



Georgia DRIVES e-Services

SCHOOL BUS/ZONE HOLDS MANAGEMENT USER GUIDE

Version 1.0

6/30/2023

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1 INTRODUCTION

1.1 PURPOSE

The purpose of the School Bus/Zone Holds Management option in Georgia DRIVES e-Services is to allow authorized users to access vehicles registered in Georgia and place a hold on the vehicle's registration record when the owner has not resolved their outstanding penalty associated with a school bus or school zone violation. The hold prevents the registered owner from renewing the registration. Authorized users must also remove the hold once the penalty has been paid.

1.2 AUDIENCE

Authorized users may be affiliated with law enforcement, the local school district, or a service provider contracted with the school district to manage this process.

2 ACCESSING THE SYSTEM

2.1 GEORGIA DRIVES E-SERVICES

Georgia DRIVES is the state’s system of record for vehicle titling and registration. It is used by tag offices in all 159 counties to title and register vehicles, issue license plates, and various other functions. Many services are available to the public and government entities online via Georgia DRIVES e-Services.

Access [Georgia DRIVES e-Services](#). Scroll down to the Login tile and click the “Login” link. This section is for external government entities, including school districts or their authorized service providers, to update vehicle registration information in the DRIVES system.

<ul style="list-style-type: none"> > Apply for Dealer Registration > Create Logon for Registered Dealer > Register Fleet > Register Rental Car Concern > Register Leasing Company 	<ul style="list-style-type: none"> > Renew Dealer Registration > Renew Rental Car Concern Registration > Renew Leasing Company Registration 	<ul style="list-style-type: none"> > Check Title Status > Check Insurance Status > Check Registration Status > Check Prestige License Plate Availability > View License Plates > Search ELT Lienholder > Vehicle History Lookup > Check ETR Title and Registration Status
 <p>Other Services</p> <p>Complete additional transactions such as paying insurance fines, updating addresses, scheduling MVD appointments, or going green with paperless renewals.</p> <ul style="list-style-type: none"> > Pay Insurance Fines > Change Address > Go Green > Schedule MVD Appointment > Insurance Carrier Login (GEICS) > Frequently Asked Questions (FAQs) 	 <p>County Information</p> <p>View local county tag office locations, or information about county contacts or registration statistics.</p> <ul style="list-style-type: none"> > Locate County Tag Office > Access County Contact Database > View County Registration Statistics 	 <p>Login</p> <p>Access your agency's vehicle maintenance account and perform various transactions. Agencies include DCSS, Dealers, Fleets, Government Vehicle Maintenance, SAVI, School Bus, Sponsor Plate, and SRTA.</p> <p>> Login</p>

2.2 REGISTERING TO USE THE SYSTEM

If you already have a username and password, then skip to section 2.3. If not, take a moment to download and complete the [HB 978 Governing Body Agreement](#) and save it to your computer so that you can upload it during the online application process.

Click the “Register Here” link beside the School Bus and Zone Holds bullet.

< Home

Logins

Please use the logon on the right to access any of the following listed accounts. Once logged in, you will be able to perform your Agency's Vehicle Maintenance.

- Dealers
- Fleets
- Gov. Suspension Management
- Gov. Vehicle Maintenance
- SAVI
- School Bus and Zone Holds **(Register Here)**
- Sponsor plates

Username

Password

Log in

[Forgot Password](#)

Select whether you are registering as a new authority or a new user with an existing authority and enter the required information.

Logon Registration

Logon Registration

Registration

Governing Body

School Bus and Zone Agency Information

Register a new authority for managing school bus/zone suspensions. Manage suspensions for a previously registered authority.

Name of the Authority you represent:
GEORGIA COUNTY POLICE DEPARTMENT

Authorized Official/Agent's Legal Name:
GEORGIA COUNTY PD CITATIONS PROCESSING

Official/Agent Phone Number: (404) 111-1111 Extension:

By checking the box below, you hereby confirm that you are authorized to represent the Governing Body named above.
 I represent the Governing Body

Contact Information

If you wish to provide your contact information to the registered owner of the vehicle, please enter it below.

