



WHITFIELD COUNTY TAX COMMISSIONER, DALTON, GEORGIA

Whitfield County tax commissioner adds JetScan iFX[®] check and currency processing to his office as another innovative solution

Processing deposits with improved accuracy and speed helps government serve the public better

When it comes to streamlining government operations and cutting costs, Georgia's Whitfield County Tax Commissioner Danny Sane is doing it right. Like almost all government offices, Commissioner Sane is under constant pressure from his constituency to keep costs under control.

Through thoughtful management and a reliance on innovation he has been able to maintain the same head count he inherited an astonishing two decades ago. He's also been able to cut operational costs by more than 63% from when he started. What's his secret? "We're constantly looking not for just quicker ways to do things, but more efficient ways," says Sane. "Our staff is very much interested in trying to make positive changes."

The task of processing checks

Nestled on the north end of Georgia, the office of the Whitfield County Tax Commissioner is responsible for processing about 400 car tags per day and collecting property taxes on 50,000 parcels of land for the city, county and state. "Predominantly we deal with checks, and that is a huge concern, so it's very, very important we can process them promptly," says Sane.



It's Rebecca Vance's job to process all those checks. "We probably run about 150, maybe even up to 200 checks per day based on the busy time of the month, just for tags. During the property tax season from October through December, we could be processing 150 to probably 200 checks per clerk. So that could be easily 600 checks a day, just on the tax side," states Vance. "Initially it was all done manually on the calculator, sending them over to the bank." Commissioner Sane adds, "With all the checks that we had to do, and to prepare the deposit, it was taking two employees from about 8:30 in the morning till almost 2:00 every day."

Process checks and cash on one machine.

Finding the right solution for check processing automation

It's hard to keep costs and head count low by processing anything manually, so Sane started looking for a new solution. What he found was the Cummins Allison JetScan iFX check and currency scanner with Deposit Balancing Manager (DBM). "When this solution came across, we were very, very interested in starting the project. Once we started it, we were extremely happy with it," says Sane. "And the changes were very well-accepted by our employees."

Vance comments, "The Cummins Allison JetScan iFX solution has just been a tremendous time saver. I'm able to pick up the checks every afternoon, scan the checks, and pretty much by the end of the day the checks are verified with the clerk's work. It takes me maybe a half hour to scan and deposit everything to the bank.



"I would estimate going from manual calculating to the JetScan iFX is saving us probably at least a good two hours per day. I'm able to not only do the tag deposit, but also the tax deposit. And I can get both of those done in the amount of time it would take me to get just the tag deposit done."

Processing checks and cash on one device

In addition to checks, the Whitfield County Tax Commissioner also takes in cash for payments. What they didn't want was yet another piece of equipment to count only currency, so being able to process checks and currency on a single device was another factor in choosing a solution. "There's a significant benefit for being able to use the JetScan iFX scanner for checks and cash," says Vance. "It just takes up a lot less space, and being able to flip from checks to cash in just the punch of a button."

"You also have the option to strap the money. Especially during the busy time of the year, when you have thousands of bills coming in, the machine not only counts the straps but also identifies strangers. If you happen to get a 50 in with the 100s, the machine identifies that as a stranger. You take it out and the machine continues



“We went from two employees working over half a day to one employee being done by 9:30 AM.”

to process and count your money for strapping. So that has been a tremendous benefit.”

Easy to use and intuitive

As the operator, it's important to Vance that the equipment is easy to use. Difficult-to-operate equipment causes errors, so she needs something that's powerful yet intuitive. “With the JetScan iFX, there are minimal errors. It's really a great machine and is very easy to use and took minimal training. I can't even explain how much I really like that.”

Sane explains the monumental task that the JetScan iFX is helping him overcome. “Operational costs are things that we can do something about. Through many, many pieces of technology, including this piece of equipment, we've been able to net our operational costs from \$475,000, 20 years later to \$175,000 now. I mean, you must understand that years ago we were collecting \$38 million and selling 65,000 car tags. Today we're collecting over \$100 million, selling 110,000 car tags. We have the same number of employees as my predecessor had 20 years ago, so what it's allowed us to do is not have to hire more employees.”

Redirect employees' time

Sane reiterates that the key benefit of the JetScan iFX scanner time savings is being able to do more with his staff, not get rid of them. “We literally went from two employees who were working over half a day to one employee being done by 9:30 or so in the morning. The Cummins Allison machine has allowed us to redirect employees, so this piece of equipment cost no one their job. Basically it allowed us to be much more efficient. We were able to redirect one person's half day into helping other taxpayers and reassign them to answer other questions and better serve the public.” Sane stresses that streamlining operations doesn't eliminate jobs, it simply makes the current jobs more efficient, and public servants can do more for their constituency with the current office staff.

A solution any organization can utilize

Commissioner Sane explains that his story is not unique to his county alone. Since checks are the most-used form of payment, other government agencies can follow in Whitfield County's footsteps and see the benefits of making their department more efficient through innovative, cost-effective technologies.



Danny Sane,
Whitfield County
Tax Commissioner

“Through innovations over the past 20 years we've reduced our operational costs and haven't added any employees.”

“It's just a chance for us to share with other agencies who are dealing with taxpayer money and possibly people in the community's money to be much more efficient. Let's face it. If the equipment looks good, then I look good.”

JetScan iFX helping serve the public

Improved speed, accuracy and less time spent processing deposits build a strong case for using the high-speed JetScan iFX check and currency scanner. It is the only solution that can process cash and checks on one machine, thereby reducing costs, counter space and training. Being able to deposit checks electronically gets offices their funds sooner and reduces check processing fees. Tax offices and various local governments everywhere are integrating the easy-to-use JetScan iFX scanner into their daily operations, saving time and money and serving their district better.



To learn how JetScan iFX solutions can bring greater efficiency to your deposit process, please visit cumminsallison.com/checks

Fast and easy-to-use, JetScan iFX scanners provide 33% faster currency processing and 100% faster check imaging.



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Generations of Vision and Excellence

Cummins Allison sets the standard for accuracy and dependability.

Cummins Allison is a global leader in developing solutions that quickly and efficiently count, sort and authenticate currency, checks and coin. We also offer a complete line of full-function automated teller machines (ATMs). Our leadership in technology and product innovation spans more than 125 years. Cummins Allison serves the majority of financial institutions worldwide, as well as leading organizations in retail, gaming, law enforcement and government. Ninety-seven percent of our customers would recommend our products and services.

The company holds more than 350 patents and invests double the industry average in R&D. Our world-class sales and service network includes hundreds of local representatives in more than 50 offices in North America, wholly-owned subsidiaries in Canada, the United Kingdom, Germany, France, Ireland and Australia and is represented in more than 70 countries around the world.