

# ALERT: Coronavirus- Title Processing at State Title Office

March 17, 2020

## **MANAGERS: Please forward this Alert to all dealership title clerks.**

Governor Kemp has mandated that all state agencies should immediately implement telework options for staff who can telework without interruption to their duties. For those employees who are not able to telework, agencies should increase work schedule flexibility to reduce the number of employees onsite at any one time.

In order to comply with this mandate, effective Wednesday March 18, 2020, all commercial customers with more than two (2) title transactions are required to submit title applications through the Motor Vehicle Division (MVD) Lobby Desk.

The process is as follows:

- Commercial\* customers are allowed to drop off up to 50 transactions one time per week, per business;
- Must allow five (5) business days for processing prior to pickup;
- All transactions must include the Georgia MVD Title Drop-Off Transmittal Form. [Download form](#)

*\*Commercial customers are defined as: Dealers, Tag & Title Agencies, Financial Institutions, Security Interest Holders, Auctions, etc.*

**Dealerships using GADA Title Services should continue to send work to the GADA office. In accordance with the state's mandate, GADA Services will drop off applications at the MVD Lobby Desk on Mondays. Titles will then be picked up from the MVD Lobby Desk the following Monday. In other words, due to the temporary processing policy of the state, GADA Title Services will NOT be able to process applications in one day.**

**Please follow the guidelines listed to prevent title rejections.**

1. **DO NOT** pend an ETR deal. Pending ETR prevents the duplicate title from being processed.
2. **Refrain from selling the vehicle, wholesale or retail, until the title is processed by the state.**
3. **Rejected applications will be resubmitted at a later date after the rejection requirements have been complied with.**

Thank you for your patience and cooperation during this temporary time of processing. If you have any questions, contact Roseann Nichols at 770.438.6855 or [titleservice@gada.com](mailto:titleservice@gada.com).

