



**Denise R. Mitchell, MPA**  
Tax Commissioner

MEDIA RELEASE

## Services Expand at Motor Vehicle Kiosks in Gwinnett

FOR IMMEDIATE RELEASE

LAWRENCEVILLE, Ga., Tuesday, Sept. 17, 2024 — A growing collaboration between the Gwinnett County Tax Commissioner’s Office and Intellectual Technology Inc., a major motor vehicle kiosk provider in North America, and the Georgia Department of Driver Services, known as DDS, is allowing GCTC to increase services to its motor vehicle customers.

ITI recently equipped tag renewal kiosks in two Kroger stores in Gwinnett County, one in Norcross and one in Suwanee, with hardware from the DDS. The hardware provides an upgrade to the machines that allows customers to renew their Georgia driver’s license or ID card on a second screen. The Kroger at 6050 Singleton Road in Norcross and the Kroger at 2121 Lawrenceville-Suwanee Road are up and running with the hardware. The motor vehicle kiosk at Kroger’s Duluth location at 3093 Steve Reynolds Blvd was part of ITI’s pilot program last year.



*The introductory screen on the motor vehicle kiosk in Gwinnett County.*

Amity Caserta, account manager for ITI, said the new technology uses facial comparison checks. A customer’s face is scanned at the kiosk and compared to the photo on record at the Georgia Department of Motor Vehicles. Caserta said the security feature protects the customer and combats fraud. The transaction takes approximately four to five minutes. DDS charges a \$27 digital fee to renew, plus a \$3.95 service fee and a 2.25% credit card fee. The machine will print a temporary paper driver’s license. Customers will receive the driver’s license card in the mail.

The new feature on the machines comes on the heels of Gwinnett County Tax Commissioner Denise R. Mitchell partnering with Publix to bring tag renewal kiosks to their stores in Gwinnett County.

Over the summer, ITI installed a tag renewal kiosk in Publix’s Peachtree Corners location at 3200 Holcomb Bridge Road. The Publix in Snellville at 3550 Centerville Highway was the first of the company’s stores to house the machines in Gwinnett County, making it the first Publix in the metro Atlanta area to have a tag renewal kiosk.



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“We value our long-standing partnership with Kroger stores. It is fitting that they are the first to house the multiservice kiosks in the county,” Mitchell said. “I am also extremely pleased that we are the first county in metro Atlanta to partner with Publix in the interest of increasing access to services for our customers.”

Mitchell said plans are in place to equip all motor vehicle kiosks in the county with dual functionality.

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