Contact Name:
IMA SAMPLE

Contact Phone: (404) 222-2222 Extension:

Contact URL:
WWW.GEORGIACOUNTYPD.GOV

Name of the Authority you represent – this should be the authority issuing the citations. It could be a police department, a city, or a school district.

Authorized Official/Agent's Legal Name – the unit within the Authority listed above that processes violations. Alternatively, this could be an external entity contracted by the Authority to process the violations.

Official/Agent Phone Number – the phone number of the Authorized Official listed above.

Check the box confirming that you represent the governing body.

Contact Name – your name

Contact Phone – your direct phone number

Contact URL – the website where a customer can get more info or pay for the citation.

Click “Next” to advance to the address entry page.

GEORGIA DRIVES e-Services

< Home

Logon Registration

Logon Registration

Registration

Agency Info

Mailing Address

Agency/Agent Mailing Address

Street *

Required

Unit Type

Unit

City *

State

Zip *

Required

GA

Required

Cancel

Previous

Next

Enter the mailing address of the agent or agency. In the event the Motor Vehicle Division needs to mail correspondence, this would be the address used.

Click “Next” to advance to the create logon page.

Logon Registration

Logon Registration

The screenshot shows a registration form with a blue sidebar on the left containing the following menu items: Registration, Agency Info, Mailing Address, and Logon. The main content area is titled "Logon Type: School Bus and Zone Infractions". It contains four input fields: "Username" (marked as required), "Name (Logon Owner)" (pre-filled with "GEORGIA COUNTY PD CITATIONS PROCESSING"), "Email" (marked as required), and "Confirm Email" (marked as required). At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Next".

Enter the Username you would like to create. The username must be between 6 and 30 characters and can only contain letters and numbers.

The Name is pre-populated with the Authority Name.

Enter your Email address.

Enter the same email in the Confirm Email box.

Click "Next" to advance to the Attachments page.

Logon Registration

Logon Registration

The screenshot shows the "Attachments" step of the registration process. The sidebar on the left includes: Registration, Governing Body, Mailing Address, Select Logon, and Attachments. A warning message at the top states: "To complete this registration, a signed contract between the Governing Body and the Department of Revenue must be attached to this submission. This contract can be found on the Department's website." Below this is an "Attachments" table with columns for "Type", "Name", and "Size". The table is currently empty, with the text "There are no attachments." displayed below it. A yellow "Add" button is located to the right of the table header. At the bottom, there are three buttons: "Cancel", "Previous", and "Next".

Click "Add" and follow directions in the pop-up box to select your supporting documentation. This would be the form HB 978 Governing Body Agreement you completed and saved previously.

Click "Next" to confirm the information you've entered before submitting it. Use the "Previous" button if you need to go back and correct any information.

Logon Registration

Logon Registration

Registration	Logon Type : School Bus and Zone Infractions
Governing Body	Username : sampleuser
Mailing Address	Email : SAMPLEUSER@GEORGIACOUNTYPD.GOV
Select Logon	Authority : GEORGIA COUNTY POLICE DEPARTMENT
Attach Documents	
Summary	

Click "Submit" if the information is correct. Confirm that you are not a robot by checking the box and clicking "OK".

