controls, and restoration of connectivity for all county and internal systems, establishing a stronger and more resilient foundation for ongoing operations.

- Completed a major **infrastructure modernization initiative**, including migration of 54 servers, replacement of legacy storage systems with modern platforms, and significant progress in transitioning a key database system to a modern, supported environment. These improvements enhanced system reliability, performance, and security, while reducing risks associated with aging infrastructure and establishing a strong foundation for future technology initiatives.
- Significantly **strengthened the Authority's cybersecurity posture** through multiple coordinated initiatives, including stronger access controls, advanced threat detection capabilities, improved email security, and modernization of authentication and encryption infrastructure. Together, these enhancements provide greater protection against unauthorized access, phishing attacks, malware, and other cybersecurity threats, helping ensure the continued security and reliability of critical systems, data, and operations.
- Advanced **statewide network modernization** through deployment of 62 firewalls, 157 network switches, and secure VPN connectivity to 56 counties, with additional phases underway, strengthening security, reliability, and access to Authority systems.
- Strengthened the **Authority's emergency preparedness** by developing and implementing a formal and comprehensive *Emergency Office Closure Standard Operating Procedure (SOP)*, providing clear protocols for leadership coordination, staff safety, customer communications, and continuity of operations during weather events, infrastructure failures, and other unexpected disruptions.
- Enhanced the customer experience and improved office safety through **renovation of the Authority's public-facing office space**, which serves approximately 15,000 walk-in customers annually seeking apostilles and document authentications. Despite a temporary suspension of walk-in services, the Notary & Authentications Division remained fully operational, with all requests processed by mail or through the drop box located in the Authority's lobby.
- Continued the statewide success of **Real Estate eFile** during the first full year under Georgia's revised eRecording framework. More than 1.9 million real estate documents were electronically filed in FY 2026, with over 50% submitted through the Authority's eFile API, bringing the cumulative total to more than 11.9 million since the portal's launch in 2011. Since identity verification became a requirement, more than 48,000 users have successfully completed the verification process. Today, all 159 Georgia counties accept real estate documents electronically, and the Authority's portal serves as the sole authorized platform for eRecording in Georgia.
- Launched an **eFile Scanning feature**, transforming designated courthouse search terminals into full-service eFile kiosks that allow filers to securely scan and submit paper documents directly through the eFile system. This new capability eliminates the need for advance document

preparation and provides a convenient on-site filing solution. Statewide deployment is underway, with implementation timing varying by county based on technical readiness.

- Completed the **eFile System Certification** program, a formal process for certifying vendor eFile systems used by clerks for deeds, liens, and plats. The certification ensures systems meet standards for quality, completeness, compatibility, and compliance with state law. Nine systems, including the Authority's eAssist platform, successfully completed testing and achieved certification. The Authority is also working with vendors to update certifications in response to the addition of the new "Deed – TOD Beneficiary Affidavit" document type, ensuring certified systems can receive and process these filings. As of fiscal year-end, five systems, including the Authority's eAssist platform, had completed the update and were certified to receive the new document type.
- Continued the long-term growth and statewide adoption of **UCC eFile**. More than 296,000 UCCs were filed electronically in FY 2026, accounting for 96% of all UCC filings statewide, with more than 45% submitted through the Authority's UCC eFile API. Since the pilot project launched in 2009, nearly 2.6 million UCCs have been eFiled. Today, 154 counties participate in the program, with 141 — 89% of Georgia counties — requiring UCC documents to be filed electronically.
- Managed a comprehensive update of **Real Estate documentation**, including guidelines for real estate recording, historical re-indexing, the Image API, certification, and related systems. The project also delivered targeted improvements to index data validation processes, resolving longstanding book/page and dash-handling issues while strengthening overall data quality and consistency.
- Concluded the **1989-1987 Historical Deed Project**, resulting in the addition of more than 3.2 million deed records to the Authority's publicly searchable website. As with previous historical deed initiatives, the project required the complete re-indexing of older land records in accordance with current Indexing Standards to ensure seamless integration with existing data in the system. Since the project's inception in 2022, the Authority has compensated clerks' offices more than \$7.3 million for their participation in this effort.
- Added additional instruments to www.gscca.org through the **County-Funded Historical Deed, Lien & Plat Re-Indexing Project** for a total of more than six 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 2026, three additional counties began participating in the project for a total of 105 counties in the voluntary program.
- Completed the **Pending Lien Project**, partnering with 46 counties to resolve and remove 3,102 Department of Revenue liens that had been pending for more than 1,000 days, achieving a 100%

completion rate. To help prevent future backlogs, the Product Management Group continues to provide monthly notifications to counties and conduct one-on-one training, an approach that has proven effective in quickly resolving newly identified pending liens. At fiscal year-end, only 47 liens remained on the report — just 1.5% of the original project size.

- Expanded usage of **ePay**, the Authority’s ACH payment platform, providing participating counties with a convenient and secure method for submitting UCC, real estate, and notary fees while maintaining access to payment history and records. The Authority continues to offer an ePay Portal training course on its eLearn platform to help counties navigate the site. At fiscal year-end, **87 counties** were activated for participation — an increase of 19 counties over the previous year — with **59 counties** actively utilizing the platform. During FY 2026, a total of **1,784** ACH payments were submitted through the portal.
- Developed and launched the **Authority Product Participation Form** to track county enrollment in GSCCCA products and services, helping clerks identify available resources and opportunities for expanded engagement. Overall participation remains strong, with 38 counties enrolled in all tracked products and services and several programs nearing statewide adoption.
- Restored 265 GB of data to county systems in response to 11 clerk requests through the **VaultTek Online Archive Program**. Since 2007, VaultTek has provided Georgia’s Superior Court clerks with a secure disaster recovery solution for protecting digital records. Today, the program safeguards more than 1.64 billion files totaling over 683 TB of live data and has responded to 259 data loss incidents, restoring more than 5.35 TB of data to county systems since its inception.
- Restored more than 31,950 deed, lien, and plat images to eight clerk offices through the **Virtual Microfilm (VMF) Program**. Designed to preserve and protect Georgia’s permanent land records, the VMF archive now stores more than 350 million images across nearly 597,000 record books, providing clerks with secure access to over 18.7 TB of archived data while supporting records preservation and disaster recovery efforts.
- Maintained a high level of customer service, with **HelpDesk** handling more than 35,000 support requests and resolving 87% on first contact.
- Achieved a compliance rate of nearly 100% for all courts through a dedicated and consistent notification process by the **Fines & Fees Division**.

Program Statistics – FY 2026 Highlights

Along with advancing key initiatives and delivering new capabilities and enhancements during FY 2026, the Authority continued to successfully manage its many existing programs. While numbers alone cannot

capture the full impact of this work, the following statistics help illustrate the volume of activity handled by the Authority and the vital role it plays in supporting Superior Court clerk offices and other constituencies across the state and beyond.

Following are some of the highlights from FY 2026:

- Added nearly **19.8 million** images to the GSCCCA search system for a fiscal year-end total of nearly **368 million** images accessible to the public through www.gsccca.org.
- Recorded more than **1.7 million** unique website visitors and **507 million** page views during FY 2026. The public accessed the Authority's invaluable databases via the internet more than **5.7 million** times from 223 countries and regions.
- Deployed more than **1,500** pieces of new and upgraded equipment to clerks' offices, including CPUs, monitors, servers, laptops, and scanners. As part of its Statewide Computer Replacement Project, the Authority invested more than **\$1.2 million** in equipment for counties during FY 2026 to replace depreciated equipment. Since its inception, the Authority has supplied nearly **36,000** pieces of equipment to clerks' offices statewide.
- Provided vital training for thousands of Georgians — including Superior Court clerks, their staffs, notaries, vendors, and other stakeholders — through **12 eLearn courses** and **97 training sessions**. Training is offered on a variety of topics utilizing online courses, in-person classes, webinars, one-on-one sessions, and conference presentations.
- Collected and disbursed **\$100.6 million** in court fees, with an additional \$1.6 million in trust fund interest. The collected total is \$5.5 million more than last year's total and the most collected in over a decade.
- Indexed and added to the database more than **290,000** UCCs and conducted nearly **6,400** Certified Searches. From the project's inception in 1995, the Authority has indexed more than **8.3 million** UCCs and conducted more than **318,000** Certified Searches.
- Continued to maintain the statewide notary database, with more than **47,000 notary commissions** issued by Superior Court clerks and then submitted to the Authority for inclusion in the database. At present, 154 counties participate in the Authority's web-based system, Notary Online, which processed **98%** of notary applications in FY 2026.
- Processed nearly **25,000** apostille/authentication requests, with more than **60,000** apostilles issued — a **12%** increase over the previous fiscal year.
- Added more than **124 million** files totaling over **125 TB** of data to VaultTek remote servers, bringing the fiscal year-end total to more than **1.64 billion** files stored and protected in the online vault. The Authority also upgraded archive appliances in **11** counties during FY 2026.
- Imported over **8.4 million** new deed images, over **2 million** new lien images, and over **845,000** new plat images into the VMF system, bringing the fiscal year-end total to more than **350 million** images and over **18.7 TB** of protected data accessible for viewing through the VMF web interface.

Conclusion

As demonstrated by its work throughout FY 2026 and the accomplishments highlighted in this report, the Authority is committed to evolving and building for the future while remaining firmly grounded in its founding purpose: supporting Superior Court clerks in the operation of their offices. From modernizing critical infrastructure and strengthening cybersecurity to enhancing statewide systems and expanding electronic services, the fiscal year was marked by meaningful investments that will support the Authority's long-term success and sustainability.

These efforts reflect the Authority's ongoing commitment to innovation, responsible stewardship, and continuous improvement. They also underscore the enduring partnership between the Authority and Georgia's Superior Court clerks — a partnership that has been central to the organization's success since its inception. Working together, the Authority and the clerks continue to develop and support solutions that benefit courts, government agencies, businesses, legal professionals, and citizens throughout the state.

Much has changed since the Authority's founding more than 30 years ago, and the pace of technological advancement continues to accelerate. Yet the principles that guided the Authority then remain the same today: a commitment to service, a willingness to embrace innovation, and a dedication to meeting the evolving needs of those it serves.

As the Authority moves forward, it does so with confidence, purpose, and a clear vision for what lies ahead. By continuing to invest in technology, strengthen its systems, and pursue new opportunities for improvement, the Authority is building on a strong foundation and ensuring it remains prepared to serve Georgia's Superior Court clerks and citizens for decades to come.



The following pages offer an overview of the Authority and its many initiatives, along with a detailed summary of key accomplishments from the past fiscal year. Unless otherwise noted, all figures are current through June 30, 2026, the final day of FY 2026.

Information on www.gsccca.org

The Authority's website, www.gsccca.org, provides centralized online access to real estate and personal property records from all 159 Georgia counties, making valuable public records readily accessible from a single source. Users can search UCC financing statements, deeds, liens, plats, maps, PT-61 transfer tax forms, and more. To ensure statewide public access, the Authority provides this information free of charge during business hours through public search terminals located in each county's Superior Court clerk's office. Subscribers also enjoy 24/7 online access to these records.

In FY 2026, users from 223 countries and regions accessed the Authority's online databases nearly 5.7 million times. By providing convenient online access to records that once required in-person courthouse visits, the Authority continues to save Georgia citizens and businesses significant time and resources each year.

Website Statistics – FY 2026

- Images added to GSCCCA search system: **19.8 million**
- Total images in GSCCCA search system: **367.7 million**
- Sessions: **5.7 million**
- Unique visitors: **1.7 million**
- Bandwidth used: **18.01 TB**
- Page views: **507 million**
- Countries & regions accessing the site: **223**
- Top 5 countries: U.S., India, China, Germany, and Singapore
- Browser usage: Chrome (59%), Edge (18%), Safari (18%), Firefox (3%)
- Mobile access: 24% of all users
- Mobile platforms: iOS (70%), Android (30%)

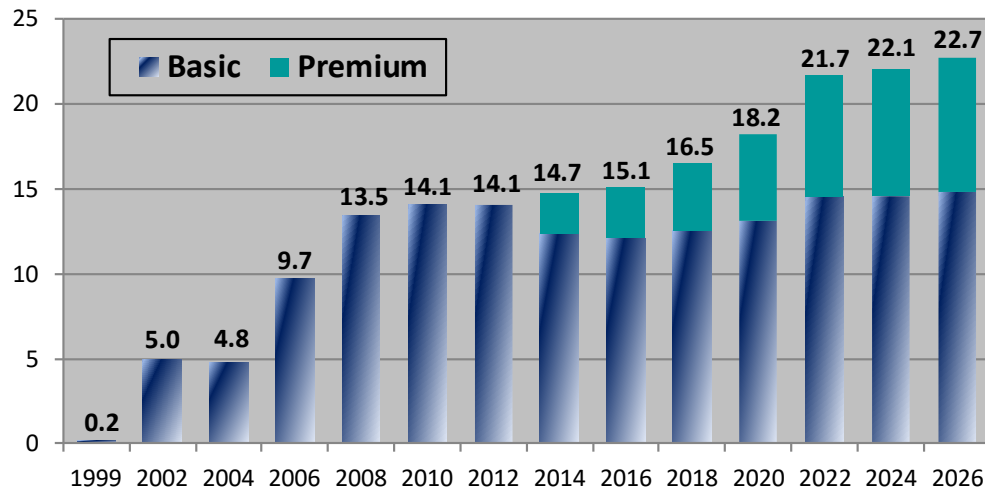
The Authority recognizes the value of its data and prioritizes making its website accessible, intuitive, and responsive. With the diversity of information contained in the website and the variety of audiences that it serves — from Superior Court clerks and real estate professionals to notaries and property attorneys — the site is designed to deliver a user-centric experience that is tailored to a variety of needs.

As user behavior, technology, and expectations evolve, the Authority continues to expand and enhance its online services. With more than 1.7 million distinct visitors in FY 2026 alone, maintaining a site that is clear, fast, and easy to navigate remains a top priority.

Website Subscribers – FY 2026

- Total monthly subscribers (Regular + Premium Search): **22,711**
 - Regular monthly subscribers: **14,779**
 - Premium Search monthly subscribers: **7,932**
- Single-use subscribers added during fiscal year: **50,339**

Website Subscribers (in thousands) by Fiscal Year



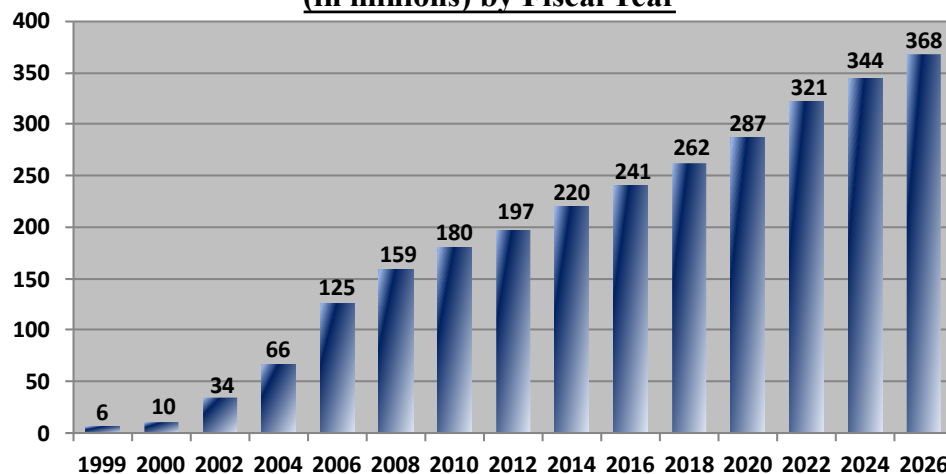
Website subscriptions have grown dramatically — from just a few hundred in 1999 to nearly 23,000 today — reflecting both the Authority's expansion and the increasing value of its statewide indexes. Beyond raw numbers, however, the Authority measures success by the extent to which its website and databases have become an indispensable part of conducting business across Georgia.

