

**2014 Georgia Technology Innovation Showcase**  
**Quick Wage System for Unemployment Insurance Tax**  
**Department of Labor**

**Complexity of the Problem**

The Georgia Department of Labor (GDOL) requires more than 209,000 Georgia employers to report wages that are paid to employees, GDOL is responsible for retaining wage information, primarily for establishing benefit claims.

**Creativity of the Solution**

The Quick Wage System (QWS) is a technology solution that allows for the semi-automated input of wage data from both structured and re-created forms.

GDOL's Employer's Quarterly Tax and Wage Report is a form often re-created by employers and submitted as a replica for the official document. Data on these unstructured, multiple-page reports previously required 100 percent manual keying into the GDOL unemployment insurance (UI) tax system. GDOL implemented a solution based on the quick wage system from Fairfax Imaging, Inc., which was modified to meet the requirements of the GDOL UI Tax Division. The QWS performs intuitive character recognition using optical scanning technology and enables semi-automatic data input. Prior to the QWS, GDOL scanned only single-page wage reports and manually entered all data from multiple-page and unstructured reports. The QWS has allowed GDOL to obtain scanned images of all wage documents, regardless of the structure or number of pages.

**Business Results**

The project has resulted in numerous operational efficiencies:

- The manual entry of data from replicated forms has been reduced from 100 percent to less than 20 percent.
- During peak periods, an average of 3,000 single- and multiple-page wage reports can be processed every day.
- Scanned images of all reports are easily maintained for documentation purposes.
- The quarterly processing cycle can be completed in about 20 days instead of 45 days as was often required prior to implementing the QWS.
- The QWS allows GDOL to process tax reports and wage reports at the same time; the reports previously had to be processed at different times.
- The number of personnel required to handle employer wage reports has been reduced from 131 to 52.
- Data accuracy has increased because manual data entry has been largely eliminated.