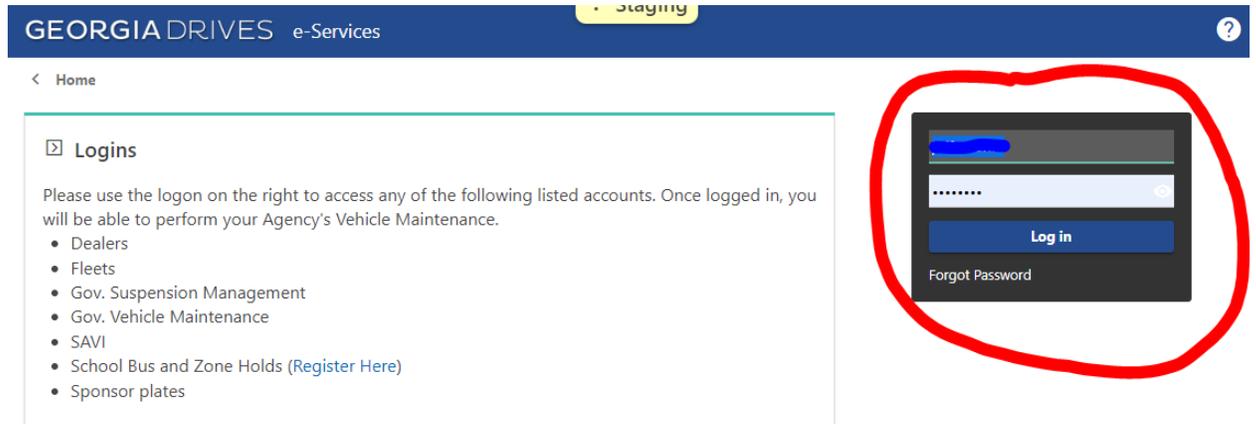
You will receive a confirmation of your submission. After that, the Department will review your request and the documentation submitted. Upon approval, you will receive an email to set your password and access your online account.

2.3 LOGGING IN

Access [Georgia DRIVES e-Services](#). Scroll down to the Login tile and click the "Login" link. This section is for external government entities, including school districts or their authorized service providers, to update vehicle registration information in the DRIVES system.

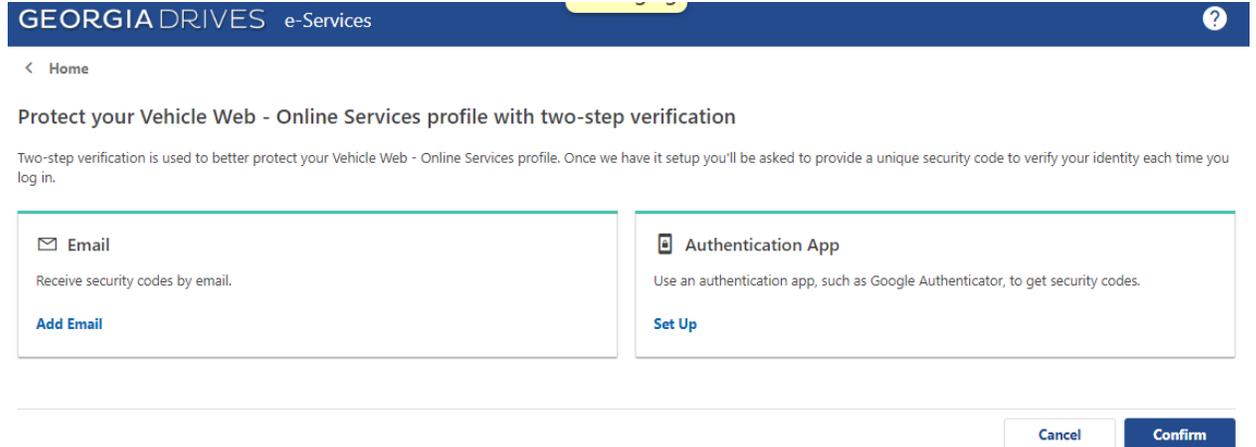
<ul style="list-style-type: none">> Apply for Dealer Registration> Create Logon for Registered Dealer> Register Fleet> Register Rental Car Concern> Register Leasing Company	<ul style="list-style-type: none">> Renew Dealer Registration> Renew Rental Car Concern Registration> Renew Leasing Company Registration	<ul style="list-style-type: none">> Check Title Status> Check Insurance Status> Check Registration Status> Check Prestige License Plate Availability> View License Plates> Search ELT Lienholder> Vehicle History Lookup> Check ETR Title and Registration Status
 <p>Other Services</p> <p>Complete additional transactions such as paying insurance fines, updating addresses, scheduling MVD appointments, or going green with paperless renewals.</p> <ul style="list-style-type: none">> Pay Insurance Fines> Change Address> Go Green> Schedule MVD Appointment> Insurance Carrier Login (GEICS)> Frequently Asked Questions (FAQs)	 <p>County Information</p> <p>View local county tag office locations, or information about county contacts or registration statistics.</p> <ul style="list-style-type: none">> Locate County Tag Office> Access County Contact Database> View County Registration Statistics	 <p>Login</p> <p>Access your agency's vehicle maintenance account and perform various transactions. Agencies include DCSS, Dealers, Fleets, Government Vehicle Maintenance, SAVI, School Bus, Sponsor Plate, and SRTA.</p> <p>> Login</p>