Images Added to Website

Each year, millions of new images are added to the Authority's online search system, enhancing its value to users and expanding access to public records. During FY 2026 alone, nearly 19.8 million images were uploaded, bringing the total number of images available through the system to nearly 368 million. The table below provides a breakdown of the document types added during FY 2026, along with the total number of images available in the system at fiscal year-end.

Document Type	Images Added in FY 2026	Total as of 6/30/26
Deeds	16,292,205	314,507,218
Liens	2,574,564	30,382,076
Plats	88,316	2,131,156
PT-61s	405,454	9,602,741
UCCs	392,354	11,063,475
Total	19,752,893	367,686,666

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



Website Reliability & Security

The Authority places a high priority on maintaining reliable, 24/7 online access. Early on, it recognized that system failures could disrupt service and, in response, began distributing hardware to all 159 counties. Since 1995, the Authority has deployed nearly 36,000 pieces of equipment statewide. At the same time, network and datacenter infrastructure have been continuously upgraded, allowing the Authority to virtually eliminate downtime despite extraordinary growth in both usage and content — from 200 subscribers and 6 million images in 1999 to nearly 23,000 subscribers and nearly 368 million images today. Whether a user logs in on a Wednesday at noon or a Saturday at midnight, the Authority's systems deliver accurate results in seconds.

The Authority is equally committed to preserving the data entrusted to it and ensuring its long-term accessibility. To support these goals, it maintains comprehensive operational practices designed to safeguard critical records and ensure their continued availability. Through proactive monitoring, routine maintenance, and careful management of its technology resources, the Authority works to protect the integrity of its databases while providing dependable access to the information they contain.

In addition to ensuring reliability and accessibility, the Authority places a strong emphasis on cybersecurity and continually enhances its security posture to address evolving threats. During FY 2026, the Authority implemented multiple security improvements, including stronger access controls, advanced threat detection capabilities, enhanced email security, and modernization of authentication and encryption infrastructure. These initiatives provide greater protection against unauthorized access, phishing attacks, malware, and other cybersecurity threats while helping ensure the continued security and reliability of critical systems and data. The Authority also regularly evaluates its systems against industry standards and best practices, and independent security audits are conducted quarterly to maintain PCI (Payment Card Industry) compliance and ensure the secure handling of sensitive financial information. Any vulnerabilities identified through these assessments are promptly addressed by IT staff.

The Authority also values customer feedback and actively incorporates user suggestions into system upgrades and feature enhancements. To further support this effort, a reporting function was added to the image viewer, allowing users to flag issues directly. Whether suggesting a new feature or reporting a problem with an image, users are encouraged to provide feedback, and all submissions are carefully reviewed and considered.

Financial Overview

The Authority receives no appropriated funds from the Georgia General Assembly. Its primary sources of funding are real estate deed filing fees, UCC filing fees, and subscription fees. The Authority receives a \$5 fee for every deed filed and a \$12 fee for every UCC filed with a Superior Court clerk. Effective July 1, 2025, the Authority increased subscription fees for access to its statewide indexes. The monthly fee for a regular account is \$14.95, while the fee for a premium account is \$29.95. This marks the first increase in subscription fees in more than a decade. Together, these revenue sources provide the majority of the funding necessary to operate many of the Authority's programs.

The financial condition of the Authority remained healthy throughout FY 2026. The Authority is well positioned to meet its upcoming FY 2027 budgeted obligations and continues to aggressively manage project and administrative costs.

FY 2025 Year-end Audit Completed by Mauldin & Jenkins

- Received an unqualified ("clean") audit opinion from Mauldin & Jenkins for the fiscal year ended June 30, 2025.
- No audit adjustments were proposed by the auditors.
- Coordinated all requests with auditors from Mauldin & Jenkins, the State of Georgia Accounting Office and Georgia Department of Audits.

Monthly Financial Information

- Provided accurate and timely monthly financial statements, along with an executive summary, to the Authority's executive director and board members, helping facilitate informed decisions.
- Managed financial transactions related to GSCCCA Image Agreements and issued monthly statements to clerks. In FY 2026, the Authority compensated Superior Court clerk offices nearly **\$6 million** for print revenue generated and nearly **\$725,000** for deed images transmitted to the Authority. To streamline and enhance the payment process, the Authority offers clerks the option of receiving funds via ACH transfer. This method provides timely monthly payments accompanied by a detailed payment report while ensuring a secure transfer process that reduces the risk of lost or stolen payments. Currently, **77 counties** utilize ACH transfers, benefiting from a more secure, efficient, and convenient method of receiving monthly print and image revenues.
- Continued to offer ACH payment site, **ePay**, which provides participating counties with a convenient and efficient way to submit UCC, real estate, and notary payments. ePay also enables

counties to review current and prior payments and track payment history. As with other ACH transactions, this option eliminates the need for mailed checks, reducing delays, saving time, and minimizing risk. The Authority continues to promote ePay participation and provide training through webinars and the online eLearn course, *ePay Portal*. At fiscal year-end, **87 counties** were activated for participation — an increase of 19 counties over the previous year — with **59 counties** actively utilizing the platform. During FY 2026, a total of **1,784** ACH payments were submitted through the portal.

- Provided quarterly financial reviews at all board meetings.
- Completed monthly reconciliations and review of all general ledger accounts to ensure proper recording of financial data included in the monthly financial statements.
- Updated fixed asset database monthly for all asset additions and dispositions.
- Aggressively managed GSCCCA subscriber accounts to help boost a collection rate of 99%.
- Sent monthly past-due collection letters to help reduce the amount of bad debt write-offs.
- Ensured timely deactivation of past-due accounts to help reduce the charges incurred by delinquent subscribers.

Accounting Information

- Total active subscriber accounts as of June 30, 2026: **22,711**
 - Regular subscriber accounts: **14,779**
 - Premium Search subscriber accounts: **7,932**
- Average monthly direct access subscription revenue during FY 2026: **\$438,708**
- Single-use subscription revenue during FY 2026: **\$251,690**
- Number of monthly check payments processed during FY 2026: **7,218**
- Purchased **\$1,244,639** of equipment for counties during FY 2026 as part of the Authority's Statewide Computer Replacement Project.
- Amount paid or payable to clerks' offices for the 1989-1987 Historical Deed Project since project inception: **\$7.3 million**
- Amount paid to clerks' offices for deed images:
 - During FY 2026: **\$724,819**
 - Since inception of project: **\$25.7 million**
- Amount paid to clerks' offices for prints (\$.50 per print) off the Authority website:
 - During FY 2026: **\$5,971,820**
 - Since inception of project: **\$112.3 million**
- FY 2026 breakdown for print compensation:
 - Deeds: \$5,159,764
 - Liens: \$225,885
 - Plats: \$435,660
 - PT-61s: \$42,587
 - UCCs: \$107,924

Notary & Authentications Division

In 1997, the Authority was asked by the Georgia Secretary of State to assume responsibility for maintaining the state's central database of notaries public. This program includes:

- Maintenance of a central database of all active notaries public (189,371 as of 6/30/26)
- Issuance of apostilles and notary certifications (An apostille is an international certification of a public document for use in another Hague Convention country.)

In 2004, the Authority developed **Notary Online** to:

- Improve the efficiency of notary application processing in clerks' offices
- Provide counties with immediate access to notary filings and images
- Simplify the notary application process for the public

Through the Authority website, the public can search Georgia's notary database free of charge. Individuals seeking appointment as a Georgia notary public may obtain an application from the clerk of Superior Court in their county of residence. Currently, 154 counties participated in Notary Online, offering web-based notary applications through software developed and maintained by the Authority.

Pursuant to H.B. 1292, effective January 1, 2025, all new and renewing notary applicants are required to complete an approved educational training course and maintain a journal of notarial acts performed in connection with real estate documents. To support these requirements, the Authority administers Georgia's approved notary education program through its eLearn platform. The online course, provided free of charge to the public, serves as a key resource for promoting compliance with Georgia notary law and supporting the consistent performance of notarial duties statewide. During FY 2026, Nearly 52,000 Georgians successfully completed the training.

In addition to maintaining Georgia's notary database and supporting Superior Court clerks in their notarial duties, the Authority plays a critical role in international commerce by issuing **apostilles**. In 1998, the U.S. State Department recognized the Authority as the only agency outside a Secretary of State's office authorized to provide this service. Under the Apostille Convention — an international treaty that simplifies the authentication of documents for use abroad — an apostille verifies the authenticity of the signature and seal of a public official, allowing documents issued in one member country to be recognized in another.

Common documents requiring apostilles include:

- Corporate documents (e.g., bylaws, articles of incorporation)
- Powers of attorney
- Marriage and birth certificates
- Diplomas and transcripts
- Employment certifications and reference letters
- Home studies
- Deeds of assignment

- Distributorship agreements
- International adoption papers

Approximately four million apostilles are issued worldwide each year. When the Authority became Georgia's designated apostille-issuing office in 1998, only 62 countries participated in the Apostille Convention. Today, that number has grown to 127 member countries. As international use of public documents has expanded, demand for the Authority's services has grown significantly — from approximately 6,400 apostilles issued in 1998 to more than 60,000 in FY 2026.

To meet growing demand and provide convenient service options, the Authority offers:

- **Walk-in service:** Available Monday through Friday, 9:00 a.m. to 4:00 p.m., at the Authority's Atlanta office, with no appointment required. Staff assists approximately 15,000 walk-in customers each year.
- **Mail-in processing:** A traditional option used by more than 40% of customers annually.
- **Secure drop box:** Located in the Authority's lobby, the drop box provides a convenient after-hours submission option, with most requests processed and returned by mail within one business day.

To enhance customer service and improve safety for visitors and staff, the Authority recently completed renovations to its public-facing office space. Although walk-in services for apostille and authentication requests and Georgia Notary Handbook purchases were temporarily suspended during construction, the Notary & Authentications Division remained fully operational. Customers continued to receive service through mail processing and the Authority's secure drop box, allowing the division to maintain efficient turnaround times and minimize disruption throughout the project.

The Authority's commitment to responsive customer service is reflected in the feedback below from a customer whose apostille request was processed during the renovation period:

*"Yesterday, I dropped of a court order that we needed an Apostille for. I left a note on the envelope requesting expedited service and included an overnight UPS label because we fly out Monday morning. I did not know you guys had suspended in-person service, and every other time I needed something, it's been an "in and out" experience in 30 minutes or less. I was hoping ... *maybe* ... just maybe it would ship today and I would get it Saturday. I was shocked to see it just arrived. THANK YOU THANK YOU THANK YOU for taking the time to read the note I left on the envelope. Thank you for processing it so quickly. Words cannot express the relief that we feel since we need this document Monday when we leave the country."*

The following are notable accomplishments of the Notary & Authentications Division during FY 2026:

Notary:

- Maintained the **statewide notary database**. A total of 47,124 notary commissions were issued by clerks of Superior Court and then submitted to the Authority for inclusion in the database.

- Continued supporting and improving **Notary Online**, the Authority's web-based notary application system. During FY 2026, 98% of all notary commissions were processed through the system, with 154 counties participating.
- Continued offering the **Notary Online Mail-In Renewal (MIR)** program, which allows active notaries to renew by mail and pay by credit card, eliminating the need for an in-person visit to a clerk's office. Currently, 50 counties participate in the program, with 44 opting to receive their daily renewal payments through ACH transfers. During FY 2026, the Authority enhanced the system by improving search and viewing capabilities for mail-in renewal applications, streamlining workflows, and increasing processing efficiency.
- Continued providing the **Notary Renewal Notification** service. Since its launch in 2010, the Authority has sent email reminders to notaries with an email address on file 30 days before their commissions expire. Clerks may customize these notifications with county-specific instructions.
- Sold 1,735 copies of the **Georgia Notary Handbook, 14th Edition**. Developed in conjunction with the American Society of Notaries, the handbook serves as a comprehensive reference for Georgia notary law, procedures, and best practices. In addition to direct sales, the Authority continues to offer discounted copies to Superior Court clerk offices to support notary education at the local level.
- Supported clerks in managing their notarial duties by offering two online training courses:
 - **Notary Online** – Designed for both new and existing Superior Court clerks and deputy clerks, the course covers submitting, processing, and deleting applications; processing name and address changes; editing unscanned commissions; setting preferences; and reviewing notary files, forms, reports, and Certificates of Authority.
 - **Notary Online – Mail-in Renewals** – Designed to help clerks remotely train their staff to participate in the MIR program.
- Provided free notary training to the public through online and instructor-led programs:
 - Continued offering the online **Notary Public** course through the Authority's eLearn platform. The course serves as Georgia's approved notary education program and satisfies the statutory training requirement for all new and renewing notaries. Nearly 52,000 Georgians completed the training during FY 2026.
 - Delivered 21 **Notary Public Training** sessions — 11 in-person classes and 10 webinars. Hosted by Superior Court clerks, the program covered notary duties, best practices, Georgia notary law, and practical examples of proper notarial conduct. Nearly 2,200 Georgians took advantage of this free training during FY 2026.

Authentications:

- Processed 24,864 apostille and authentication requests, with 59% submitted in person and 41% by mail.
- Issued more than 60,000 apostilles — an increase of 12% over FY 2025 — for documents originating from 146 Georgia counties and destined for 117 countries and 11 foreign territories. The top destination countries were South Korea, Mexico, India, Colombia, and Honduras.
- Issued 108 Certificates of Authority, primarily for use in Puerto Rico.
- Enhanced the Authentication Prepayment System by adding mobile device support, providing a seamless user experience across smartphones, tablets, and desktop platforms.

Division-wide:

- Served nearly 15,000 walk-in customers through the Authority's Atlanta office, where in-person assistance is available Monday through Friday from 9:00 a.m. to 4:00 p.m. without an appointment.
- Handled more than 11,000 telephone inquiries (averaging 46 calls per business day), working directly with customers to resolve questions and requests.

The Division's accomplishments during FY 2026 reflect its ongoing commitment to customer service, operational excellence, and the delivery of services that support Georgia's Superior Court clerks, notaries public, businesses, and citizens.

Fines & Fees Division

Legislation passed in 2004 created a new funding mechanism for indigent defense and mandated the Authority to collect, account for, and disburse both new and existing court fees to the state treasury and other designated funds. Additionally, the Authority was mandated to compile statewide data on the collection and disbursement of court fees being collected by approximately 1,100 courts across the state. At that time, court fines and fees had been added incrementally over the years with little accountability or standardization in their collection.

To meet these responsibilities, the Authority established the Fines & Fees Division, adopted rules and regulations to guide implementation, and developed systems to support accurate and timely reporting. The information now provided through the Fines & Fees Division enables policymakers to make informed decisions regarding court funding and related legislation.

Since being entrusted to oversee court fines and fees, the Authority has:

- Developed and continues to maintain CourtTRAX (www.courttrax.org), the statewide reporting system that supports court compliance with fines and fees reporting requirements.
- Created uniform reports and an online calculator to help courts properly calculate and assess fines and fees.
- Built internal accounting systems to index and process fees, ensuring transparency and accessibility of court fee data.
- Provided ongoing training and guidance for court personnel and stakeholders.

CourtTRAX, first launched in 2004, has long served as a critical resource for courts statewide. In 2022, the Authority completed a comprehensive modernization of the system to address evolving legislative requirements and improve the user experience. The enhanced platform continues to provide streamlined functionality, improved reporting capabilities, and more efficient access to fines and fees information. Enhancements include:

- The ability to submit Consolidated Monthly Remittance, Monthly Disbursement, and Trust Fund Interest reports and payments via ACH

- An updated online calculator
- Dashboard and submission history features eliminating the need for printed forms
- Vendor integration for more efficient report submission
- User management of ACH account information

CourtTRAX continues to provide centralized access to legal guidance, forms, rules, legislative updates, training materials, and reporting tools — all essential to achieving accountability, consistency, and transparency in the court fee system.

