



GEORGIA DEPARTMENT OF REVENUE

▪ MOTOR VEHICLE DIVISION ▪

P.O. Box 740382, Atlanta, GA 30374-0382 ▪ Tel: 1-855-406-5221

Robyn A. Crittenden, State Revenue Commissioner ▪ **Robert Worle**, Director

August 30, 2022

NOTICE TO COMMERCIAL CUSTOMERS MOTOR VEHICLE DIVISION CUSTOMER SERVICE LOBBY

Why am I receiving this notification?

Effective September 1, 2022 – The Motor Vehicle Division (MVD) Customer Service Lobby at 4125 Welcome All Road, Atlanta, GA 30349 will continue to provide drop-off services with expanded services to allow walk-in and/or appointment scheduling to Commercial customers. Commercial customers are defined as dealers, tag and title agencies, financial institutions, security interest holders, auctions, etc.

What do I need to know?

- **Drop-off Services** – Commercial customers are strongly encouraged to continue utilizing the MVD Drop-off Box located in the Motor Vehicle Division Customer Service Lobby.
 - Commercial customers can drop-off up to 30 applications per week.
 - All drop-offs must include a completed [Georgia MVD Title Drop-Off Transmittal Form](https://dor.georgia.gov/georgia-mvd-title-drop-transmittal-form) (<https://dor.georgia.gov/georgia-mvd-title-drop-transmittal-form>) with a separate check for each application.
- **Appointment Scheduling** – To minimize lobby wait times, Commercial customers are encouraged to schedule an appointment for applications/inquiries that may be complex in nature.
 - Commercial customers will be allowed to schedule **ONE** appointment per week (based upon availability) to process up to **FOUR** applications/inquiries. The application/inquiry limit is due to the length of time it takes to process complex transactions and to accommodate a larger volume of companies that need service who are unable to drop-off their applications.
 - 24-hour access is available to schedule an appointment or obtain information, please visit our website at <https://dor.georgia.gov/schedule-motor-vehicle-appointments>.
- **Walk-in Services** – Commercial customers may use in-person walk-in services for time sensitive applications/inquiries.
 - Commercial customers can receive in-person walk-in services only on Wednesday or Thursday between the hours of 8am – 4pm.
 - Commercial customers will be allowed to process up to **FOUR** applications/inquiries per ticket. This application/inquiry limit is due to the length of time it takes to process dealer transactions and to accommodate the general public which does not have the option to drop-off their applications.
 - If a Commercial customer wishes to process additional applications, their initial ticket will be placed back in the queue at the end of the line to start the walk-in process again. This process can be repeated throughout the day, however, the ticket will not be placed in the queue for service past 4pm.



COMPLETE FORM



SCHEDULE
APPOINTMENT



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Please note: The Local County Tag Offices also serve as great resources which provide full service to meet the needs of Commercial customers. Please be aware that Local County Tag Offices cannot print or process Instant Titles or Salvage Title Applications.

Your feedback is welcome as we continue to improve our processes for customers. You may provide comments and feedback via our website <https://dor.georgia.gov/send-message-about-motor-vehicles>.

Have questions? Please contact us at 1-855-406-5221 to speak with an agent.



GIVE FEEDBACK