Enter your username and password and click “Log in”. If you can’t remember your password, click “Forgot Password” to reset.



2.4 TWO-STEP VERIFICATION

In addition to using your login credentials, you also need to complete an additional authentication step to verify your identity each time you log in. You may receive a security code by email or by using an authentication app. Select the option you prefer and follow the instructions provided.



2.5 RESETTING PASSWORD

Enter your username and click the Submit button.

GEORGIA DRIVES e-Services Staging ?

< Home

Forgot Password

Reset Your Password

Username *
Required

Instructions to complete the password recovery process will be emailed to you.

If your username is recognized, you will receive instructions to complete the password recovery process via email. If you are unable to remember your username, contact your administrator for assistance.

GEORGIA DRIVES e-Services Staging ?

< Home

Confirmation

If the information you provided matches our records, we will send you a link to reset your password.

Please finish the password recovery steps by following the instructions provided in the email.

3 MANAGING SCHOOL BUS / ZONE HOLDS

3.1 VIEWING REGISTRATION HOLDS

When you first log in, you will see a list of active registration holds placed on behalf of the governing authority. The list may be sorted by clicking on any header. The list may also be filtered by entering text in the filter box. This feature allows for searching by citation id, tag number, or any text appearing in the list. The middle tab will display all released registration holds with the same filtering and search capabilities.

The screenshot shows the Georgia Drives e-Service portal. The header includes the logo and navigation tabs: 'Active Registration Holds', 'Released Registration Holds', and 'More...'. The 'Active Registration Holds' tab is selected, displaying a table with the following data:

Web Logon	Citation ID	Violation Date	Vehicle	VIN	Tag	Hold Placed	
[REDACTED]	[REDACTED]	17-Nov-2021	2011 CHEV HHR LT MP	[REDACTED]	[REDACTED]	23-Nov-2021	Remove Hold
[REDACTED]	[REDACTED]	17-Nov-2021	2007 CHEV IMPALA LT 4S	[REDACTED]	[REDACTED]	23-Nov-2021	Remove Hold
[REDACTED]	[REDACTED]	17-Nov-2021	2004 DODG DAKOTA QUAD	[REDACTED]	[REDACTED]	23-Nov-2021	Remove Hold
[REDACTED]	[REDACTED]	17-Nov-2021	2015 HOND CIVIC 4S	[REDACTED]	[REDACTED]	23-Nov-2021	Remove Hold
[REDACTED]	[REDACTED]	17-Nov-2021	2010 MERC MILAN 4S	[REDACTED]	[REDACTED]	23-Nov-2021	Remove Hold

3.2 REQUESTING A REGISTRATION HOLD

To request a registration hold, navigate to the More... tab and select "Request Registration Hold" from the menu.

The screenshot shows the Georgia Drives e-Service portal with the 'More...' tab selected. A search bar is visible with the text 'Search our online services'. Below the search bar, a menu titled 'I Want To' is displayed, listing the following options:

- > Manage Logons
- > Add Agency Logon
- > Request Registration Hold

Enter the license plate number and violation date and click "Search". If found, information for the registration will be displayed. If the vehicle and owner's information match the citation, proceed by clicking "Place Registration Hold".

GEORGIA DRIVES e-Services

Enter License Plate Number and Violation Date to Search

Vehicle License Plate Number
[Redacted]

Violation Date
14-Feb-2023

Search

Results

License Plate	VIN	Vehicle	Owner's Name	Owner's Address	Violation Date	
[Redacted]	[Redacted]	2015 VOLK TIGUAN MP	[Redacted]	[Redacted]	14-Feb-2023	Place Registration Hold

Back

Verify the hold details and click Next to proceed.