Recognizing the importance of education in maintaining compliance, the Authority developed an online training course in 2006 to provide convenient and accessible instruction to court personnel. Now titled ***GSCCA Fines & Fees – Introduction***, the course is regularly updated to reflect current laws, policies, and procedures and remains available through the Authority's eLearn platform.

To further support court personnel, the Authority also offers a dedicated ***CourtTRAX.org*** eLearn course designed to help users navigate the Fines & Fees reporting system and meet monthly reporting requirements. The course covers site registration, ACH payment setup, and step-by-step guidance for completing and submitting required monthly reports, including the Consolidated Monthly Remittance Report, Monthly Disbursement Report, and Monthly Interest Remittance Report.

In addition to online training, the Authority continues to provide in-person classes, conference presentations, and one-on-one instruction as needed or upon request.

In FY 2026, the Authority's Fines & Fees Division achieved the following:

- Collected and disbursed **\$100.6 million in court fees**, with an additional \$1.6 million in trust fund interest. The collected total is \$5.5 million more than last year's total and the most collected in over a decade.
- Maintained a **compliance rate of close to 100%** across all courts through a dedicated and consistent notification system.
- Processed over **34,000 monthly reports** submitted by reporting entities.
- Recouped operational costs at or under the statutory limit of \$500,000 for the 22nd consecutive year.
- Continued to refine internal procedures to enhance data accuracy in the Fines & Fees database.
- Launched a new compliance dashboard that enables court users to view their compliance status and history, identify outstanding requirements, and submit missing forms without waiting for mailed compliance notices.
- Fulfilled statutory reporting requirements for Local Victim Assistance Program (LVAP) funds by submitting monthly results to the Criminal Justice Coordinating Council (CJCC).
- Communicated quarterly Fines & Fees results with external groups including the Legislative Budget Office, Senate Budget Office, Georgia Supreme Court, Governor's Office, and Georgia Public Defenders Council.
- Maintained and updated www.CourtTRAX.org and all related materials, including training resources, forms, rules, legal guidance, the online calculator, and vendor programs to reflect current legislation. This included updating the online calculator to incorporate Probate Retirement Fund changes mandated by SB 489.

- Provided continued support to probation companies and other court-affiliated entities for the purpose of collecting and disbursing fines and fees.
- Introduced a training calendar feature that allows court users to access upcoming training schedules as well as presentations and notes from prior sessions.
- Continued offering two online training courses — ***GSCCCA Fines & Fees – Introduction*** and ***CourtTRAX.org*** — available to all court personnel and vendors through the Authority’s eLearn platform.
- Conducted two in-person training classes and several one-on-one training sessions to educate court personnel on the many aspects of the Fines & Fees system.
- Partnered with the Institute of Continuing Judicial Education at the University of Georgia to offer a class for Municipal Court clerks.
- Delivered a six-hour Fines & Fees training session at the Clerks Spring Conference.
- Held on-site meetings with clerks to answer questions and offer targeted assistance.

Through its efforts to provide accountability and uniformity to the collection of court fees, the Authority continues its leadership in providing timely and accurate court fee information to the public.

UCC (Uniform Commercial Code) Project

With the passage of legislation in 1993, the State of Georgia established a statewide system for the indexing of Uniform Commercial Code (UCC) documents. When the Authority began operations on January 1, 1995, Georgia became the first state in the nation to privatize this traditional state function by outsourcing the indexing of UCC filings to a third-party vendor.

A UCC Financing Statement gives public notice of liens on personal property. Under the Authority’s system, a secured party need only file in one county to receive statewide notification of their lien position. When a filing is presented to a local clerk of Superior Court, the clerk has 24 hours to transmit the UCC document to the Authority, and the Authority then has 24 hours in which to add the filing to the statewide index. Prior to this centralized system, secured parties had to file in all 159 Georgia counties to receive statewide notification. The Authority’s central index provides stronger lien protection, while saving filers both time and money.

In 2009, the Authority launched a pilot project to support electronic UCC filing and opened the **UCC eFile** site to the public in 2010. Since then, nearly **2.6 million** UCCs have been electronically filed. The program continues to grow, with more than **296,000** UCCs eFiled in FY 2026 alone. Today, **154** counties participate, with **141** — 7 more than last fiscal year — mandating electronic filing.

To support high-volume processing, the Authority introduced a **UCC auto-numbering** feature in 2019 for counties mandating eFiling. The system automatically assigns the next available UCC financing statement number, enabling multiple users in a clerk’s office to process UCCs concurrently, without risking duplicate file numbers. The auto-numbering feature also streamlines bulk filings and helps ensure accuracy. At fiscal-year end, **130 counties** were taking advantage of this feature, with **11** activated during FY 2026.

To support the program, the Authority also published a **UCC eFile API** in 2019 that allows filers to submit and pay the Authority directly through their own proprietary software, increasing the efficiency of UCC submission. County vendors can also utilize the web API to accept or reject filings, providing additional flexibility. Of the UCCs electronically filed this past fiscal year, 45% were submitted through the Authority's UCC eFile API, an increase of six percentage points from last year.

During FY 2026, the Authority:

- Indexed and added **290,197 UCCs** to the statewide database.
- Processed **6,370 Certified Searches**, which involve exact-name searches conducted internally by Authority staff with results transmitted to the customer.
- Continued to expand **UCC eFile**, with 89% of Georgia counties mandating electronic filing, and over 96% of all UCC documents now filed electronically.
- Compensated clerks' offices nearly **\$108,000** for UCC-related prints from the Authority website (\$.50 per print).
- Created monthly **UCC bulk image electronic files** for clients throughout the year.
- Continued offering two online training courses — **UCC** and **UCC eFile** — available to all Superior Court clerks and deputy clerks through the Authority's eLearn platform.
- Responded to UCC inquiries from clerks' offices, the banking industry, law offices, the U.S. Attorney's Office, law enforcement, and the general public.

Since the first fax arrived in 1995, the Authority has indexed and added to its database more than **8.3 million** UCCs (averaging approximately 22,000 per month) and conducted more than **318,00** Certified Searches. The Authority provides free statewide access to its UCC database through public search terminals in all clerk of Superior Court offices. Additionally, the index is accessible online by subscription for users seeking the convenience of searching the indexes from their office or home.

Real Estate Projects

Real Estate Deed Project

In 1996, legislation was passed in Georgia that required the Authority to develop a consolidated database of the official real and personal property records of all 159 clerks of Superior Court. With this mandate, the Authority created a one-of-a-kind system with no direct cost to the State of Georgia. When the system became operational on January 1, 1999, the public gained unprecedented free access to information within the office of the Superior Court clerk through search terminals installed by the Authority. Additionally, the business community gained 24/7 access to official land records through the Authority's website, www.gscca.org, by subscription.

The Real Estate Deed Project contains the following elements:

- Computer access to real property deed indexes of all 159 counties
- Integration of all 159 counties into an online statewide system

- Implementation of standards for data files, fields, and index data
- Standardization of all printed indexes statewide

Following passage of the enabling legislation, the Authority developed and implemented the only statewide intranet network in state government at that time. The system started collecting data from all 159 clerks of Superior Court on January 1, 1999. This data includes the name of the seller and buyer of the property, the location of the property, the book and page where the actual deed or property record is filed in the county, and cross index information to other related records. Searches can be performed by name, book and page, property location, or instrument type, and can be done by county, region (i.e. a county plus all counties that border it) or statewide. Additionally, images of the corresponding records are constantly being added to the online system.

The Authority added more than **16 million** real estate deed images to the system during FY 2026 to bring the total to over **314 million** deed images in its publicly searchable database. Clerks' offices have been compensated by the Authority a total of **\$25.7 million** since inception of the project. Additionally, print fees generated from the system are compensated to the clerk's office where the original document resides. During FY 2026, the Authority compensated clerks' offices in Georgia nearly **\$725,000** for deed images added to the system and nearly **\$5.2 million** for deed prints made from www.gscca.org, resulting in nearly **\$5.9 million** in additional funding for Georgia's Superior Court clerk offices.

In 2004, a new feature was added to the system: access to **Real Estate Transfer Tax forms (PT-61s)**. The Authority worked with the Department of Revenue, the Department of Audits, and the Real Property Section of the State Bar of Georgia to bring this project online. This feature has added even more valuable information to the real estate system: more than **9.6 million** PT-61 images since the project began, including more than **405,000** added this fiscal year.

At the end of 2011, the Authority successfully launched **Real Estate eFile** statewide. Since its launch, more than **11.9 million** real estate documents have been electronically recorded. In FY 2026, more than **1.9 million** real estate documents were electronically recorded through <https://efile.gscca.org>, with 50% submitted via the Authority's API. As of July 1, 2023, all 159 Georgia counties were activated to accept all document types for electronic filing. (See Pages 29–31 for more information on the eFile Projects.)

Following is a summary of efforts during FY 2026 to support and enhance the Real Estate Deed Project:

- Continued processes that monitor incoming real estate data for completeness and accuracy. These processes help ensure incoming data stays synchronized with local courthouse data and create a complete record of real estate document filings.
- Continued using software and monitoring procedures to detect historical land record data that is not in conformance with the *Indexing Standards for Real and Personal Property Records for the State of Georgia*. This is intended to highlight possible errors in the index data for deed records, thus extending the Authority's ability to check the accuracy and ensure the quality of existing and incoming historical deed records. Tens of thousands of real estate, lien and plat data records and images have been reviewed throughout the fiscal year through automated and manual processes.
- Continued the administration of the Authority's "Indexing Certification Exam," resulting in clerks, deputies, and private vendor personnel becoming certified by the Authority to index real and personal property records in accordance with the *Indexing Standards for Real and Personal*

Property Records for the State of Georgia. At present, **53 currently serving clerks and deputies** from 19 counties have completed the Indexing Certification.

- Continued efforts to certify the land record recording computer systems of private vendors that are used by clerks for compatibility and compliance with the Authority's data collection system and the Indexing Standards. At present, **9 vendor systems** have achieved certification by the Authority for their land record recording system.
- Managed a comprehensive update of Real Estate documentation, including guidelines for real estate recording, historical re-indexing, the Image API, certification, and related systems.
- Delivered targeted improvements to index data validation processes, resolving longstanding book/page and dash-handling issues while strengthening overall data quality and consistency.
- Conducted four in-person classes, multiple webinars, and several one-on-one training programs for Superior Court clerks, their staff, and vendors on the Real Estate Indexing Standards.
- Continued offering three online courses on the Authority's eLearn platform to train Superior Court clerks, deputy clerks, and vendors on the Real Estate Indexing Standards. Courses include:
 - GSCCCA Indexing Standards
 - GSCCCA Indexing Standards – Extended
 - GSCCCA Indexing Standards – Common Mistakes
- Provided continuous troubleshooting of issues relating to the deed, lien, and plat filings of all clerks of Superior Court and the transmitting and storage of the related index data to the Authority.
- Provided ongoing telephone and email assistance, available to all clerks of Superior Court, regarding the proper indexing of land records in accordance with the *Indexing Standards for Real and Personal Property Records for the State of Georgia*.

Historical Deed Re-Indexing Project

In 2002, the Authority launched the Historical Deed Re-Indexing Project with the goal of adding land records from Georgia's 159 counties that were filed before the central collection system was implemented to the Authority's online system. (Gwinnett County was the first county to accomplish this feat with a "good-from" date of 1871.) To support this project, the Authority developed further Indexing Standards guidance to help address the challenge of applying current indexing standards to real and personal property records that were locally recorded before the advent of statewide indexing standards.

The project is complex and challenging 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. All indexers performing this re-indexing must pass the "Indexing Certification Exam" developed by the Authority, and collected data is quarantined until quality checks are completed. After passing the quality control checks, the data is released to the Authority's website for public access. The cost to add each additional historical year to the database is approximately \$3.6 million.

The Authority completed the **1991-1990 Historical Deed Project** in October of 2019 with 90 counties participating. The project concluded with the Authority adding over 820,000 deed records to its publicly searchable website, and moving the statewide "good-from" date to 1/1/1990.

In a continuing effort to expand the historical land records available through its online system, the Authority launched the **1989-1987 Historical Deed Project** in 2022. Concluding a multi-year initiative, the project added more than 3.2 million deed records to the Authority's publicly searchable website,

further enhancing access to historical land records statewide. As with previous historical initiatives, counties were compensated for their participation, with the Authority disbursing more than \$7.3 million to clerks' offices since the project's inception.

County-Funded Historical Deed, Lien & Plat Re-Indexing Project

In 2013, the Authority launched a voluntary County-Funded Historical Deed, Lien & Plat Re-Indexing Project, allowing clerks on their own initiative and funding to image and re-index their property records for inclusion in the Authority's system. The program allows clerks, at their discretion, to add historical deed, lien, and plat index and image data to the Authority's database. Participation is completely voluntary and at the election of the clerk of Superior Court. Highlights of the program include the documentation and comprehensive analysis of all county books and dockets, as well as the issuance of indexing guidance designed to prevent unintentional book-naming conflicts. The process provides clerks with an indexing roadmap for future historical indexing efforts while reinforcing the importance of consistency in current indexing practices.

Since the program's inception, more than **six million additional instruments** have been added to production. As a result, the public has gained access to a substantial volume of historical real estate information at no additional cost to the Authority, while clerks' offices have the opportunity to generate additional revenue through print image fees associated with searches conducted on the Authority's website. During FY 2026, three additional counties joined the initiative, bringing total participation to **105 counties**.

Lien, Plat & Map Project

When H.B. 1582 took effect in January of 2004, clerks of Superior Court began transmitting lien, plat, and map indices and digital images to the GSCCCA. To support this initiative, the Authority certified all existing vendors, trained clerks, and provided necessary equipment. New scanners and PCs were distributed to counties and bandwidth was increased (both locally and at the Authority) to accommodate the growing volume of data.

Legislation was passed in 2016 that required all plats in Georgia to be electronically recorded beginning January 1, 2017. Through a cooperative effort with clerks and vendors, the Authority expanded its eFiling portal to support this mandate. As a result, all Superior Court clerks are now able to electronically process plats submitted through the GSCCCA portal. To support implementation at the time, the Authority Board adopted *Plat eFiling Rules and Regulations*. Effective January 1, 2025, these rules were repealed and incorporated into the *Real Estate Electronic Recording Rules for the State of Georgia (URPERA rules)*, creating a unified regulatory framework for all real estate eRecordings. Since inception of the mandate, nearly **263,000 plats** have been electronically filed, including more than **29,000** during FY 2026. The move to electronic plat filing has led to a more efficient, end-to-end process and improved the fidelity of printed plat reproductions.

As a result of the Historical Plat Image Project, which was completed in 2023, all plats statewide are now available for viewing on the Authority search system. Initiated in response to feedback from clerks, the project included more than 1.2 million historical plat images filed on or before December 31, 2003. These

included records from plat books, plat cabinets, aperture cards, and other media used by clerks' offices to record the historical plats. The project did not include indexing or plats recorded in deed books. Compensation for all historical plat images was provided as a direct cash benefit to clerks' offices and counties. Total cost to the Authority for the entire project exceeded \$3.8 million.

In 2017, the Georgia General Assembly passed legislation mandating the electronic filing of state tax liens, though the Act was substantially modified by a subsequent bill in 2018. Throughout both sessions, the Authority worked closely with stakeholders to help shape and implement the revised law. Leading up to the law's effective date, the Authority invested significant time and resources into building the systems necessary for the Department of Revenue (DOR) to eFile liens through the GSCCCA portal. The Authority also developed a standard that enables state tax liens to be transmitted directly from DOR to the GSCCCA, and subsequently to the counties. Since the mandate took effect on January 1, 2018, DOR has successfully eFiled more than **541,000 state tax liens**, including more than **21,000** during FY 2026.

