



GEORGIA DEPARTMENT OF REVENUE

Suite 15114, 1800 Century Blvd, Atlanta, GA 30345-3205

For Immediate Release: June 8, 2010

Contact: Department of Revenue (404) 417-2212

DOR HEADQUARTERS EXPERIENCES FLOOD DAMAGE; ONLINE COMPUTER SERVICE OUTAGE

ATLANTA—Due to computer equipment that overheated on Sunday afternoon which activated a sprinkler system and resulted in flooding on four lower floors, the Department of Revenue headquarters building experienced a computer system outage which disabled online systems and halted ground floor customer service operation on Monday.

Commissioner Bart L. Graham, who was immediately onsite Sunday afternoon at 1800 Century Boulevard along with security personnel, said today that a comprehensive damage assessment is being conducted. Commissioner Graham added that DOR Regional Offices (see locations below) are available to provide customer service to taxpayers, receive tax payments, and process related correspondence timely. Limited walk-in customer service operation at DOR headquarters is now available.

“We’ve started the backup generator that was installed last year in anticipation of an unanticipated event such as this. The reason we started it today was due to the need to remediate water from the building first. We intend to keep the public fully updated as we gradually restore operations. Our expectation is that normal service to our customers will be restored gradually. DOR headquarters staff is available to receive and process applications for liquor licenses, process tax payments from walk-in customers, and expedite all inquiries in a timely manner. We appreciate the public’s patience and understanding as we attempt to restore normal computer functionality over the next few days.”

Following is the status of certain DOR online tax systems as of Tuesday afternoon:

Georgia Registration Tag and Title System (GRATIS):

- Taxpayers cannot renew their annual tag registration online from a personal computer.
- GRATIS is fully functional, however, at the DOR’s Tradeport Processing Center and at all County Tag Offices throughout the state.

Alcohol Liquor Licenses:

- The Department will issue temporary liquor licenses that will be valid through June 30. DOR staff at 1800 Century Boulevard are available to process liquor license applications and receive payments.

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Tax Payments for Online E-File/E-Pay, Refund Inquiry, and General Inquiries:

-- Tax payments for online e-file/e-pay can be mailed to the Department or delivered to any DOR Regional Office. Taxpayers who make a diligent effort to pay timely will not be assessed a penalty.

DOR Regional Office Locations:

Northeast (Atlanta) Metro
1800 Century Boulevard
Atlanta, GA 30345
Tel.: 404-417-6605

Douglas
North Point Plaza – Suite I
1214 N. Peterson
Douglas, GA 31533
Tel.: 912-389-4094

South Atlanta Metro
4245 International Parkway
Suite B
Hapeville, GA 30354
Tel.: 404-968-0480

Lithia Springs
351 Thornton Road, Suite 101
Lithia Springs, GA 30122
Tel.: 770-732-5812

Albany
1105-D West Broad Avenue
Albany, GA 31707
Tel.: 229-430-4241

Macon
630 North Avenue, Suite B
Macon, GA 31211
Tel.: 478-751-6055

Athens
3700 Atlanta Highway
Suite 268
Athens, GA 30606
Tel.: 706-542-6058

Rome
1401 Dean Street, Suite E
Rome, GA 30161
Tel.: 706-295-6061

Augusta
130 Davis Road
Martinez, GA 30907
Tel.: 706-651-7600

Savannah
6606 Abercorn Street, Suite 220
Savannah, GA 31405
Tel.: 912-356-2140

Columbus
1501 13th Street
Suite A
Columbus, GA 31901
Tel.: 706-649-7451