GEORGIA DRIVES e-Services

Add Registration Hold

Add Registration Hold

Hold Details Infraction Details Contact

Hold Details

Authority : CITY OF [Redacted]

Violation Date : 14-Feb-2023

Request Date : 28-Jun-2023

Owner's Name : [Redacted]

Owner's Address : [Redacted]

License Plate Number : [Redacted]

Vehicle Info : 2015 VOLK TIGUAN MP

VIN : [Redacted]

Cancel Previous Next

Select the type of violation and enter the dates that the three required notices were sent to the registered owner. Click Next to proceed.

Add Registration Hold

Add Registration Hold



Infraction Details

Select a violation type:

Illegal Passing of a School Bus (O.C.G.A. § 40-6-163)

Speeding in School Zone (O.C.G.A. § 40-14-18)

Enter the dates that the three required notices were mailed to the registered owner:

First Notice	Second Notice	Third Notice
28-Feb-2023	14-Apr-2023	22-May-2023

Enter the citation number and indicate that you certify the bulleted information is true. Clicking Submit will result in placement of the registration hold.

Add Registration Hold

Add Registration Hold



Contact Information

This contact information is on file with the agency.

Name: [Redacted]

Phone: [Redacted]

Email: [Redacted]

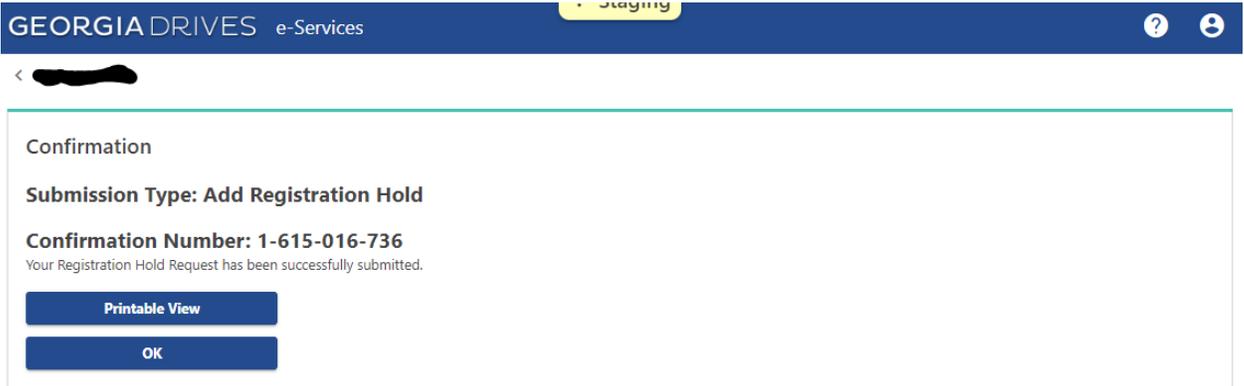
Citation Number: [Redacted]

On behalf of the Governing Body or its Authorized Agent, I hereby certify the following:

- The operator of the vehicle has not been arrested or issued a citation and notice to appear for the same violation.
- The vehicle and owner described in this form are or were the subject of an outstanding civil monetary penalty. I am therefore requesting the Georgia Department of Revenue to place or remove a hold on the vehicle's registration as prescribed in O.C.G.A. § 40-6-163 and § 40-14-18.
- The Governing Body or its Agent will release the hold online through this application when the civil monetary penalty has been paid or otherwise resolved in a court of competent jurisdiction.