Pending Lien Project

During FY 2026, the Authority completed the Pending Lien Project, an initiative launched in 2022 to assist clerks' offices in resolving and removing Department of Revenue liens that had been pending for more than 1,000 days. The project spanned 46 counties and involved 3,102 outstanding liens. After receiving lists of pending liens from the Department of Revenue, the Authority compiled a comprehensive spreadsheet containing the information needed to investigate and correct each record. The effort included direct collaboration with each clerk's office, providing training on conducting pending lien searches, identifying issues, and taking appropriate steps toward resolution.

As a result of these efforts, all **3,102** outstanding liens were resolved and removed from the Pending Search Aging Report, achieving a **100%** completion rate. At fiscal year-end, only 47 liens remained on the report — just 1.5% of the original project size. To help prevent future backlogs, the Product Management Group continues to provide monthly notifications to counties and conduct one-on-one training, an approach that has proven effective in quickly resolving newly identified pending liens.

PT-61 Project

Launched in 2004, the PT-61 eFiling system is a collaborative effort between the GSCCCA and the Georgia Department of Revenue (DOR) to streamline the filing of Real Estate Transfer Tax forms (PT-61 forms). Instead of completing a multi-part paper form, filers can now log onto www.gsccca.org and submit the form online. The program enables a more efficient transfer of tax data to the DOR and local tax assessors via weekly electronic reports.

During FY 2026, the Authority:

- Added more than **405,000 PT-61 filings**, bringing the statewide total to more than **9.6 million** PT-61 records. These filings were accepted and activated by the counties and then transmitted to the Georgia Department of Revenue and Georgia Department of Audits.
- Compensated clerks' offices nearly **\$43,000** for PT-61-related prints from the Authority website (\$.50 per print).

- Added over **144,000 properties**, increasing the number of searchable addresses in our premium map search application to more than **3.8 million**.

Electronic Filing (eFile) Projects

In 2009, the Georgia legislature mandated that the Authority develop rules and regulations for the electronic recording of real estate-related documents. Anticipating this need and remaining focused on keeping clerks' offices at the forefront of technology, the Authority spent years before the mandate researching, planning, programming, and testing its eFiling program through an extensive pilot project. Central to this effort was the development of a platform flexible enough to serve clerks, bankers, attorneys, and the general public.

From the beginning, the Authority's goal for its eFiling service has been to protect the autonomy of Superior Court clerks, improve the technology within their offices, streamline the document-filing process, and provide the public with convenient and effective tools — all at no cost to state or local governments. Additionally, the Authority offers its eFiling service without imposing any fees beyond the base filing fee and banking fees. To assist users, the Authority maintains an eFile User Manual as a resource for navigating the system and resolving technical questions. The Authority's HelpDesk also provides live support Monday through Friday from 7:30 a.m. to 6:00 p.m. and responded to over **12,000** eFile-related support requests this past fiscal year.

Since the pilot project's launch in 2009, more than **15 million** documents have been filed through the Authority's electronic filing portal (efile.gscca.org), which now facilitates the filing of UCCs, real estate deeds, liens, plats, and PT-61 documents. With the revisions to the URPERA rules last year, the portal now serves as the sole authorized platform for eRecording real estate documents in Georgia.

The following sections highlight the Authority's eFile projects, including their history, key features, participation levels, and current status.

UCC eFile

Following an extensive pilot project in 2009, the Authority launched **UCC eFile** statewide in 2010, modernizing the UCC filing process for clerks and filers throughout Georgia. In 2019, the Authority introduced a **UCC eFile API**, enabling filers to submit documents and payments directly through their own proprietary software, increasing the efficiency of UCC submissions. County vendors can also use the API to review, accept, or reject submitted UCCs, offering counties greater flexibility in managing the filing process. In FY 2026, over **45%** of all electronically filed UCCs were submitted through the Authority's UCC eFile API, an increase of **six** percentage points over FY 2025.

Since its pilot launch in May 2009, UCC eFile has transformed the filing process in Georgia, becoming the primary method for submitting UCC documents statewide. Nearly **2.6 million** UCCs have been filed electronically through the system, including more than **296,000** filings in FY 2026 alone. Today, electronic filings account for more than **96%** of all UCC filings statewide. Currently, **154 counties**

participate in the program, with **141** requiring electronic filing — meaning **89%** of Georgia counties now require UCC documents to be submitted electronically.

Counties that mandate UCC eFiling may also take advantage of **UCC auto-numbering**, a feature added in 2019 that automatically assigns the next available UCC financing statement number through the Authority's eFile portal. This allows multiple users within a clerk's office to process UCC filings simultaneously without the risk of duplicate file numbers. The feature is especially beneficial for high-volume processing, enabling counties to manage up to 1,000 filings on a single receipt while maintaining full file number traceability. As of fiscal year-end, **130 counties** were using the auto-numbering feature, including **11** counties activated during FY 2026.

Real Estate eFile

In 2011, the Authority built and launched a statewide **Real Estate eFiling portal**, initially enabling approved vendors to submit real estate documents on behalf of filers. Two years later, the service was expanded through the development of a public-facing web interface, allowing eligible users across Georgia to file documents directly with counties from the convenience of their home or office using the Authority's website, <https://efile.gsccca.org>. This expansion significantly improved access and helped modernize real estate recording practices statewide.

In 2024, the passage of H.B. 1292 significantly reshaped Georgia's real estate eFiling framework. To implement the legislation and support revised URPERA rules effective January 1, 2025, the Authority worked closely with clerks, vendors, attorneys, and other stakeholders to develop and deploy major system enhancements. Among the most significant changes was the retirement of the eFile Registry, which had served as the state's repository for approved eFiling participants since 2011. While the Registry no longer accepts new registrations, historical records remain available in a read-only format.

One of H.B. 1292's most significant provisions was the requirement for the Authority to collect, verify, and securely store government-issued identification for individuals filing real estate documents electronically. To fulfill this mandate, the Authority launched **identity verification** functionality on its eFile portal in November 2024, enabling users to validate their identity using a webcam or smartphone. As part of this initiative, webcams were installed on public terminals in clerks' offices to ensure that filers without access to personal devices could complete the verification process. In conjunction with this rollout, the Authority published updated system documentation, including a downloadable *Identity Verification Guide*, to help users navigate the new requirements.

To comply with the law's identity verification requirements, the Authority mandated — through its revised URPERA rules — that all electronic real estate filings be submitted exclusively through its portal, making efile.gsccca.org the sole authorized platform for eRecording in Georgia. Since the launch of identity verification, more than **48,000 users** have successfully completed the process.

During FY 2026, the Authority launched an **eFile Scanning** feature that transforms designated courthouse search terminals into full-service eFile kiosks. The feature allows filers to securely scan and submit paper documents directly through the eFile system, eliminating the need for advance document preparation and providing a convenient on-site filing option. Statewide deployment is underway, with implementation schedules varying by county based on technical readiness.

To support system integrity and compliance, the Authority maintains an **eFile System Certification** program for vendor systems used by clerks to process deeds, liens, and plats. The program establishes standards for quality, completeness, compatibility, and compliance with state law. During FY 2026, the Authority completed certification testing for participating vendor systems and verified compliance with the changes required by H.B. 1292. Nine systems, including the Authority's eAssist platform, successfully completed testing and achieved certification. The Authority is also working with vendors to implement a certification update in response to the addition of the new "Deed – TOD Beneficiary Affidavit" document type, ensuring certified systems can receive and process these filings. As of fiscal year-end, five systems, including the Authority's eAssist platform, had completed the update and were certified to receive the new document type.

Since its inception, Real Estate eFile has facilitated the electronic filing of more than **11.9 million** real estate documents, including more than **1.9 million** in FY 2026 alone. Of those filings, over 50% were submitted through the Authority's eFile API. Today, all 159 Georgia counties allow real estate documents to be electronically filed, reflecting the widespread adoption of eFiling throughout the state.

To help clerks manage eFiled submissions more efficiently, the Authority continues to offer an optional feature that allows participating counties to receive **estimated filing fees** for deeds, liens, and plats. During FY 2026, **21** counties were activated; as a result, **158** of Georgia's 159 counties had enabled the feature by fiscal year-end, demonstrating its value to clerks statewide. Enhancements such as fee discrepancy exceptions and automated warnings help identify significant variances between submitted and expected fees, promoting faster resolution and reducing processing errors.

With the successful implementation of the changes required by H.B. 1292, Real Estate eFile has entered a new era of electronic recording in Georgia — one defined by a streamlined filing process, enhanced consumer protections, and modernized technology. The Authority remains committed to providing training, support, and resources to help clerks, vendors, and users navigate this evolving landscape while continuing to advance the efficiency, accessibility, and security of real estate eFiling statewide.

Other Projects/Services

Premium Search Account

Launched in 2012, the Authority's Premium Search account offers enhanced search and viewing capabilities across its statewide indexes. Developed in response to subscriber feedback, the service allows users to:

- Locate properties by street address.
- Browse PT-61 filings by day, week, or month.
- Search real estate records by county and instrument type.
- View data using multiple display options.
- Access information through the Clerks' Authority Map Search Application (see more information below).

The Premium Search account, which includes the Clerks' Authority Map Search Application, is a valuable tool for realtors, bankers, attorneys, surveyors, appraisers, and other real estate professionals. The service is particularly beneficial when researching property sales in smaller counties where MLS access or formal property listings may be limited. At fiscal year-end, nearly **8,000 users** subscribed to the Premium Search account.

Clerks' Authority Map Search Application (Mobile App)

Launched in 2012, the Clerks' Authority Map Search Application delivers real-time access to Georgia real estate sales data and related county land records. It is the only mobile app that provides access to sales information from the official source of property transfer tax data in the state.

Key features of the Map Search app include:

- Real-time sales data
- Sales history
- Official county records
- Deeds
- Liens
- Plats

During FY 2026, more than **144,000 properties** were added to the application, bringing the total number of searchable addresses to more than **3.8 million**. Accessible 24/7 on smartphones and tablets, the app provides real estate professionals and consumers with comprehensive property information anytime and anywhere. The application is available on Android and iOS devices at no additional cost to Premium Search account subscribers.

Protective Order Registry

The Protective Order Registry is an online service that stores all Protective Orders issued by Georgia's Superior Courts as authorized by the state's Family Violence statutes. Clerks of Superior Court are responsible for indexing the required data for Orders filed in their courts, scanning the Orders, and transmitting both the data and images to the Authority. The Authority then verifies and forwards the information to the Georgia Crime Information Center (GCIC). In FY 2026, the Authority updated its indexing system in response to H.B. 177 to support revised protective order forms, ensuring continued compliance with evolving statutory requirements.

Accessed by law enforcement through GCIC terminals, the Protective Order Registry provides immediate access to critical information. More than **50,000 Protective Orders** were indexed by clerks and electronically transmitted by the Authority to GCIC in the past fiscal year. Through the continued efforts of Superior Court clerks and the Authority, vital public safety data remains readily accessible to law enforcement agencies nationwide.

Criminal Case Data

The Authority continues to provide some court clerks with a means to submit electronic transmission of criminal case disposition data to the Georgia Crime Information Center (GCIC), where it is used to update the state's Computerized Criminal History Database. The Authority works with the clerks as their agent to facilitate transmission of the data.

In FY 2026, more than **238,000 records of criminal court dispositions** were electronically transmitted to the Authority and then forwarded to GCIC to support the compilation of accurate criminal histories and background checks.

eCertification Program

Launched in 2021, the Authority's eCertification Program (<https://ecert.gsccca.org>) is an online system that allows users to request and receive certified documents electronically. By enabling electronic requests and payments, the program eliminates the need for in-person visits to the clerk's office. Clerks' offices process the requests and deliver the certified documents directly to users via the portal. Payments are processed through the Authority and included in the Daily County Disbursement reports. Each clerk of Superior Court determines which documents are available for electronic certification.

In 2023, the eCertification portal was expanded to allow clerks to offer regular (non-certified) copies in addition to certified ones. Regular copies are processed in the same manner as certified copies, but with no cover page and different filing fees. Participation in this feature is optional, and training through the Authority's Product Management Group is available upon request.

The eCertification portal offers the following:

- Allows Georgia citizens to request a digital version of certified documents (or regular copies) from court systems across the state.
- Provides an online registry to verify certified document authenticity.
- Provides users with request history and search capabilities.
- Provides users with the ability to request certified and regular copies of documents filed in the clerk's office.

The corresponding county portal offers the following:

- Allows each county to customize the certification process to fit their needs including outgoing emails, document request forms, and cover sheets.
- Provides counties with funds collection, administration, and reporting functions.

At present, **111 counties** are actively participating in the eCert Program, including **12** that joined in FY 2026; **96 counties** are utilizing the Regular Copies feature, with **16** activated this fiscal year. Since the program's launch, nearly **352,000** total requests have been submitted — an increase of **62%** from the previous year — with nearly **258,000** certifications completed through the eCertification portal.

During FY 2026, the Authority collaborated with several clerks' offices to create the Government Entity Only document type for the eCertification portal. This enables clerks to more easily identify documents submitted by governmental entities and determine when recording fees may be waived or adjusted. Guided by feedback from the public and clerks' offices, the Authority continues to enhance and update the program as needed.

Filing Activity Notification System (FANS)

Launched in January 2023 after extensive collaboration with Superior Court clerks, the Filing Activity Notification System (FANS) offers Georgia citizens a powerful tool in the fight against home theft and other potentially fraudulent activity. Provided as a free service, FANS notifies users whenever filings are made that match self-defined criteria — whether by name, address, or document type. Notifications can relate not only to real estate filings, but also to personal property (UCCs), liens, and plat documents. While the system cannot prevent fraudulent documents from being recorded, it does provide timely, actionable notifications that empower users to take appropriate follow-up steps.

Broad notifications are especially powerful because FANS is not limited to deed-related filings. The system also notifies users when other documents are filed — such as UCCs or liens — which are often unexpected and can be filed in any county across Georgia. Each notification includes key details to help users quickly determine whether the filing may affect them and provides links to additional resources for further investigation.

Users can set up notifications in three distinct ways:

- **Name-based notifications** inform users when any filing is made under a specific name.
- **Document-based notifications** allow users to track filings referencing their original deed, using the book and page number. These notifications are especially useful, as fraudulent filings often attempt to mimic legitimate transactions by referencing prior deeds. An unexpected notification may signal that urgent investigation is needed.
- **Address-based notifications** are generated when a specific street address is cited in a PT-61 transfer tax form or a UCC filing, indicating the possibility of a significant property-related event.

FANS is voluntary, user-friendly, and open to all at no cost. Citizens must simply register at <https://fans.gsccca.org/> using an email address or phone number. As of June 30, 2026, nearly **120,000** users were enrolled in the system — an increase of 41% from the previous year. Since the program's launch, users have submitted nearly **263,000** notification requests based on names, addresses, and document criteria, resulting in more than **508,000** notifications for nearly **767,000** matches.

To expand awareness, the Authority continues to promote FANS through ongoing public outreach in partnership with clerks of Superior Court statewide. Public response to the program has been overwhelmingly positive.

Carbon Sequestration Registry

The Georgia General Assembly passed the Georgia Carbon Sequestration Registry Act in 2004 to support efforts to reduce greenhouse gas emissions through carbon sequestration. In response, the Authority partnered with the Georgia Forestry Commission (GFC) to develop and maintain the **Carbon Sequestration Registry**, which serves several key objectives.

The registry's primary purpose is to promote the conservation and responsible management of forests as a means of mitigating the impact of harmful emissions. In addition, it creates an economic incentive for landowners by establishing a marketplace for "carbon credits" — tradable units based on the amount of carbon sequestered by preserved timberlands. These credits can be sold to industrial clients seeking to offset their excessive emissions. In this way, the system both rewards landowners for their conservation efforts and enables businesses with emissions overages to compensate by investing in environmental stewardship.

The registry documents and tracks the acreage of timberland that participating landowners agree to preserve. To maintain the integrity of the system, independent inspectors verify the initial registration and conduct periodic inspections to account for any changes caused by wildfires, storms, or other destructive events.

Disaster Planning & Data Archive Initiatives

Serving as custodian of their court's records is one of the most important roles of a Superior Court clerk. With this in mind, the Authority has made supporting clerks in their efforts to protect and preserve their records a priority by offering multiple programs to this end.

Launched in 2007, the **VaultTek Online Archive Program** (formerly MyVault) has provided the foundation of support and purpose from which all other archive initiatives have been conceived and implemented. Through a combination of hardware, software and technical support, the VaultTek data protection and monitoring service has supported clerks for over 19 years, delivering assurance in records' protection and best practice guidance in disaster planning. Serving Superior Court clerks remains at the core of the program's mission, as shown by the launch of a mobile application for VaultTek users in 2022 called **VaultTek Mobile**. The app provides convenient, on-the-go access to records stored through VaultTek allowing users to view and retrieve files quickly and easily from the palm of their hand.

With the launch of the VaultTek Mobile app, the Authority began the process of rebranding its MyVault Online Archive Program to reflect the new VaultTek naming. While continuing to remind users that they are one and the same product/service, Authority staff has progressively phased out the use of the familiar MyVault name associated with the online archive and replaced it with the new VaultTek branding. Through newsletters, training events, and other communication channels, clerks have now become accustomed to the new program branding. An initiative was undertaken in 2023 to redesign the VaultTek user interface (aka "the online dashboard") in order to apply the new branding and improve features. Development and implementation of the new design is ongoing behind the scenes, but the new login page was published and provides a preview of the new design.

The Virtual Microfilm Program (VMF) was launched in 2017 as an alternative to traditional microfilm for digitally archiving clerk records. The VMF system provides additional benefits to clerks by providing convenient and familiar record access, since it is designed to function as a document management system in addition to a record archiving system. VMF is rooted in the goal of empowering clerks with the tools and knowledge to improve their business operations and protect the records and resources for which they are statutorily responsible. The VMF program has proven its value beyond the clerk interface and provides a vital supporting role to VaultTek in routinely restoring records back to clerk offices.

Following is a more detailed review of the Authority's disaster planning and data archive initiatives and the many accomplishments of the past fiscal year.

VaultTek Online Archive Program

In 2007, the Authority launched the VaultTek Online Archive Program, an enterprise-level data protection service that was created to provide convenience and security for clerks in protecting the irreplaceable public records maintained by their office. VaultTek was designed and implemented by the Authority in support of the clerks' ongoing business continuity planning efforts. The intent of the program is to serve as a second line of defense against a data loss event or larger disaster at the courthouse. Enrollment in the program allows clerks to securely protect their real and personal property records, court data, accounting and business records, and general-purpose documents, among others. Safeguarding these records ensures their long-term protection and provides a reliable method for restoring lost data if necessary.

VaultTek's two-stage data protection solution offers the convenience of having a local copy stored on site combined with the security of having redundancy on GSCCCA servers at two offsite storage facilities. In addition, the nightly backups are securely managed and monitored daily to ensure that the jobs run smoothly and successfully. The program is designed to meet the needs of all counties of all sizes and with varying levels of IT support and complexity. The VaultTek program is currently protecting the electronic records of Georgia's Superior Court clerks in **158 counties**.

The benefits of the program to clerks include:

- Automated and secure nightly backups
- Live daily monitoring of jobs and equipment health
- Customized jobs
- Local and remote data storage
- Flexible scheduling
- Encrypted data transmissions
- Personalized account management
- Convenient and quick data restores
- Secure access to account through online dashboard
- Convenient, on-the-go access to records through mobile application, VaultTek Mobile
- Storage on dedicated and redundant GSCCCA servers
- Desktop and rackmount options for the local backup appliance
- Exceptional customer service

The clerk, as custodian, has the sole authority to decide what should and should not be included in their archive job. However, it is recommended that any sensitive public records or court data that is critical to the operation of the clerk's office or otherwise considered essential should be included. The VaultTek appliance can archive any electronic record, as long as it is accessible via the local network. The inclusion of all real estate records was initially required for participation in the archive program; however, the passing of S.B. 135 (Custodianship Bill) in 2015 defined new backup requirements for the protection of a clerk's electronic records. Enacted as Code Section 15-6-62.1, the amended Act specifies what records must be protected by electronic backups, how the backups must be performed, the number of separate backups, and the frequency in which the backups must occur.

A majority of the data backed up through VaultTek is directly related to real estate records. The amount of real estate data backed up from participating counties actually exceeds the amount of real estate data in the GSCCCA search systems. Through VaultTek, all real estate data in participating counties can be archived and protected, regardless of filing date.

Since the program was launched in 2007, all participating clerks have had access to their vault data through an online dashboard using a password-protected login. The dashboard provides live statistics about the last backup and allows users to view and restore items from their vault as needed. To make access even more convenient, the Authority developed a mobile application for VaultTek users called **VaultTek Mobile** which was launched in 2022. The app provides convenient, on-the-go access to records stored through VaultTek allowing users to view and retrieve files quickly and easily from the palm of their hand. Clerks are also encouraged to contact the Authority for assistance at any time, knowing that VaultTek is a managed service and jobs are monitored daily to ensure success.

Each year, Audit Reports are distributed to all clerks enrolled in the VaultTek Program. This customized report, which was further enhanced in 2022, contains details about the clerk's archive account, equipment, nightly job(s), including cloud-based backup jobs, and authorized users. The purpose is to encourage a periodic review of the job details (content, data location and scheduling) and ensure that the archive jobs are accurate and reflect the clerk's expectations. Clerks are also encouraged to review the report with their vendors and/or IT personnel to verify that all of the electronic records that the clerk wants protected are included in the job items noted. In addition to the annual review, Audit Reports can be generated at any time using the online dashboard, VaultTek Mobile app, or by making a request to the Authority. In February 2026, the VaultTek Audit Report was featured in the GSCCCA quarterly newsletter, which highlighted the report's value and benefit to clerks in promoting data protection awareness.

VaultTek is currently storing and protecting over **1.64 billion files**, totaling more than 683 TB of live data, available for recovery in the event of a disaster. The Authority performs proactive data auditing to reduce the amount of redundant data that must be stored. Even as the vault has grown and more new data has been archived, the Authority has been able to proactively and effectively manage storage space and cost. In addition to the 683 TB of live data (current versions of files), the VaultTek system maintains 30 days of previous file versions totaling 76 TB of additional data stored in the vault.

Through VaultTek, the Authority has been able to help counties successfully protect their critical records and resources and safely restore files to an operational state. On average, 10-15 requests to restore data are made per year. Since 2007, VaultTek has responded to **259 data loss requests** and has restored over 5.35 TB of data back to county systems. In FY 2026, the Authority received **11 requests** to restore data, resulting in over 265 GB of data successfully restored.

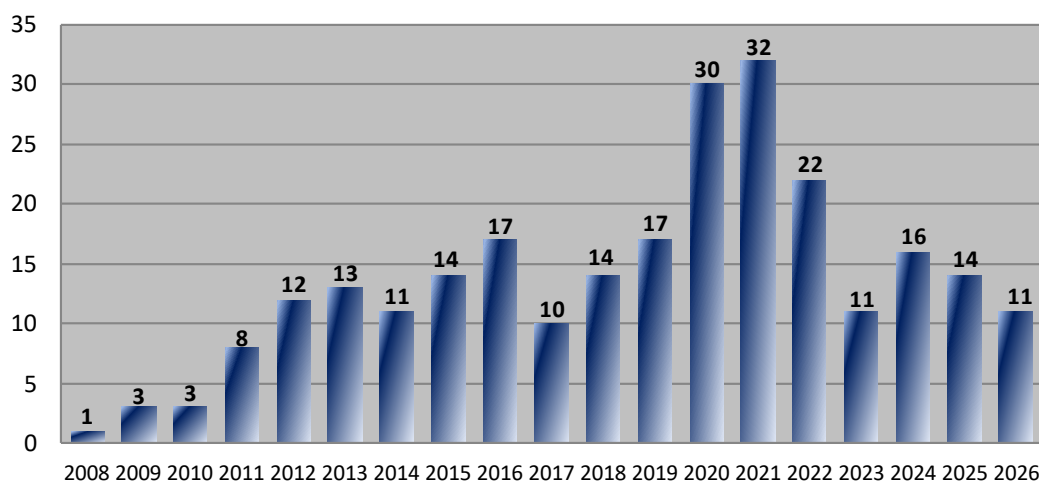
Restores are typically performed directly from the local appliance, which is normally the quickest method. A restore job is initiated and any requested data is restored back to a location on the county network. Small restores can also be performed by the clerk or an authorized user through the online dashboard at <https://vault.gsccca.org>. As required or in cases of larger volume requests, data can also be restored from the remote vault site(s) and delivered to the county via external media.

Having multiple backups is the best data protection strategy to ensure a good outcome following a data loss event. VaultTek provides that second line of defense against a disaster and ensures that a clerk's records are protected on the local archive appliance and on servers in two remote locations in Georgia and Colorado. By maintaining multiple backups in geographically unique locations, a county can lower its risk of having a catastrophic data loss event due to equipment failure, human error, data corruption, ransomware attacks, or natural disasters.

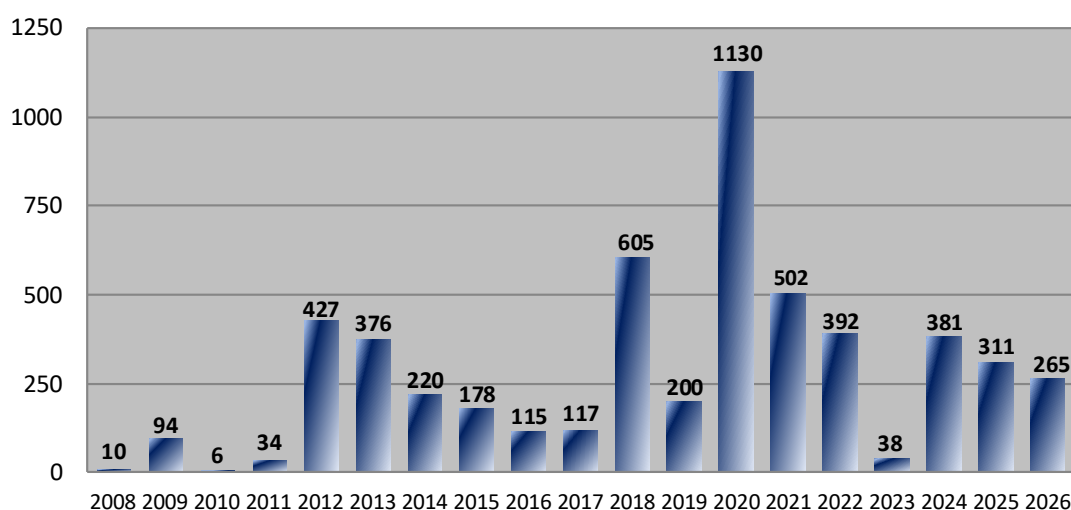
As more clerks utilize vendor services that host their records offsite, the Authority strives to meet clerk needs by working with vendors to identify viable solutions for protecting digital records wherever they are stored. This means being flexible in implementing solutions that vendors can accommodate while ensuring clerks satisfy the backup requirements of S.B. 135.

Various methods of data transfer to the Authority have been utilized, including: 1) use of an archive appliance at the vendor site, 2) use of the secure file transfer protocol (sFTP), and 3) use of a bucket transfer within Amazon Web Services. All data captured using these alternative methods is loaded into the Authority's remote vault locations for protection and is accessible to the clerk through their online dashboard.

Number of VaultTek Restore Requests by Fiscal Year



Volume of Data Restored (in GBs) by Fiscal Year



Following are some of the accomplishments of the VaultTek Program during FY 2026:

- Added over 124 million files totaling more than 125 TB of data to the vault.
- Managed, stored, and protected the growing number of clerks' digital records, which now exceed 1.64 billion files and 683 TB of live data in the vault.
- Managed 11 restore requests and restored over 264 GB of data back to clerks and/or their vendors.
- Restored more than 2.1 million files in FY 2026.
- Replaced and upgraded archive equipment for 11 counties.
- Completed operating system upgrades to Windows 11 for all eligible Tekmate appliances.
- Addressed technical and account-related issues for an average of 23 counties per month in FY 2026. Support topics included user credentials, storage configuration, network troubleshooting, interconnection fixes, hardware replacement, job detail updates, data corruption reports, shipping logistics, snapdrive loading, and disaster planning assistance.
- Delivered quarterly archive initiative updates to the Authority Board of Directors.
- Disseminated Audit Reports to all VaultTek users as part of annual outreach.
- Advanced efforts to back up clerk data stored in the cloud and worked with vendors to implement a process for transmitting this data to the vault. 76 counties participate in vendor-hosted services whereby records are transmitted to the vault from the hosted site.
- Advanced initiatives to improve the cloud integration and file transfer process to the vault for clerks that use vendor-hosted services in the cloud.
- Published and distributed archive newsletter "What Threat Worries You the Most?" to all Superior Court clerks. This year's edition challenged the reader to contemplate what threats are most worrisome and to plan their protection strategy by focusing on a single threat – one that presents the greatest risk to their records and is highly likely to occur. Concentrating on a single issue can instill confidence in the process and strengthen the team's ability to act with self-assurance when faced with a situation involving this threat.

- Planned, organized, and delivered Disaster Recovery and Records Management certificate training to clerks during their Spring Conference.
- Contributed to the review and advancement of VaultTek management tools that are currently under development.

VaultTek Mobile

After extensive planning and programming, the Authority proudly launched its VaultTek Mobile application in February 2022. Developing new technologies that make records' protection more convenient and accessible to clerks is an Authority priority, and the VaultTek Mobile app is an achievement that reflects this purpose. VaultTek users have always had web access to their vault through an online dashboard at <https://vault.gsccca.org>. Now, VaultTek users have the freedom to access their data on-the-go and easily connect to their vault account using their mobile device.

VaultTek Mobile's many helpful and convenient features include the ability to:

- View current VaultTek backup status at-a-glance
- Monitor recent activity
- Review and download custom reports
- Securely access VaultTek statistics and content
- Search and retrieve with ease a file stored through VaultTek
- Filter through folders to locate specific file types
- View, print, or download files on demand
- Easily share information with others
- Conveniently contact VaultTek customer support
- Receive notifications regarding VaultTek backup success

VaultTek Mobile can be downloaded from the Apple App and Google Play stores.

VaultTek Website and Blogs

VaultTek maintains a website featuring professionally written blogs that offer more information and insight about the importance of data protection and disaster planning. Featured topics have been written and published to this site bimonthly since 2022. Web visitors can explore the library of content online by navigating to <https://www.vaulttek.com/blog/>. Some posts feature a single topic, while others are written as a series to explore parts of a broader subject. The series format was first used to highlight the common causes of data loss and how to better prepare for these types of threats. Each blog in the series was dedicated to a different common cause.

In FY 2026, a new blog series was created to cover the three steps of the risk management process: 1) threat awareness, 2) risk impact analysis, and 3) mitigation. Other topics highlighted the risks of developing false confidence and making assumptions about current data protection plans rather than ensuring plans are documented, updated, and tested annually.