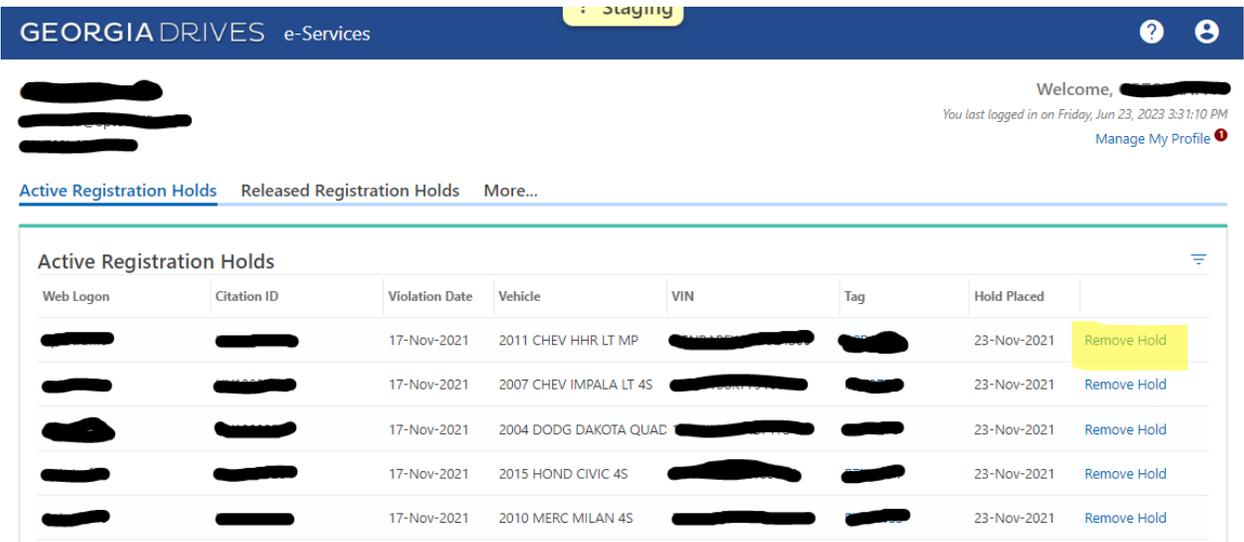
Certify

Once the hold is applied in the system, the confirmation message will be displayed.



3.3 REMOVING A HOLD

A registration hold must be removed no later than one business day of the penalty being paid or otherwise resolved. From the Active Registration Holds page, click "Remove Hold" for the citation.



Confirm the details of the registration to be reinstated and click Next to proceed.

GEORGIA DRIVES e-Services

< [Redacted]

Remove Registration Hold

[Redacted]

[Remove Registration Hold](#)

Reinstatement Contact

Reinstatement Details

Authority	: CITY OF [Redacted]
Violation Date	: 01-Mar-2023
Request Date	: 30-Jun-2023
Owner's Name	: [Redacted]
Owner's Address	: [Redacted]
License Plate Number	: [Redacted]
Vehicle	: 2003 DODG CARAVAN VN
VIN	: [Redacted]

Indicate that you certify that this registration should be reinstated. Clicking Submit will reinstate the registration, assuming no other holds or suspensions are in effect.

GEORGIA DRIVES e-Services Help Profile

< [Redacted]

Remove Registration Hold

[Redacted]
[Redacted]

Remove Registration Hold

Reinstatement Contact

Contact Information

This contact information is on file with the agency.

Name
[Redacted]

Phone
[Redacted]

Email
[Redacted]

Reference Number
987666987

I hereby certify authorization that the registration described in this submission shall be reinstated.

Once the hold has been removed, the confirmation page will be displayed.

GEORGIA DRIVES e-Services Help Profile

< [Redacted]

Confirmation

Submission Type: Remove Registration Hold

Confirmation Number: 1-269-347-104

Your Registration Hold Removal Submission has been completed.

- Reference Number: 987666987
- License Plate Number: [Redacted]
- Submission Date: 6/30/2023

3.4 MULTIPLE HOLDS FOR THE SAME VEHICLE/REGISTRATION

It is possible that a registration may accumulate multiple school bus/zone holds or have a hold or suspension for some other reason.

If a customer complains that he or she still cannot renew their registration, and you have successfully removed the appropriate school bus/zone hold, refer the customer to DRIVES e-Services where they may check their registration status. This status lookup will display information about any penalties, suspensions, or other requirements that must be met in order to renew a registration.