Virtual Microfilm (VMF) Program

The Virtual Microfilm (VMF) Program is another Authority initiative for archiving the digital records of Superior Court clerks and was conceived as an alternative to the traditional microfilm creation process previously provided by the Authority. The VMF Program streamlines the microfilm process and provides an enhanced method for quickly browsing, searching, printing, and downloading microfilm content right to a clerk's PC.

In July 2017, the Authority Board of Directors adopted a resolution to implement a new Image Archive Program upon learning that the statutory requirements for clerks of Superior Court to store deeds and other real estate records had been changed by the legislature. Code Section 36-9-5 previously required that such records be kept in fireproof safes or vaults, in fireproof cabinets, on microfilm, or offsite storage within 100 miles of the county. The legislative change authorized a new option to store these documents by electronic means in lieu of microfilm. With an opportunity to advance the technology and provide clerks with a valuable hands-on tool that is consistent with the legislative requirements, the new VMF system was designed and implemented.

The VMF online system provides a more efficient means for accessing archived records in a way that is both practical and meaningful to the clerk. The goal in offering the service is to continue providing clerks more control over the records for which they are custodians, including how they are permanently archived as required by law. This enhanced alternative to traditional microfilm benefits the clerks by providing back-up for important public records in the event of a disaster. Additionally, virtual microfilm technology produces better image quality for viewing and printing while saving time and resources previously spent recalling film/boxes from storage. The VMF system also provides a paperless option for those seeking more environment-friendly business solutions.

Advantages of converting to virtual microfilm are numerous and include:

- Prevention of record loss
- Enhanced image quality
- Easier access to information
- Greater ability to distribute documents over the internet or by email
- Reduction in storage space
- Ability to respond more quickly to customer requests

The initial import of deed images was completed in November 2017, totaling more than 44 million deed images across 67,000 deed books. From 2018 to 2019, another 28 million deed images were imported into the VMF system. As enhancements were made to the VMF application process, liens, plats, and historical documents were progressively imported into the system, and, in October 2019, the program reached a significant milestone: ALL real estate records ever received by the Authority were loaded and available for viewing in the VMF system. Today, the system stores more than **350 million images**, across 596,880 books totaling over **18.7 TB** of data that is protected and accessible for viewing through the web interface. Currently, deeds and liens are imported into the VMF system on a monthly basis. Plats are imported twice a year in January and June.

All VMF records are securely stored and protected in two geographically diverse, high-security datacenters in Georgia and Colorado. Stored digital content cannot be viewed without proper user

credentials/authorization. Each clerk has their own secure login for their individual county, which makes it easy for them to access and verify. All counties are automatically enrolled in the VMF Program, and each clerk has an account that gives them access to their VMF records through an online dashboard. The dashboard serves as the interface between the clerk and the virtual microfilm content for their county.

Through the VMF online portal, the clerk is empowered, as custodian of the records, to access and view archived records on a self-serve basis. The VMF portal allows the clerk's desktop PC, laptop, or mobile device to become a high-performance microfilm reader/printer. To help clerks better understand the program and its benefits, VMF webinars are offered periodically to demonstrate how to access the VMF website and use its built-in tools. All 159 counties are able and encouraged to participate in this free program offered by the Authority.

Website functionality continues to be refined with new features being added over time. Search functionality is easy to use and allows the clerk to search for a specific document right down to the page number. Link-sharing is also a useful feature and allows the clerk to quickly collaborate with customers and staff, minimizing cost, time and effort in sharing information. Other features and improvements are ongoing to enhance the user experience.

More clerks and vendors are discovering the benefits of using the VMF system to search and locate images on demand. The discovery of missing images on a clerk server is a common reason for a restore request through VaultTek. However, the VMF system is another resource available to clerks for locating missing images. In FY 2026, the VMF system was used to restore more than **31,950 images** back to clerk offices in eight counties. The biggest advantage to using the VMF system for this purpose is that the images in the system can be easily viewed and downloaded on demand if needed. This free tool is available to all clerks through the VMF portal at <https://vmf.gsccca.org>.

Following are VMF imaging totals as of June 30, 2026:

- Deed Books: 519,044
- Deed Images: 308.10 million
- Deed VMF: 63,550
- Deed Data Stored: 15.99 TB

- Lien Books: 59,605
- Lien Images: 29.44 million
- Lien VMF: 8,016
- Lien Data Stored: 974.63 GB

- Plat Books: 18,231
- Plat Images: 4.31 million
- Plat VMF: 1,145
- Plat Data Stored: 1.32 TB

VMF accomplishments for FY 2026 include:

- Restored over 31,950 images back to 8 clerk offices using the VMF system.
- Imported over 8.4 million new deed images, 2 million new lien images, and over 435,000 new plat images into the VMF system.
- Imported, on average, over 700,000 new deed images into the VMF system each month.
- Educated new and existing Superior Court clerks on the history and benefits of the VMF program and offered guidance on accessing the online tools.
- Delivered multiple webinar training sessions for clerks and their staff, featuring live demonstrations of the VMF website's functionality, navigation tools, key features, program components, and benefits.

Technology & Innovation

For over three decades, the Authority's IT staff has delivered forward-thinking solutions that support Georgia's Superior Court clerks and serve the public. By turning legislative mandates and ambitious ideas into practical, effective systems, the team has consistently fulfilled its mission: to empower clerks with technology that enhances office operations and strengthens service to their communities — saving time, reducing costs, and improving productivity along the way.

As the foundation of this innovation, the Authority's IT staff monitors, maintains, and protects the Authority's computer systems, statewide networks, and mission-critical databases. The team is deeply committed to protecting the security, integrity, and availability of this data while ensuring critical systems remain accessible to the public around the clock. Each year, the Authority implements upgrades to improve speed, reliability, efficiency, security, and user experience while continually seeking opportunities to reduce costs. User feedback is actively solicited and incorporated into product development and technical decisions, reinforcing the Authority's user-focused approach.

In 2024, the Authority restructured its IT team to form the Product Management Group (PMG), combining its former Development and Quality Assurance staffs into a single, agile team focused on managing products throughout their lifecycle. This approach promotes collaboration, accountability, and a strong focus on the needs of Superior Court clerks, website users, and other key stakeholders. At the beginning of FY 2026, the Authority added a product specialist, completing the PMG team.

While major initiatives led by the Product Management Group and the Authority's IT infrastructure teams often receive the most attention, the hundreds of smaller, behind-the-scenes efforts carried out each year are equally important. These activities support system stability, security, reliability, and responsiveness and are essential to the day-to-day operation of the Authority's technology environment. Together, they reflect a comprehensive approach to maintaining infrastructure, enhancing products and services, and ensuring the Authority can effectively meet evolving needs.

The following summarizes notable accomplishments, initiatives, and performance metrics from the Authority's Product Management Group and IT infrastructure teams — both Systems and Network — during FY 2026.

Product Management Group

Website (www.gscca.org):

The Authority demonstrates a continued commitment to enhancing the functionality, security, and user experience of its website, which drew more than 1.7 million unique visitors in the past fiscal year. Following are some of the actions taken during FY 2026 to reflect this commitment:

- Enhanced website security through continuous assessment and remediation efforts.
- Improved subscriber fee collection by requiring upfront payment for account reactivations, account upgrades, and subuser activations/reactivations.
- Strengthened image print fee collection by implementing print-charge thresholds that require payment once predefined limits are reached before printing can resume.
- Enhanced payment transaction transparency by generating dashboard alerts and email receipts for all credit card payments.
- Added printer-friendly dashboard alerts to improve user accessibility and support recordkeeping.
- Migrated the legacy Google reCAPTCHA platform to Google Cloud to ensure continued security, support, and protection against automated and fraudulent system activity.
- Implemented court orders to seal index data as requested.

eFiling & eRecording:

As electronic filing has become an essential component of filing UCC documents and recording real estate instruments throughout Georgia, the Authority is committed to continually enhancing its eFile system by incorporating customer feedback, adding new features, and improving performance, efficiency, and reliability. (See Pages 29–31 for more background on the Authority’s eFile Projects.)

Following are enhancements, performance metrics, and other information from FY 2026:

eFile System Actions & Enhancements

- Improved eFile system performance and user experience through ongoing evaluation of system processes and targeted enhancements that reduced database resource consumption, increased scalability, and strengthened overall system robustness.
- Launched new eFile Scanning feature, transforming designated courthouse search terminals into full-service eFile kiosks that allow filers to securely scan and submit paper documents directly through the eFile system.
- Developed a new Real Estate eFile Guide covering search terminals, ID verification, and the new eFile scanning feature, and distributed it to Superior Court clerks at the 2026 Spring Conference in preparation for the statewide deployment of full-service eFile kiosks. The Authority also revised the Search Terminal – Registration Guide, Search Terminal – Filer Guide, Filer Guide, and Clerk Guide.
- Updated the eFile portal to include a new instrument type: “Deed – TOD Beneficiary Affidavit,” which requires a PT-61. This was done in response to the passage of H.B. 413, which updates Georgia law governing transfer-on-death (TOD) deeds.
- Completed the eFile System Certification program, a formal process for certifying vendor eFile systems used by clerks for deeds, liens, and plats. The certification ensures systems meet standards

for quality, completeness, compatibility, and compliance with state law. Nine systems, including the Authority's eAssist platform, successfully completed testing and achieved certification. The Authority is also working with vendors to update certifications in response to the addition of the new "Deed – TOD Beneficiary Affidavit" document type, ensuring certified systems can receive and process these filings. As of fiscal year-end, five systems, including the Authority's eAssist platform, had completed the update and were certified to receive the new document type.

- Added a new image viewer to display submitted and recorded images sent to and received from clerks' offices, enabling users to view images within the application as they appear in Superior Court clerks' offices. Previously, images had to be downloaded for viewing or converted to PDF documents and opened in a separate tab. The new viewer provides a more user-friendly and efficient experience.
- Added an on-page document viewer, enabling document links to open within the application rather than in a separate browser tab.
- Standardized document viewing and download functionality across filing pages and dashboards with clearer document labels and improved support for PDF and TIFF files.
- Improved resolution of UCC eFile image stamping errors by adding the ability for county users to manually re-stamp filings when automatic stamping is unsuccessful and providing guidance and correction procedures to help reduce errors, minimize HelpDesk escalations, and facilitate timely resolution.
- Leveraged AI agents to improve reporting counts and classifications of eFile data.
- Conducted quality assurance testing for all eFile releases while refining testing procedures to improve efficiency, consistency, and system reliability.
- Provided training, at the request of clerks, on bulk lien eFiling for a group of tax commissioners.
- Continued providing courtesy email notifications for outstanding real estate (deeds, liens, plats, and pending lien searches) and UCC eFilings to assist clerks' offices in monitoring and processing eFile instruments.
- Continued supporting eFile vendors by communicating system updates, responding to questions regarding recent changes, and onboarding new vendor representatives to Georgia's eFile processes.

UCC eFile

- Continued to expand UCC eFile
 - County participation:
 - **154** of Georgia's 159 counties currently participate in UCC eFile.
 - **141** of participating counties mandate electronic filing of UCCs, representing **89%** of all Georgia counties.
 - **130** counties that mandate UCC eFiling utilize the auto-numbering feature, including **11** that were activated this fiscal year. Available only to counties that mandate UCC eFiling, this feature mitigates duplicate file numbers and allows multiple users to process UCC eFilings simultaneously, increasing productivity.
 - eFilings since inception in 2009:
 - **2,576,642** UCCs have been eFiled through <https://efile.gscca.org>, with **91%** accepted.
 - **660,685** UCC filings have been submitted through the Authority's UCC eFile API, with **98%** accepted.

- eFilings in FY 2026:
 - **296,400** UCCs were eFiled through <https://efile.gscca.org>, with **94%** accepted.
 - **134,432** UCC filings — **45%** of all eFilings — were submitted through the Authority’s UCC eFile API, an increase of 6 percentage points over the previous fiscal year.
 - UCC eFile usage increased 8% over the previous fiscal year.
 - More than **96%** of UCC documents filed statewide were filed electronically.

Real Estate eFile

- Continued to expand Real Estate eFile
 - County participation:
 - All **159 Georgia counties** have been activated to accept all document types for electronic filing since July 1, 2023.
 - **158** clerks’ offices — including **21** activated in FY 2026 — have opted to receive estimated filing fees for real estate filings (deeds, liens, and plats) submitted through the Authority’s eFile portal where the Authority collects filing fees. This feature also allows integrated submitters to send estimated filing fees. Value-added submitters send estimated fees in the XML per the clerk’s request.
 - eFilings since inception:
 - **11,911,509** total real estate documents have been eFiled through <https://efile.gscca.org>, with nearly **91%** accepted. The breakdown of instruments eFiled includes:
 - **8,744,852** deeds since inception in 2010, with over **89%** accepted.
 - **2,362,287** liens since inception in 2015, with over **92%** accepted.
 - **262,904** plats since inception in 2016, with over **91%** accepted.
 - **541,466** state tax liens since inception in 2018, with over **99%** accepted.
 - **6,378,490** real estate documents — nearly **54%** of all eFilings — were submitted through the Authority’s eFile API.
 - **5,329,489** were filed by Value Added Submitters.
 - **1,049,001** were filed by Integrated Submitters.
 - eFilings in FY 2026:
 - Real Estate eFile usage increased nearly **16%** over the previous fiscal year
 - **1,927,761** total real estate documents were eFiled through <https://efile.gscca.org>, with **89%** accepted. The breakdown of instruments eFiled includes:
 - **1,451,457** deeds, with **88%** accepted.
 - **425,719** liens, with over **90%** accepted.
 - **29,383** plats, with nearly **92%** accepted.
 - **21,202** state tax liens, with nearly **98%** accepted.
 - **970,577** real estate documents — over **50%** of all eFilings and a **2%** increase over the previous fiscal year — were submitted through the Authority’s eFile API.
 - **692,989** were filed by Value Added Submitters.
 - **277,568** were filed by Integrated Submitters.

Real Estate eFile ID Verification

- Continued to collect, verify, and securely store identification documents for individuals electronically filing real estate documents. Since the system launch in November 2024, users are able to validate a government-issued ID through the eFile website using a smartphone or a webcam, which were installed by the Authority on all public access terminals in Superior Court clerk offices.
 - Statistics since inception:
 - eFile government-issued ID verification statistics:
 - 48,049 IDs have been successfully verified.
 - 46,351 of these IDs received nearly instant approval.
 - 4,180 submitted IDs were manually reviewed by PMG team.
 - Breakdown of successfully verified IDs:
 - 45,634 driver's licenses
 - 1,297 passports
 - 767 state identification cards
 - 334 passport cards
 - 17 permanent resident cards
 - Method of verification:
 - 36,306 via mobile device
 - 11,424 via webcam
 - 319 using a combination of both
 - Top five issuing authorities:
 - Georgia (41,316)
 - United States Federal Government (1,646)
 - Florida (1,334)
 - Alabama (408)
 - South Carolina (369)
 - Statistics for FY 2026:
 - eFile government-issued ID verification statistics:
 - 28,454 IDs were successfully verified.
 - 27,441 of these IDs received nearly instant approval.
 - 2,374 submitted IDs were manually reviewed by PMG team.
 - Breakdown of successfully verified IDs:
 - 27,022 driver's licenses
 - 776 passports
 - 479 state identification cards
 - 167 passport cards
 - 10 permanent resident cards
 - Method of verification:
 - 21,184 via mobile device
 - 7,269 via webcam
 - 1 using a combination of both
 - Top five issuing authorities:
 - Georgia (24,424)

- United States Federal Government (953)
- Florida (844)
- South Carolina (228)
- Alabama (217)

eFile Escrow Accounts

- Continued to support eFile escrow accounts through wire transfers, utilizing an automated, self-serve process that allows customers to fund their accounts instantly and at a low cost.
 - Since inception, 1,479 wire transfers have been processed, totaling nearly \$37 million.
 - This fiscal year, 456 wire transfers have been processed, totaling over \$11.1 million.
 - Wire transfer customers have saved over \$1.1 million in fees compared to credit card funding, including over \$383,000 saved this fiscal year alone.

Billing & Payment Systems:

- Expanded usage of **ePay**, the Authority's ACH payment platform, providing participating counties with a convenient and secure method for submitting UCC, real estate, and notary fees while maintaining access to payment history and records. Following are statistics from ePay's second year:
 - 87 counties are activated for participation with 59 currently utilizing the platform.
 - 19 counties were activated in FY 2026.
 - 1,784 ACH payments were submitted, including:
 - 575 real estate payments
 - 610 UCC payments
 - 599 notary payments
- Restructured billing workflows and significantly improved invoice generation performance, reducing system workload, improving processing speeds, and enhancing the overall efficiency and reliability of billing operations.
- Partnered with the CyberSource TMS (Token Management Services) migration team to successfully transition payment data to a modern tokenization platform, enhancing security while maintaining uninterrupted payment processing.
- Maintained secure and uninterrupted credit card and ACH payment processing by updating CyberSource security credentials.

Filing Activity Notification System (FANS):

- Continued to promote and expand FANS. The following metrics reflect activity since the program's launch in January 2023:
 - Registered users: **119,636** (41% increase over FY 2025)
 - User requests involving names, addresses, and document types: **262,683**
 - Notifications sent: **508,355**
 - Matching records identified: **766,700**

Fines & Fees:

- Launched a new compliance dashboard that enables court users to view their compliance status and history, identify outstanding requirements, and submit missing forms without waiting for mailed compliance notices.
- Introduced a training calendar feature that allows court users to access upcoming training schedules as well as presentations and notes from prior sessions.
- Generated new production REST API keys to ensure continuity of CourtTrax ACH payment processing.
- Updated the Fines and Fees Calculator to incorporate Probate Retirement Fund changes mandated by SB 489.

Notary & Authentications:

- Enhanced the Notary Online system by improving search and viewing capabilities for mail-in renewal applications, streamlining processing workflows, and increasing staff efficiency.
- Added mobile device support to the Authentication Prepayment System, providing a seamless and responsive user experience across smartphones, tablets, and desktop platforms.

Real Estate Project:

- Completed the Pending Lien Project, partnering with 46 counties to resolve and remove 3,102 Department of Revenue liens that had been pending for more than 1,000 days, achieving a 100% completion rate. To help prevent future backlogs, the PMG team continues to provide monthly notifications to counties and conduct one-on-one training, an approach that has proven effective in quickly resolving newly identified pending liens. At fiscal year-end, only 47 liens remained on the report — just 1.5% of the original project size.
- Managed a comprehensive update of Real Estate documentation, including guidelines for real estate recording, historical re-indexing, the Image API, certification, and related systems.
- Delivered targeted improvements to index data validation processes, resolving longstanding book/page and dash-handling issues while strengthening overall data quality and consistency.
- Processed 1,320 Real Estate Images using the On-Demand Fast Pass Redaction process and manually reviewed 610 of those images.

Other PMG Actions/Activities:

- Developed and launched the **Authority Product Participation Form** to track county enrollment in GSCCCA products and services, helping clerks identify available resources and opportunities for expanded engagement. Overall participation remains strong, with 38 counties enrolled in all tracked products and services and several programs nearing statewide adoption.
- Collaborated with several clerks' offices to create the **Government Entity Only** document type for the eCertification portal, helping clerks more easily identify documents submitted by governmental entities and determine when recording fees may be waived or adjusted.

- Reviewed Program Status Reports, issued monthly courtesy compliance notifications to clerks' offices for deeds, liens, plats, protective orders, and pending lien searches, and collaborated with offices to address and resolve any identified compliance issues.
- Managed the **Change Control** document which is used by senior management and PMG staff to track change requests and thoughtfully prioritize development efforts to determine the best use of resources. During FY 2026, 35 tracked projects were completed.
- Launched an update to the legacy Image FTP service that routes all images through the new Image API, providing the Authority and vendors with access to new features and improvements while maintaining backward compatibility for vendors. Since its launch, the new Image API has received more than 27.7 million images.
- Designed and deployed modifications to the Protective Order Registry in response to H.B. 177, supporting revised protective order forms and ensuring continued compliance with evolving statutory requirements. More than 50,000 Protective Orders were indexed by clerks and electronically transmitted by the Authority to GCIC in the past fiscal year.
- Successfully implemented and supported H.B. 199 requirements for restricting protected personal information from public disclosure, ensuring timely processing of requests, while maintaining compliance, data integrity, and secure access controls across affected systems.
- Delivered a comprehensive modernization of the Broadcast Portal, transforming a legacy application into a modern, secure, and maintainable platform for managing and viewing current and historical broadcast events.
- Processed 16,165 UCC Images using the On Demand Fast Pass Redaction process and manually reviewed all of those images.

IT Infrastructure – Systems Team

Cybersecurity & Access Management

- Significantly strengthened the Authority's cybersecurity posture through multiple coordinated initiatives, including:
 - Implemented multi-factor authentication (MFA) for staff email and remote network access, reducing the risk of unauthorized access to critical systems.
 - Enhanced email security and authentication controls to help prevent email spoofing, phishing attempts, and other malicious communications.
 - Deployed a new enterprise endpoint protection (anti-virus) solution across all devices, providing advanced threat detection and response capabilities.
 - Modernized the Authority's authentication infrastructure and encryption standards, improving security, eliminating reliance on outdated technologies, and ensuring readiness for future industry security requirements.

Infrastructure, Backup & Disaster Recovery

- Completed a major infrastructure modernization initiative, including migration of 54 servers, replacement of legacy storage systems with modern platforms, and significant progress in transitioning a key database system to a modern, supported environment. These improvements enhanced system reliability, performance, and security, while reducing risks associated with aging infrastructure and establishing a strong foundation for future technology initiatives.

- Modernized the Authority's backup and disaster recovery environment by implementing a new backup platform across the Primary and Recovery sites, including cloud-based systems. The project improved recovery speed, simplified administration, and strengthened protection of critical data and services.
- Continued long-term infrastructure planning by evaluating disaster recovery solutions, coordinating with vendors, and developing scalable data center strategies to support future growth and resiliency.

Cloud & Enterprise Systems Modernization

- Completed modernization of the Authority's email environment by transitioning to a cloud-first hybrid model and retiring legacy infrastructure. The project improved reliability, strengthened security controls, and better positioned the organization for future cloud initiatives.
- Implemented a cloud storage initiative to improve protection of user data and streamline workstation replacement and recovery processes, reducing the risk of data loss.
- Designed and deployed an automated certificate management solution to ensure continued compliance with industry security standards while reducing manual administration.

Operational Efficiency & System Monitoring

- Enhanced system monitoring and reporting capabilities through platform upgrades and expanded infrastructure monitoring tools, increasing visibility into system health and enabling faster identification and resolution of issues.
- Implemented a Self-Service Password Reset solution for internal and external users. Following a successful internal rollout, deployment to counties began, reducing HelpDesk workload while improving user convenience and account security.

Communications & Organizational Support

- Modernized voice communications by replacing the legacy phone circuit with fiber connectivity, improving call quality, reliability, and vendor supportability.
- Implemented a new eFax solution, providing greater flexibility and reliability while reducing dependence on legacy fax technology.
- Provided organization-wide technical support, including conference audiovisual services, employee onboarding assistance, training development, and ongoing technology guidance to support operational efficiency and successful adoption of new systems.

IT Infrastructure – Network Team

Infrastructure Modernization

- Completed a comprehensive rebuild of the Authority's network infrastructure, culminating a multi-year modernization initiative. The project required rebuilding the network from the ground up, including new architecture, enhanced security controls, and restoration of connectivity for all county and internal systems, establishing a stronger and more resilient foundation for ongoing operations.

- Deployed 157 network switches — the foundational hardware that connects computers, servers, and devices — across county locations to modernize aging infrastructure. This rollout standardized the county network environment and significantly improved reliability and performance for clerks and their staff.
- Built new core network infrastructure at the Authority's remote datacenter, including routers, firewalls, network switching, and supporting management systems. The project included installation of new equipment, fiber connectivity, and comprehensive testing and validation. This investment provides a modern, redundant, and scalable foundation to support continued operations and future growth.

Security & Connectivity

- Deployed 62 firewalls across county locations and other facilities as part of a statewide network modernization effort. Firewalls control what traffic is allowed into and out of a network, protecting systems from unauthorized access. Each unit was pre-configured and staged prior to deployment, reducing installation time and ensuring consistent security standards across all locations.
- Completed VPN deployments to 56 counties, with additional phases underway. A virtual private network creates an encrypted connection between a remote location and the Authority's central systems, allowing counties to securely access resources without relying on unprotected connections. The rollout introduced a structured intake and scheduling process to improve coordination and consistency across deployments.
- Modernized county VPN connections through architectural improvements that significantly reduced workload on firewalls, increased available network capacity, and enhanced the stability and performance of county-facing services.

Monitoring & Automation

- Developed automated network management tools, including centralized threat intelligence integration and an operational visibility dashboard for the Network Team. These improvements reduced manual effort, accelerated response to emerging threats, and provided greater real-time visibility into the health and performance of the network environment.

HelpDesk – Customer Support

HelpDesk serves as the Authority's frontline customer support team, providing technical assistance to Superior Court clerks, their staff, and the general public. Available from 7:30 a.m. to 6:00 p.m. each business day, HelpDesk handles tens of thousands of customer inquiries annually through phone, email, and Live Chat support.

Recognizing the critical role HelpDesk plays in supporting the Authority's programs and serving its customers, the Authority remains committed to maintaining a highly trained support staff. HelpDesk representatives regularly receive targeted training on notary services, UCC filings, indexing, fines and fees, eFile, and other key Authority programs. This ongoing investment in staff development helps

improve response times, increase first-contact resolution rates, and ensure customers receive knowledgeable, accurate, and consistent support.

HelpDesk Statistics

The following annual statistics reflect both the significant volume of customer inquiries handled by HelpDesk and the team's continued commitment to responsive service:

- Total Calls: **44,673** (62% increase over previous year)
- Average Speed of Answer: **2 minutes 28 seconds**
- Percent Overflowed to Voicemail: **2%**
- Average Talk Time: **6 minutes 16 seconds**
- Total Email Requests: **33,250+** (25% increase over previous year)
- Total Chat Sessions: **1,824** (41% increase over previous year)
- Total Hardware/Repair Requests: **652** (14% increase over previous year)
- Tickets Received: **35,323** (40% increase over previous year)
- Tickets Resolved During Initial Contact: **87%**

Top Requests for Help

- eFile Real Estate Deeds: Customer Filing Question (8,101)
- GSCCCA Website: Site Navigation Assistance (3,490)
- Notary Project: Training Online General Q/A (2,559)
- GSCCCA Website: Username/Password Request (2,193)
- eFile Real Estate Deeds: File Rejection (1,786)
- FANS: Site Navigation Assistance (1,711)
- eCertification: Site Navigation Assistance (1,528)
- eFile Real Estate Deeds: Username/Password Request (1,073)
- eFile ID Verification: General Assistance (764)
- eFile Liens: Customer Filing Question (757)

HelpDesk team members often collaborate with the Authority's IT staff to support Superior Court clerks and their offices. Below are comments from Emanuel County Clerk of Court Kristin Hall regarding the service she received from both teams.

“Just wanted to take a moment to brag on IT and their assistance in setting up all new workstations for my office. We were working on some pretty outdated machines (our choice) and upon request all new machines were promptly sent. During install, the IT HelpDesk has been phenomenal in getting things up quickly and all of us back to work. Please share a BIG THANK YOU with all of your staff on a job well done! We really couldn't make it without the Clerks' Authority and its awesome team!”

Supporting Superior Court clerks and their staff is a core part of the HelpDesk's mission, but equally important is the assistance it provides to members of the public, including website users, eLearn participants, and FANS subscribers. Below are comments from Georgians who have benefited from that support.

“A HUGE thank you goes to Brittany! She just talked me through the e-filing process and was awesome. Professional behavior, patience and kindness were evident. She was delightful! She should be training others.”

“I want to report to Michaela’s supervisor how much I appreciate the time and effort she put into resolving a problem I had with my efile account and assisting in filing a deed. Michaela is very knowledgeable of the system, but more importantly she is very patient in dealing with people like me who are not very tech savvy. She should be commended!!”

“I want to take this opportunity to BRAG ON and THANK Nicolina for her exceptional and efficient help with a tech issue that she quickly helped me to resolve! She is a GEM and I hope that she gets not only a shout out but a monetary bonus for going over and beyond. It is refreshing to be provided such professional service and she gives a great image of your department and represents you all well. Many, many thanks!”

“I felt compelled to send a short note regarding the exemplary service I received today from James, your customer service representative. He was not only professional but kind in taking me through the steps to secure a certified copy of certain pages of my warranty deed. I had initially attempted to do this on my own but only ended up frustrated and confused. James patiently walked me through the steps to locate the needed information, put in a request for the needed pages, and answered all my questions. James is, indeed, a great asset to your organization.”

"I was overwhelmed by the e-filing process, but Michaela was incredibly patient, kind, and reassuring. She guided me through every step, answered all my questions, and made the process easy to understand. I truly appreciated her support and professionalism."

“I recently called your website help line about a TODD filing in Fulton County. I talked to Trevin last Friday and Brittany this morning for assistance. I would like to say that you have a group of really great staff members. They are super nice, very patient, and have knowledge that goes well beyond technical website support. They answered all my questions, made valuable suggestions regarding the forms and supporting documents I needed to prepare for filing, and clearly explained how to register an account before starting the filing process. If you have an evaluation form, I would give them top marks.”

“I had the occasion to apply for a transfer on death application with the Fulton County Superior Court Clerk's office and needed help in filing the application. James assisted my wife and myself through this process which is not a simple procedure. I want to thank him for his patience and assistance in getting this done correctly.”

Equipment & Software Outreach

To support its legislatively mandated programs and advance the modernization of Georgia's Superior Court clerk offices, the Authority has provided nearly 36,000 pieces of equipment since 1995, including computers, printers, scanners, and servers. For many clerk offices, this investment represented their first significant step toward automation through the implementation of the UCC Project.

In addition to providing equipment, the Authority maintains an extensive technology support program serving all 159 counties. Authority IT staff travel statewide to install, maintain, and replace equipment, with eligible devices replaced on a three-year cycle through the Statewide Computer Replacement Project. During FY 2026, the Authority invested more than \$1.2 million in replacement equipment to help ensure clerk offices have reliable, up-to-date technology. The Authority also completed its Statewide Network Upgrade Project, providing consistent, high-speed internet connectivity across all 159 counties and enhancing both image transmission and system backup capabilities.

Beyond hardware and infrastructure, the Authority continues to provide software and technology resources that help clerks operate efficiently and securely. Through its Software Initiative, more than 2,100 Microsoft Office and Adobe Acrobat packages have been deployed to clerk offices statewide. The Authority also provided laptops and related equipment during the COVID-19 pandemic to support remote operations and ensure uninterrupted service delivery during emergency operating conditions.

For more than three decades, equipment and technology outreach has remained a core component of the Authority's commitment to Georgia's Superior Court clerks. By investing in modern hardware, software, infrastructure, and technical support, the Authority helps ensure clerk offices have the tools necessary to meet operational demands, maintain compliance with Authority programs, and continue serving the public effectively.

Below is a summary of the Authority's equipment and software outreach efforts during FY 2026:

- Ordered, processed, and shipped a total of **1,534 pieces of new and upgraded equipment** to clerks' offices including CPUs, monitors, servers, laptops, and scanners.
- Invested **\$1,244,639** in equipment for counties as part of the Authority's Statewide Computer Replacement Project, replacing depreciated equipment in all 159 counties through a three-year replacement cycle.
- Acquired and deployed **442 Microsoft Office** and **327 Adobe Acrobat** software packages to 69 clerks' offices as part of the ongoing Software Initiative
- Handled **109** purchase orders totaling more than **\$3.7 million** for equipment and infrastructure purchases for counties and GSCCCA offices.
- Ordered and inventoried equipment for the network upgrade project to improve internet speeds and management of the statewide network.
- Transferred more than **1,700 pieces of equipment** to the Georgia Department of Administrative Services for proper disposal per state guidelines.
- Processed equipment repairs essential for daily operations within clerk offices including computers, flat-panel monitors, and scanners. Tracked all repairs and ensured that items were returned in a timely manner.

- Maintained regular communication with counties to support compliance with Authority projects, including UCC Project, Real Estate Deed Project, and Lien, Plat & Map Project.
- Maintained comprehensive equipment inventory records, enabling the prompt and accurate resolution of county inquiries and equipment-related issues.
- Continued to streamline and simplify communication with counties by providing real-time information on equipment policies, frequently asked questions, and inventory details.

Training Program

Since the UCC Project launched in 1995, training has been a core service of the Authority, evolving each year to better meet the needs of Superior Court clerks, their staff, and other stakeholders. Training is designed to be current, accurate, and practical, with a focus on accessibility and ease of use. To support this goal, the Authority offers multiple training formats, including online courses, webinars, in-person classes, and virtual instruction. All training is provided free of charge to Superior Court clerks, their employees, and vendors, and is utilized by thousands of participants each year.

To expand training opportunities for users throughout the state, the Authority began offering online training courses in 2006. To enhance this delivery model, the Authority launched eLearn.gsccca.org in 2019 as its learning management system and continues to expand and improve its features and functionality. Since its launch, nearly **254,000** users — including clerks, deputy clerks, vendors, and notaries — have accessed eLearn. In FY 2026 alone, more than **84,000** users visited the site nearly **300,000** times. The LMS currently offers 12 online courses that are regularly updated to reflect changes in law, policy, and system functionality while maintaining a consistent, user-friendly experience.

In addition to its online offerings, the Authority provides in-person instruction and remote learning opportunities. Webinars, introduced early in the program’s history, became especially important during the COVID-19 pandemic and remain a widely used format. In FY 2026, the Authority conducted **97** training sessions — including webinars, in-person classes, and one-on-one instruction — reaching nearly **3,000** participants across a range of topics.

The Authority regularly assesses training needs by engaging clerks and other stakeholders, as well as internal teams, to identify gaps and emerging priorities. Developing new courses and continuously updating existing content ensures the program remains responsive and aligned with the evolving needs of Superior Court clerks and other users.

Following is more detailed information about the Authority’s training efforts during FY 2026.

Online Courses

The Authority currently offers **12 online training courses** via the eLearn platform, with additional courses in development. Courses are offered free of charge and are available 24/7, making training readily available regardless of schedule or location. Participants can complete courses at their own pace and revisit material as needed, providing a flexible and convenient training option.

The online training program serves a broad audience, including Superior Court clerks, deputy clerks, vendors, and Georgia notaries. The Authority's Notary Public course, which satisfies the statutory training requirement for all new and renewing notaries, remains one of its most widely utilized offerings, with nearly 52,000 individuals completing the course during FY 2026.

Below is a summary of each course and FY 2026 participation:

- CourtTRAX.org
 - Training available to Superior Court clerks/deputy clerks and vendors
 - 75 people participated in the course this year
- eCertification Portal
 - Training available to Superior Court clerks/deputy clerks and vendors
 - 49 people participated in the course this year
- ePay Portal
 - Training available to Superior Court clerks/deputy clerks and vendors
 - 19 people participated in the course this year
- GSCCCA Fines & Fees – Introduction
 - Training available to all court personnel (Superior, State, Probate, etc.) and vendors
 - 160 people participated in the course this year
- GSCCCA Indexing Standards
 - Training available to Superior Court clerks/deputy clerks and vendors
 - 90 people participated in the course this year
 - 11 participants took the Indexing Certification Exam, with 4 successfully passing the exam
- GSCCCA Indexing Standards – Extended
 - Training available to Superior Court clerks/deputy clerks and vendors
 - 71 people participated in the course this year
- GSCCCA Indexing Standards – Common Mistakes
 - Training available to Superior Court clerks/deputy clerks and vendors
 - 65 people participated in the course this year
- Notary Online
 - Training available to Superior Court clerks/deputy clerks
 - 65 people participated in the course this year
- Notary Online – Mail-in Renewals
 - Training available to Superior Court clerks/deputy clerks
 - 62 people participated in the course this year
- Notary Public
 - Training available to Superior Court clerks/deputy clerks and the general public

- Serves as the approved educational course for Georgia notaries, satisfying the statutory training requirement. Upon successful completion, participants receive a certificate that must be included with their notary application.
- 51,919 people completed the course this year
- UCC
 - Training available to Superior Court clerks/deputy clerks
 - 80 people participated in the course this year
- UCC eFile
 - Training available to Superior Court clerks/deputy clerks
 - 39 people participated in the course this year

Webinars

Remote learning has become an increasingly popular training tool, allowing participants to receive instruction without the time and expense associated with travel. In FY 2026, the Authority leveraged the Zoom platform to deliver a comprehensive schedule of **40 webinars** on the following topics:

- Authority ACH 101 & Accounting Tips (ACH Opportunities)
- Authority Emails — Point of Contact
- Authority Websites
- Clerk Resource Center/Program Status Report
- Common Indexing Transmission Errors
- CourtTRAX Enhancements
- eCertification 101
- eFile 101
- ePay
- Filing Activity Notification System (FANS)
- Fines and Fees
- Good-From, Good-Thru Dates
- Historically Speaking — The Evolution of the Clerks' Authority
- Navigating eLearn and Training
- Outlook 101
- Pending Lien Search
- Protective Orders
- Uniform Commercial Code — Guidance for Acceptance/Refusal
- Updates to Family Violence and Dating Violence Protective Orders
- Virtual Microfilm (VMF)

In-Person Classes & One-on-One Training Sessions

Despite the growth of remote learning, in-person instruction remains an important component of the Authority's training strategy, providing opportunities for direct interaction, discussion, and hands-on learning. In FY 2026, the Authority offered **24 in-person classes** on multiple topics, including:

- Real Estate Indexing Standards

- Fines and Fees
- Filing Activity Notification System (FANS)
- Notary Public Training

In addition to a full calendar of scheduled classes, the Authority also provided customized, one-on-one training, upon request, for clerks' offices and other groups. These tailored sessions covered a variety of topics, including:

- Authority Emails — Point of Contact
- Authority Websites
- Bulk Lien eFiling
- County User Accounts Form
- CourtTRAX
- eCertification
- eCert — Regular Copy feature
- eFile Portal
- ePay
- Filing Activity Notification System (FANS)
- Fines and Fees
- ID Verification
- Navigating eLearn and Training
- Notary Online
- Notary Online Mail-In Renewal
- Pending Lien Resolution
- Protective Orders
- Real Estate eFile
- Real Estate Indexing Standards
- Real Estate Indexing Standards Certification Exam
- UCC
- UCC eFiling
- UCC Auto-Numbering

Additional Training Opportunities

Authority staff also supported and participated in clerk conferences and meetings throughout the year — providing training, facilitating session discussions, and offering on-site audio and video assistance. These included:

- COAG Fall Conference – Savannah
- Clerks' Winter Training – Atlanta
- Clerks' Spring Conference – St. Simons
- District meetings across the state

Participation in these programs provides valuable face-to-face interaction with Superior Court clerks, allowing for the opportunity to learn more about issues and challenges facing clerks and the opportunity for staff to share information and answer questions about Authority programs and services.

Continuous internal staff training is also prioritized to support efficiency and service quality. HelpDesk team members receive ongoing instruction on high-volume topics such as eFiling, notary issues, UCC filings, indexing, fines and fees, and eCertification. “Lunch and Learn” sessions continued this fiscal year to facilitate interdepartmental knowledge sharing. Whether for onboarding, legal updates, new courses, or general refreshers, internal training is aimed at maintaining a knowledgeable and responsive workforce. These efforts help ensure consistent understanding across teams and contribute to a more cohesive and effective workplace.

Training for Other Constituencies

In addition to providing training to Superior Court clerks and their staff, the Authority also offers instruction to various additional constituencies and continues to successfully partner with other groups to conduct important training. Following are more details regarding these efforts during FY 2026:

- Continued providing **Notary Public** online course, which is offered free of charge through the Authority’s eLearn platform and serves as the approved course for all Georgia notaries. Nearly 52,000 Georgians completed this training in FY 2026.
- Delivered 21 **Notary Public Training** sessions —11 in-person classes and 10 webinars — on the role and responsibilities of a notary public. These classes were hosted by Superior Court clerks and offered to members of the public free of charge. During FY 2026, nearly 2,200 Georgians took advantage of this free training.
- Provided an additional **Notary Public** class for a local law firm.
- Conducted a **Fines and Fees** class for Municipal Court clerks in partnership with the Institute of Continuing Judicial Education at UGA.
- Provided training on **bulk lien eFiling** for a group of tax commissioners.
- Conducted webinars and in-person training on **FANS** to numerous public organizations.

Outreach & Professional Development

The Authority values its longstanding partnership with Georgia’s Superior Court clerks and is dedicated to providing the tools, information, and support that help clerks and their staff meet the needs of their courts and communities. The Authority also engages with a broad range of stakeholders — including notaries, courts, legal and real estate professionals, government agencies, law enforcement, and the general public — to promote awareness of its services, facilitate access to information, and support the effective administration of its programs. Additionally, the Authority recognizes the importance of professional development and encourages staff participation in industry organizations and leadership opportunities that enhance the Authority’s services and strengthen its role as a leader in the fields it serves.

Below is a summary of the Authority’s outreach and professional development activities for FY 2026.

- Continued to provide **free public access** to the Authority’s statewide indexes through search terminals located in all Superior Court clerk offices. During FY 2026, the Authority enhanced public access by launching a new eFile Scanning feature, transforming designated search terminals

into full-service eFile kiosks that allow filers to securely scan and submit paper documents directly through the eFile system.

- Continued to enhance the **Clerk Resource Center** by updating content and adding new materials. This password-protected site provides clerk-specific resources such as program status reports, conference materials, and direct links to Notary Online, PT-61 Online, and the Authority's Training Center. It also serves as a centralized hub for clerks to access updates on legislative changes and other evolving issues impacting Superior Court clerks' offices.
- Continued to produce **quarterly newsletter** for Superior Court clerks that is posted on the Authority website.
- Continued to strengthen the Authority's **social media** presence. By utilizing Facebook and Twitter, the Authority is able to communicate with its customers and reach out to potential subscribers while keeping clerks better informed.
- Provided quarterly **Fines & Fees Division reports** to external stakeholders including the Legislative Budget Office, Senate Budget Office, Georgia Supreme Court, Governor's Office, and Georgia Public Defenders Council. Additionally, submitted monthly reports to the Criminal Justice Coordinating Council to fulfill statutory reporting requirements for Local Victim Assistance Program (LVAP) funds.
- Supported implementation of H.B. 199 through the development of policies, procedures, and system enhancements designed to protect sensitive personal information from public disclosure, including information related to judges and their spouses. These efforts balanced privacy protections with the continued availability and integrity of public records.
- Provided support to probation companies and other entities affiliated with the courts for purposes of collecting and disbursing fines and fees.
- Continued to promote and provide training for the **Filing Activity Notification System (FANS)**, a free service launched in 2023 to help protect Georgia property owners from home theft and other fraudulent activity. At fiscal year-end, nearly **120,000** users were enrolled in the system — an increase of 41% from the previous year — and more than 508,000 notifications had been sent.
- Sold more than 1,700 copies of **Georgia Notary Handbook, 14th Edition**, an excellent reference for Georgia notary law, notary procedures, and best practices.
- Continued to provide courtesy email notification to all notaries with an email address on file 30 days prior to commission expiring.
- Provided free notary training to the public through online and instructor-led programs:
 - Continued offering the online **Notary Public** course through the Authority's eLearn platform. The course serves as Georgia's approved notary education program and satisfies the statutory training requirement for all notaries. Nearly 52,000 Georgians completed this training in FY 2026.
 - Delivered 21 **Notary Public Training** sessions — 11 in-person classes and 10 webinars. These sessions were hosted by Superior Court clerks and provided free notary training for nearly 2,200 Georgians during FY 2026.
- Conducted a **Fines & Fees class** in conjunction with the Institute of Continuing Judicial Education at UGA for Municipal Court clerks.
- Handled and processed to resolution UCC, notary public, real estate, fines and fees, and training inquiries from clerks' offices, UCC filers, online users and the general public.
- Maintained liaison roles with the State Bar, public users, title examiners, surveyors, GCIC, and courthouse vendors.

- Fielded questions from law enforcement and offices of the United States Attorneys regarding the UCC filing process.
- Handled, in conjunction with Attorney General’s Office, open records requests from the public.

Professional Development:

- Continued to benefit from staff participation and leadership in national industry organizations, helping the Authority remain informed of emerging trends, best practices, and legislative developments affecting its programs and services, including:
 - Serving a tenth term as president of the Board of the **Notary Public Administrators (NPA)**, an organization that brings together public and private stakeholders in the notary industry. Through its leadership role in NPA, the Authority remains engaged in national discussions regarding notary law and is better able to monitor changes and trends that could affect Georgia notaries.
 - Serving as past-president of the **International Association of Commercial Administrators (IACA)**, a professional association of government officials responsible for business entity and secured transaction record systems. Participation in IACA provides valuable opportunities to collaborate with filing offices and industry representatives from across the country, exchange best practices, and stay informed of developments affecting UCC administration and related record systems.
- Participated in the **Court Technology Conference**, engaging with court and technology leaders from across the nation to explore emerging technologies, industry trends, and innovative approaches to improving court operations and public services. Insights gained through this conference help inform the Authority’s ongoing efforts to enhance its technology platforms, strengthen customer service, and identify opportunities for future program improvements.

Conclusion

Since opening its doors in 1995, the Authority has experienced remarkable growth while maintaining a steadfast commitment to strategic innovation. Through its various programs and services — all implemented without funding from local, state, or federal taxes — the following benefits have been achieved:

- The public enjoys unprecedented access to valuable information maintained by Georgia’s Superior Court clerks.
- The State of Georgia benefits from modernized clerk operations and statewide efficiencies.
- Clerks’ offices have gained vital resources at a time when budgets remain constrained.
- The business community has access to innovative tools that promote efficiency and productivity.
- Georgia policymakers are equipped with critical data to help inform public policy decisions.

Despite these accomplishments, our goals remain both ambitious and unchanged. We will continue to:

- Strengthen our essential partnership with Superior Court clerks and ensure they have the tools and resources needed for success.
- Sustain a culture of innovation by remaining adaptable, rethinking workflows, listening to our customers, anticipating change, and meeting challenges head-on.
- Streamline and enhance our programs while strategically transforming operations to improve long-term efficiency and effectiveness.
- Provide exceptional customer service to all our constituencies.
- Foster existing relationships, embrace new partnerships, and pursue collaborative solutions.
- Identify sustainable strategies to address financial challenges as they arise.
- Maintain our position as a recognized leader in the public records arena.

This report provides an overview of the Authority's history and a detailed account of its many initiatives, including the accomplishments and progress achieved during the past fiscal year. None of these achievements would have been possible without the continued support and engagement of Georgia's Superior Court clerks, the strategic guidance of the Authority's Board of Directors, and the skill, dedication, and tireless efforts of its exceptional professional staff.

For additional information on the content of this report or any of the programs listed, please contact GSCCCA Communications Director & Compliance Officer Mike Smith at mike.smith@gsccca.org.

